

## Meeting Minutes

**Meeting Date:** August 16, 2007

**Location:** Jane Thompson's House

**Present:** Stan Clark, Robin Long, Terri Hayes, Eva Hatchner, Susan Johnstad, Jane Thompson, Marcelle Coder, Karin Von Kay, David Forgues, Kim Knowles, Steve Saville, Sharon Gorman, Dina Barnese

**Ex Officio  
& Guests:** Diane Verkest

**Excused:** Tom Carpenter, Franklyn Taylor, Valerie Lundy

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### **1. Call to Order**

Dina Barnese called the meeting to order at 11:15 AM.

### **2. Introductions**

Dina Barnese welcomed new members. All attending members introduced themselves and told the group a bit about their jobs at NAU, and previous members told about their roles within SPAC.

### **3. August Retreat**

Our August meeting was held as a retreat. It was hosted by Jane Thompson. A pot luck lunch was enjoyed before the business meeting.

### **4. Business Items**

Dina Barnese handed out a written notice of intent to ask the Council to vote to add an amendment to the bylaws in the September meeting which will add an Officer position of Treasurer to the Council. See *Appendix A*.

We may need a vice chair for this year. Please consider volunteering for this position. We will know by the September meeting whether or not this position will be vacant.

Recording Secretary – Terri Hayes was nominated and voted in as the Recording Secretary.

Dina Barnese gave an update on the Alternative Dispute Resolution Feasibility Committee. The committee worked through the summer and created three surveys to conduct their needs assessment interviews. Interviews are being done across campus throughout August and the report will be written in September, with a goal of presenting to Cabinet in October. The committee may or may not present a proposal together with a group that is working on a program proposal through HR.

Classified Staff Advisory Council president Mary Blackett would like to schedule speakers for CSAC who can talk about projects they are working on and how they fit into the university's strategic goals. Would our group be interested in hearing about these projects? The group answered yes. Dina will contact Mary about scheduling some speakers.

A general discussion was held about the Council's directions for this year. Some of the suggestions to be considered:

- Outreach for distance employees – what can we do?
- Professional development with peers outside of Arizona
- Concern that we did not advocate as much last year as we have in the past

It was agreed that we will review last year's survey to define some goals for the Council this year. These will be reviewed at the September meeting.

Also in the general discussion was an update on the developmental leave issue. It was agreed that SPAC should revisit this topic to decide whether or not to move forward with it.

**5. HR Update**

Diane Verkest explained her role as an ex-officio member, and gave an overview of HR's achievements from last fiscal year, and goals for this fiscal year. See *Appendix B*.

**6. Committee Assignments**

The group had a discussion about and agreed that the annual summer conference has outgrown SPAC. Human Resources has offered to take the lead and give direction on the conference, and SPAC has accepted the offer. This will allow for a more rounded conference that is a collaboration of HR, EMSA, SPAC and CSAC. SPAC will most likely run the registration, and will be involved in other projects as the committee members bring requests to the group.

Stan Clark provided a list of recommendations for the Supervisory Training committee – see *Appendix C*.

Committee assignments are as follows:

SPAC Supervisory Training	Steve Saville – chair Sharon Gorman Marcelle Coder
SPAC Publicity	Terri Hayes - chair Sharon Gorman
Alternative Dispute Resolution Feasibility Committee	Dina Barnese – chair Marcelle Coder Franklyn Taylor
Summer Conference Committee	Kim Knowles Jane Thompson
Academic Standards Committee	Kim Knowles
Commission on Ethnic Diversity	Sharon Gorman
Commission on the Status of Women	Karin Von Kay
Faculty Senate	Eva Hatchner
Classified Staff Advisory Council	Susan Johnstad
HR Employee Development Support Funds	Stan Clark
University ADA Committee	Robin Long
Benefits Committee	Tom Carpenter

Joint Workgroup on Staff Salaries	Dina Barnese
NAU Strategic Planning Council	Dina Barnese

**7. Goody sign-up sheet**

The following people have agreed to bring snacks to the meetings listed:

September 13, 2007	Terri Hayes
October 18, 2007	Eva Hatchner
November 8, 2007	Susan Johnstad
December 13, 2007	Jane Thompson
January 10, 2008	Franklyn Taylor
February 14, 2008	Marcelle Coder
March 13, 2008	Kim Knowles
April 10, 2008	Steve Saville
May 8, 2008	Robin Long

**8. Action Items**

- Dina Barnese to compile summary of key interests from 2006 survey.
- Diane Verkest to prepare information about the developmental leave proposal.

**Meeting adjourned:** 2:45 p.m.

**Next meeting:** September 13, 2007, Location: University Union, Oak Creek Room

**Respectfully submitted,** Dina Barnese, Chair

Appendix A – Memo to members:

# MEMO

Date: 8/14/07  
To: All SPAC Members  
From: Dina Barnese, Chair

The purpose of this memo is to give written notice to the Service Professional Advisory Council of my intent to recommend an amendment to the bylaws for the addition of a Treasurer position to the Council.

In past years, the duty of managing the Council's budget has fallen to the Chair. Last year, it fell to me and I found it difficult to maintain alongside all of the other duties required of me as Chair. I believe a dedicated Treasurer position will benefit the Council by keeping the group apprised of budget matters and enabling us to make budget decisions at meetings.

I would like to present this recommendation to the Council at the September 13, 2007 meeting. I hereby give 30 days' written notice of this intent as required by the NAU Service Professional Advisory Council Bylaw VII.

Respectfully,

Dina Barnese

Appendix B – HR Update:

**Service Professional Advisory Council Update**

**Human Resources Department  
Summary of Highlights  
August 16, 2007**

Annual Accomplishments

- Service Professionals (SP) salaries adjusted to a minimum of 82% of market (~100 employees received adjustments)
- Attained market match/estimates for 95% of service professional positions
- General salary adjustment of 3.25% distributed July 2, 2007
- Workforce Planning (112 service professional employees; spending ~\$245K)
  - Improved focus on equity –some unfunded were institutionally funded
  - Broader spread of workforce planning dollars among staff and service professionals (\$1 million for 411 employees; \$700K for 228 employees in 2006)
- BCBS Plan renewal with no increase in premiums; new lower-priced tier for employees + 1 dependent saving \$50 per month for over 500 employees
- Preliminary estimates from annual HR market study are that the average SP salary has increased almost 17% since 2003 (6% gain on market); classified staff average has increased almost 20% (8% gain on market). This is in excess of the annual market movement which ranges between 3-4%.
- Implemented exit interview survey instrument for departing employees
- New performance management tool designed and implemented with input from service professionals and classified staff; focuses on job content, job behaviors and goals and aligns with NAU values and strategic planning process
- Implemented electronic W-2 distribution allowing for faster and easier access to tax data for employees
- Training highlights
  - Conducted over 60 training sessions with approximately 1300 attendees
  - New training series on *Supervising Student Employees*
  - New training session on *Cultural Conversations*
  - Partnered with SPAC, EMSA on *Mountains of Possibilities* employee conference.
  - Conducted information sessions on service professional compensation system changes
  - Over 500 employees benefited from the distribution of Employee Development Support Funds
  - Offered training on new performance appraisal tool and goal setting for employees and supervisors (over 500 attendees so far)

FY08 Major Goals

- Enroll 100% of all benefit-eligible employees in Benefits Open Enrollment (August 13 -September 10). **All employees must re-enroll to maintain benefits coverage.**
- Review classified staff pay structure for market alignment and propose re-grade as appropriate (last re-grade completed July 2005)
- Utilize data from exit interview survey instrument to recommend actions to reduce unwanted turnover
- Develop a merit recommendation tool
- Promote increased utilization of electronic delivery of W-2's to employees
- Propose a core set of mandatory classes for employee training; implement training tracking functionality in PeopleSoft system
- Explore opportunities to provide enhanced leadership development tools
- Address several areas of policy change, compliance and controls, law changes and other mandates affecting human resources, employment, and payroll functions.

Appendix C – Recommendations for Supervisory Training committee:

**Recommendations for the Brown Bag Seminar Committee for 2007-08**

(Developed by the 2006-07 committee members: Stan Clark,  
Terri Hayes, and Steve Saville, May 30, 2007)

- Present a more in-depth topic in three parts?
- Extend the time of for each presentation?
- Narrow down topics so that they fit the one-hour framework?
- Increase the number of brown bag seminars?  
(all of these are in response to feedback that seminars were too short)
- Pre-establish timeframe within which seminars will be presented (e.g. the last week of each month, February, March & April)
- Prepare signage for each event and post in prominent locations
- Send the evaluation form to participants following each event, via email
- Review evaluations for 2007 conference topics that were well attended and offer follow-up seminars?
- Continue to use December 2006 survey data to determine topics?
- Select topic from issues that arise in SPAC committee meetings?

**Recommendations from 2005-06 That Were Accomplished in 2006-07**

- Recommend that SPAC include questions about preferred topics for the Brown Bag seminar in the next SPAC survey (and to list a few suggestions to stimulate consideration of topics, including “Assisting International Students” (because this was such a popular topic this year)
- Use information from the latest survey data to determine which seminars to offer and select presenters with expertise in those topics
- Consult with Dina Barnese to explore the possibility of setting up online registration for Brown Bag seminar on the SPAC website
- Research cost of Sodexo beverage service (catering, 3-4981); seek funding from SPAC, if feasible
- Announce seminars one at a time in Inside NAU
- Schedule at least one seminar at Capital Assets (Rita Westerfield, 3-6405)
- Continue to use the HR and SPAC newsletters as marketing resources
- Use SPAC, CSAC, and CSW listservs to market the events as well
- Continue to have committee members divvy up coordination of seminars (one per committee member) with oversight and timeline reminders provided by the chair

**Recommendations from 2005-06 That Were Not Accomplished in 2006-07**

- Explore using Survey Monkey to collect evaluation data (consult Marcia Warden, 3-9624) – discussed, not feasible
- Create pdf flyers for each event and distribute to Deans, Directors, and Department heads to be posted in departments – not accomplished