GENESEE STAFF COUNCIL

Meeting Agenda: November 4, 2022

9:00 – 9:05 AM – Welcome and Approval of Minutes

9:05 – 9:25 AM – Group Norms Activity – Kaitlin Legg

9:25 – 9:40 AM – Announcements
- Meetings with Leadership
- Search Committees
- Med Center Expansion
- Bylaws Review

9:40 – 9:50 AM – Annual Report – Melinda Adelman and Diane Crane

9:50 – 10:00 AM – Break

10:00 – 11:00 AM – New Hire Orientation – Michelle Lewis

11:00 – 11:15 AM – Debrief and Next Steps – New Hire Orientation

11:15 – 11:30 AM – Committee Reports
- Future of Work
- Outreach and Engagement
- Professional Development

11:30 – 11:50 AM – FY24 Budget Proposal

11:50 – 11:55 AM – Conclusion and Action Items

Attendees: Co-Chair Jon Powers, Co-Chair Amanda Sharpe, Melinda Adelman, Brandi Bangle, Jane Bryant, Kristi Brock, Terra Buttram, Angela Buchiere, Karen Cera, Kris Condello, Dave Cota-Buckhout, Diane Crane, Jenny Hamson, Amy Kadrie, Kaitlin Legg, Heidi Mergenthaler, Darrin Meszler, Harish Nayak, Bailey Nixon, Michael Occhino, Brenda Pitoni, Tacarah Reyes, Marc Seigfred, Sarah Siddiqui, Tony Siragusa, Molly Snyder, Dan Watts, Joe Williams, Paul Wlosinski

<u>Group Norms Activity</u>

Amanda Sharpe: We want to make sure everyone is on the same page with how we will operate as a Council. We also received feedback after the October meeting that some of the inside jokes and the tone was not all that welcoming. We want to make sure everyone feels welcome and included.

Kaitlin Legg: The best setting for group norms to be successful is when we co-collaborate to create those norms. I will be leading us in an activity where we start thinking about what our group norms might be. As a starting point, the Faculty Senate utilizes the following model group norms:

- Respect: Speak respectfully to everyone and respect everyone's identities.
- Listen actively, without interrupting.
- Seek understanding and make space for others.
- Criticize ideas, not individuals.
- Avoid generalizations about societal groups (jokes included).
- Apologize if you make a mistake.

Kaitlin Legg: We will break off into small groups to discuss the Faculty Senate group norms. Discussion prompts: Which one do you like the best?; Why might this be helpful?; What is missing?; Have you seen a different group norm that you like?

The Council broke off into breakout rooms for small group discussion, then came back together to summarize key points.

Marc Seigfred: The first group norm—respect—is encompassing of all the other bullets. If we focus on that, all the others follow.

Diane Crane: We need something stronger than "avoid generalizations about societal groups". We should also add something about openness so that people to feel able to share ideas comfortably.

Dave Cota-Buckout: Some of these, if not all, are common sense. However, you still see, hear, and experience people not using these norms in our society these days.

Jon Powers: Our group emphasized the last bullet point: apologize if you make a mistake. We all make mistakes, acknowledging and moving forward is important for a culture of respect and openness

Kaitlin Legg: Group norms are really to help us move through conflict in a way that helps us repair harm and grow together. We will have continuing conversation about group norms.

<u>Announcements</u>

Harish Nayak: The minutes for the September and October meeting minutes have been posted in Teams for review. *Motion to approve.* Both sets of minutes have been approved for posting.

Jon Powers: The GSC Co-Chairs met with Kathy Gallucci and Sarah Mangelsdorf to discuss GSC's September Orientation, the Strategic Plan discussions with David Figlio, and the changes to healthcare benefits (increases in premiums delayed until July). If anyone gets any feedback from constituents about the benefits changes, please pass that along.

Amanda Sharpe: Elizabeth Stauderman, Director of Communications, is leaving her position, and we met with her to ask her advice on what to look for in the search for the new Director.

Jon Powers: We attended the university management team meeting, a group of a little over 100 people. We learned again about the Strategic Plan, the university's budget, and the CPM project.

Amanda Sharpe: The university's accrediting body is evaluating several standards as we move toward reaccreditation. There are several working groups, and they have asked to interview the GSC Co-Chairs.

Jon Powers: We met with David Figlio and Joe Testani (President's Chief of Staff) to discuss what they're looking for in terms of staff involvement in the Strategic Plan implementation. We will be developing a plan with the Exec Committee, and will then bring that plan forward to the full GSC.

Amanda Sharpe: As far as the search committees, Kaitlin Legg was selected to represent GSC in the IOEI leadership search. We are still waiting to hear from Communications on who the GSC representative will be for that search, but Elizabeth Stauderman has offered to talk with whoever is selected as the representative. DPS is waiting on the consultant report before moving forward with their search.

Jon Powers: The Co-Chairs are meeting with Rebecca regularly to discuss the Med Center expansion. We're currently looking at job descriptions to determine the correct staff population to include.

Amanda Sharpe: The bylaws committee meets every fall to do the annual review of the bylaws. If you're on that committee, please read the bylaws in advance of the Nov 8 meeting. Anyone on the Council is welcome to comment on the bylaws via the Teams channel or by emailing Amanda.

Melinda Adelman: The Communications committee starts the Annual Report process by combing through the minutes of the last year to remind us of major items and initiatives. There's a section in the report on future goals and priorities; we will solicit feedback from the group as a whole, and will talk to the Executive Committee about priorities.

New Hire Orientation—Michelle Lewis

Michelle Lewis: I've been with the university for about 10 years, and I'm currently one of the leaders in the Learning and Development Department. We currently hold HR-sponsored in-person orientations only for nursing. We've shifted to online orientations for the majority of employees. We are looking for feedback, what do you want new-hire orientation to look like?

Paul Wlosinki: I started 14 years ago, and had the two-day in person orientation. I think we should go back to that, and a Public Safety module with an overview of the services we provide could be useful for the majority of people/departments. A full week-long orientation with catered meals would feel welcoming and might help bolster our staff retention. We need to avoid siloing the individual departments, and make it feel like we're all part of the same team.

Harish Nayak: When I started, we went to the MAG for the two-day orientation. We need to make people feel like they're a part of the university community. We should think of ways to bring everyone together, make them feel special, and make them feel that they're part of something bigger.

Marc Seigfred: In-person was great, and it helped to see the connection of everyone together from all different departments. An idea might be to transition from a university-wide orientation to

then department-specific onboarding, giving the departments tools to train their employees.

Molly Snyder: In IT we're starting to hire 100% remote employees from 8+ hours away. It would be hard to bring them in for in-person orientation without paying for their hotel. All I remember from my orientation was HIPAA, and I didn't get a sense of what U of R is all about. A public safety module is a great idea, as I'm still not sure what services are offered by DPS.

Melinda Adelman: I didn't like the in-person orientation in MAG. We were in a meeting room, we could have been anywhere. I sat around a table with people whose jobs had no relation to mine, and heard a lot of info with no relevance to me. I had to delay starting my job for several weeks due to the orientation schedule. As an introvert, I did not like being in-person with a bunch of strangers. I would have liked having a flexible set of online modules that I could complete at my own pace.

Karen Cera: The in-person orientation was too much information all at once for a new job that I didn't have the big picture of yet. An online orientation broken down into smaller topics would be useful.

Dan Watts: We keep hearing about the idea of "one university." It might begin with the orientation.

Diane Crane: Is there an opportunity to engage with university marketing and communications to produce some kind of presentation that really shows pride for the university? Something to get new hires really excited, and instill that sense of pride and history.

Jon Powers: I had a two-day orientation in which there were many presentations, but no cohesive welcome to the university. They played a video from the Cleveland clinic, which felt odd that our university played a video from another institution. We should also make sure managers know what's covered in orientation and what isn't for their new employees.

Jane Bryant (in chat): I started in August 2013 and the most helpful part of my entry to the UR was that which I experienced when I actually started my job. The orientation at Staybridge was quite forgettable for me, since it was primarily focused on med center employees. My predecessor left me a handbook of the job responsibilities and processes organized by month, and my boss walked me around campus and introduced me to all of the offices with which I'd be interacting. I think that a couple of full days of general UR orientation (w/remote option) followed by five or so half days over the next few weeks would be an interesting model. Spacing it out a bit would give new staff an opportunity to develop questions and submit them to orientation organizers as they plan future sessions. I'd love to see a well-indexed handbook that details the offices that we may interact with during our time at the university, as well how to complete processes related to those offices. I'm also curious to know about what student orientations look like, and wonder if we can look to those for examples of how to build community early on.

Kris Condello (in chat): Definitely some support for individual departments in onboarding after orientation would be great for supervisors. I think some of the disconnect for me was in the handoff. If you hear that one office has a great handbook and tour and onboarding process and the next office just has a desk for you it can be discouraging.

Amanda Sharpe: Maybe everyone could get information on the university mission and values, as well as an opportunity to meet people with food, at an in-person orientation. And then after that, everyone can get individual modules depending on their job/department.

Diane Crane (in chat): Food + a cool piece of swag that people can brag about receiving at orientation.

Brandi Bangle: As a new employee hired in the last few months, I was able to come to campus, meet with the people I was actually going to be working with to get an overview of the role and a tour of the campus, and then complete the online modules at home as a remote employee. It was helpful to do things this way because I got some context for the role, and was able to complete the orientation modules at my own pace and can go back and reference those modules as needed.

Michael Occhino: An in-person orientation can emphasize that we are part of a large institution that has a large community. Giving a walking tour of the River campus, MAG, and Eastman would be powerful.

Sarah Siddiqui: I like Michael's idea of doing a physical tour. Orientation was very medical-focused, things about patient care and patient confidentiality. It is helpful to know how you connect with the other departments. I was in person in 2018 and didn't get the opportunity to connect with the people around me.

Michelle Lewis: If you have additional feedback, please get me any comments by the end of November. *(Form for feedback:* https://forms.office.com/r/R7xGf3YpdT)
We will be putting together an advisory committee that will include these co-operating departments (IT, DPS, HR, etc.). We will review all of the information I gathered during the stakeholder meetings. We will brainstorm over these ideas, and then put together some focus groups and pilot it to new employees.

GSC-only discussion following Michelle's departure
Amanda Sharpe: Maybe as a Council we could be one of the focus groups Michelle suggested, to see what has been developed and provide feedback. We'll let Michelle know of our interest.

Joe Williams: As part of orientation, it would be helpful to get representatives from the Employee Assistance Program (EAP) and the Equity and Inclusion offices to talk about what they offer.

Harish Nayak: Michelle mentioned looking at peers. Could we get more information on who she is trying to emulate? Is she looking beyond higher education?

Committee Breakout Groups
The three topical committees (Professional Development, Outreach and Engagement, and Future of Work) were given time for breakout sessions for introductions, to discuss meeting times, and to select a committee Chair or Co-chairs.
- *Future of Work:* Chair will be Kris Condello
- *Outreach and Engagement:* Not many members were present, so a Chair will be selected at the first meeting.
- *Professional Development:* Chair will be Dave Cota-Buckhout

FY24 Budget Proposal
Jon Powers: We were allocated a total of $25,000 for FY23, so we stayed with that same amount for this proposal. The FY24 budget proposal includes $3k for Med Center expansion-related items, $7.5k for meeting support, $2k for technology, $10k for constituent outreach, and $2,500 for discretionary items.

Jane Bryant: One suggestion is to have a line for disability accommodations to be built into the budget.

Amanda Sharpe: That has come up in our Med Center expansion meetings. Interpreter services has been included in the "meeting services" line item, but we can state it more explicitly in the budget. The budget review and approval processes are not currently outlined in the GSC bylaws, but the bylaws committee will be discussing this in our first meeting.

Constituent Outreach Ideas

Amanda Sharpe: We've received feedback that it would be nice to host opportunities for staff to meet each other. One idea is a series of campus tours (ex. Rush Rhees tower tour) with social opportunities. Terra is also looking into ordering some GSC promotional items.

Jane Bryant: Whatever we choose to do, it would be beneficial to have something regularly occurring. One-off events tend to disappear. A regular staff gathering space would be great as well.

Jon Powers: This will be an ongoing process, and we will ask for ideas and input regularly. We will probably work with the outreach and engagement group to try and carry these ideas forward.

Diane Crane (in chat): Advancement is in the process of going through a series of Zoom presentations on One Advancement where each group is presenting what they do. It could be interesting for GSC to sponsor a series of presentations on what is at the core of each of our constituencies.

Jenny Hamson: At the Laser Lab, March 2024 is the projected completion date of our big project. A tour of LLE might be a cool idea for the future.

Molly Snyder: The data center is a cool place for a tour.

Paul (in chat): The MAG with a focus on the history of the building, not just the art, the original UR campus.

Amy Kadrie (in chat): Doing a Dining tour is a great idea. For Aux/Union I would also recommend touring the central utilities power plan.

Amanda Sharpe: If anyone has more ideas for constituent engagement, please put your ideas in Teams or send us an email.

Wrap-Up

Amanda Sharpe: December will be an in-person meeting in the Feldman Ballroom on River campus. We will receive an update on the CPM project. Please bring any CPM feedback you've heard from your districts. We will also have President Mangelsdorf joining us, and we'll have food and a social opportunity.

Dan Watts: If people are looking for a way to gather, please check out Club Rochester for faculty, staff, and student socialization: https://rochester.edu/college/wcsa/programs/club-rochester.html

Jane Bryant: In these meetings and district meetings, we should try to avoid using acronyms.

Kris Condello (in chat): It may be helpful to have a file in teams of acronyms and their meanings!