UNIVERSITY STAFF ADVISORY COMMITTEE

Business Meeting Agenda
August 23, 2017
RPAC Dave Griner Room
8:30 – 10:30 a.m.


Chair:

- Liz and Tom meeting with Provost McPherson
  - Shared USAC Stakeholder Packet; discussion on high-level projects (i.e. Strategic Plan)
  - Conversation on climate and culture on college campuses, in light of recent protests at college campuses, and our role maintaining a strong community culture
  - Discussion on partners that USAC can share in messaging, making recommendations across units (i.e. President and Provost’s Council on Women)

- Health & Wellness Council
  - Tobacco-Free at Ohio State: was a foundational plan, but individuals aren’t typically held responsible for smoking on campus (other than OSUMC); if the policy is tobacco-free but there is no accountability mechanism in place, is that truly promoting a healthy campus culture?

- Board of Trustees meeting tomorrow, 8/24;
  - Friday meeting will take place at the Newark campus
  - Public session 8/24, 2-3:30 to unveil the final version of the strategic plan
  - 8-9:45 (8/24) Distinguished Staff awardees recognized

- USAC One-on-Ones in September
  - Liz will start meeting first with new members, then with 2nd and 3rd year to discuss progress and updates

Chair Elect:

- Employee Emergency Fund
  - Organized through the Employee Assistance Program
  - Tom sits on this committee and Tom & Liz will meet with EAP on Friday
  - EEF already has many applications from staff members with financial hardship

Communications:

- Senior Communications Management Meeting
  - Cancelled last week, but will send updates in relation to Strategic Plan based off of BOT meeting on 8/24

- Other Communications
  - Continuing to push out updates: if you have things you’d like us to post, please send that along to Niki (Health & Wellness related, benefits, upcoming events)
  - Will start working on social media member introductions (Niki will send out
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a request for information soon)

Treasurer/Recorder:
• Approval of Meeting Minutes
  o Explanation of why two versions of meeting minutes were sent out;
  o No updates or changes to most recent business meeting minutes
  o Motion to Approve; Cindy; Second: Kris

Subcommittees:
• Governance
  o Deadline to review grants: 8/23
  o If anyone has a conflict of interest with their reviews, please notify Lisa Mayhew

• Staff Compensation & Benefits (SCBS)
  o HR Update Meeting on Rewards and Recognition: A few years ago, a taskforce was established to make recommendations to SVP for HR (AJ Douglas at the time, who Susan Basso will replace when she arrives);
    ▪ 2015 Report is available on USAC Box Folder;
    ▪ 2017 Proposal included benchmarking with other institutions on recognition and rewards to gather a sense of where OSU stands in comparison with other institutions; includes information on staff needs, desires; HR plan to move forward with rewards and recognition (2017 proposal not yet available)
    ▪ There is a strong desire to stay committed to Distinguished Staff Award process;
  o Discussion on what would you like to see with rewards and recognition for staff:
    ▪ More community-centered celebrations
    ▪ Multiple awards: Employee of the Year; Service Awards by department;
    ▪ Large banquet/event where departments can nominate people for various awards; how to encourage more departmental recognition
    ▪ How to create a culture of gratefulness
    ▪ Bringing back 5 year pins for length of service; cautiousness to move forward with any r&r events; how to operate with care, understanding that many staff look forward to those
    ▪ How USAC can benchmark impact of Distinguished Staff Awards; Which units recommend staff? Which units produce DSA winners? What is the meaning behind these awards? What are the anticipated outcomes for staff who receive this?
    ▪ Connecting retention to awards & recognition
    ▪ How to equalize playing field so that all staff have the possibility of being recognized (reducing inconsistencies with how rewards and recognitions are distributed)

• Outreach & Engagement (O&E)
  o USAC Cookout and School Supply Drive Re-cap
    ▪ Kelli took pictures to capture how much was donated
  o In the process of lining up USAC volunteer opportunities
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- Waiting on details about Staff Appreciation Football Tailgate
- Working to determine details for President Town Hall

- Diversity & Inclusion Taskforce
  - Working on planning listening sessions with staff; taskforce is socializing the listening sessions with partners across campus in advance of sessions

Guests:

9:30 AM: OHR’s Learning & Development End-of-Year Report
Molly Driscoll, Manager of Learning & Development, Office of Human Resources

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OHR L&D Team:

- Molly Driscoll, Manager, L&D; Oversees L&D (mission to design, develop, and facilitate learning experiences for staff)
- MJ Abell, L&D Consultant – focus on management training
- Nina Brooks, L&D Consultant (new employee!) focus on Diversity & Inclusion
- Lisa Poulin, L&D Instructional Designer – focus on creation of visual online learning
- Veronica Herrera – L&D Program Coordinator – focus on staff grants and program coordination

Year in a Glance

- L&D facilitated or supported 101 instructor-led courses (open enrollment)
- 37 retreats or programs were offered in 26 units at OSU
- Gateway to Learning website: 8,228 visitors in 2016; 18,371 in 2017
- Instructor-led participants has increased each year (2015: 1,776; 2017: 3,092)
- Offered 68 online courses and materials, which engaged over 16,255 participants
- Online Learning increased from 2,300 in FY 2016 to 16,255 in 2017
- Staff Career Development Grants:
  - 2015: 270 applicants, 49 awardees (one grant period)
  - 2016: 407 applicants, 119 awardees (two grant periods)
  - 2017: 463 applicants, 131 awardees (two grant periods)
- Manager Development Grants (2017):
  - 87 managers from across the university attended one-day manager development conference focusing on Influence
  - 12 managers attended the two-day Health Athlete program for managers
  - 8 grants were awarded through the Manager Development Grant process

What’s Next:

- Importance of employees who can cope with change and expand their skills (more employees are being drawn to companies that offer robust L&D opportunities)
- At Ohio State, we aspire to have a robust culture of learning
- Learning is a valued way of life and knowledge is readily shared, so performance continues to improve
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Philosophy and Beliefs
• To transform our culture, we need a learning strategy which aligns with the learning philosophy, university values and priorities and guides learning and development at the university
• We are starting with the creation of a Learning philosophy – the strategy will come next and will be a 5 year plan

Foundational Principles:
• 70/20/10 Principle:
  o 70% of learning is experiential
  o 20% of learning is exposure
  o 10% of learning is through education
• Shift from training culture to learning culture
  o Less about delivery and more about results
  o Focus of individuals seeking knowledge rather than trainers driving learning
  o Understanding that learning happens everyone (learner-centered approach)

Question & Answers:
• Update on New Employee Orientation
  o Funding & resources are currently limited, so large-sale orientation isn’t possible at this time (but more information to come with Enterprise Project)
  o L&D is working on website development for new employees to continue communicating new staff opportunities
• How do you provide an equal voice to general staff as well as senior leaders?
  o L&D engages will staff at all levels, which is part of its long-term strategy of establishing talking points for all levels of management and staff relations
• Does the L&D team oversee any type of safety training (emergency response, suicide prevention, etc.)?
  o L&D focus centers on leadership, management, diversity and inclusion
  o Public Safety typically leads safety training, although there are learning opportunities that overlap in these areas

10:00 AM: Enterprise Project Update & USAC Feedback Opportunity
Brian Newcomb, Director, Technology Process and Data Solutions

What is your perfect vision of user support? (Doesn’t need to be specific to one specific unit of facet; doesn’t have to be specific to technology)
• Technology is being blended so closely to business processes, so in this first phase of the project, we just want to focus on desired outcomes/ideal user support infrastructures
• In order to be effective, you have to understand terminology, acronyms, internal language of units – how can we create a common language or meaning?
• Is self-help a preferred vehicle? Or do you prefer to have access to support from an individual?
  o Sense of urgency determines whether self-help or user support is preferred; what can you teach yourself, and what is out of your reach in terms of self help
  o How do we know what self-help resources we have access to? What is a
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permissions issue, or what can we do on our own?

- Decentralization creates a number of problems; Centralizing what can be centralized, while providing flexibility within business models as necessary
  - One number, one email address for help that can serve as a directory to connect individuals with the departments they need
  - Possible inconsistencies and frustrations with a “one-number approach”
- Ticketing systems for user support;
- Access issues for different levels of staff;

If you or your colleagues have any thoughts you’d like to share, please feel free to send those along to Brian.

Items for Group Discussion:

- USAC Subcommittee Updates and USAC Vision share-out
  - Worked with retreat notes and subcommittee SMART goals to consolidate a vision centering around main themes
  - If we reported out to the President today, the report would touch on:
    - Recommendations
    - Relationships with senior leaders
    - Ways we participate in university transformation
    - Our direct impact with staff
  - What is our roadmap to achieving our goals? 2 year plan to align USAC goals over a longer period of time
  - Still in draft form – available on Box for discussion purposes
  - Initiatives (how we plan to achieve our mission)
    - Meet & establish relationship with Susan Basso
    - Cultivate relationships with senior leaders
    - Aligning with OSU Strategic Plan
    - SCBS Focus Areas (ex: Health & Wellness, staff culture, etc.)
    - Governance Focus Areas (SCDG, policy review, etc.)
    - O&E Focus (Staff Appreciation Week, Town Halls, etc.)
    - D¹ Focus Areas (listening sessions, partnering with other campus organizations)
  - Next Steps:
    - Take a deeper look at the draft Vision/Roadmap on the USAC Box file and make notes to share for the next meeting
    - How to find on USAC Box Folder: Inside Executive Meeting Minutes folder ➔ PPT “USAC Vision 2017-2019”

Look Ahead:

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<th>AUGUST 2017</th>
<th>SEPTEMBER 2017</th>
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<tr>
<td>2  USAC Exec Mtg.</td>
<td>6  USAC Exec Mtg. 8:30</td>
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<tr>
<td>9  USAC Business Mtg.</td>
<td>13  USAC Business Mtg. 8:30</td>
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<td>23 USAC Business Mtg.</td>
<td>23  Staff Tailgate &amp; FG Game</td>
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<td>25 Board of Trustees Mtg.</td>
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