



BOWLING GREEN STATE UNIVERSITY
CLASSIFIED STAFF COUNCIL
TEAM AWARD 2012-2013
NOMINATION FORM



I/We submit the Classified Staff Council Team Award (CSCTA) nomination form in recognition of classified employees who work as a team and whose collective efforts benefit students, units, departments, areas, and the university community. The nominated team must be a group of two or more permanent part-time and/or full-time classified employees who work together as a team. Up to three letters of support will be accepted.

Nominees and recipients of the CSCTA will be recognized at the annual Classified Staff Awards Ceremony, which will be held on Wednesday, May 22, 2013 at 11:00 a.m. in 101 Olscamp Hall.

NOMINATED TEAM Classified Staff from the College of Arts and Sciences

NAMES and ID NUMBERS OF ALL INDIVIDUALS ON THE NOMINATED TEAM

Connie Allison 0000845140, Chris Bloomfield 0000122599, Amy Davidson 0006682561, Mary Hitt 0000878812 , Toni Jacobs 0005590671 , Megan Lucy 0020219851, and Nancy Martin 0006100570

NOMINATED TEAM'S UNIVERSITY AREA College of Arts and Sciences

NOMINATOR Administrative Staff from College of Arts and Sciences

OFFICE 205 Administration Building

OFFICE PHONE 419-372-2015 E-MAIL rlpunch@bgsu.edu

SIGNATURE Richard J. Flick DATE 04/15/13

Please address the following questions:

1. What unique service opportunity or project has this team done this year that they've never done before?

Please see attached.

NOMINATED TEAM Classified Staff from the College of Arts and Sciences

2. In the “above and beyond” category, describe one or more service opportunities or projects that they did to benefit BGSU students.

Please see attached.

3. Has anyone outside of your area noticed this group or work done by this group? yes no
a. If yes, please share details and who noticed:

For faculty, this can mean the difference between feeling as though the college office is interesting in supporting in their mission or feeling as though they are being left to find complicated answers on their own. In a specific instance a classified staff member assisted a department in finding an alternative and more cost effective promotions/awards materials.

Furthermore, when a significant arts and sciences donor visited campus from overseas, a classified staff member took the time to attend to all of her requests which included answered her questions, performed errands, screened her calls, assisted with scheduling, and adjusted her personal computer settings to make accommodations to allow for on-campus printing privileges. The above mentioned services were performed while maintaining daily responsibilities to his usual high standards.

NOMINATED TEAM Classified Staff from the College of Arts and Sciences

4. How has this team made any significant contribution to the campus for: (pick two or more and describe)
- Changing Student Expectations and Campus Culture
 - Student Retention
 - Cost Savings
 - Change in policies or procedures to benefit students
 - Contributed positive suggestions to better BG's brand against our competition
 - Improved efficiencies

Classified personnel involved in University blue sheet processes are ever vigilant in analyzing processes for improved efficiencies. This can be particularly difficult when University processes are deeply embedded in campus culture. Additionally, the continual updating of A&S Handbook for accuracy and efficiency of printing and interprets policies and procedures into student language and is a constant collaboration challenge in which they positively overcome.

The classified staff efficiently and tactfully made communication to students in all capacities. This could include phone calls to continuing BGSU students who were not yet enrolled, duplicate credit, or graduation requirement issues. The classified staff is self-directed and driven in their messaging to students with a tactful tongue and understanding ear.

Classified staff goes above and beyond the call of duty to not simply planning annual A&S Fall breakfast for other members of CSC in A&S departments, but ensures that each attendee receives a token of appreciation through donations.

5. How does the group show a positive attitude and enthusiasm for colleagues and/or students?

All classified in the College Office take the initiative to step forward during projects as needed often resulting in the redistribution of core responsibilities for a period of time. For example, the annual Student Awards Banquet requires all staff to focus on the event often realigning their daily duties to ensure that the event is successful for the team.

As parents, faculty, and students make inquiries to the College Office they too are greeted in an efficient and respectful manner. All the while, they are not hesitant to share their innovative and creative ideas to help the College progress towards its goals.

Finally, during a typical day staff members perform tedious tasks, answer redundant questions, appropriately treat highly sensitive and confidential information with infinite patience and as though each concern has never been previously addressed.

The deadline date to submit nomination forms and letters of support is **Monday, April 15, 2013 at 5:00 p.m.** and can be submitted to Terry Carver, CSCTA Chair, Department of Recreation and Wellness, 130 Perry Field House, or by e-mailing them to Terry at tcarver@bgsu.edu

1. What unique service opportunity or project has this team done this year that they've never done before?

In an era of lean economics, the classified staff in the College of Arts & Sciences demonstrates responsible practices during the execution of their daily activities. Examples of efforts taken by the classified staff can range from simple tasks like reusing file folders, inter-office envelope and the backs of printed paper to the more complex by creating fillable PDF documents that replace paper documents and forms. Furthermore, classified staff willingly volunteered to participate in two staff hiring committees within a few months of each other.

Classified staff along with a student employee participated in an informal brain storming session with the academic advisors regarding creating an updated structure for student breakout sessions and college procedures during SOAR. Staff members and the student included in this discussion field questions and comments from students and parents and their feedback influenced changes in the breakout session content. Staff also shared observations about the usefulness of SOAR procedures and paper handouts. Their input not only assisted in adjusting the procedures for the day to be more meaningful for our guests (and consequently contribute to retention) but also saved the college precious capital in not printing and distributing material that is not used in the manner intended.

2. In the "above and beyond" category, describe one or more service opportunities or projects that they did to benefit BGSU students.


Our classified staff is always relaying information about their conversations with students in a collaborative manner with the academic advising staff. This is critical to our ability to serve the students in a professional and efficient manner. For students, this can mean the difference between a student development opportunity or the point at which the student gets frustrated and leaves the university. Additionally, it is not unusual for a staff member to pick up the phone and intervene across campus for a frustrated student on a particular issue.

It is not uncommon for the classified staff in the college office to collaborate with one another when vacation/sick days are taken or when positions become vacant. Classified staff in the college office steps in to assist with the functions of the position. Stepping in for a vacant position happened most recently with the Technology Projects Coordinator and Secretary 2 positions on many levels. Obviously, not all of the functions of the positions could be attended, but the critical pieces required for uninterrupted service to the campus community were covered efficiently and correctly.

Collaborating as a team also occurs when staff members have unusually large workloads for a period of time. For example, as our Technology Projects Coordinator was newly hired and busy with departmental web sites, our classified staff stepped in to collect and collate college web site information from staff members to facilitate that internal process.

MEMORANDUM

TO: Terry Carver, CSTCA Chair

FROM: Simon Morgan-Russell, Dean, College of Arts & Sciences 

RE: Classified Staff Team Award Nomination

DATE: April 15, 2013

I am pleased to write this memo supporting the nomination of the classified staff members who work in the office of the College of Arts & Sciences for a Classified Staff Team Award. It is fair to say that the ultimate goal of everyone who works in the college office is to serve the students as best we can. It is also fair to say that some staff members have a more direct role in serving student needs than others. On the front line, we have the Student Services staff members who are often the first point of contact with students and their parents. Much less visible to the typical student are the staff members who support the development of new curriculum and degree programs, are responsible for hiring faculty, and who manage both my schedule and those of the students who work in the college office. The roles of the classified staff members who work in the college office are as diverse as the college itself, but the staff work together exceptionally well and truly function as a team.

As the letters from Associate Deans Barnes and Sherrell illustrate, the college staff work tirelessly to provide the best possible educational experiences for the students in the College of Arts & Sciences. Over the past year, the staff served the students by making the curriculum approval process more efficient, and they held a brainstorming session with the academic advisors for ways to improve Student Orientation and Registration (SOAR). In so doing, they worked directly with students and parents, getting feedback on how to make SOAR a thoroughly positive experience.

“Above and beyond” is a phrase that aptly describes how members of the college staff pitch in to help one another as well as when they help students who are in distress because they have fallen through the bureaucratic cracks. The staff also work after hours and through their lunch hours when the workload is high, and they do so without complaining or resentment. They are consummate professionals, they enjoy their work, and as the accompanying letters detail, people notice.

I am especially proud of how everyone has contributed to make the business operations of the college more efficient and less costly, and how the ethos of the college is consistent with the improving student retention. From reusing file folders and campus mail envelopes to creating fillable pdf documents to replace paper ones, saving money is always at the forefront of staff

members' minds. And while the staff realize that keeping student enrollment numbers high is important, they also realize that it is important that students get the advice and information they need in order to stay on track. Accordingly, they continually update the college handbook that contains policies and procedures to be followed so that students can enjoy a timely graduation.

Without exception, every staff member in the college office shows a positive attitude and enthusiasm for each other, for the students and their parents, and for the faculty who serve the students. Because of their combined institutional experience, the college office staff often serves as a resource for the rest of the university, and they are only too glad to help out the rest of the community.

I can think of no group more qualified than the classified staff in the College of Arts & Sciences to receive the Classified Staff Team Award, and I heartily endorse their nomination.

April 14, 2013

MEMORANDUM

To: Terry Carver, CSCTA Chair
Department of Recreation & Wellness
130 Perry Field House

From: Julie Barnes *Julie*
Associate Dean

Re: Nomination for the classified staff in the College of Arts & Sciences

It is with great pleasure that I write this memo to support the nomination of the classified staff in the College of Arts & Sciences for the Classified Staff Council Team Award. With the wide variety of programs and disciplines and the large number of students, faculty and staff within the college, the enthusiasm and commitment of the classified staff helps keep the daily tasks under control.

The College offices are located on both the second and seventh floors of the Administration Building. The main suite on the second floor consists of the Dean's Office and Student Affairs. The offices for the associate deans for Resources & Planning, Curriculum & Faculty Development, and Graduate Programs & Research are located on the seventh floor. This arrangement has raised some obstacles, but the staff has managed to keep things running smoothly.

As the Associate Dean for Resources & Planning, I would like to focus on the contributions of the staff on the seventh floor – Connie Allison, Amy Davidson and Megan Lucy. The seventh floor suite primarily interacts with department chairs, staff and faculty. Approximately half of the full-time faculty members of the University are in the College of Arts & Sciences. Connie, Amy, and Megan are responsible for the timely processing and tracking of academic year contracts, summer contracts, faculty promotion and tenure portfolios, curriculum modifications, faculty and staff hiring documents, grant applications, and schedule development. To accomplish these many tasks requires them to coordinate with almost 30 different program, department and school offices located throughout campus from Shatzel Hall to Kreisler Hall.

With many of the processes listed, a large amount of paper is processed – at least in the past. Two years ago, we started accepting e-copies of schedule development materials and this year we are accepting faculty evaluation materials electronically. Technology (auxiliary databases, blackboard communities, file sharing) has also

been used to make other efficiencies in these operations. These accomplishments would not be possible without the suggestions from Connie, Amy and Megan and their willingness to adopt new strategies.


The processes listed also can be very stressful for the participants involved. Connie, Amy and Megan are always very professional and respectful in their communication in these situations. Whether it is reminding a faculty member that a promotion portfolio really is due by 5 pm on Friday and will not be accepted on Monday or reminding a department chair for the third time that part-time contract requests were due two weeks ago, Connie, Amy and Megan are polite and helpful. They are willing to make an extra phone call to get an answer for a faculty member or to follow up on an issue to make sure that it has been resolved.

The past two years have seen turnover in staff positions in the College. While positions have been vacant, individual staff members have stepped forward to assist. When Budget Manager Nasir Islam left, Connie Allison stepped forward and provided leadership through the summer 2012 contracting period. While looking for a replacement for a new Technology Projects Coordinator, Amy Davidson accepted additional responsibilities maintaining our web site. When Joyce Arreguin left this past fall, Chris Bloomfield assisted with the tracking and dissemination of "blue" sheets. Even though Megan Lucy has not been with the College very long, she also has stepped forward by assisting with the annual Honors & Award Reception this spring.

Overall, the College of Arts & Sciences classified staff keep a large operation running smoothly by providing personal attention to myriad tasks. Whether it is assisting the nearly 5,000 students seeking degrees in the College with issues ranging from degree requirements to personal tragedy or ensuring that the over 480 full-time faculty are kept informed of contractual status, the classified staff members in Arts & Sciences perform their duties as a team to the benefit of BGSU and its students, faculty and staff.

MEMORANDUM

TO: Terry Carver, CSTCA Chair

FROM:  Marcus Sherrell, Associate Dean, College of Arts & Sciences

RE: Classified Staff Team Award Nomination

DATE: April 12, 2013

I am writing this memo in support of the nomination of the classified staff members within the Student Services division of the College of Arts & Sciences. Our three classified staff members, Christian Bloomfield, Antoinette Jacobs, and Nancy Martin are integral to the function of our division and to the success of our nearly 5000 students within the college of Arts & Sciences. While each staff member has a specific portfolio of responsibilities, they all serve as the faces of the College of Arts & Sciences for all prospective and continuing students, faculty, and staff members who enter our offices or contact us via telephone. Ultimately, they provide the college's first impression for our visitors and callers. Despite the constant stream of students and faculty, and the constant ring of the telephones, the classified staff members are able to greet each visitor, gather information and respond to their individual queries and needs. A member of the college advising staff recently shared that our students and visitors "...are greeted by classified staff that is sincere and always mindful of keeping student interests paramount. "

Beyond those duties, our staff members are responsible for the scheduling of student appointments for seven advisors and for one associate dean, the maintenance of more than 5000 student records, the processing of nearly 2000 student appeals (each year), and the day-to-day supervision of multiple student workers. In each case, our staff members manage to not only keep all of the division staff on schedule, but also to look for ways in which we can improve our services to students. Recently, our staff members created interactive PDF versions of our degree checksheets. Because we have nearly 100 different majors and specializations, this was not an insignificant task. As a result of this change, our advising staff members can fill out student checksheets on their computers, rather than completing them by hand. This also allows the advisors to save and share the checksheets electronically. As a result, we have seen savings in advising staff member time and in printing/duplication expenses.

As the university works to improve retention and student success, our classified staff members have made important contributions to this area. In the late spring of 2012, the college was presented with a list of several hundred students who had not registered for the fall 2012 term. The colleges were asked to contact each student to encourage them to register for the fall. Our classified staff members made hundreds of calls to reach out to these un-enrolled students, assisted in the scheduling of advising appointments, made referrals to other campus offices like

Student Financial Aid or the Office of the Bursar, and also answered their questions about our online registration system. The information gathered during the initial and follow-up calls was shared with Enrollment Management and the Student Communication Center. As the direct result of their continued efforts, we were able to register and retain a significant number of those students.

Our staff members have gone above and beyond their typical duties so often that it sometimes seems to be routine. However, these contributions are extremely valuable and do not go unnoticed. During a recent new student orientation session, our staff members worked diligently to assist a student who had registration problems. Because the student had been initially admitted for summer, she was not able to register for fall courses. In order to help the student, our staff members had to make a number of phone calls to the Office of Admissions and to the Office of Registration and Records. While this sort of change generally requires an overnight update of the student records database, our staff members were able to create a workaround that allowed the student, who had driven four hours to attend the orientation session, to register during her orientation session. During the summer of 2012, a major A&S donor and former Foundation Board member graciously thanked our classified staff members for their assistance during a recent visit to campus. This was in large part due to the assistance provided by our office staff. During her stay at BGSU, she used an unoccupied office in our suite. While there, she experienced difficulties in sending and receiving emails from her computer. One of our staff members worked with her to troubleshoot the problem and to find a workaround for the particular technical issues. At the end of her stay, one of our staff members discovered that she had forgotten some of her belongings and volunteered to deliver them to the home of her host.

In summary, it is my pleasure to support the nomination of the Arts & Sciences classified staff members for this award.