

Human Resources Newsletter

June 2011

Message from the Chief Human Resources Officer



Pending Healthcare Legislation and the Impact on Health & Welfare Plans

Like many Americans, I have been following the healthcare debate for many years, being mindful of the importance that affordability, access and quality of care has to each of our families and us individually. Each year, the Department of Human Resources begins the process of reviewing claims and negotiating with our healthcare providers to determine what our rates will be. While the future of the recently passed healthcare legislation continues to be debated in Congress and challenged in the courts, our commitment is to continue to offer plans that focus on choice, affordability and depth of provider access.

This coming fall, the Department of Human Resources will hold a series of open forums in conjunction with our newly appointed external benefits broker (Mercer) to engage in conversations about how best to design and maintain a benefit program that complies with recent healthcare legislation and meets your family needs. These conversations, and the reality of a changing market, will help guide our plan design for the next three years. We hope by planning out three years, we can better design for the future versus year-to-year planning. Rising premium costs (12-15% annually), the aging population (in 2012, nearly 10,000 Americans will turn 65 every day), pending legislation (Patient Protection and Affordable Care Act) and a greater emphasis on wellness (versus illness) compels all of us to come together to ask ourselves how we create a program that meets the ever changing needs of our population.

To help begin the discussion, HR has prepared a one-hour introductory presentation describing our current plan design and potential options to provide employees with greater options. This presentation is available to large or small groups and can be scheduled by calling Shelly Clark at extension 2719.

Healthcare touches all of us and I hope to solicit your comments about how we plan to shape our future. Look for upcoming announcements as to the date, time and location of our open forums on employee healthcare at USD early in the fall.

David M. Blake, Ph.D. SPHR

Compensation

(Janie Carolin, ext. 2723)

Performance Evaluation Update

Congratulations to **University Relations, Mission & Ministry** and **Student Affairs** which have achieved 100% compliance on staff and administrator performance evaluations!

While we are still collecting both staff and administrator evaluations, this is a good time to **thank you, everyone**, for your support of this process. For those supervisors with employee evaluations still pending (and you know who you are!), it's not too late, so help us reach 100% & provide valuable performance feedback to your employees.

If you have any questions about the forms or process, please contact Janie Carolin at jcarolin@sandiego.edu or ext. 2723.

Annual Increases

The university's Board of Trustees has approved a salary increase pool of 2.5% for fiscal year 2011-12. Regular benefit-based staff and administrative employees, hired on or before April 1, 2011, are eligible for an annual increase. Because the merit pool is limited this year, supervisors could recommend merit increases of 0.0% - 4.0% for individual employees, as long as total increases average 2.5% for their unit & are approved by the appropriate VP.

Staff salary increases will be effective the first pay period in the new fiscal year, or July 4, 2011, and will appear on the July 22, 2011 paycheck. Administrative employee increases, in most cases, will be effective July 1, 2011 and will appear on the July 26, 2011 paycheck.

Vice presidents have submitted their budgets, including new salary rates effective in July. As employees are no longer notified of their annual increase through a letter or DAF, supervisors will be expected to inform employees verbally of their new pay rate. Employees may also review their personnel records through Oracle Employee Self-Service after the new pay rates are effective in July. As a reminder, employees may access Oracle Employee Self-Service via the MySanDiego Portal, Employee Tab.

For 2011-12, the staff and administrative salary grades will be adjusted by 2.5%. The staff and administrative salary ranges and pay grades may be found on the Human Resources web site at:

<http://www.sandiego.edu/administration/businessadmin/humanresources/compensation/>

If you have any questions, please contact Janie Carolin at jcarolin@sandiego.edu or ext. 2723.



CHR@USD Employee Recognition Award
(Nina Sciuto, ext. 2715)

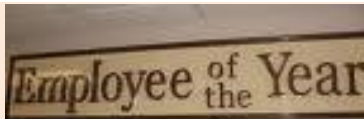


**Spring 2011
CHR@USD Awardees**

Cynthia Avery	Assistant Vice President -- Student Life
Perla Bleisch	Executive Assistant – Law School
Scott Handley	Sr. Admissions Counselor
Tonis Manriquez	Assistant Director of Operations & Special Events
Pamela Payton	Assistant Vice President – Public Affairs
Jennifer Saliwan	Administrative Assistant – Donor Relations

Please join in congratulating these individuals whom the Awards Committee believes exemplify the spirit of the university's mission, goals and values.

Recognition
(Nina Sciuto, ext. 2715)



The 2011 finalists for this year's **Manual Hernandez Staff Employee of the Year Award** are:

Charlene Ables	Athletics
Paul Aden	Mail Center
Esther Aguilar	College of Arts & Science
Lisa Fernandes	Provost's Office
Lori Fiori	Theatre Arts
Mary Therese Karlinger	Missions Café
Cecilia Varela	Copy & Graphics

Charlene Ables

As Executive Assistant in the Athletics Department, Charlene's responsibilities are broad & require her to keep a fast pace. Understanding the unique culture and personalities of athletics, she always relates effectively & professionally.

Esther Aguilar

Esther is an Executive Assistant in the College of Arts & Science. She handles challenges professionally, creating a friendly & comfortable atmosphere. She shares her time between the Ethnic Studies department & the Dean's office.

Lisa Fernandes

As an Executive Assistant in the Provost's office, Lisa is the first person to meet and greet visitors, providing professional customer service. She works closely with others in the office.

Lori Fiori

Lori is an Executive Assistant in the Department of Theatre Arts. She is the "voice, face, heart and soul" of Theatre Arts.

Mary Therese Karlinger

As Unit Leader in Missions Café, MT is in charge of its daily operations. Through her innovative ideas, she has made a positive impact with providing an outstanding food program, increase of sales and decrease of food & labor costs.

Cecilia Varela

Cecilia, as Copier Service Representative, is responsible for the repair & maintenance for all the copiers on the USD campus, as well as all the cash flow in and out of Copy & Graphics. She works well under pressure & is consistently pleasant, willing and eager.

Paul Aden

Our **Staff Employee of the Year** is the Lead Mail Specialist in our Mail Center. Paul is known as Mr. Customer Service— not only does he sign for most mail, packages, & overnight items - he also processes outbound mail, provides helpful window service—and finds "lost" packages that were never really "lost," just misplaced. Motto: "When you call, ask for Paul."

**It is a great pleasure to honor
Paul Aden
2011 Employee of the Year**



PICNIC

For pictures from the 2011 Employee Picnic, please go to

<http://www.sandiego.edu/administration/financeadmin/humanresources/recognition/picnic.php>

Contest Results:

PomPoms Count Contest

How many pompoms are in the jar? Answer: **42**

Deborah Gough (Provost's Office) is the winner who guessed the closest number.



Dessert Contest

Thanks so much to those employees who shared their recipes. After the judges tasted the entries, **Bree Moore** (Human Resources) was chosen as this year's Dessert Contest Winner.



Torero Cup Winner

Congratulations to **Risky Business Team A** (Business Services & Administration) on being the first team to win the **Torero Cup** which will be on display in Len Hering's office.



Chicken Toss

Everyone loved seeing those chickens fly! The winners this year were **The Winning Team** from **Student Affairs**



Trivia Contest

Cyndi Casillas (Athletics Development) was the Trivia Contest winner. She was the first person to come to HR on Wednesday with the correct answers to all trivia questions.



Raffle Winner:

CHR@USD 50/50 Employee Raffle

The winner is **Kim Mackie** (Dining Services).



For the winners of the Complimentary Employee Raffle, please go to

<http://www.sandiego.edu/administration/financeadmin/humanresources/recognition/picnic.php>

WELCOME

TO OUR NEWEST EMPLOYEES!

We were fortunate enough to have met the following new full time employees in New Employee Orientation in April and May. If you have not met them already, we encourage you to seek them out and give them a warm welcome them to our USD Community.

April 2011

Norma Arteaga	Custodial Services
Jennifer Dandle	Academic Technology
Heather Gibbs	SOLES
Stephanie Giles	Center for Student Success
Leonid Korol	University Relations
Ana Montes	Legal Research Center
Belen Mendoza	Payroll
Kendra Galante	KIPJ

May 2011

Miguel Carrillo	Graduate Admissions
Joshua Denton	Provost
Alyssa Ernst	Advancement Services
Terrel Hale	Custodial Services
Amanda Leger	Network Infrastructure Systems and Services
Dara Lundquist	Paralegal Program
Shannon Pollert	Law School Graduate Programs
Regina Valdez	Controller



Risk Management (Barbara Schatzer, ext. 7677)



Risk Management Improves Hindsight

1. "I was in a hurry."
2. "I've done it this way before and nothing happened."
3. "It looked easy."
4. "I just wasn't thinking."

These are very common responses to what should have been a foreseeable accident or business mistake.

Risk management is a practice of anticipating what could go wrong and taking steps to reduce the likelihood of bad things happening. The old phrases "look before you leap", "forewarned is forearmed" and "a stitch in time saves nine" are all ways of describing good business and personal risk management. They apply whether you are backing up important documents or backing out of a parking space.

Not managing the risks can cause personal injury, financial loss and wasted time. Mistakes will happen. When they do, the right course of action is to acknowledge them, to take responsibility for them, and most importantly, to learn from them so as to avoid making the same one in the future.



GREEN TIP OF THE MONTH

Stock Reusable Items

Whether it's cutlery, flatware, napkins or towels, the rule of thumb should be: Wash and reuse!

If you're using disposable paper plates and napkins, or plastic forks and knives, they're not only cluttering your pantry, but also cluttering our landfills. Don't be too quick to be taken in by marketing about biodegradable or plant-based items either. The earth-friendly choice is reusable and – in the long run – far cheaper.

Be Blue -- Go Green



The Importance of Teambuilding

In today's workplace environments, individual glory is rarely achieved. The interdependent nature of our work means that good working relationships with one another are vital to achieving positive results and outcomes. The concept of teamwork is extremely important to the success of any team. In the realm of athletics and team sports, all coaches talk about working as one unit, as a unified team. You can have a group of superstars, but if they do not work well as one unit, chances are they are not going to be as successful as you would think. This is also seen in the workplace. The team's ability to work together as one cohesive unit is going to be the key in their success.

Teambuilding activities specialize in bringing out the best in a team to ensure self development, positive communication, leadership skills and the ability to work closely together as a team to problem solve or reach a goal. What are team building exercises and what is their purpose? Teambuilding exercises often consist of a variety of tasks designed to develop group members and their ability to work together effectively. Teambuilding may include a wide variety of forms from having a group potluck, to getting a group together to walk at lunch. There are many types of team building activities that range from kids games to games that involve novel complex tasks and are designed for specific needs. There are also more complex team building exercises that are composed of multiple exercises, such as rope courses or experiential exercises that last over several days. The purpose of team building exercises is to assist teams in becoming cohesive units of individuals that can effectively work together to complete tasks.

Benefits of teambuilding include:

- > Improved communication
- > Enhanced team motivation
- > Getting to know each other in a different capacity
- > Getting everyone "onto the same page", including goal setting
- > Teaching the team self-regulation strategies
- > Helping participants to learn more about themselves (strengths and weaknesses)
- > Identifying and utilizing the strengths of team members
- > Improving team productivity
- > Practicing effective collaboration with team members

Here is a fun and simple teambuilding exercise you can use with your team!

The Three Questions Game

- Everyone in the group writes down 3 provoking questions they would like to ask others in the group. Not the normal "what's your name" type questions, but something like, "Where is the most interesting place you have ever traveled" or "Name a topic you feel absolutely passionate about".
- Give them time to mingle and to ask three different people in the group one of their three questions.
- Get back together and have each person stand and give their name. As they say their name, ask the group to tell what they know about this person.

If you have any questions, suggestions or ideas that you would like to share with us, please feel free to contact us at ext. 6619 or ext. 2722. You can also e-mail us at usdtraining@sandiego.edu. We look forward to seeing you soon!



The Oracle R12 upgrade project is on schedule. The excitement grows as we learn about all the new features and the tech stack that is available on the R12 framework.

HRIS is working to enable the Oracle workflow email approval feature which will allow users to approve an EDAF and iRecruitment notifications via email.

We are still working with Recruitment to add the recruiter capability for the USD HR Department Administrator responsibility. This will provide the ability to submit vacancies directly.



Upcoming Events

The CHR@USD will sponsor two
Employee Appreciation Events
during the summer months.

An Ice Cream Social in July



AND

A Movie Under the Stars in August



Details will be forthcoming.



Cultivating a Diverse Applicant Pool: The Position Announcement

In each of the next few editions of the Human Resources newsletter, I will focus on a different strategy that hiring managers can undertake to encourage diverse applicants to apply for open positions at USD. These strategies are simple, but when used effectively, they can significantly improve the diversity and quality of your applicant pool.

One of the first and most important steps hiring managers can take is writing a position announcement that includes diversity-specific language. This approach is successful because it welcomes diverse applicants to apply and also reiterates the department and the university's commitment to an inclusive campus environment.

Here are some examples of language that may be appropriate to include in a position announcement:

>"The department has a strong commitment to the achievement of excellence and diversity among its faculty and staff

>"call for applicants who engender a climate that values and uses diversity in all its forms to enliven and make more inclusive the work of the organization

>"The university is committed to seeking and sustaining a culturally and ethnically diverse campus environment, and to the principles that promote inclusive practices."

If you would like additional assistance in refining your position announcement to attract more diverse and highly qualified applicants, please feel free to contact me at ext. 7408 or momar@sandiego.edu.

Benefits

(Shelly Clark, ext. 2719)



403(b) Retirement Savings – IRS 2011 Contribution Limits

We have all heard it -- people are living longer today than ever before. Have you planned appropriately for your retirement years? Did you know that recent studies indicate that the average full-career contributing employee needs to have, at age 65, 15.7 times his or her pay at the time of retirement to cover retirement expenses -- and Social Security benefits are only expected to account for 4.7 times pay at retirement? Is Social Security going to provide sufficient income to support you? With only seven months left in the year 2011, now is a great time to review your contribution levels to ensure you are maximizing your retirement plan!

2011 IRS MAXIMUM CONTRIBUTION LIMIT

For the year 2011, the maximum retirement contribution amount will remain the same at \$16,500. Please keep in mind -- all contributions into your 403(b) account, through payroll deduction, are deducted on a tax deferred basis. This may lower your tax liability with the IRS. You are not taxed until you withdraw your money from your retirement account.

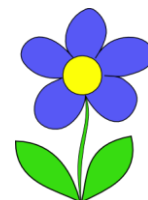
If you are age 50 or older, or turning 50 in the year 2011, you may contribute an additional \$5,500 in the year 2011, for a total of \$22,000 (\$16,500 regular contribution and \$5,500 catch-up). **Please note: If you wish to take advantage of this additional catch-up provision, you must complete the USD Salary Reduction Agreement form each year.** You may find the 2011 USD Salary Reduction Agreement form on the Benefits website at www.sandiego.edu/hr/benefits -- click on "Forms" in the left hand navigation menu and scroll down to the "Retirement" section of the page or you may obtain a form from the Department of Human Resources.



Transportation Spending Account – New Payroll Option for Orders in Access of \$230 Pre-tax Limit!

The Transportation Spending Account (TSA) is regulated under Section 132 of the IRS code. These commuter plans are used to purchase mass transit vouchers, passes and/or tickets for your commute to and from work. The maximum monthly pre-tax election amount is \$230. If your commuter expenses exceed \$230, beginning **July, 2011**, you will be able to place an order in access of \$230. The remaining amount will be deducted from your paycheck on an after-tax basis. For example, if you are part of a van pool and the fee is \$270 per month, you simply place an order for \$230, then an additional \$40. The \$230 order will be deducted from your paycheck on a **pre-tax basis**, and the \$40 will be deducted on an **after-tax basis**. Please note: if you have already set up recurring orders, you will need to make a change to your order should you wish to utilize the after-tax option. As a reminder, the account is limited to employee-commuter expenses only. Reimbursement is not allowed for transportation expenses for your spouse or dependent child.

By enrolling in this account, you will no longer have to purchase your transit passes on a monthly basis and then wait for reimbursement. The tickets/passes/vouchers will be sent directly to your home! You may only utilize the transit benefit through the pre-purchase option by the 10th of the previous month. Simply log in to the Benesyst website at www.benesyst.net and place your order for the next month.



Employment

(Rose Trujillo, ext. 2725)



Recruitment Changes and Challenges

Even though, over the past few years, USD implemented a focused recruitment phase by suspending hiring new staff or administrative positions, and by placing a hold on filling vacant positions, we have been fortunate not to require massive layoffs.

During this time, the Department of Human Resources and the Employment Team offered support to USD supervisors who were trying to manage their department workloads with less staff, when faced with department re-organizations, and ultimately seeking approval to open and fill positions that have been vacant for a while.

With a stagnating economy, increasing gas prices and unemployment remaining high, the number of job seekers at USD has continued to significantly exceed numbers in previous years.

If you are a manager who recently posted a vacancy, you probably reviewed a high volume of applications and noticed that applicants often upload a resume in lieu of completing the employment history section in the online application. Several recent articles indicate that more people are not truthful during recession times in an effort to secure a job. Some applicants believe there is justification in creating fraudulent resumes because of the tightened hiring market and slow increase in availability of jobs.

According to a research study conducted by the Society of Human Resources Management (SHRM), over 53% of individuals lie on their resume to some extent. Some of the common lies include the following: employment dates, certifications, competencies, achievements, inaccurate job descriptions, salary, references, etc.

Our USD online application process prompts applicants to acknowledge the information on their application is true and accurate. However, for some applicants, that is not a barrier to providing deceitful information. It is difficult to identify fraudulent information. Therefore we suggest that, during the interview phase, USD managers focus on competency-based questions. Competency-based interview questions require candidates to provide real life examples as the basis for their answers. Candidates should use specific situations from their life as examples when answering this type of interview question. Candidates should explain why they made certain decisions, how they implemented these decisions and why certain outcomes took place.

More employers are also implementing background checks for candidates which can easily become a deciding factor in determining who is offered the job. Remember, the ultimate goal is to hire the best candidate for the position.

USD is currently able to conduct education verifications through the National Student Clearinghouse database when the degree granting institution is part of their database. For those colleges and universities that are not searchable through the Clearinghouse, HR uses a professional investigative agency – the one that conducts criminal background checks, social security trace, sex offender searches, and DMV reports. USD has been conducting background checks only for certain positions (e.g., those dealing with money, working with minors, etc.). The current USD background check process is under review. *The university's goal is to conduct criminal background checks for all USD new employees.*

There are many changes and challenges in the recruitment process. The Employment Team looks forward to continuing to serve the recruitment and employment needs of all USD managers.

