



# GENESEEE STAFF COUNCIL

## Meeting Agenda: January 12, 2024

**Zoom Link:** <https://rochester.zoom.us/j/94343844429>

**9:00 – 9:15 AM – Welcome, Housekeeping, Announcements**

- Group Norms
- Approval of December meeting minutes
- Updates from Co-Chairs
- Any district updates

**9:15 – 9:30 AM – CPM feedback collection preparation**

**9:30 – 10:35 AM – Discussion/activity: University-wide communication from leadership**

***10:35 – 10:45 AM – Break***

**10:45 – 11:05 AM – Shaun Nelms—Vice President for Community Partnerships**

**11:05 – 11:15 AM – Wrap-Up**

- Matters arising
- Summary, wrap up, and takeaways
- Good news

*Attendees:* Co-Chair Jane Bryant, Co-Chair Jon Powers, Melinda Adelman, Chennel Anderson, Laura Ballou, Brandi Bangle, Rachel Bills, Jamie Brown, Leah Brown, Amanda Carter, Karen Cera, Lindsay Chasse, Marisa Chiodo, Leslie Collison, Kris Condello, , Jazmin Dunham, Maria Fagnano, Mary Hallinan, Shari Hofmann, Austin Jackson, Aaron Landcastle, David Lanni, Heidi Mergenthaler, Hannah McClow, Darrin Meszler, Andria Mutrie, Ted Pagano, Katie Papas, Brenda Pitoni, Nate Ridley, Lauren Sageer, Marc Seigfred, Amanda Sharpe, Sarah Siddiqui, Ashley Smith, Lisa Smith, Molly Snyder, Rachel Stuckey, Jessica Syposs, Thuy Tran, Joe Williams, Paul Wlosinski, Dan Watts

*Guests:* Shaun Nelms, Denise Logory

*Co-Chair Jon Powers gave an overview of the day's agenda, and went over the group norms. Council Secretary Karen Cera presented the December meeting minutes for approval, which were approved by the present Council Members.*

### **Updates from Co-Chairs**

*Jane Bryant:* The Co-Chairs met with the Office of Equity and Inclusion this week. They asked us to save the date February 27, as the Federal Office of Civil Rights is coming to the University and will conduct Title IX training (harassment and discrimination on campus established as a part of the Civil Rights Act of 1964). All GSC reps are invited to participate in the training (60-90 min sessions throughout the day).

*Jon Powers:* Another initiative they brought to our attention is Pen America. They are planning to have some trainings on civil discourse. Ultimately, they're planning to incorporate these trainings into new employee, student, and faculty orientations. We will be invited as Council members to attend these "train the trainers" sessions.

*Jane Bryant:* Starting in mid-January, OEI will be holding community building circles for staff to talk about heavy or sensitive topics. They will be looking for help reaching out to staff, so we could consider promoting these in district newsletters.

*Jon Powers:* We asked about the campus-wide engagement survey. They've settled on a vendor, but won't be launching the survey until 2025. We've indicated that we as a Council would like to provide feedback and input on the survey.

*Jane Bryant:* MyURHR roll-out is delayed until October 2024 to allow for incorporation of feedback into the system.

*Jon Powers:* The Executive Committee is working on a process for the committees and districts to request GSC funds to carry out engagement activities. In the meantime, if you have a request for funds, please send an email to the Co-Chairs and Brandi for review.

*Jane Bryant:* In February we will meet on Zoom, but in March we will meet in-person at the Medical Center (more details to come).

*Lauren Sageer:* Sibley Music Library would love to host a future in-person meeting.

*Sarah Siddiqui:* Studio X too, and we could try some of the AR/VR gadgets.

*David Lanni:* Our new expansion at SON is available too.

*Jon Powers:* We've created a CPM feedback collection form for internal use. There is also a form that goes directly to the CPM team, but this will allow us to gather feedback from our constituents. They may feel more comfortable sharing with a GSC rep rather than through the form. Any feedback you hear, even by word of mouth, it would be helpful for us to capture any feedback in the form. We are hoping to have Dan and/or Kathy Gallucci at our February meeting to discuss that feedback. We are collecting any feedback, positive, negative, or neutral.

## Staff Communication Activity

*Jane Bryant:* We will be exploring the value of communications from leadership to staff around certain topics. We will breakout into district groups and then come back together for a full group conversation. We're hoping to understand how communications around various topics can benefit or disadvantage staff. As we continue to relay these concerns to leadership, especially as we have a new Director of Communications coming in, we would like to come up with some concrete examples to illustrate how staff are affected by these situations.

*Marc Seigfred:* Is this about the content of the communications, or are they looking for feedback on what types of communications (email v. signage v. AlertUR)?

*Jane Bryant:* It's a little more broad than that. We're looking for some specific concrete examples. The goal is to base it around how it can affect staff experience.

*Marc Seigfred:* So when the University makes a statement about some issue going on in the world, are we talking about our experience with that?

*Jon Powers:* Yes, how it affects us if the University does or doesn't speak on an issue, if they provide enough info, etc. Successes and failures in overall communication to staff.

*GSC Representatives broke out by district and discussed how communications/lack-of communications to large groups of staff can affect areas such as job functions, relationships, morale, and collaboration. Ideas were shared in padlet.*

*Marc Seigfred:* There are job functions where people really care about the communications that come out from both the university or about the university, and then there's others that don't, so that raised the point that being able to opt into either topical or function-related communications, or targeting communications based on functions would be a useful way to make university communications more effective.

*Laura Ballou:* AS&E talked about faculty as managers, we have heard a lot from our constituents that it varies whether faculty pass along communication to their staff members. We also talked about the listservs, it's not really clear what listservs are helpful and not. There should be a list of the different listservs for new hires detailing what listservs communicate what information.

*Melinda Adelman (in chat):* Laura we should absolutely add having a list of possible opt-in listservs to the next conversation about new staff orientation/onboarding, it's an amazing idea.

*Marc Seigfred:* One of the challenges with email communications is that there are a number of job functions that do not have regular access to a computer or email. For example, if there's a staff member working on a burst pipe or something like that, they won't be constantly checking their email to receive notifications of things impacted by said burst pipe.

*Jon Powers:* Perhaps a printed copy of @Rochester could be of use for staff who don't have

regular access to email.

*Kris Condello:* When things are happening around campus that cause staff to feel uncomfortable or unsafe, what options or accommodations are available? This would not be a broad communication but more department or location-specific.

*Jessica Syposs:* Could this be linked to onboarding? Every staff member has had a very different onboarding process. Listservs such as the facilities listserv should be communicated to new staff members on day one.  
<https://www.facilities.rochester.edu/notifications.php>

*Paul Wlosinski:* There was an alteration in the way an employee accessed Wallis Hall, but there was no communication as to why. This made the employee feel unsafe, as they had no idea if there was an ongoing threat he should be aware of.

*Joe Williams:* A student vandalized Simon Hall, and because I'm a delegate we had a meeting with Kathy Gallucci who told us many of the buildings would eventually require card access. Not sure if that's been communicated widely yet.

*Lauren Sageer:* The response to the war in Gaza came from the top. I was aware of the fact that individual schools were not permitted to put out their own response, but other staff were not aware of that. People were curious why Eastman didn't put out a statement, so it would be helpful for the President's office to indicate that these messages go out on behalf of all schools at the University, so it doesn't seem like the schools don't have a response.

*Jane Bryant:* President Mangelsdorf and Kathy Gallucci indicated that they did not want to stop statements from other managers, especially those indicating support or providing resources. But there is some confusion about that policy.

*Jon Powers:* Who these different communications come from matters as far as building relationships and trust. Something from the President vs. something generically from the university comes across differently. People weight messages differently depending on who they come from.

*Amanda Sharpe:* We know that communications don't hit the mark every time, but it would be really helpful if people knew where to ask questions about information they are hearing about. Having a resource within their office to direct people to could be really helpful to quell confusion.

*Ashley Smith (in chat):* I had a colleague forward me an email from a donor that included a video that was posted on and email from a donor regarding an altercation before I had heard about it which made it awkward in terms of response.

*Marc Seigfred:* We also talked about communication fatigue, or things that are important v. less important. Finding ways to make communications more useful, or find ways to separate business critical information from other stuff.

*Jessica Syposs:* For example with the protests, we got mixed messages from leadership, which was a big problem. Why are we giving leadership advice on how to do their job

correctly?

*Jon Powers:* We did speak in Executive Committee about reevaluating our role, duties, and expectations are as a staff council. Should we be giving advice or just stick to communicating and contextualizing feedback that we're hearing? So that is a good point that we should revisit.

### **Shaun Nelms: VP for Community Partnerships**

*Shaun Nelms:* I have no prepared statements, I would love to encourage open dialogue. My role is evolving since I first started on July 1. I didn't want to have established goals on day one, because I wanted to get to know the University and how it operates. I was a Master's student at the University in '99 at the Warner school, I also received my doctorate there, and I was a professor there. I was recently employed by the University to run the partnership with East High School, and I left that position after 8 years to take on this role. My role is to help elevate what's happening in the university, and make what we're doing known throughout the community. Also take from the community and use it to inform what we should do collectively at the university. How do you take a system that thrives on individual departments and contributions, and have them see their contributions to the whole and create additional opportunities? How is the University better because of our fundraising campaigns? My job is to continue to ask those questions and make strategic connections.

*Shaun Nelms:* One example I started a "Check Your Health" podcast a few months ago. We began with several segments to highlight our contributions, 30 min episodes or less featuring our medical professionals or community partners. We want to make sure the segments reflect community interest and also our university's expertise.

*Denise Logory (in chat):* Check Your Health is a radio segment by WDKX that airs every Thursday at 10:00 am. <https://wdkx.com/check-your-health/>

*Shaun Nelms:* What I hope to do is understand what else should we be doing or promoting to help promote the university and help the community better understand our impact.

*Molly Snyder:* You missed a couple of communities, remote workers and the University outside of Rochester. The University includes affiliates in the Southern tier.

*Shaun Nelms:* Our communities are vast and broad, and continue to expand, so I'm careful not to define communities as a singular description. I'll give you an example, the ED tower. Many people saw it as a money grab for the university. We need to talk to the community about why there is a need for an emergency department. We should talk about the urgent care, social services, an increase in beds, etc.

*Mary Hallinan:* I work in Information Security Risk and Compliance. I as a patient would love the same care in all of our facilities and we're not getting it. As an employee, our compliance is so disjointed and not unionized. That's going to cost us a lot of money if we ever have another OCR penalty. There are a lot of arguments between the facilities, and we have to look at how to come together as a community.

*Shaun Nelms:* That's not something I have a lot of experience in yet, but it's something I'm looking more into and learning more about. Something I was able to do by observing staff in the hospital was that I advocated for the emergency department nurses to have some sort of variable pay because I observed that their ratio of patients is much larger than anyone on any other floor. When you really understand the communities that you're trying to serve, you can better advocate strategically for improved conditions.

*Melinda Adelman (in chat):* As a member of the Accessibility subcommittee of the GSC, I think we would be interested in partnering with you to learn more about the greater Rochester community and figure out what needs to change to improve equitable access. What are the structural/cultural/communication barriers that are preventing people from applying or choosing to work here?

*Shaun Nelms:* Kathy Gallucci is investing more into our community outreach. I would like to learn more about this and make connections with community members and those who are doing the hiring.

*Jessica Syposs:* Historically there has been distrust in the community. On a micro level, are we looking at innovative and new ways to help instill trust in the community to repair trust and bring in individuals? What can I do as an individual to help you to repair those relationships?

*Shaun Nelms:* I need to know what's happening in the community, from the individuals affected. Things need to evolve, we need to ask ourselves whether our current actions are driven by the current needs of the community.

*Denise Logory (in chat):* I manage Shaun's calendar, feel free to reach out: [denise.logory@rochester.edu](mailto:denise.logory@rochester.edu)

## **Wrap-Up**

*Jon Powers:* We will take the feedback from our earlier discussion and from the padlet, and Executive Committee will further distill the information. We will establish a meeting with the new VP of Communications Paige Hetzel. We will post the CPM Feedback form in Teams shortly. If anyone has topics for future meetings, please let us know. We do try to plan the schedule out a few months ahead at a time when possible, so that you have the opportunity to solicit feedback from your districts ahead of time.

*Jon Powers:* In other news—GSC Rep Patrick Meagher and his wife welcomed a new baby boy! Congratulations to Patrick. Today is former GSC Parliamentarian and HR Rep Terra Buttram's last day at the University, she is moving on to a new opportunity outside of the University. This is Simon Rep Heidi Mergenthaler's last meeting on the Council, as she has accepted a position outside of Simon. Thank you to Heidi for her years of service on the Council. We will be holding mid term elections for Simon, so please let us know if anyone else may need to step down from their position before mid-term elections begin next month.