
CUPA-HR MIDWEST REGION NEWSLETTER

Summer 2004

Serving Illinois, Indiana, Iowa, Kansas, Manitoba, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin, & Guam

2004 Conference

The beautiful Black Hills of South Dakota proved to be a perfect setting for the 2004 CUPA-HR Midwest Regional conference. The conference opened with a welcome reception featuring entertainment provided by the Native Lakota Drummers and Dancers. On Monday evening, attendees were able to take one of two scheduled tours visiting Crazy Horse/1880 Train or Deadwood/Legend of Tantara. The conference special evening event included dinner at the Pitchfork Fondue followed by the lighting ceremony at Mount Rushmore. These activities enabled the participants to experience the history and beauty of the region. And, as you can see, a good time was had by all!

Picture on the left: Herb Trenz (St. John's University & College of St. Benedict), Doris Ust and Karyn Weber (South Dakota State University).

Middle picture: John Toller (East Carolina University) and Leah Burns (CUPA-HR National Office).

Picture on the right: Kelly Jones (The Segal Company) and Mary Fischer (University of Wisconsin Green Bay)



For intellectual pursuits, conference participants had a multitude of informative concurrent sessions from which to choose, and they were treated to dynamic keynote speakers, each delivering insights and advice about topics relevant to human resource professionals. Of particular interest was the keynote address by Dr. Douglas Knowlton, President of Dakota State University. In his speech, entitled, *Thank God It's Monday*, Dr. Knowlton discussed the factors that make people want to come to work. These included:

1. Inclusion – letting people know that they are part of a community.
2. Collaboration, including a level of fairness, trust, consensus, and information sharing. While it may not be possible to get consensus, it is important that people feel a part of the process.
3. Individual and team ownership of results – can't be "I" – it must be "we."
4. Teams and networks – need to let people know what it means to be part of a team. The benefits of a team include collaboration, efficient application of resources, better decisions and solutions (two heads are better than one), commitment to the project/team/organization, and quality.
5. Vision – people need to know where the institution is headed.
6. Leadership – everyone is a leader in some way. Self-assessment is important—people need to do a self-assessment to determine what kind of leadership skills they have and how they can develop their skills.

7. Process awareness
8. A celebration of diversity
9. Open and honest communication
10. Risk taking – the opportunity to take risks
11. Paradoxical problem-solving – worst case scenario vs best case scenario.
12. Personal satisfaction and growth – employees want training and opportunities to learn
13. Embracing change

Dr. Knowlton was engaging, and his speech provided guidance on creating a productive and exciting work environment.

2005 Joint Midwest/Northwest CUPA-HR Conference

The Midwest is going west, in 2005, that is, when we partner with the Northwest Region for a joint regional conference Wednesday-Saturday, **March 9-12, 2005** in beautiful Seattle, Washington. The conference will be held at the [Sheraton Seattle Hotel and Towers](#) nestled in the heart of Seattle's bustling downtown. The Sheraton Seattle is located within one mile of historic Pike Place Market, Seattle Art Museum, the Space Needle, Experience Music Project, Seattle Center and a host of other exciting attractions.

The conference theme is *Sound Solutions for Cultivating Success*, and there will be a host of exciting, informative sessions focusing on solutions to problems, coping strategies, or innovative and specialized programs for HR professionals.

Calls for presentation proposals will be available soon. In addition to having an opportunity to make a valuable contribution to the practice of effective human resources management in higher education, session presenters receive a discounted registration fee. Members in all CUPA-HR chapters and regions, as well as non-members, are invited to participate. Your proposal is valued so don't delay. Submit your topic for consideration.

OFFICERS FOR 2004-05 ANNOUNCED

At the annual business meeting, a slate of officers for the Midwest Region CUPA-HR board was presented to the membership and approved. Officers elected for the 2003-2004 term are:

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| Chair | Herbert Trenz, St. John's University and College of St. Benedict |
| Chair Elect | Pam Beemer, Michigan State University |
| Past Chair | Jim Kemper, Ohio University |
| Past Past Chair | Mary Fischer, University of Wisconsin – Green Bay |
| Treasurer | Gary Janikowski, Minnesota State Colleges & Universities Systems Office |
| Director for Communications | Maureen Moeglin, Metropolitan Community College, Omaha |
| Director for Membership | Carolyn Baskett, Metropolitan Community College, Kansas City |
| Director for Development | Cathy Spitz, Illinois Wesleyan University |

In addition, Beth Krueger, Ferris State University (Michigan), has been appointed as the Director of Conference Programming.

Midwest Members Serve on National Committees

Several CUPA-HR members from the midwest region serve on committees established by the CUPA-HR national office. If you have questions about the work of these important committees, feel free to contact any one of the individuals listed below.

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|--------------------|---|
| <u>Committee</u> | <u>Midwest Region Representative</u> |
| Career Development | Felicia Crawford, Western Michigan University, felicia.crawford@wmich.edu Kevin Smart, Central Michigan University, smart1kj@cmich.edu |
| Knowledge Center | Kirk Beyer, Gustavus Adolphus College, kbeyer@gac.edu Jim Kemper, Ohio University, kemper@ohio.edu |
| Membership | Mary Fischer, University of Wisconsin-Green Bay, fischerm@uwgb.edu Carolyn Baskett, Metropolitan Community College (Kansas City), carolyn.baskett@kcmetro.edu |
| National Awards | Jim Kemper, Ohio University, kemper@ohio.edu |
| Policy | Mary Fischer, University of Wisconsin-Green Bay, fischerm@uwgb.edu |

Award Winners Announced

Each year, the Midwest Region of CUPA-HR recognizes the achievements of its members by bestowing awards in a variety of categories. These categories reflect areas of achievement in both institutional and individual activities. This year, the Past Chairs committee had the difficult task of selecting the award winners from a pool of outstanding nominations. In two categories, multiple winners were chosen, and there were several *honorable mention* recipients. The following paragraphs provide a brief summary of the award winners and their accomplishments. Congratulations to this year's winners!

INDIVIDUAL AWARD OF EXCELLENCE IN HUMAN RESOURCES ADMINISTRATION

Recipient: Maureen Moeglin, Metropolitan Community College

Details: During her tenure at MCC, Maureen has been instrumental in revolutionizing the College's HR practices, including its compensation system, applicant tracking module, sabbatical leave practices, and performance appraisal system. She has been recognized for promoting a high level of teamwork, cooperation, and communication and is known as approachable, knowledgeable, thorough, and collaborative.

CREATIVE ACHIEVEMENT/PUBLICATION

Recipient: John Toller, East Carolina University (formerly University of Michigan)

Details: John has made numerous contributions to the association and has developed innovative ways of disseminating information to other human resource professionals. For example, John obtained outside funding and developed the program for the first CUPA-HR live web cast originating from the regional conference held in Milwaukee. He championed implementation of a technology showcase (now HR Solutions Providers) at national conferences, assisted with developing the survey questionnaire for a new benefits survey and was the driving force behind CUPA-HR's first benchmarking survey. He has been a frequent presenter at regional and national conferences, co-facilitated an audio conference

on compensation, contributed to the CUPA-HR book, *Contemporary Readings in Higher Education Compensation Practices* and co-authored the CUPA-HR book, *Fundamentals of Higher Education Compensation Practices*. Those who know John consider him a friend and mentor.

OUTSTANDING SERVICE

Recipient: Karon Fuller, University of South Dakota

Details: Karon's active participation in CUPA-HR has been critical to the success of the MW region. She served as the South Dakota state membership coordinator from 1994-1999 and as membership director from 1999-2003. Through her tireless efforts, Karon redefined the role of state membership coordinator and assisted in redefining outreach activities for regional newcomers. The fact that HR representatives from nine South Dakota institutions of higher learning nominated Karon for this award is a testament to the great respect Karon has earned from her colleagues.

BEST PRACTICES – 3 AWARD WINNERS

Recipient: University of Cincinnati, Human Resources Department, Benefits Office

Details: The challenge: Maintain a fiscally sound yet competitive benefits program.
The objectives: Reeducate employees as to the value of their benefit program, improve customer service delivery, and help employees become informed consumers.
The approach: The benefits team developed a comprehensive communications strategy integrating improved written communications disseminated throughout the year, improved access to benefits information 24/7 via the web, increased employee in-service educational seminars covering a wide variety of benefits topics, enhanced customer feedback provided via benchmarking surveys, and the use of a marketing approach to convey benefits information. For more information about the University of Cincinnati's novel approach to benefits communication program, contact Betty Young at (513) 556-0389.

Recipient: Mediation Center, Ferris State University (FSU)

Details: The challenge: The cost of handling conflict--student- or employee-based—in terms of time, opportunity, and dollars is significant. The administration at FSU had a number of traditional dispute resolution systems in place; however, the solutions rendered often dealt with specific transactions between/among individuals, overlooking the underlying dynamics of relationships and communication. As an employer, FSU is interested in long-term relationships with faculty and staff and sought a new solution.
The objectives: The primary objective was to empower trained members of the campus community to work toward resolution of concerns, differences, and problems through the use of mediation. Other goals included giving public recognition to FSU's active support of community members interested in resolving interpersonal disputes without third-party intervention and advocating "win-win" solutions. And, establishing an infrastructure prepared to respond to conflict promptly before it escalates to uncivil behavior, violence, or abuse.
The approach: Campus mediation program uses volunteer mediators trained by the Dispute Resolution Center of West Michigan. The program promotes a healthy and cooperative work and learning environment, providing employees and students with an effective, confidential, and engaging

means of addressing issues and resolving conflicts. Services are offered at no cost. To date, the results have been impressive—utilization (requests for mediation/facilitation) has increased 57% over the past two years. For more information about the FSU Mediation Center, contact Warren Hills at hillsw@ferris.edu.

Recipient: Purdue University, Housing and Food Services

Details: The challenge: Housing and Food Services Human Resources personnel faced a challenge of quickly developing and organizing a plan to secure positions for twenty-one employees faced with losing their jobs as the result of a re-organization.

The objectives: The Housing and Food Services division had a long-standing tradition of maintaining employment for individuals affected by reorganization. Supporting the division's family-oriented work culture by assuring continued employment at the affected employees' current classification level became the focus of the placement plan for the reallocation of these employees.

The approach: The placement plan included an immediate hiring freeze, temporary employment fair during the interim to reduce overtime costs, resume development sessions, interview skills classes, mock-interview sessions, get acquainted sessions with hall that had job vacancies, and final placement of staff members. As a result of this approach, all twenty-one impacted staff members were placed in equivalent positions and shifts. For more information, contact Brenda Coulson at bcoulson@purdue.edu.

INSTITUTIONAL AWARD OF EXCELLENCE – 2 AWARD WINNERS

Recipient: Kent State University

Details: To maximize productivity and well-being for faculty and staff, Kent State developed a comprehensive human resources communication strategy around three different types of communication: face-to-face, electronic, and print. Using information gathered from an on-line survey and focus groups, the university developed a secure on-line HR portal providing 24/7 access to employee benefits and related personal information, policies, procedures, and forms. The portal provides automated self-service insurance enrollment, address and information updates.

HR@KSU is the result of collaborative effort involving staff from Human Resources and the Division of Information Services and a Kent State alumnus, now working for MediaFlow Communications. It serves as a model for the effective use of technology. For more information about Kent State's HR portal, contact Carolyn Pizzuto at cpizzuto@kent.edu.

Recipient: University of Chicago

Details: The University had a vision of building a strong and vibrant campus community through high-level workforce initiatives. These initiatives included revising their benefits package resulting in a potential savings of \$11 million dollars, implementing a new applicant tracking system, offering tuition benefits for staff pursuing degree programs at other institutions, providing free continuing education courses for staff, and establishing new methods of networking, communicating, and sharing between central Human Resources and unit Human Resources staff. For more information about these workforce initiatives, contact Roberta Czarnecki at (773) 702-2046.

CHAPTER DISTINGUISHED SERVICE AWARD – 4 AWARD WINNERS

Recipient: Sally Barnett, Henry Ford Community College – MICHIGAN
Details: Sally played an active role in the MI-CUPA-HR chapter for several years. She first served on the MI-CUPA-HR Executive Committee in 1998 as member-at-large, and she was chapter president from 1999-2000. Upon completing her responsibilities as Past President, she graciously volunteered to continue serving in the capacity of Newsletter Editor for the chapter until 2003.

Recipient: Carol Abell, Anoka Technical College and Pine Technical College - MINNESOTA
Details: Carol has been a part of the Minnesota chapter of CUPA-HR since the chapter's inception, most recently serving as chapter president. She has brought her enthusiasm and commitment to the organization, constantly seeking ways to improve the chapter and its professional development activities. This past year, Carol was the Local Committee Chair for the CUPA-HR National Conference that was held in Minneapolis. The success of this conference was due, in part, to Carol's exemplary performance.

Recipient: Mary J Routh, Southwest Missouri State University - MISSOURI
Details: Mary is a long-time, active member of MCUPA. Her involvement with MCUPA's board began in 1990 when she was appointed a Member-at-Large; she continued her service by serving consecutive terms in every board position, culminating with her election as the chapter President. During her term as chapter President, Mary established a chapter Membership Committee whose purpose was to "grow the association." Mary also served in an advisory role as the chapter Past-President until 1995. She regularly attends MCUPA conferences and has been a significant contributor to the human resources conversation.

Recipient: Pam Linger, Cleveland Institute of Art - OHIO
Details: Pam has served multiple roles within the chapter including Program Chair Elect, Program Chair, and Chapter President. She is credited with increasing the membership among large universities in Ohio and establishing new sponsorships for her chapter. She also served on the Site Committee for the 2003 regional conference in Cleveland. Pam is known for being a well-organized individual whose skills have had a significant impact on the organization.

HONORABLE MENTION - BEST PRACTICES – 7 INSTITUTIONS

Nominee: Venessa Macro, Drake University
Details: In her short tenure as HR Director, Venessa has developed/implemented several new institutional human resources practices including a new training and development curriculum, a new employee orientation program, an updated employee longevity recognition program, an on-line employee handbook and on-line benefit enrollment, a market-based salary structure, and a new performance management system. For more information about how Drake's human resource operations have changed, contact Venessa at venessa.macro@drake.edu.

Nominee: Dining Services Training Team, Ferris State University
Details: A cross functional team worked together to develop a comprehensive, segmented training program relating to various Dining Services functions and to establish processing and safety standards to be used across all units on the campus. To learn more about this world-class peer training program, contact Beth Krueger at kruegerb@ferris.edu.

Nominee: Staff Benefits/Physical Facilities, Purdue University
Details: Purdue's Staff Benefits Office worked with Liberty Mutual to develop a return to work program to curb worker's compensation costs. The "Return to Work" program returns employees to positions other than their own during their recovery to full duty. During the first 18 months of operation, the University realized almost \$20,000 in savings. For

information about implementing a return to work program, contact John Beelke at Jbeelke@purdue.edu.

Nominee: Sandy Ryczkowski and Kelly Holtmeier, Northeast Wisconsin Technical College
Details: Wishing to dramatically change the delivery of student services to a one-stop environment, Sandy and Kelly played key roles in working with student services' management and union personnel to realign and reclassify over 65 people, creating five cross-functional teams. This transition occurred without having to post positions and without a single grievance being filed by the union. This realignment of services is illustrative of management-union collaboration at its best. To learn more about this major reorganization of student services functions, contact Sandy at sandra.ryczkowski@nwtc.edu

Nominee: Roberta Czarnecki, University of Chicago
Details: Use of Technology: A cross functional committee worked together to restructure the hiring process using PeopleAdmin; the changes enabled the University to make significant process improvements, reduce cycle time, and improve applicant tracking.
Employee Benefits: Comprehensive review of benefits program that included buy-in from all segments of campus particularly faculty. Answering the question of how well will this allow University to compete led to 18 recommendations expected to save \$11M.
Communication: Significantly improved communication and networking in a highly decentralized Human Resources environment—50 in central and 100 staff in units. The result is a Human Resource Outreach Program designed to build a sense of community. For more information about these process improvements, contact Roberta Czarnecki at (773) 702-2046.

Nominee: Behavioral Risk Management Team, University of Iowa
Details: The Behavioral Risk Management Team identifies interpersonal and organizational factors related to unresolved conflict that may lead to productivity losses or problematic behavior. The team acts as a central clearinghouse for responding to situations involving hostility, conflict, or violence in the workplace, resulting in a more cohesive approach for the individual and the institution. For more information, contact Susan Buckley at susan-buckley@uiowa.edu.

Nominee: Human Resources, University of South Dakota
Details: The University's Human Resources Office sponsored a program, *Building Workplace Community*, that identified what's good and what's not. One program outcome was improved supervisory training, including both core and advanced classes. This has resulted in more skilled supervisors who partner w/Human Resources in solving workplace issues. To learn more about the University's supervisory training and development program, contact Carl Gutzman at cgutzman@usd.edu.

HONORABLE MENTION - INSTITUTIONAL AWARD OF EXCELLENCE – 2 INSTITUTIONS

Nominee: UI Learning and Development, University of Iowa
Details: UI Learning and Development, initiated a pilot program to introduce the campus to SkillsSoft, an on-line e-learning tool. The goal was to offer learning programs for all 41,000 faculty and staff. Funding was obtained from various sponsors, and since the launch in 2003, 13% of the total University population has signed on to Learning On-Line with SkillsSoft accessing over 2,800 courses and completing nearly 800 with a reported satisfaction rate of 97%. For more information, contact Laura Reed at laura-reed@uiowa.edu.

Nominee: University of Wisconsin-Milwaukee (UWM)

Details:

UWM conducted a comprehensive climate survey of current and former employees and implemented a series of recommendations related to staff development, alternative work, and family friendly practices. The results were so significant UWM was recognized as a 2003 "Best Places to Work for Women" award recipient by Milwaukee magazine. For more information about becoming a more diverse and inclusive institution, contact ShaRon Williams at HR-Contact@uwm.edu.