Minutes
Operating Staff Council
September 7, 2017
Sky Room – 9:00 A. M.


Absent: John Hulseberg, Pamela Pittman

Guests: Abby Dean, Sarah Klaper, Frances Mitchell, Katy Saalfeld, Linda Saborío, Andy Small, Pulchratia Smith

I. Call to Order
President Andree called the regular meeting of the OSC to order at 9:11 A.M.

II. Roll Call
Attendance was recorded by Stacey Bivens.

III. Approval of Agenda
A motion was made by Kozumplik to accept the agenda. The motion was seconded by Wyzard and passed by unanimous vote.

IV. Approval of August 3, 2017, minutes
A motion was made by Wielert to accept the August 3, 2017, minutes. The motion was seconded by Brown and passed by unanimous vote.

V. Treasurer’s Report
Davis reported. Davis pointed out that the OSC’s budget has been increased from $9100 to $10,058 for fiscal year 2018, and that the catering bill for the Civil Service Celebration has been paid. She also stated that she is still waiting for the water bill for the dunk tank from the Civil Service Celebration. The bill is still in accounting. A motion was made by Monteiro to accept the Treasurer’s report. The motion was seconded by Cabrera and passed by unanimous vote.

VI. Visiting Committees/Guests
A. Pulchratia Smith, Director of Employment Services, which includes Testing, Student Employment and Graduate Assistants, was a visitor at the OSC meeting. Smith started at NIU on July 17. She has previously worked at Governor’s State on
Special Projects, was employed at SUCSS where she worked with civil service classifications, compensation, and wrote exams. She has also worked at the University of Illinois at Urbana/Champaign. She knows civil service. She stated that human resources employment has been her life for 20 years. Here at NIU, desk audits come through her department. Requests go through the PeopleAdmin System. This can be done be supervisors only; there is no way for an employee to use this system. Smith was asked about what kind of action can be taken when desk audits have been denied. Can she be contacted? She explained that audits can take any amount of time. How can employees request a desk audit? Smith stated that she would check on this.

B. The next guests at the meeting were Abby Dean from Marketing and Creative Services and Katy Saalfeld from Admissions who gave a presentation on marketing to and recruiting potential NIU students. Some marketing themes discussed were general university information, as well as NIU’s standout programs, rankings and recognition. We can build NIU’s reputation by telling positive stories about the university, asking how we can help, and correcting misinformation. At the undergraduate level, Constituent Relationship Management (CRM) takes place. This is a communication system in which students receive e-mails, event invitations, phone calls, and mail. Time and touch points are crucial. Personal connection with students, such as letter writing campaigns and phone-a-thons, is also important.

On campus, Admissions is undertaking coordinating recruitment of undergraduate student efforts across campus. Partners in this effort are colleges; alumni; Outreach, Engagement and Regional Development (OERD); resource centers; and summer camps. Non-NIU partners are high schools. We work with multiple high schools and high school counselors to be present at parent nights, senior institute days, and high school fairs. NIU admissions counselors visit hundreds of high schools. NIU also partners with community colleges. Admissions has two transfer coordinators, hosts a community college articulation conference, and visits each community college in Illinois throughout the year. Also included are on campus events, campus visits, and STEM events. Other ways to help NIU and increase enrollment and retention are speaking positively about NIU, being a brand ambassador by using brand standards in all communications, living our brand promise in interactions and communications, and making the clearinghouse part of building communications.

Be an advocate and promoter of NIU. Know our stand-out programs, know our rankings and what they mean, and follow our social channels. On a personal basis, share good stories in person and on social media, know your story and be prepared to share it, correct misinformation when you hear it, share dates/information for on/off campus recruitment activities, volunteer to work at an Open House or other events, share fair invitations, be a helpful Huskie, be an Alumni Volunteer Recruiter (AVR), or volunteer to work at phone-a-thons.
VII. Public Comment
None

VIII. Announcements/Correspondence
Frances Mitchell is still accepting ideas for the president search. So far she has not received anything additional. If any OSC committee has announcements or photos it would like to appear on the OSC website, please send those to Mitchell. Klaper mentioned that the Monday morning announcement advertised that the Employee Assistance Program is holding several seminars, including writing résumés, coping with change, and conflict resolution.

IX. Shared Governance Reports
A. Board of Trustees
No report

B. Faculty Senate
Saborío reported. Acting President Freeman, Board of Trustees Chair Wheeler Coleman, and Vice-chair Dennis Barsema attended the meeting. They received good input from those in attendance, and Freeman did not receive a lot of questions. It seems that the faculty are satisfied with her job performance. A faculty member approached Saborío regarding maintenance procedures. This person was specifically concerned about offices not being locked, and why the custodial system was changed. Klaper said she had spoken to John Heckmann about this topic. The new procedure is team cleaning, and he views it as money-saving, and has not heard any complaints about it. It was suggested that Heckmann be invited to OSC, SPSC, and Faculty Senate meetings. According to Kozumplik, she and her colleagues see no one in their building during the day, and garbage is emptied every other day. But, if there are problems, they are usually addressed quickly. Outsourcing is not the answer. Small is very concerned about safety and security issues in the chemistry and biology buildings, and has written a letter to John Heckmann. A quarterly meeting is coming up for those who supervise building maintenance. A suggestion was made to invite Heckmann to the OSC’s October meeting.

C. Supportive Professional Staff Council (SPSC)
No report

D. University Council
No report
E. University Advisory Committee (UAC)
There was discussion regarding straightening Lucinda Avenue. There is a small jog in the road which is difficult for the buses to navigate.

X. Committee Reports
A. Civil Service Celebration
Brown reported. She wanted to thank everyone who had worked to make the celebration a success, and noted that there had been really good energy that day. She singled out Monteiro for his work on the 50/50 raffle, Small for being MC at the dunk tank, Marjetic for her work on clean-up, and Cabrera for helping out at the photo booth. Brown mentioned that Acting President Lisa Freeman had added the photo of her sign thanking operating staff onto her Facebook page.

B. Council of Councils Ad Hoc Committee
Nicholson reported. There is now a Council of Councils link on the OSC webpage.

C. Elections and Appointments
Did not meet. The committee had received an application from Judy Burgess to become an alternate for OSC. Nicholson read Burgess’s application. A motion was made by Wyzard to accept Burgess’s application and name her as an alternate. The motion was seconded by Monteiro and passed by unanimous vote.

D. Employee Morale
Mihalik reported. The committee is still looking at “a day to save, a day to give,” and more information has been found online. There will be more to report at the OSC’s October meeting.

E. Legislative Committee
Marjetic reported. She stated that there were two proposals for amendments to the bylaws. The first reading was for an amendment to bylaw 2.13, which stated that any committee members up for re-election that year must recuse themselves from the OSC election process. A motion was made by Cabrera to waive the second reading. The motion was seconded by Monteiro and passed by unanimous vote. A motion was made by Davis to accept the amendment. The motion was seconded by Cabrera and passed by unanimous vote. The second proposal was for an amendment to bylaw 2.16 to remove the five member cap on the Legislative Committee. After the first reading, a motion was made by Davis to waive the second reading. The motion was seconded by Nicholson and passed by unanimous vote. A motion was made by Monteiro to accept the amendment. The motion was seconded by Mihalik and passed by unanimous vote.
F. Public Relations/Activities
Andree reported. A chair will be elected at the next meeting. The committee discussed holding another pool/bowling night like the one earlier this year. The Giving Project is moving along. The committee had a table at the Civil Service Celebration. Several people wanted to be added to the e-mail blast. Acrylic yarn donations are being accepted.

G. Workplace Issues
Cabrera reported. She has been selected as chair. The committee is going to work on digging into the Human Resource Services website especially looking at benefits, tuition waivers, and professional development time.

H. Administrative Professionals Advisory Council (APAC)
Wielert reported. She wanted to thank the OSC for including APAC in planning and assisting with the Civil Service Celebration.

I. Employee Advisory Committee (EAC)
Small reported. He will be at Governor’s State University in September to meet with the chair of the Merit Board. On September 19, Small will be in Urbana.

XI. Prior Business
None

XII. New Business
A. Cash Box
Davis asked if there was a better place to keep the cash box than its current location.

B. Committee Files
Mitchell asked that all OSC committees send her their old files.

XIII. Adjournment
A motion was made by Wyzard to adjourn the meeting. The motion was seconded by Davis and passed by unanimous vote.
The meeting adjourned at 11:45 A.M.

Respectfully submitted,
Stacey Bivens, Secretary
Operating Staff Council