## NLU Staff Council

**MINUTES**

OCTOBER 16, 2013

NATIONAL LOUIS UNIVERSITY

| MEETING CALLED BY | Tracy Costello, Co-Chair  
|                  | Eileen Murphy, Co-Chair |
| TYPE OF MEETING  | Staff Forum  
|                  | Guest Presentation |
| FACILITATOR      | Tracy Costello |
| NOTE TAKER       | Christina Bavone |

### ATTENDEES

- **STAFF COUNCIL REPS - 2013/2014**
  - Co-Chair, Eileen Murphy, x4512
  - Co-Chair, Tracy Costello, x4319
  - Chicago, Dan Essig, x3203
  - Elgin, Nancy LaBay, x8015
  - Florida, Colleen Turner, x6113
  - Wheeling, Alfreda Walton, x5868
  - Wisconsin, Jennifer Petersen, x6202
  - Meeting Minute Taker, Tina Bavone, x3659

- Staff Members from all NLU campuses and offsite locations

- Guest Speakers
  - Danielle Laban, Director of Student Experience
  - Courtney Bondi, Associate Director of Advising
Introduction of Staff Council Leadership Board
- Need Lisle and North Shore Representatives
- Suggested to send an Outlook meeting invite

Introduction of Guest Speakers
- Danielle Laban, Director of Student Experience
  - Presented strategic plan and some of her goals for this year
    - Fully online orientation pilot this Fall
      - Will be available in D2L – gives exposure to D2L
    - Alumni Mentor Program
    - Personalized Education Plan (PEP)
    - Question: Where can community members advertise for tutors?
      - Answer: Transfer to Paula Hankle who is putting together a physical job board for non-professional jobs
    - Give access to professional development once per term
      - Comment: Make it on more NLU campuses than Chicago
    - Revamping of Student Guidebook
    - Chicago launched a fraternity and sorority this quarter
    - Updating the condition of the Chicago campus facilities
    - Re-launch of the Free Art Institute day for NLU community members (make it a Saturday)
    - Identify student discounts around NLU campuses
      - Send any suggestions

Courtney Bondi, Associate Director of Advising
- Emerging Leaders Program – Advancing Service Excellence
  - First step is to define the NLU Signature Experience
  - Trying to eliminate the run around students experience when calling
  - Involves research and training
  - Look at common student complaints – a lot of grade appeals
  - Use Starfish to track student complaints and needs
  - Train staff to answer other department questions then offer to transfer to the correct department
  - Any questions and suggestions can be sent to #ELP2013
  - Lots of thought will be put into the dissemination of communication to managers
  - Updates to the NLU directory made regularly
  - Will come up with a recommended plan to report back to the University Leadership Council (ULC)
CONCLUSIONS

New Staff Council Business (presented by Tracy Costello)
- ULC update and definition of shared governance (Tracy is on the board)
  - Smaller staff representation
  - Identified 5 areas to help with student retention
  - Anyone can attend as a guest, usually 4th Tuesday of the month
  - Using Careerbeam for online career development tool
  - Came up with PEP Survey for incoming students
  - Utilization of Starfish for early detection
  - Some ideas for faculty evaluation process
- Campus Programs updates
  - Wheeling – winter clothes drive, got a lot of donations, still ongoing, will follow up with a canned food drive
  - Lisle – doing a Fall potluck paired with a canned food drive
  - Relaxation room for Wheeling staff – ongoing
    - Explanation of the relaxation room, quiet place, posted instructions to relax, gets used throughout the day especially during the lunch hour, not for student use
  - Elgin – toy drive to start in November

Old Staff Council Business (presented by Tracy Costello)
- Review Staff Nomination process
  - 3 areas of criteria for nominees
  - Take the time to recognize one another
  - Only a few nominations in the past few years
  - Review nominations in Summer
  - Announce winners during Fall Connection
- December meeting moved back one week to December 11th at 2pm
- HR will be coming to answer questions and discuss new policies
- Submit any ideas for agenda ideas/guest speakers to Tracy or Eileen

ACTION ITEMS

- Promote staff recognition award nominations
- Promote campus activities and donation events
- Submit ideas for next month’s agenda
- Submit any suggestions for improving Student Experience to Danielle Laban