

**Staff Advisory Committee Meeting
Feedback Tracker 2009-10**

February 10, 2010			Next Meeting: March 10, 2010 at 11:00 a.m. Conference Room, Philip Spencer House	
Issue	Issue Date	Resource	Response	Response Date
OLD BUSINESS				
Get to know other employees through "Employee Spotlight"	9/29/2008	Steve and Anne	It was suggested that we implement an employee spotlight where we provide a brief bio on a selected employee. This would be a voluntary program where employees elect to be included and provide the information to be posted. A suggestion was made to provide a small thank you for their participation (e.g., lunch ticket, gas coupon, small monetary compensation). Carol described the new HR channel that will be available after a little more format tweaking by the IT department. This channel will be available from the My Hamilton page and may lend itself to this type of posting. Further discussion required. 11/12/08 Anne and Jan will work with Steve to develop the HR Channel on the MyHamilton page. This will contain similar information provided in Around the Hill and more, as the channel is developed. 12/10/08 Steve met briefly with Anne and Jan after to the meeting to set a date to discuss options for the HR channel. 1/13/09 Steve met with Jan and Anne to discuss ideas for the HR Channel. This web-based feature will replace and perhaps expand People Around the Hill. We hope to add new hires w/pictures, more staff -related information, etc. Our next step is to talk with Mike Sprague and the web team to see how to make these ideas work best. 2/11/09 Steve, Anne and Jan met with Mike Sprague to discuss content. Mike is working on possible layouts and the group will reconvene when the layouts are ready.4/15/09 Steve will check with Mike Sprague on status of layouts.9/23/09 Reviewed past discussions. HR channel is ready to go for ATH. Suggestion made to send employee spotlight via e-mail as starting point. Steve to talk to Mike Debraggio to see if that is feasible. Will report back. 11/11/09 Anne reviewed the questions that were submitted for interviewing a "Spotlight" candidate. The Committee discussed where the "Spotlight" page should reside, how it should look, how the information should be obtained, how the candidate should be chosen, etc. It was decided that, as a first step, Anne would create a draft document of questions to be asked and send it to the Committee for review. Once finalized we will re-determine the next steps. 12/09/09 Continued on next page.	OPEN Update 2/11/09 Update 4/15/09 On-going

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Employee Spotlight (continued)	9/29/2008	Steve and Anne	<p>Members discussed the questions to ask participants. They have been reviewed by C&D and their recommendations are now being reviewed by members. It was suggested to publish the Spotlight monthly. HR will provide Anne with a list of employees sorted by Division and Department. Names will be randomly selected for participation making sure to rotate selection across all divisions. Members discussed how the Spotlight should be announced and how we can archive past issues. 1/13/10 There was discussion among members about the recommendations for the questions to ask employees and that maybe the "Spotlight" was losing its original focus. A suggestion was made to invite Stacey and/or Mike from C&D to the next meeting to discuss. There was further discussion on the format of the "Spotlight" and where it will reside. A suggestion for having an Around the Hill channel as a default on the "On The Hill" home page was made and will be discussed with Mike Sprague. Besides, it was suggested to include new hires, retirements, etc. Members agreed it would be a good idea. 2/10/10 Stacey Himmelberger was invited to the meeting to discuss the Employee Spotlight. Stacey reviewed our original questions and made a few suggestions going forward. She suggested that we have some basic questions to start with. Sometimes an answer to one question may prompt other questions. She also suggested that the questions are phrased in a positive way. A question she has used in the past for these types of spotlight articles is "What is one thing people might not know about you?" Anne will write up the questions and send them to members and Stacey for review so we can finalize. Members discussed where the "spotlight" should reside. Suggestions included a link from the HR wage page or HR channel on My Hamilton so consistency. Another suggestion was to have an Around the Hill channel which would be a default on the My Hamilton page. In addition to the employee spotlight, there might be space for new hires, service anniversaries, etc. Members felt this was a good idea. We will need to speak more with Mike Sprague to work out the details.</p>	OPEN On-going
Share non-College information of interest to community	9/29/2008	Steve and Anne	<p>A suggestion was made to provide a method of sharing non-college related information such as favorite recipes, community events, etc. The Communities channel on the My Hamilton page may be a possibility for this. Further discussion required. 11/12/08 Will be included in discussion about HR channel above. 12/10/08 See above.</p>	OPEN Last update 12/10/08 On-going

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Improve communication across campus	10/8/2008	Committee members	<p>In spite of the many methods of communication on campus and because of logistics issues, it is felt that something needs to be done to improve communication and make processes more transparent. Karen suggested that any work done in this area should be coordinated with the President's Planning Committee as communication is one of their topics for this year. Members were asked to bring their ideas to the next meeting for discussion.</p> <p>11/12/08 The meeting was opened to suggestions for improving communications on campus. It was felt that supervisors need training in communicating with employees and providing an open forum for employees to discuss problems without fear of repercussions. There should be more clarity in how salary increases are determined and how an individual employee's increase compares to the range of increases given for the entire group. Steve indicated he would review with Karen Leach documenting the range of increases on the salary letter. A suggestion was also made to provide training for supervisors in the performance assessment process. 1/13/09 After further discussion the committee felt new supervisors (including new department chairs) should receive training on their supervisory roles to better enable them to communicate with their employees about salary increases, performance assessments, etc. 2/11/09 Discussion about current performance assessment cycle. Each division officer is responsible for distributing forms down through their organization. DOF office sent the notice to all staff as well as supervisors. 9/23/09 Communication is a goal for several divisions on campus this year. Cross-campus communication opportunity during Pumpkin Carving Contest on Oct. 30. The question of having senior officers "stop by" offices to say hello was raised again. This has been discussed with Meredith prior to Joan's sabbatical and will be re-visited now that she is back on campus. 12/9/09 Meredith mentioned to senior officers to make time when possible to stop by and say hello to staff.</p>	<p>OPEN Last update 2/11/09 On-going 12/15/09</p>
What is status of Handbook re-write?	12/10/2008	S. Stemkoski C. Bennett	<p>The process of combining three handbooks into one is proving to be a daunting task. The initial rough draft is being reviewed and edited by Steve and Carol. We hope to complete the project by the end of this academic year. 9/23/09 Steve & Carol are still working on the rough draft. It is difficult to indicate when it will be finished but hope it is finalized by the end of this academic year. 11/11/09 Steve & Carol are having bi-weekly meetings to finish a rough draft of the handbook. 12/9/09 Bi-weekly meetings continue.</p>	<p>12/10/2008 Ongoing</p>

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Can we offer workshops, seminars?	1/13/2009	H. Johnsen, S. Stemkoski	1/13/09 A member mentioned that support staff at another local college attend workshops/seminars of a variety of topics such as sexual harrasment. Can Hamilton provide similar opportunities. The member will get specifis on how the program is offered for further discussion at the February meeting. The ability to offer such a program will depend upon available resources. 2/11/09 Heather shared ideas used at Utica College using two different vendors. Several topics are offered 4-6 times during the year. The UC contact indicated the sessions were well attended. She will send Carol the contact information. It was suggested that staff be surveyed to determine where their interest lies so a targeted workshop can be offered. We will continue to review this idea as resources are made available. 9/23/09 No change - still under consideration as resources become available.	OPEN Update 2/11/09 On-going
NEW BUSINESS				
Performance Assessment Process	2/10/2010	C. Bennett	In response to a question from a member, Carol reviewed the annual performance assessment process. The initial request to prepare the evaluation documents was sent to Senior Officers on February 5. They are requested to filter the request down through the management in their division according to an established timetable. There is some concern that completion of the reviews is not consistent across campus and some employees do not receive an annual review. Employees are encouraged to ask their supervisor or department head about the performance assessment process to make sure the review is completed in a timely manner.	2/18/2010
First aid kits in Fitness Center	2/10/2010	D. Thompson	As a result of an injury sustained by an employee participating in a fitness program with a personal trainer, the question was raised as to whether there is a basic first aid kit available at the Fitness Center front desk. Carol spoke with Dave Thompson who indicated there is a basic first aid kit with band aids, ointment, etc. However, for injuries requiring ice, protocol is to ask at the front desk and someone will get a bag of ice from the trainers' room.	2/18/2010
Procedure for incident reports	2/10/2010	C. Bennett	Carol spoke with Dave Thompson and Irene Cornish. Incident reports will be completed for significant injuries (not minor cuts/scrapes) and a copy will be sent to Irene who will discuss incidents with our liability carrier as necessary.	2/18/2010