

1st Staff Council Final Report (2017-2018)

Introduction: Over view of the 1st staff council

From the Staff Council Charter:

The Staff Council contributes to the success of Northwest Missouri State University by supporting the University mission and strategy. The Council serves to facilitate effective communication and engagement between University staff and the University President, Board of Regents, Northwest Leadership Team, and Office of Human Resources.

Vision:

Each Northwest staff member will have a voice, a positive impact, and feel they are a vital member of the institution.

This year we instituted the ***Staff Commitment to Excellence Awards*** and awarded four:

Todd Weddle, University Marketing & Communications: Todd always gives each project 110 percent. His commitment to uniquely covering university events to displaying profession-based learning is always top notch and cutting edge in photography and videography. He works quickly and is respectful to all who come into the studio for a shoot or on location to catch special moments across campus. The images he captures help display the beauty of campus, and he is committed to showing that our diversity at Northwest is a point of pride. He has improved the front page of the website with short videos to encourage excitement for Homecoming and the new Hughes Fieldhouse. Todd is always looking to achieve new ways to pique the interest for prospective students and captures the journey of our current students from move-in day to graduation, as well as keeping our alumni connected in the Alumni magazine. I'm encouraged by all the hard work, hours and creativity Todd puts in to his projects to hit our goals within the university. He is someone many can see campus wide who is collaborator that is working hard to capture the beauty of Northwest and share it with the world.

Tina Frueh, Office Manager, Custodial Services: Tina has taken on a lot in the custodial department, with the realignment of the custodial department, which she took on as her own and made it work with the custodial department. She also lost a third shift supervisor, so she has also branched out and was handling that on her own, working numerous double shifts and sometimes triple. She is always donating her time to make sure the custodial department has what they need to get their jobs done, not only done, but completed to a high standard. Tina dedicates her life to this University, and sometimes works 12 to 15 hours a day, 7 days a week. Tina's dedication to this University is like no other, she is always there to offer support to other departments wherever and whenever it is needed. Tina is an asset to the custodial department, facilities, and the University.

Pele Trump, Secretary, Missouri Academy: Pele's official title is secretary of Missouri Academy but she is much more than her title indicates. Pele is the first point of contact for students, university employees, parents and other visitors that walk through the Missouri Academy doors.

Her robust laugh, sincerity, her giving nature and genuineness are attributes that everyone thinks of when they think of Pele. She is engaging, knowledgeable and professional. In times of crisis, she has the experience and wisdom to stay calm and is the first to offer assistance. Her passion and love for Northwest is refreshing and inspiring. She is an energetic ambassador to prospective students and parents. She has the knack of engaging with guests, easing parents and students' anxiety with her knowledge and her affable and infectious smile. She is the MASTER of hospitality. Rob Bryant her former supervisor said, "If the Bearcat Spirit ever had a face, it would be that of Pele Trump." To say that she has 'enhanced and enriched the experience of student's life while at Northwest' is an understatement. Pele received word that an Academy student didn't have the finances to pay to re-take the ACT to make her college application more competitive, Pele made arrangements for that student to test again. She encouraged, motivated, and fussed at the student for about three weeks prior to the test. Needless to say, the opportunity afforded the student to achieve a very high score and was accepted to the UMKC Medical School. This is just one example of Pele's investment in student success on a very personal level. Pele and her husband Frank have opened their home on many occasions to host students that didn't have a place to go. Her commitment to the students is reflected by her actions such as, chaperoning proms, hosting picnics for incoming students, and shuttling students to doctor's appointments. She is 'the mom' when the students moms couldn't be present. She offers a comfort level to Academy parents that their child is safe away from home. Not only is Pele well known on campus, she is also involved in the community. She has committed several years to Leadership Maryville and has recruited and guided many university members to the organization. She is a staunch supporter of not only Northwest but also the community. Pele has been an employee for 17 years, and what an asset and role model she is, not only for our past and present students but for all of us.

Garland George, Cataloger, Library: Garland George does a lot of work in the library. Being a cataloger demands reliability and extreme attention to detail. Garland must double and triple check entries to make sure they contain correct information and she must do so for every book we purchase for our collection, in both print and electronic forms. She must also do this when the books leave the collection, which they have been doing at an increased rate due to the availability of electronic journal formats and the increased diligence of the Collection Development Team. Garland has physically packed and carried several TONS of books into and out of the library and continues to do this on a weekly basis. Garland is the only remaining member of an eight person team that used to do all the work she does now. I guess that makes her contribution unique. She has exhibited a tremendous amount of composure in maintaining (or even increasing) her level of excellence at work while shifting to accommodate the dramatic changes that have taken place over the last five to ten years. She has trained student employees and cross-trained staff members to help improve technical processes in the library that allow her to now produce higher quality work with a smaller team. Garland takes initiative in a multitude of ways, from delivering the mail to each office every day, to volunteering to look for missing books (and often finding them). She works with every department in the library to make sure that students can consistently find and use the resources we have available to them, and often comes in early to get her work started before the rush. She has been working closely with the librarians to curate a collection that is relevant, searchable, and useful to the profession-based curriculum promoted by Northwest. Garland does all of these things behind the scenes. She doesn't require accolades or recognition to take pride in the job she does here, and she does it with daily excellence. She is a role model of service and dedication and that is why she deserves this award.

The 1st Staff Council consisted of the following members:

Officers:

Ashley Henggeler, Chair
Gabrielle Hawkins, Chair-Elect
Terry Immel, Secretary
Alex Cruz, Communications

The staff council, for FY 2017 – 18, consisted of the following committees:

Policy Committee: responsible for the initial review of proposed Staff Handbook changes and conducting annual elections.

Jeremy Baumli, Chair
Lori Hopkins
Troy Brady
Robert Lager
Evan Rand

Employee Engagement Committee: responsible for assisting with action planning for the employee satisfaction survey and increasing employee engagement.

Mark Hendrix, Chair
Kierston Orton
Kathy Cross
Courtney Gard
Kirk Skoglund
Connie Murphy

Employee Recognition Committee:

Alyssa Pulley, Chair
Scott Walk
Rachel Brooks
Marsha Martin
Marla McCrary

Outreach Committee:

Shannon Heitman, Chair
Omer Duckworth
Wes Rockwood
Travis Kline

Committee Reports:

Executive Committee

Ashley Henggeler, Chair

The staff council has come a long way in the past year, far exceeding my expectations. The staff council is truly a voice of the staff that has the ability to take concerns and issues forward to open discussions and effect change. The executive committee has been welcomed at the NLT table for discussions around the University budget cuts and important decisions that need to be made. We have invited a number of guests to our meetings to talk over policies, procedures, and changes taking place and appreciate the time that each guest has been able to provide and their willingness to share.

- Dr. Jasinski provided several open sessions to answer questions as it relates to the state of the University.
- We started some very in-depth conversations with Chief Clarence Green in regards to the parking policies on campus. In addition, the Staff Council has begun collaborating more with UPD to share information about programming, statistics, and legislation as it pertains to Northwest.
- Dr. Juanita Simmons has met with the Staff Council to discuss the importance of diversity on the Northwest campus and how we can instill civility in our students, staff and faculty. Connie Murphy, Ashley Henggeler, and Gabrielle Hawkins serve on the DEI committee with Dr. Simmons, members of faculty senate, and student senate.
- We have welcomed the Office of Human Resources several times to discuss changes to the tuition and fees of dependents, the tuition exchange program, professional development, years of service gifts, unpaid time off, compensation statements and more.
- Danielle Koonce shared information about Green Dot week and the importance of bystander intervention to prevent violence.
- Kori Hoffman presented on behalf of the Behavioral Intervention Team and discussed how faculty and staff can report concerning behavior.
- Dr. Lonelle Rathje gave a presentation about paths to funding to identify how fundraising works and how the funds are used.
- Bev Schenkl shared changes to the scholarship model and how the goal is to help retain students and support student success.

In October, we partnered with University Advancement to celebrate national Custodial Day to acknowledge the hardworking individuals who work diligently behind the scenes. We have had the opportunity to recognize a number of staff members who have completed both bachelors and masters degrees at Northwest and honored them with a medallion to wear at the ceremony. At the all-employee meeting, we had the opportunity to share information from the staff satisfaction survey feedback sessions and provide an overview of what was shared with the Northwest Leadership Team, a first ever of this type of meeting.

Employee Engagement Committee

Mark Hendrix, Chair

The Employee Engagement Committee had quite a busy year with welcoming gifts for all new Northwest employees. In total, we welcomed 34 new employees, with a number of those joining the Maryville community for the first time. These gift bags are important to new employees to show that this isn't just another job where you get a paycheck. We want to show that we care about our new employees not only here but in the Maryville community.

Another big item we had was compiling the results of the Employee Satisfaction Survey, coming up with goals to improve employee satisfaction, and presenting that to Staff Council, the Northwest Leadership Team, The Board of Regents, and mainly, all employees at the All-employee meeting at the beginning of the spring semester. The recommendations revolved around communication, compensation, and civility.

- Communication: Communication was a top area of concern for many departments on the survey. With so many areas on campus, it can be hard to know what is going on in each place, and communicate that effectively. We recently learned about the upgrades to MyNorthwest and feel that it could be a very useful one-stop-shop for staff and faculty and feel that it needs to be a priority
 - This would be a great place to list **capital projects** and deadlines.
 - **Announcements** could be in one place and include new information, programs, and updates frequently and easily.
 - An internal **listserv** would make it easier to find out answers to questions.
 - **One place** to find policy and processes would solve the issue of trying to search through the website, saving time searching or waiting for a call back or response to an email.
- There has been a focus of **civility** on campus this semester. We would like to see meetings being with **inclusive language** where ground rules are laid out: all opinions and voices are welcome at the table. We need to welcome the different viewpoints, while being respectful and open to discussion. We would also like to see the use of gender neutral pronouns. Let's recognize and respect how others want to be identified. We are "getting in the habit" of doing this for students, let's continue with faculty and staff.
- Finally, we need more open communication. With budget cuts on campus and staff reductions, we are all busier now more than ever. We need to keep the lines of communication open. We would like to see meetings with supervisors weekly or bi-weekly to help communicate what is going on. Communication needs to be top-down AND bottom-up. Staff don't feel they have a voice and that they are not being heard. We need that to change. We need to uplift our staff and recognize their accomplishments, seek their feedback on changes-not just supervisors and administration. Decisions that impact multiple people and areas, need to be vetted.
- Compensation: The Staff Council understands that in the current budget climate, an increase in wages can be difficult. But there is more to compensation than monetary contributions (although much appreciated!)
 - Background:
 - No COLA in 2017
 - Increase in health insurance premiums

- Need to stay market competitive to keep quality faculty & staff
 - Suggestions for alternative compensation:
 - Free/reduced parking
 - Four-day work week in the summer (concerns of work load & town perceptions)
 - NO meetings or PD over the noon time
 - Early access to concert & game tickets
 - Increase opportunities for PD – and communicate what is expected
 - Provide a framework for staff promotions and advancement (various levels to work up to).
 - Boosters to employee morale:
 - Office refresh (simple things like fresh paint)
 - Some stand up desk toppers for offices that do a lot of processing
 - Let's not forget the free gym membership starting the first of year!
- Civility: Civility has been a big part of the conversation on campus this fall. Civility needs to be built into the Northwest Leadership Model. To practice civility would ensure accountability, drive engagement, manage ambiguity, and motivate the action-orientation of others. We work to instill civility in our students through the Being a Bearcat Model, the same should be done for staff and faculty. People often treat each other as objects and opportunities, rather than human beings worthy of respect. Common courtesy needs to be instilled in each one of us. Differences in communication styles, educational background, culture, race, gender-even management styles-can create unnecessary friction within a work group. Employees who are part of a community that embraces civility show respect towards each other, help others feel valued, contribute to effective teams and mutual respect.

Outreach Committee

Shannon Heitman, Chair

- The Outreach Committee met in February, 2017 and chose two recipients for the 2017-2018 academic year.
 - Brady, Archer, dependent of Robert Archer in Facility Services. Brady received \$312.50 in the fall 2017 and spring 2018 trimesters.
 - Ashley Standiford, dependent of Charlie Standiford in Facility Services. Ashley received \$312.50 in the fall 2017 and spring 2018 trimesters.
- The Outreach Committee met in February, 2018 and chose two recipients for the 2018-2019 academic year.
 - Brady Archer, dependent of Robert Archer in Facility Services. Brady is a continuing student and will receive \$312.50 for the fall 2018 and spring 2019 trimester.
 - Amy White, dependent of Jeremiah White also in Facility Services. Amy is a continuing student and will receive \$312.50 for the fall 2018 and spring 2019 trimester.
- Increased the Staff Council Scholarship fund by raising money through two bake sales and staff payroll contributions.
 - Approximately \$856 contributed annually through payroll contributions
 - June 2017 bake sale raised \$363
 - March 2018 bake sale raised \$312.84

Employee Recognition Committee

Alyssa Pulley, Chair

The Employee Recognition Committee had a very busy year developing and organizing ways to recognize our hard working staff members. In July, we organized the Northwest Staff Appreciation week which consisted of various events that were sponsored by different Staff Council committees. On Monday, the outreach committee held a Meet the Staff Council brown bag social with Bake Sale to benefit Staff Council scholarship. On Tuesday, the engagement committee sponsored a Northwest Trivia Night at Applebee's. The recognition committee also delivered popsicles to all of the departments on campus. Staff members were very appreciative and enjoyed having a treat delivered to them. Wednesday, Terry Immel along with other staff members on campus organized Northwest Dog Day including the first "bring your dog to work day" and a social event. We concluded the week on Thursday with Northwest Staff Happy Hour at the Pub hosted by the executive committee. Northwest was closed on Friday.

In the fall, we began meeting to discuss the Staff Recognition Awards. We developed award criteria, set up the nomination and selection processes, and designed the awards. We were thrilled to have fifteen nominations and awarded Staff Recognition Awards to four employees - Todd Weddle, Pele Trump, Tina Frueh, & Garland George – at the All Staff Meeting in January. In February, we nominated one of our winners, Garland George, for the Turret Service Award.

Policy Committee

Jeremy Baumli, Chair

Made the following updates to the staff council charter:

- Removed faculty health & safety committee
- Defined Staff Council are two year terms which begin in May and end in April
- Added all Executive Committee members will serve on the ELT Committee
- Placed Diversity statement under membership section of the charter.

Worked to get a Staff Council t-shirt distributed to the council in an effort to promote the council and easily identify members. Investigated motorcycle parking passes for staff and the policies currently in place. Assisted with staff council vacancies and election. The staff council for the 2018-2019 academic year will include the following:

Executive Committee:

Gabrielle Hawkins, Chair

Samantha Cole, Chair-Elect

Ashley Henggeler, Past Chair

Alyssa Pulley, Secretary

Alex Cruz, Communications

Faculty Senate Representative: Travis Kline

Student Senate Representative: Natasha Young

Outreach Committee:

Shelby Bottiger
Bob Machovsky
Chris Collins
Courtney Gard

Employee Recognition Committee:

Lori Hopkins
Mary Welch
Troy Brad
Omer Duckworth
Marla McCrary
Katrina Burden

Employee Engagement Committee:

Kierston Orton
Brandon Bland
Holly Kunkel
Lindsay Stapley
Connie Murphy
Mark Hendrix
Paul Bennett

Policy Committee:

Jack Bucy
Robert Lager
Marsha Martin