ANNUAL REPORT 2016-2017
Northwestern University Staff Advisory Council (NUSAC)

MISSION STATEMENT
The Northwestern University Staff Advisory Council (NUSAC) serves as an advisory voice and change-agent for Northwestern staff in matters relating to community development, professional opportunities and workplace concerns. This is accomplished through active engagement with staff, the University President, the Office of Human Resources and/or various senior administrators.

Chartered by Northwestern University’s president in 1973, NUSAC provides service to the university community by representing the opinions, concerns, and experiences of its nonexempt and exempt staff.

Council Overview
NUSAC represents the needs of staff through communication, networking, and events. Communications include a quarterly newsletter, emails, social media, and a website. Networking and events include informational workshops and community outreach activities, and sponsorship of Coffee with the President and Conversations with the President events. NUSAC also represents staff concerns at meetings with the Office of Human Resources and university administrators, and participates on university committees and focus groups.

NUSAC is comprised of 25 staff employees drawn from Northwestern’s Chicago and Evanston campuses. Each NUSAC member serves on one of four standing committees. The Benefits and Human Resources committees address staff questions and concerns about benefits, compensation, and employment. The Outreach committee connects and engages Northwestern staff with the surrounding community to help those in need. The Communications committee works to increase awareness about NUSAC and how the council represents the staff. The list of Council members and their committee membership is included on the final page of the report.

NUSAC Officers 2016-2017
Rhea Banks, Chair (9/1/16 – 8/31/17)
Jeff Henderson, Vice Chair (9/1/16 – 8/31/17)
Michael Martinez, Treasurer (9/1/16 – 8/31/17)
Toni Montgomery, Secretary (9/1/16 – 2/14/17)
Avni Soni, Secretary (2/15/17 – 8/31/17)

Over the course of 2016-2017, the Council was comprised of 14 members from the Chicago campus and 13 from the Evanston campus. The various schools, departments, and areas represented in the Council’s makeup included the following:

- The Graduate School
- Executive LLM Programs, Law School
- Undergraduate Office, Kellogg
- Center for Comparative Medicine, Feinberg
- Facilities Management
- Student Loans, Evanston
- MSMS Russell Fellows Program, Kellogg
- Student Accounts, Chicago
- Surgery, Feinberg
- Center for Talent Development
- Financial Aid, Chicago
- Office for Sponsored Research
- External Programs, Internships & Career
• Cognitive Neurology and Alzheimer’s Disease Center, Feinberg
• Marketing, Athletics
• Institute for Sustainability and Energy at Northwestern (ISEN)
• Preventive Medicine, Feinberg
• Financial Planning & Analysis, Kellogg
• Alumni Relations & Development, Major Gifts
• Physical Medicine and Rehabilitation, Feinberg
• NU-Q Support Office
• Executive Education, Kellogg
• Center for Global Health, Feinberg
• IT Administrative Systems Finance, Facilities, and Research Administration
• Clinical Trials Unit, Feinberg

General Council Priorities in FY16 & Plan for FY17

The council followed four strategic goals from which each committee developed their specific tactics and outcomes. The four goals were an extension of the previous year’s work:

1. Increasing Staff Engagement
2. Evaluating NUSAC structure for maximum efficiency and effectiveness
3. Identifying and raising staff concerns to administration
4. Enhancing the NUSAC Brand

Specifics of the Council’s achievements over the course of the year are highlighted in the following sections.

On July 25, 2017 the Council held its annual retreat, which focused on teambuilding and identifying priorities for the coming year. An initial list of priorities for consideration was generated from inquiries received from staff (via emails to NUSAC), committee work, feedback from event surveys, Coffees with the President, and Conversations with the President. After discussion and deliberation, the top priorities for the next year include the following:

• Staff Survey
• Performance Excellence
• Career advancement
• Support and resources for managers
• Diversity and inclusion
• Staff compensation and transparency in hiring

Committees are in the process of developing goals and actions related to the identified priorities.

Council Highlights for 2016-2017

The Council engaged in a variety of activities this year from co-hosting an inaugural Chicago Campus staff event to hosting several successful drives and brown bag lectures. The Council also continued co-hosting Coffees with the President, in conjunction with the Office of the President, and supporting service excellence events including the Employee of the Year selection. This year’s highlights include the following:

• 4th annual Staff Mixer at the football game. Pregame food and activities were available on the Randy Walker Terrace and over 500 tickets were sold.
• Brown Bags:
  o Professional Development
  o Compensation
○ Sustainability @NU
- NU Cares Awareness Drive
- 2nd Staff Mixer at the basketball game
- First Chicago Campus Event
- Successful holiday food drive, spring food drive and school supply drive
- Conversations with President Schapiro
- Support and advocacy in response to inquiries regarding staff compensation issues, internal promotions, and tuition benefits
- Transitioned from SharePoint to Box for file management

University Committee & Event Participation

Quarterly Meetings with the University President, the Executive Vice President, and the Associate Vice President of Human Resources
The NUSAC Chair and Vice Chair have quarterly meetings with President Schapiro. The Chair and Vice Chair also meet quarterly with the Executive Vice President Nim Chinniah, and Vice President and Chief Human Resource Officer Pam Beemer. These meetings promote regular communication with the University administration about staff priorities and concerns, upcoming changes and University initiatives, and ideas for improving the work experience for staff. Topics addressed in this year’s meetings included a staff engagement survey, updates to performance excellence, and the NUSAC budget, including ongoing support for the annual staff mixers.

Service Excellence Recognition Luncheons
One of NUSAC’s goals was to increase staff community engagement and promote recognition of staff successes. In support of that goal, NUSAC members participated in the Service Excellence Recognition Luncheons. The NUSAC Chair and Vice Chair attended the quarterly luncheons. If the Chair or Vice Chair was unable to attend, a NUSAC Committee Chair attended so that NUSAC was always present to support staff being recognized for outstanding service. Because recognition of excellence is important, NUSAC will continue to discuss ways to encourage departments to nominate their staff members for this award.

Conversations with President Schapiro
In collaboration with the Office of the President and with the support of University Relations and Information Technology Academic & Research Technologies, NUSAC hosted annual Conversations with President Schapiro. This year we continued with the panel format and hosted a discussion with Executive Vice President Nim Chinniah, Provost Dan Linzer, Vice President and General Counsel Philip Harris, and Vice President of Student Affairs Patricia Telles-Irvin, following an update by President Schapiro. The events were held on April 12 in Chicago in the newly renovated Thorne Auditorium, and April 18 in Evanston at the McCormick Foundation Forum Auditorium.

Our five panelists touched on a wide variety of topics, including by not limited to:

- Diversity and inclusion (particularly in light of the Trump administration’s travel ban)
- Campus safety (following the biking death of a student and alleged sexual assault at SAE and another unnamed fraternity)
- Staff engagement (around a replacement system for Performance Excellence, an inaugural staff engagement survey in 2018, and the ongoing status of Winter Recess)
- Facilities (including the status of the old RIC building, Jacobs/Kellogg Global Hub, and the new University Commons)
- Staff service access (particularly with respect to staffing at the women’s center, and campus mobility for persons with physical limitations, particularly with all the construction)
• Support for students (including concerns over the limited access for graduate/SPS scholarships, and helping students from rural backgrounds make a comfortable transition to living in the 3rd largest metro area in the US)
• Support for transgender alumni (concerning a request to allow students to update gender identity on their transcripts)

Questions were submitted in advance by staff, presented by the live audience, and sent online to NUSAC during the event. In-person attendance was estimated at 150-200 for each event. Both locations also provided a live webcast; Chicago/Evanston streaming audiences were 206/285, with average viewing times 53/59 minutes, respectively.

**Coffees with President Schapiro**
In collaboration with the Office of the President, NUSAC successfully hosted six coffees with President Morton Schapiro along with invited guests from the university staff community. There were three held on the Evanston campus and three held on the Chicago campus. The dates for the Evanston “Coffee with the President” were November 1, 2016, January 31, 2017 and April 4, 2017. The dates for the Chicago “Coffee with the President” were October 20, 2016, January 25, 2017, and April 27, 2017. Members of the university staff community are randomly chosen and invited to attend a coffee in an effort to get to know each other and President Schapiro. An average of 13 - 18 staff members attends each coffee which is 1 hour and 15 minutes.

**Employee of the Year Selection Process and Length of Service Recognition Luncheon**
In 2017, NUSAC once again co-sponsored the Staff Service Recognition Luncheon with Human Resources and continued to take an active role in the Employee of the Year and Service Recognition process. Two NUSAC members participated in the 2017 Employee of the Year selection process. The NUSAC Chair assisted with overseeing the selection process with Maudell Gaines, Coordinator of Special Events and Employee Recognition Programs. Council members attended the luncheon held in downtown Chicago on June 6, 2017, and many of the members served as bus captains to facilitate transportation of guests and greeters to welcome and guide guests upon arrival at the venue. Staff members who had served 20 or more years at the University were honored for their commitment and service. The NUSAC Chair and Vice Chair announced the length of service honorees and members of the selection committee announced the finalists for the 2017 Employee of the Year awards.

**Health & Benefits Fair**
The Benefits Committee staffed tables at the Health and Benefits Fairs on both campuses. The Committee used a short survey to gauge staff familiarity with various current NUSAC programs and interest in future university programs and benefits. For the first year, a computer-based version of the survey was made available, which reduced the data entry burden on the Committee but which many participants found cumbersome. The Committee presented the overall results and made detailed data available to the General Council.

Many NUSAC programs were recognizable to survey participants, with the Staff Football Mixer (the newest of the programs included in the survey) being the least familiar and HR/NUSAC Brown Bags at the highest level of name recognition. Health insurance was by far the most important benefit (52%) and wellness-related benefits the most popular potential new offering (42%).

**Chicago Campus Event**
On July 13, 2017 in the Law School Courtyard, NUSAC partnered with members of Pritzker School of Law, Feinberg School of Medicine, Kellogg School of Management, School of Professional Studies, Bike Northwestern, NU Pose, and the Black Professionals Network to host a campus-wide staff gathering. We had over 300 attendees for the event and received positive feedback about our goal to strengthen the Chicago Campus community. We are in talks to continue this as an annual tradition for the Chicago Campus, and potentially grow the event to hold even more staff.
NUSAC Involvement in University-Related Groups
NUSAC members participate in various groups and committees. This year, NUSAC members served as representatives for the following:
- NUPD Advisory Group (Erika Carey, Member)
- Diversity Council (Rhea Banks, Chair)
- HR Leadership Advisory Council (Rhea Banks, Chair)
- Norris University Center Advisory Board (Susan Held, Benefits Chair)
- Advisory Committee on Investment Responsibility (Rhea Banks, Chair and Melissa Passalacqua, Member)
- Women’s Center Director Search Committee (Kawanya West, Outreach Chair)

Committee Highlights

Benefits Committee Report
Susan Held, Chair - 9/1/2016 – 6/14/2017
Pamela Euring, Chair – 6/15/2017 – 8/31/2017
The Benefits Committee works directly with the Director of Benefits Division and the Vice President of Human Resources, conveying staff suggestions and concerns related to benefits elections, policies, and procedures, and responding to staff regarding these issues. NUSAC provides 3-4 committee members to the NU Cares application review committee. The Chair of the Benefits Committee works with the Office of Work/Life Resources to administer NU Cares.

Committee Members: Susan Held, Janelle Gaudio, Pamela Euring, Jennifer Sloane, Simone Cavallaro (through November), Amy Lindgren (starting February)

2016-2017 Projects & Outcomes
The Committee participated in the Health and Benefits Fairs. We ran a NU Cares awareness drive that resulted in $1,045 in one-time contributions and $205 in additional recurring donations, allowing us to continue funding awards at $750 each.

The Committee requested data about the use of tuition benefits by Northwestern staff in order to determine the cost differential between the current (dollar-based) model of tuition reimbursement and a potential change to a credit-based model. There was not enough conclusive data to make an immediate request but HR’s investigation is ongoing.

The Committee gathered feedback about staff interest in wellness initiatives and perceived barriers to tuition benefit usage via survey questions in the quarterly NUSAC Newsletter and passed on the wellness data to HR staff. The Committee also addressed questions from individual staff members and passed on concerns to HR and Benefits leadership.

The Committee co-hosted a Skating Mixer for faculty, staff, and their families with YourLife Wellness.

2017-2018 Committee Priorities:
The Committee plans to build on the successes of this year and enhance existing programs where possible, including:
- Streamlining the brief survey completed by staff at the Health and Benefits Fairs in order to increase participation
- Adding an option to initiate payroll deductions in support of NU Cares as part of the annual Open Enrollment process
- Assisting in the development of a Work/Life Resources seminar on financial health and developing
good credit
- Either holding the Staff Activities Fairs in 2017 or organizing an alternative means for staff and organizations/programs to connect

Communications Committee Report
Melanie Mrkdichian, Chair
A key component of NUSAC’s mission involves exchanging information with staff on relevant issues. The Communications Committee is responsible for organizing all public relations and media for NUSAC. From creating the newsletters and posting interesting and relevant content to the Facebook and LinkedIn groups, to updating the web site, the Communications Committee helps to promote NUSAC’s positive image (brand) at the University.

Committee Members: Melanie Mrkdichian, Jeff Henderson, Erika Carey, Heather Obering, Jim Hoff (through March 2017) and Tina Shontz.

2016-17 Projects & Outcomes

Throughout the year, the Communications Committee helped to promote NUSAC’s work and image (brand) at the University and distribute information to staff to inform them of opportunities for engagement, professional development, and personal growth.

- **The committee continued to advance goals previously established**
  - Engage Staff – Continued to inform staff about various events happening across both campuses that they could participate in (i.e., Conversations with the President, School Supply Drive).
  - Increase NUSAC brand awareness – Increased likes on the Northwestern University Staff Facebook Page and increased members Northwestern University Staff LinkedIn group. Provided swag at various NUSAC events.

- **Communicate critical NUSAC initiatives and update NU community on events and opportunities**
  - Produced quarterly newsletters, promoted NUSAC sponsored events using various media (social media – Facebook & LinkedIn, NUSAC website, email, digital displays around campuses, flyers, etc.)
  - Programming that the committee is responsible for (i.e. Coffee with the President) – provided NUSAC swag and thanked guests for their attendance.

- **Evaluate and assess NUSAC’s communications structure**
  - Reviewed event communications and communication services for efficiency and effectiveness.
  - Continued to look for interesting and relevant content to communicate to our staff colleagues through multiple media.

- **Advise the General Council and individual committees on communications ideas**
  - Provided postings on Facebook, LinkedIn, and NUSAC website.
  - Tracked event attendance and feedback from NU Faculty/Staff from NUSAC surveys.
  - Communicated with NU Faculty/Staff at events (i.e., Staff Football Mixer, Staff Basketball Mixer) to increase NUSAC awareness – verbally engaged staff as much as possible to find out concerns and interests.

- **Successfully stored and tracked NUSAC swag items consisting of lanyards, magnets, pens and post-it notes**
  - Provided swag for NUSAC sponsored events.
  - Kept track of NUSAC swag using spreadsheets and provide General Council with details regarding the amount of swag remaining when asked.

- **Worked toward a more formal calendar of NUSAC events, newsletter and email blast schedules.**
2017-2018 Committee Priorities:

- Continue to promote the NUSAC brand and find new means of reaching staff.
- Increase participation at six yearly Coffees with the President events.
- Effectively evaluate staff’s knowledge of NUSAC’s role within the University and utilize the information to more efficiently communicate and interact with staff.
- Continue to include survey question in NUSAC newsletters to engage the staff.
- Highlight different staff groups and NUSAC’s ongoing work around the Evanston and Chicago campuses in our quarterly newsletter. Also, promote or encourage staff to nominate fellow colleagues for a Service Excellence Award.

Human Resources Committee Report
Kimberley Cornwell, Chair – 09/01/2016 – 01/31/2017
Toni Montgomery, Chair – 02/01/2017 – 08/31/2017

The Human Resources Committee works directly with the Vice President and Associate Vice President for Human Resources to discuss policies and procedures, provide feedback, and communicate staff concerns related to matters overseen by Human Resources. The Vice President and Associate Vice President, in turn, share with the Committee pending matters of staff interest and solicit input from NUSAC on Human Resource issues and related matters.

Committee Members: Kimberley Cornwell/Toni Montgomery, Rhea Banks, Damien Trimuel, Julia Jenkins and Avni Soni.

2016-17 Committee Projects & Outcomes

Professional Development Opportunities at Northwestern
Samir Desai, Executive Director of Learning and Organization Development (EV) Leigha Kinnear, Manager of Learning & Organizational Development, Office of Human Resources (CH), Caroline Onagan, Director, Talent Acquisition, Human Resources and Suzanne Rovani, Program Manager, Professional Studies (EV) and Sean Kavanaugh, Assistant Director, Professional Studies (CH) teamed up with NUSAC to offer a Brown Bag panel discussion on professional development resources and opportunities available to staff at Northwestern. The Brown Bags attracted more than 100+ participants across the Evanston and Chicago campuses. Events were held:

Monday, April 3
12 p.m. – 1 p.m.
Evanston Campus – Northwestern Room, Norris University Center

Thursday, April 13
12 p.m. – 1 p.m.
Chicago Campus – Booth Hall, 357 E Chicago Ave

Through discussion and presentation, Mr. Desai shared with participants the vision for developing talent at Northwestern through skills, performance and leadership development. From workshops to Lynda.com to Learn@Northwestern, and what is new from Learning & Organization Development, it was all guided by a new strategic vision, he described the many resources and opportunities at Northwestern.

Northwestern staff members were encouraged to contact members of the Learning and Organization Development team to learn more about how to get involved and chart their own talent development pathway.

Career Families & Compensation at Northwestern
Annie Lemond, Senior Director of Compensation, and Stephanie Griffin, spoke with staff members on both campuses about compensation policies at Northwestern. Both addressed career development, job families and assisting staff in understanding the pay ranges. The session was structured as a question and answer session.
During the first half of the session Lemond and Griffin responded to questions that had been collected by NUSAC and provided in advance. The second half of the session was devoted to audience questions and answers. The events were held:

Monday, January 30
12 p.m. - 1 p.m.
Chicago Campus – Rubloff 175, Chicago Campus

Wednesday, February 7
12 p.m. – 1 p.m.
Evanston Campus- Northwestern Room, Norris University Center

Both sessions went beyond the hour allotted. Based on the attendance numbers and the extended presentation times due to questions, it became apparent that this is a topic that is very important to staff on both campuses. More than 100 staff members signed up for the event. Survey feedback was very positive, with many requests for a repeat of the session with more time set aside for audience questions.

**Campus Sustainability (sustainNU)**

Northwestern staff members were invited to learn what the University is doing to reduce our environmental impact and how the staff can get involved. The discussion highlighted ways that staff members can participate in campus sustainability efforts through initiatives such as the Green Office program, which offers resources and support for creating a more environmentally friendly workspace. The Brown Bag was held a day during Earth Week on the Evanston campus. The event was held:

Tuesday, April 18
12:00 pm – 1:00 pm
Evanston Campus – Wildcat Room, Norris University Center

Through discussion and presentation, Mr. Desai shared with participants the vision for developing talent at Northwestern through skills, performance and leadership development. From workshops to Lynda.com to Learn@Northwestern, and what is new from Learning & Organization Development, it was all guided by a new strategic vision, he described the many resources and opportunities at Northwestern.

**2017-18 Committee Priorities:**
The HR Committee will continue to focus on career advancement within the University. In addition, the committee is committed to working with HR on resources and training for managers, salary ranges in MyHR, and promoting staff engagement. We plan to host the Staff Activity Fairs in summer 2018.

**Outreach Committee Report**

**Kay West, Chair**

*The Outreach Committee presents NUSAC’s philanthropic goals to the NU community in an effort to create engagement along with collaborating with other Northwestern University organizations in accomplishing common goals.*

**Committee Members:** Kay West (Chair), Chrissy Barua (left council in March 2017), Erin Rac Libby, Michael Martinez, Joseph Schafer, Thongsy Singvongs, Daniel Young

**2016-17 Projects & Outcomes**
School Supply Drive:
- Donations to DRW Trading College Prep Chicago, Cradles To Crayons, District 65 Evanston and Y.O.U. Evanston.
- Donated to various NU Employees and their families.

Holiday Drive:
- The drive provided holiday gifts for families of various sizes through Infant Welfare Society, Family Focus, Heartland Alliance, and La Casa Norte.
  - We also received gifts for Marillac House via its website and Amazon wish list.

Blessings in a Backpack
- A multitude of food was donated in addition to the monetary donations.
- We also were provided a space by the NU Women’s Center (1400 Abbott Hall, Chicago campus) to assist in helping the organizers from Blessing in a Backpack pack food items for children. This provided NU staff & students a chance to volunteer their time to the organization. NUSAC wanted to be able to provide an opportunity for people to donate time and to see the positive impact of what their donations do for those in need. 250 bags of food were packed and give to the children of St. Malachy.
- Many backpacks were donated as well as monetary donations to St. Malachy

Chicago Cares SERVE-A-THON:
- NUSAC presented an opportunity for staff, students and faculty to participate in city of Chicago’s largest day of service. NUSAC created teams under the NORTHWESTERN MEDICINE to which 80 volunteers joined over 5000 other volunteers from across the city and suburbs on Saturday, June 24. The NUSAC teams along with a host of other teams went to McKay School.
- One of the goals for the Outreach committee was to engage the NU community by offering chances for people to become involved in outreach opportunities.

2017-18 Committee Priorities:
- Achieve more additional engagement for events and drives through more aggressive use of members' various networks and present these opportunities.
  - We have found in recent drives that people are very willing to support charitable drives even though they are outside the NU community.
- Continue to investigate group events that we can do as a committee (or the Council as a whole) in order to increase visibility, participation, and enhanced use of branding.
- Continue to incorporate a physical activity, such as Chicago Cares, which staff could attend with their families.
- Work in collaboration with groups across the Northwestern campuses to bring more volunteer opportunities to the NU community in order to create engagement.
Budget Report

Michael Martinez, Treasurer (09/01/2016 – 08/31/2017)

For FY17, NUSAC received a budget total of $11,500.00 from the Office of Human Resources.

YTD expenses incurred in the following categories:

<table>
<thead>
<tr>
<th>Account</th>
<th>% of Budget used</th>
</tr>
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<tbody>
<tr>
<td>73010 – Paper and Office Supplies</td>
<td>1%</td>
</tr>
<tr>
<td>75130 – External Printing Services</td>
<td>5%</td>
</tr>
<tr>
<td>75150 – Advertising and Promotions</td>
<td>10%</td>
</tr>
<tr>
<td>75610 _ Internal-FMO Services</td>
<td>0.5%</td>
</tr>
<tr>
<td>75848 _ Signage</td>
<td>2.5%</td>
</tr>
<tr>
<td>76725 – Special Events-Educational</td>
<td>81%</td>
</tr>
</tbody>
</table>

Total 100%

Paper and Office Supplies (73010) included name badges for Coffee with the President and name tags for new and existing members of NUSAC. External Printing Services (75130) included posters for the Conversations with the President. Advertising and Promotions (75150) included plaque for NUSAC staff member of recognition and Shuttle ads to promote NUSAC new member application processes. Internal-FMO Services (75610) carry forward from the previous chart string. Signage (75848) is a carry forward from the previous chart string. Special Events (76725) include the Football Mixer, workshops, 6 Coffees with the President, and the NUSAC Retreat.

Total ending budget: $11,901.35

Membership

Recruitment

NUSAC began recruiting in March 2017 to fill five open positions for FY18. Recruitment efforts included advertisements on the NU intercampus shuttle, emails sent to all staff, emails and calls to other staff groups and organizations, emails to people who attended events and coffees, and council members’ targeted efforts reaching out to departments that were not currently represented on the Council. As a result, we received 21 applications. Of the 21 applications 15 people were interviewed in May, and five were selected to join the Council. Due to an additional member being unable to remain on the Council, one more new member was selected from the pool for a total of 6 new members for FY18. Applicants were an exceptional group with diverse strengths and range of experience.

New members for FY18 are as follows:

Nate Daigle, Office of Student Life, Medill
Amy Hauenstein, MSC Program, School of Communication
Yael Mayer, Biomedical Engineering, McCormick
Bianna Mello, Electrical Engineering and Computer Science, McCormick
Jane Wueiiller, Executive Education, Kellogg
Alison Wilder, Executive Education, Kellogg
2016 – 2017 NUSAC Members

Rhea Banks  
Assistant Director  
ELLM Programs, Pritzker Law

Christen Barua (through January 2017)  
Office for Sponsored Research

Erika Carey  
Senior Associate Director of Major Gifts  
Alumni Relations & Development

Simone Cavallaro (through November 2016)  
Manager, Research Lab/Research Support  
Kellogg School of Management

Kevin Connolly  
Administrator, Cognitive Neurology and Alzheimer's Disease Center, Feinberg

Kimberley Cornwell  
Assistant Director of External Programs, Internships & Career

Pamela Euring  
Senior Contract and Grant Officer  
Office of Sponsored Research

Janelle Gaudio  
Assistant Director  
Kellogg Undergrad Certificate Program

Susan Held  
Business Systems Analyst  
FFRA NUIT

Jeff Henderson  
Assistant Director  
Marketing and Communications, ISEN

Jim Hoff (through March 2017)  
Assistant Director, MSMS Russell Fellows Program, Kellogg

Julia Jenkins  
Associate Director  
Financial Aid

Erin Libby (began February 2017)  
Manager  
NU-Q Support Office

Amy Lindgren (began February 2017)  
Assistant Coordinator, Weekend Enrichment Programs, Center for Talent Development

Michael Martinez  
Administrative Assistant  
Physical Medicine and Rehabilitation, Feinberg

Melanie Mkrdichian,  
Senior Financial Administrator, Surgery, Feinberg

Toni Montgomery  
Business Systems Analyst  
Student Loans

Heather Obering  
Director of Marketing  
Athletics

Melissa Passalacqua  
Associate Program Director  
Kellogg School of Management

Joseph Schafer  
Financial Assistant, Financial Planning & Analysis, Kellogg

Kristine Shontz  
Executive Assistant  
Department of Medicine, Feinberg

Jennifer Sloane  
Executive Assistant  
Facilities Management

Thongsy Singvongsa  
Research Administrator  
Department of Preventive Medicine, Feinberg

Avni Soni  
Financial Data Analyst  
The Graduate School

Damien Trimuel  
MED-Clinical Trials Unit

Katwanya West  
Assistant Director  
Student Accounts

Daniel Young  
Center for Global Health  
Feinberg School of Medicine