One HR...One Voice

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Message from David Blake
Assistant Vice President

I am pleased to announce our new quarterly OSU HR Newsletter: One HR – One Voice. The purpose of our newsletter is to allow all OSU employees to find out about hot topics and workplace issues. It’s a chance to let you know what is going on within the world of human resources. We will also have a section to recognize our newest employees and say farewell to our departing colleagues. We want to keep it light, conversational, and informational.

I have now been at the University for just over 6 months and it has been a rewarding experience. I have met many new friends and have had many candid conversations about what the community is looking for from their HR colleagues. A common theme that has emerged is the desire to make people-related issues easier to accomplish and that the process, while important, should be there to serve us and not to serve the process. What drives our results should be the needs of the University. Now I am not advocating we forget the rules; what I am advocating is an approach that helps people get to “yes we can do that.” In the end, it is about helping you navigate hurdles that often times hinder our ability to serve the University with a common sense approach. Compliance is part of any culture; however, compliance can be paired with customer service. I would argue that an effective customer service model is part of an effective approach to compliance.

All of us have customers and we should make service and compliance our priority. One does not need to be sacrificed to serve the other. Take the following quote from Gandhi (1890) on service and see if it sparks a thought about how we view our customers.

“The customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us the opportunity to do so.”

I hope you enjoy One HR – One Voice. Drop me a note at david.blake@oregonstate.edu and let me know how we are doing in taking the opportunity to serve you.

Best to you for a great year,
Dave

I suspect most of the OSU community has probably never heard of us. We were formally known as the HR Strategic and Technical Services group, and we are now called the Center for HR Systems and Technology. We, along with the group previously known as HR Employment Services (now Strategic Staffing Workforce Planning), are located on the first floor of Kerr Administration Building, at the end of the hallway near the east outer doors and next to the loading dock. Our team of seven (Erin, Heather, Jennifer, Linda, Scott, Sue, and Suzan) support and develop HR information systems related products and projects.

Our group provides daily support to Business Center.

Mandatory Reporting in Oregon’s Higher Education

(Viki Dimick)

Effective January 1, 2013, the Oregon State Legislature included employees working in Oregon Higher Education in the definition of mandatory reporters of suspected child abuse or neglect. Reporters are mandated by statute to report to law enforcement or the Department of Human Services (DHS) when there is a reasonable cause to believe that abuse has occurred. This requirement is more fully defined in ORS 419B.005.

To assist those in the OSU community that are new to mandatory reporting of child abuse and neglect, the Office of Human Resources offers several useful links on the OSU Mandatory Reporting of Child Abuse webpage, including documents that may assist in the identification of child abuse or neglect. Additionally, multiple trainings have been held including video-streamed broadcasts to include employees in remote locations and employees on campus that are not able to attend. Specialized training for OSU community members is on-going. Please contact Viki Dimick in the Office of Human Resources if your group is in need of a specialized training.

The law makes it clear that your obligation to report does not stop when you leave campus or go on vacation.

As a mandatory reporter your obligation to report is 24/7, 365 days per year, regardless of your twelve-month or academic-year appointment. The requirement to report does not include volunteers, contractors, and students who are not employees. However, by OSU policy, volunteers in OSU Youth Programs are required to report. Additionally, OSU encourages Postdoctoral Scholars and Postdoctoral Fellows to report abuse or neglect.

The law requires higher education employees to report when you have reason to believe that abuse or neglect has occurred. The law states failure to report is a prosecutable offense that could lead to a Class A criminal violation, which carries a maximum penalty of $2,000.

Please visit the OSU Mandatory Reporting of Child Abuse webpage for more detailed information. http://oregonstate.edu/admin/hr/policy/child-abuse. The Department of Human Services link on that webpage will lead you to the law enforcement and DHS phones numbers to call in all 36 counties in Oregon. If you have made a report related to your employment, please advise your supervisor and provide an overview of your report to the Office of Human Resources at email: employee.relations@oregonstate.edu.
Instill the Value of Learning
Center for Learning & Organizational Development
(Paul Biwan)

One of the quickest ways to enhance individual and organizational effectiveness is to promote and encourage learning. The ability for people to learn happens best when there is time to reflect and debrief, but with more coming at us than we can possibly handle, thinking and reflection gets lost.

Learning is the result of expanding the capacity that already lies within. Our most effective leaders and managers model this value and instill it in their employees. When employee talents are nurtured and developed, they become more accessible. With access to talents and abilities, employees are better able to respond meaningfully, participate collaboratively in groups, and move work forward to achieve desired outcomes.

As a leader and manager, there are many simple and practical ways to foster the value of learning in your organization. Here are a few ideas to get you started:

1. At the beginning of each week, encourage employees to identify three things they need to get done to have a productive week. Have them keep this list available to look at a few times a day.
2. Promote individual reflection. It is well documented that people who build in reflection time are more effective. This could be 15 minutes a day or 30 minutes weekly. Simple questions are all it takes to begin:
   - What went particularly well that I want to reinforce as a behavior or skill?
   - What didn’t go well and in hindsight, here’s what I would do differently?
   - What did I learn that would be helpful to pay attention to?
3. Spend time debriefing as a group after a program has ended or a project is complete. Identify what went well, what could have been done differently, and how to apply these insights into future practice.
4. Prior to a potentially difficult conversation, get in touch with your underlying intentions. The majority of people have positive intent, so sharing your intent upfront and inviting the other person(s) to do so as well will get to the heart of the issue in a more constructive way. Notice how insight into each other’s positive intent can contribute to a meaningful conversation.
5. Ask your employees if any barriers exist that make the job more difficult. Be prepared to address the barriers that get identified.

You may easily identify another 1-5 ideas to enhance learning. Feel free to share these with me at paul.biwan@oregonstate.edu and if I get enough of them I will design an expanded document on creating and enhancing learning.

If you would like to obtain announcement on our training offerings, please join our listserv at http://lists.oregonstate.edu/mailman/listinfo/courses_for_you
Business Center Spotlight
Auxiliaries & Activities Business Center (AABC)

The Auxiliaries & Activities Business Center serves the needs of auxiliary and fee-based units. We would like to introduce ourselves:

Lori Wolcott, Human Resource Manager
Tricia Gerdning, HR Consultant 2
Mary Dobie, HRC1
Rachel Tibbot, HRC1
Marcia Ward, HRC1
Ren Plunkett, HR Assistant
Corina Rampola, HR Consultant 2
Tammy Hubert, HRC1
Deanna Vandehey, HRC1
Iva Wilson, HR Consultant 2
Nita Phillips, HRC1
Lori Schmidt, HRC1

The AABC is focused on providing quality customer service to the employees we serve. We work collaboratively to champion ideas and innovation in support of operational excellence. The units we proudly serve are:

- ASOSU
- Business Services
- Counseling & Psychological Services
- Educational Activities/Student Media
- Facilities Services
- Intercollegiate Athletics
- Intercultural Student Services/Diversity Development/Cultural Centers
- Memorial Union
- MU Retail Food Services
- Our Little Village
- Public Safety
- Recreational Sports
- Student Health Services
- Student Leadership & Involvement
- University Conference Services
- University Housing & Dining Services

News from a few of our AABC units:

The NIRSA (National Intramural and Recreational Sports Association) Honor Award Committee has announced the selection of Tom Kirch, Director of the Department of Recreational Sports, as the recipient of the 2013 NIRSA Honor Award. This most prestigious award recognizes one member for outstanding achievements in the field of collegiate recreation and exemplary service to the association. Congratulations Tom.

Changes are coming to the 80-year-old Memorial Union! By spring break visitors to the MU will see the first stages of various construction projects. Room 109 will be renovated to become the new campus home of OSU Printing and Mailing Services. This summer the OSU Beaver Store will be leaving the MU to move to their new location near the parking structure that is located across the street from Gill Coliseum. The space in the MU currently occupied by the OSU Beaver Store will be renovated to accommodate several new multipurpose and meeting rooms, a new food concept, and the new Cultural Meals kitchen. This program facility supports all of the Cultural Nights events. According to TheDailyMeal.com, Oregon State University is one of the “52 Best Colleges for Food in America.” Arnold Dining Center was among the 52 that were chosen. Congratulations to UHDS for this recognition.

OSU Athletics has 146,617 Facebook fans! This ranks them among the top 35 in the country and more Facebook fans than Stanford, Utah, WSU, Cal and Arizona - among others. Go Beavs.

The Auxiliaries & Activities Business Center is located in 110 Poling Hall on Intramural Way. We invite you to stop by our business center.
Life Happens – Midyear Changes to Your PEBB Benefits

Employee Benefits
(Donna Chastain)

During the year, you may experience a life event that allows you to make changes in your plan choices and coverage levels.

These events are often referred to as a Qualified Status Change (QSC) and include: change in marital status; change in domestic partnership relationship (gain or loss); adding a child through birth or adoption; taking legal responsibility for a child or a child’s health care (i.e., grandchild); or moving out of your plan’s service area. You may also experience a qualifying event if you and/or a dependent have an employment status change which increases/decreases your/their health insurance costs or you and/or your dependent gain or lose other employer group health coverage.

Allowed changes to your plans and coverage levels will depend on the life event you experience. For example, changes allowed for the birth of a baby include adding the baby to your coverage as well as enrolling, increasing, or decreasing coverage in optional life insurance, disability insurance, and the flexible spending accounts (medical and/or dependent care).

To change plans or coverage levels based on a qualifying event, you must complete and submit the midyear change form to the Benefits Office within 30 days of the event. Plan changes will be effective the first of the month following receipt of the form. Coverage for children added through birth or adoption will be retroactive to the date of the birth or placement for adoption.

You may also change your status in the Tobacco Use Cost Containment program during the year if you and/or your enrolled spouse/domestic partner quit using tobacco or you are advised by a medical provider not to try quitting the use of tobacco. To change your status in this program and stop the monthly surcharge, you must submit the Tobacco Use Midyear Change form to the Benefits Office.

If you experience a life event and have questions regarding your options and/or the process, please contact your Benefits Consultant. Benefits Consultants available to assist you are:

- Christina Bacchi, 541-737-2835 – serving HSBC, BEBC, AABC
- Whitney Barstad, 541-737-2269 – serving ASBC, AMBC
- Jessica Dalziel, 541-737-3521 – serving UABC, FOBC, Chancellor’s Office
- Employee.benefits@oregonstate.edu or 541-737-2805

For additional information on qualifying events, allowable changes, forms, and additional resources, please visit the OHR Employee Benefits website at http://oregonstate.edu/admin/hr/benefits/midyear-changes

Need Proof of Employment or Income?
Use The Work Number for Instant, Secure Verifications

Remember as you are applying for a car loan or home mortgage that you’ll need proof of employment or income. To have access to an instant and secure employment and income verification we offer you The Work Number. This service enables a verifier to quickly and easily get the verification needed to get you qualified. Persons needing proof of your employment or income may access The Work Number anytime, anywhere at www.theworknumber.com or 1-800-367-5690.

For easy step-by-step instructions on how to use The Work Number check out our website: http://oregonstate.edu/admin/hr/theworknumber/
OSU’s Newest Employees!
December 2012 and January 2013

**Auxiliaries & Activities Business Center (AABC)**
- Amanda Anderson  University Conference Services
- Benjamin Bammas  University Housing & Dining Services
- Trenton Bray  Intercollegiate Athletics
- Jordan Clark-Mand  Intercollegiate Athletics
- Byron Curts  University Housing & Dining Services
- Melissa Knowles  Memorial Union
- Brian Kreft  University Housing & Dining Services
- Amy Kurtze  MotorPool
- Mark Lessell  Procurement & Contract Services
- John Moore  University Housing & Dining Services
- Brian Schmidt  University Housing & Dining Services
- Andrew Struthers  Recreational Sports

**Arts & Sciences Business Center (ASBC)**
- Juan Giarrizzo  Microbiology
- Karla Rockhold  College of Education

**Agricultural & Marine Sciences Business Center**
- Jennifer Cohen  Biological & Ecological Engineering
- Laura Helgerson  Crop & Soil Science
- Heather Pedersen  Crop & Soil Science
- Matthew Sroufe  Environmental & Molecular Toxicology

**Business & Engineering Business Center (BEBC)**
- Nicholas Brown  College of Engineering
- Lauren Farmen  Civil & Construction Engineering
- Brandi Fuhrman  College of Business
- Linda Lovett  College of Business
- Rachel Robertson  Electrical Engineering & Computer Science
- Dan Vega  College of Business

**Forest & Oceanic Business Center (FOBC)**
- Johannes Liem  Earth, Oceanic & Atmospheric Sciences
- Whitney Moore  Forest Ecosystems & Society
- Sara Robinson  Wood Science & Engineering

**Health Sciences Business Center (HSBC)**
- Christina Bradbury  Veterinary Teaching Hospital
- Lisa Butler  HSBC Accounting
- Claire Emery-Wootton  College of Pharmacy
- Calliego Johnson  Team Oregon
- Tamara Kienitz  Veterinary Diagnostic Laboratory
- Josie Miranda  Public Health & Human Sciences Administration
- Emily Sitton  Child Development Laboratory
New Employees (continued)

University Administrative Business Center (UABC)

Emily Anderson  Union County Extension
Collyn Arnold  Financial Aid
Whitney Barstad  Office of Human Resources
Greg Contreras  Educational Opportunities Program
Ana Gomez-Diazgranados  Jefferson County Extension
Kumi Hagimoto  Enterprise Computing Services
Kate Hammarback  Lane County Extension
Lori Kruse  Hood River County Extension
Kerri Kunda  The Valley Library
Leon Lederer  Research Office
Isabella Mackey  Environmental Health Sciences Center
Rhonda Maillard  UABC Human Resources
Carol Murphy  Admissions
Noni Scherer  Career Services
Colleen Shell  Business Affairs
Jim Sloan  Extension & Experiment Station

John Sulzmann  Communications
Scott Thiemann  Office of Human Resources
Tom Weymouth  Curry County Extension

Employee Retirements

December 2012
Pennie Coe – Accountant, Business Affairs
Dr. Phil Histand – Director, Student Health Services
Toni Williamson – Office Specialist II, Facilities Services

January 2013
Lois Lessert – Administrative Specialist, Memorial Union

Greater Oregon Higher Education Recruitment Consortium

The Office of Human Resources and the Office of Academic Affairs is pleased to announce OSU’s participation in the Greater Oregon Higher Education Recruitment Consortium (GO HERC). This new program will supplement our networking efforts to identify possible placement opportunities for partners and spouses accompanying new employees to OSU.

To keep pace with the ever-changing workforce, where nearly three-quarters of faculty have employed partners, OSU has taken the leadership role in establishing this resource to assist with dual-career placements across Oregon and Southern Washington as a way to recruit and retain top talent. OSU is one of 14 regional members of the national Higher Education Recruitment Consortium (HERC).

GO HERC’s website (www.goherc.org) was launched in February 2013. We will be able to assist over 200,000 job seekers across the country. Unlike other job seeking sites, GO HERC allows jobseekers to directly link to regional, relocation, diversity, dual career, and job seeking resources. There is also access to free webinars by experts on a range of recruitment and retention topics.

GO HERC is currently comprised of 18 dues-paying members representing an array of private and public institutions across the state and southern Washington with a goal of increasing membership by 50% in the coming year. As a member of GO HERC, institutions convey to potential faculty and staff that their institutions are diverse, family-friendly and supportive of dual-career couples. In today’s market where expenses for recruitment and retention are forever increasing, providing support for dual-career couples gives OSU and its members a competitive edge.

For more information about GO HERC, please contact the program director, Robynn Pease in the Office of Academic Affairs at 541-737-4842 or Robbin Sim in the Office of Human Resources at 541-737-4157.
The following new Mission Vision Values statement is a collaboration between members of the Human Resources Management Team which includes the management team from the Office of Human Resources and Human Resource Managers from each of the seven business centers.

MISSION

Oregon State University Human Resources strives to create an institution where people thrive, partnerships prevail and performance excels by focusing on providing OSU with quality HR leadership, service and consultation.

We provide service, leadership and consultation in achieving an effective and high quality workforce at Oregon State University.

VISION

OSU is the higher education employer of choice in the Pacific Northwest.

Diversity and inclusion are an integral part of the University’s community and work environment.

OSU provides opportunities for all its employees to achieve their career and worklife goals.

OSU employees use state-of-the-art technology to access human resources information and transact worklife transactions.

Collaborative partnerships exist between human resources and its campus constituencies, utilizing best practices in the field of human resources management.

All leaders will be highly skilled in people management and will view personal and professional development of themselves and their staff as a continuous, on-going responsibility.

VALUES

Diversity and inclusion
Accountability
Quality and accuracy
Consistency of service
Fair and equitable treatment
Productivity and effectiveness
Flexibility, mutual exchange of ideas and continuous improvement
Integrity
Innovation and recognition
Employee empowerment
Life-long learning and development