

**Staff Personnel Committee
Gustavus Adolphus College
Minutes of March 14, 2018**

Present	Area	Representative	Present	Area	Representative
x	Custodial	Jenny Graft		Dining Service	Mary Miller
x	Custodial	Kari Hinden		Dining Service	Mary Ann Felmlee
x	Office Support	Lisa Koppelman	x	Bookmark/Library/Print & Mail	Heidi Wobbrock
x	Office Support	Jean Noren	x	Campus Safety	Lisa Octigan
	Facilities	Dean Willaert	x	Human Resources	Taylor Ziemke

Chair Jean Noren called the meeting to order at 8:30 am.

Approval of February meeting minutes – everyone received a copy.

Last month’s minutes approved.

Guest attendee - Ann Johnson, Human Resources.

Human Resources report:

- Same positions mentioned at last meeting are still posted.

Department Reports:

- Bookmark/Library/Post Office
 - Nothing to report.
- Custodial
 - Snow day notifications - custodians were already here because the notice was sent out at 5:24 (they have to be at work at 5am).
 - Closing policy is being reviewed - working with Barb to make it more clear. Ann will follow up.
- Marketplace - no representative present.
- Facilities - no representative present.
- Campus Safety - Nothing to report.
- Academic/Administrative - Nothing to report.

Old Business:

- Budget survey for ideas - Jean connected with Kris Hank.
 - There were 103 ideas submitted.
 - Finance reviewed and categorized them by division and forwarded them to the Division leaders.
 - They were assigned to categories like ‘not able to happen’, ‘look into it’, ‘currently working on’.
 - Leaders then sent that back to Finance.
 - 14% are happening currently. 28% are possibilities. 59-60% weren’t feasible at this time.

- Hope for even more suggestions to be submitted next time, and then they can track benchmarks from these in future years and possible impact.
- Employee survey - Jean connected with David Menk.
 - He creates a big report and meets with Cabinet and shares data with Julie from HR. Some things have been mentioned at the All Employee Meetings. Information gathered; given to Cabinet; and then is reference information.
- Service Awards - Jean did research and prepared a presentation.
 - Service awards recognition/gifts:
 - Strategic plan strategies 1.1/1.3 and 3.3/3.4 involve diversity, including, recruitment, and retention.
 - Everyone wants something that feels relevant to them and that they feel the value of, and this ties in to plan strategies.
 - Jean did a review of 5 yr/10 yr with faculty/admin and support staff. Faculty/administrators don't get anything for 5 year, they get a padfolio at 10 yrs, a pen at 15 years, a clock/hourglass at 20 years; a watch at 25 years, an orrefors at 30, a lamp/clock at 35, cash at 40 years, and a rocking chair at retirement (if they are over 60 and have 20 years of service; retirees under those it's a \$50 Book Mark gift card.
 - Support staff gifts are done at our Christmas party; Faculty/Administrators are done in the Spring at a dinner. The retiree and supervisor attend for free, anyone else who wants to attend it's \$15 (for the meal). They're introduced by someone, there is a slideshow about them, and then they speak.
 - Proposal - Jean met with company that can coordinate the award options, a branded web page, and personalized certificate for all award recipients.
 - They'd meet with marketing team and make sure messaging and branding are correct.
 - They give a certificate in an envelope, a nice certificate with hard back (can be hung or put on desk).
 - Recipients get a branded booklet for the award years, that can have a customized message in it (like from the President), and options of gifts to pick out.
 - 200 options for each year.
 - Our award recipients encompass 5 generations of employees - the variety in choices can address all those differing preferences.
 - The keepsake is a product from the booklet/website and the certificate, but the gift items won't be branded.
 - Item would get shipped directly to you.
 - Value incrementally increased by year.
 - Gives sense of acknowledgement; but employees can select a gift that fits their specific interest (i.e. jewelry, home goods, camping, tools, etc.).
 - They offer managerial training videos too for how to present the

service awards. To make it special. It's a touch-point for supervisor to meet with employee.

- The site also has e-cards. Also have something where the supervisor can give a 'good job' cards that can be redeemed at different stores (get an e-certificate for different vendors).
- Awards are the same for all employment types: faculty/staff/administrators.
- Our consideration of this option is just a very first step - would need to be approved by Human Resources, Marketing, and the Cabinet.
- Reviewing this option/change would be one step - if it moves forward then it would be considered how to then integrate it into a party.
- Great job Jean - put in a lot of work.
- We were also asked to consider what kind of recognition could be added for 1 and 3 years.
 - Taylor reviewed what new (full time) employees now receive - when they start, they receive a folder with new hire paperwork, color map, Book Mark 30% off coupon for one item; as well as a water bottle, a Gustavus pin; Campus Safety gives a mini-padfolio with info cards and a pen; Print & Mail gives out a keychain.
 - What would bring value/recognition to you, what would make you feel good at year 1? \$10 per year is the general metric for the gifts.
 - 3 year -
 - Jacket from the book mark?
 - Always hard to do clothing because of sizing/inventory.
 - Blankets (\$30 value)
 - Can't do gift cards without it being like cash; it has to be for a specific items.
 - 1 year -
 - A department party?
 - Not everyone can get together with whole department at same time.
 - Frost your own cookie box delivered in your name.
 - Give to Gustavus they do individually wrapped cookies, those are fun to see/receive.
 - Some kind of notecard, just congrats on your one year of service.
 - If you're moving away from the gifts being branded; then the 3 year as a branded is more special - padfolio, pen.
 - At 3 years than a larger card :)
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New Business:

- SPC Box: Nothing was in the box.
- Ann Johnson -
 - She was 16 years in Advancement, in January moved to Human Resources, is

the Human Resources Business Partner.

- Her role is to help leaders be successful so employees can be successful.
- She'll be going into departments and working with leaders to see how are departments doing, how is morale, how can we make things better.
- How do we use the people we have to the best of their abilities, using all of their talents. Helping to find career paths for people (like how she moved from Advancement to HR; assess what people want to do, how they can benefit Gustavus.
- Will also be doing conflict resolutions and things of that nature.
- Here today to discuss things that have come up since HR 102 and the All Employee Meeting.
- A Staff Association was mentioned - wanted to talk with this group.
 - Working to change the culture here and think of us as one workforce, not think of support staff, administrators, faculty.
 - Faculty has a faculty senate, taking on project and drives initiative.
 - A Staff Association would be more like that, taking on initiatives.
 - Strategic plan 3.3/3.4 focus is on employee recruitment; retention; employees feeling challenged and good about being here. Will need groups to help with that; cannot all be done by HR.
 - Advisory committee - group to help brainstorm ideas that benefit Gustavus, work on communication; communicating out what is being talked about. Staff related issues/questions to have a sounding group to bounce things off of.
 - Wanted to discuss what would then happen to the SPC - not saying that's going away, but wanted to discuss it.
 - As we move forward and make new group - what is it about SPC that you feel is something you want to carry forward.
 - Planning the holiday party.
 - That could be a sub-group.
 - Concern about support staff serving with administrators who are their supervisors/above them in report structure.
 - Concern about making it inclusive as possible (difficult for some to attend meetings; review materials that are computer based/etc).
 - Trying to make as inclusive as possible.
 - Would try to avoid someone serving with their direct supervisor.
 - Want to get everyone at the table talking; good opportunity for administrators to hear perspective of support staff.
 - Would not be about addressing complaints necessarily, more action oriented to goals/objectives - but hearing that it's important to make a space to report issues/complaints (working on possible form on the web page; or drop box).

- Advisory committee - tackle issues and advise the cabinet; consider recommendations; bring up different initiatives.
- Employee satisfaction survey was done a year and a half ago - Human Resources have read the results. The survey wasn't done by HR, but they have read the results.
 - Human Resources is going to do a Gallup employee engagement survey; will be online. They will set up rooms/spaces where you can do it for those needing assistance/computer access. It is 20 questions that gives rating of engagement. Don't want someone to just be satisfied (I'm fine - that's a C), Gallup looks at it from an engagement standpoint. Results are seen in aggregate, it's anonymous; gives a rating of how we are doing as a College.
 - Our score might be low this/the first time. Main part of Ann's job is taking results of survey and putting it into action. Gallup has tools, so if you have a low rating in Communication; then there is a tool that can give to leaders, staff association. Assessment tool to help move forward, not just a how you are feeling survey.
 - Develop strategic initiatives, and then the staff association can delegate target areas to those groups.
 - Can then review with leaders - your workforce is unhappy and unengaged; help leaders be accountable; help us be personally accountable.
 - The more engaged employees are when people feel accountability on all fronts; the more they feel heard/listened to.
 - Measurements and accountability; developing new system for performance evaluations; make people feel like if you're doing a good job you're recognized, rewarded.
- What could a group do to help Gustavus/staff move forward.
- Wanting to launch something in the fall - if you have questions or ideas feel free to contact Ann.

Announcements and Reminders:

- Would like a write-up of a recommendation to send to Human Resources of the proposals for service awards and one and three-year recognition. Lisa will work on a draft of an email to send and will send out to the group for approval.

Call for Agenda Items for Next meeting:

- No new items for next meeting.

Motion to adjourn & seconded 9:45 am.

Next meeting Wednesday, Wednesday, April 11, 2018

8:30 AM - 9:30 AM Staff Personnel Committee - Konferensrum (ICC 203A)



Address all suggestions, questions, and concerns to:

Staff Personnel Committee (SPC)
PO Box B-36
