

Human Resources Newsletter

October 2009

Message from the Associate Vice President



Healthcare Uncertainty

The topic of healthcare in our country has risen to meteoric heights which are only surpassed by its skyrocketing cost. As an industry, it is often accused of driving up federal deficits, threatening to bankrupt Medicare and forcing many employers to cut or drop benefits. Each day we are bombarded with headlines, sound bites and opinions from the left, right and middle as the national debate takes center stage for health care reform.

At USD, our piece of the healthcare puzzle is less complex but, nonetheless, critical. While extremely costly to the university, accessible, reasonably priced healthcare options are important elements of our overall fringe benefit package for employees and their families. Our Human Resources/Benefits Team works hard to navigate the challenges it faces with each renewal period, desiring to maintain cost-effective pricing, choice and consistent access.

As you are aware, we offer fully insured products from three vendors who, on an annual basis, review our premiums versus claims that they paid. This constitutes the main driver of our experience and cost escalation.

Our renewal proposals historically have represented more twists, turns, ups and downs than many of the coaster rides at Great Adventure. From 2005 to 2009, our Anthem Blue Cross rate increases were 15.2%, 9.13%, 37.1%, 13.5% and 6.1%. Kaiser increases were 2.5%, 0.64%, 11.2%, 17.9%, 0.0%. Blue Cross develops their renewal proposals based on the number of claims in excess of the threshold of \$25,000. This year we are facing projected increases of approximately 29% from Blue Cross and 17% from Kaiser. Blue Cross has based its increase on the fact that, during the period of May 2007 through April 2008, we had 14 members with claim totals over \$25,000 -- representing \$1.2 million dollars. Looking at the period of May 2008 through April 2009, which affects our 2010 renewal, we had 28 members with claim totals over \$25,000 -- representing \$2.2 million dollars. The established national trend percentage for healthcare cost increases is tracking at approximately 12%, which further demonstrates the significances of our claims experience.

Working with our benefits consultant, we have requested proposals from other vendors, but due to our claims experience, they are not submitting competitive rates or are declining to even bid for our business. We are also reviewing the impact of plan design changes, such as increasing office, hospital and Rx co pays, along with reviewing deductible limits for potential premium/contribution reductions. The concern regarding Blue Cross participation levels still looms large because over 55% of our population is enrolled in Kaiser. A review of enrollment statistics from 2005 to present indicates that Kaiser had 570 members in 2005, with Blue Cross membership at 500. To date, we have 792 members with Kaiser and 442 with Blue Cross.

Additionally, this year we are also challenged by our dental renewal with our PPO Dental Plan projecting an increase of approximately 26%, resulting from 68% of our claims paid going to non-network providers. Our DMO Dental Plan is projecting a mere 5% increase in comparison.

We will continue to review potential options with vendors and our consultants in an effort to effectively develop viable alternatives that maintain the integrity of our benefit programs.

Our Annual Health and Lifestyle Expo will take place on October 22, 2009, in UC Forum A & B from 10:30 am to 1:30 pm. We have a full slate of participating vendors with giveaways and prizes. Our 2010 insurance cost and contribution levels will also be released at this event. Please save the date and join us for a day of information and fun as we enter into our Open Enrollment period in November.

Gregory Pogue, DBA
Associate Vice President
Human Resources



Mensaje del Vice Presidente Asociado



La Incertidumbre de nuestros Beneficios de Salud

El tema de la salud en nuestro país ha aumentado a alturas mayores que sólo son superados por su alto costo. Como una industria, a menudo es acusado de subir el déficit federal, amenazando con la quiebra de Medicare y obligando a muchos negocios a reducir o eliminar sus beneficios. Cada día estamos bombardeados con titulares, llamativos y opiniones de la izquierda, derecha y medio, mientras el debate nacional toma el centro del escenario para la reforma de salud.

En USD, nuestro pedazo del rompecabezas de la salud es menos complicado pero, crítico. Aunque es extremadamente costoso para la universidad, opciones de precios razonables y accesibles de salud, son elementos importantes de nuestro paquete de beneficios para los empleados y sus familias. Nuestro equipo de Recursos Humanos/Beneficios trabaja duro para navegar por los desafíos que enfrentan en cada período de renovación, deseando mantener precios bajos, las opciones del empleado y acceso constantemente.

Como usted sabe, nosotros ofrecemos productos totalmente asegurados de tres proveedores que, sobre una base anual, revisan nuestras primas respecto a las reclamaciones que pagaron. Esto constituye la principal razón de nuestra experiencia de reclamaciones y la escalada de los costos.

Nuestras propuestas de renovación históricamente han representado más vueltas, giros, subidas y bajadas que muchos de los paseos de un parque de diversiones. De 2005 a 2009, nuestros aumentos de Anthem Blue Cross fueron 15.2%, 9.13%, 37.1%, 13.5% y 6.1%. Los aumentos de Kaiser fueron 2.5%, 0.64%, 11.2%, 17.9%, y 0.0%. Blue Cross desarrolla sus propuestas de renovación usando el número de reclamaciones en exceso de \$25,000 dólares. Este año nos enfrentamos ha aumentos proyectados de aproximadamente 29% de Blue Cross y 17% de Kaiser. Blue Cross ha basado su aumento en el hecho de que, durante el período de mayo de 2007 hasta abril de 2008, tuvimos 14 miembros con reclamaciones más de \$25,000 - que representa \$1.2 millones de dólares. Mirando el período de mayo de 2008 hasta abril de 2009, que afecta a nuestra renovación 2010, tuvimos 28 miembros con reclamaciones más de \$25,000 - que representa \$2.2 millones de dólares. El porcentaje de tendencia nacional establecido para los aumentos de gastos de servicios de salud es aproximadamente 12%, lo que demuestra aún más la trascendencia de nuestra experiencia de reclamaciones.

Trabajando con nuestro consultor de beneficios, hemos solicitado propuestas de otros proveedores, pero debido a la experiencia de nuestras reclamaciones, no están presentando precios competitivos o incluso una oferta para nuestro negocio. También estamos revisando el impacto de los cambios del diseño del plan, tales como aumentar los copagos de la oficina, el hospital y recetas médicas, junto con la revisión de los límites de deducción para posibles reducciones de la prima/contribución. La preocupación por los niveles de participación de Blue Cross todavía ocupa un lugar grande ya que más del 55% de nuestra población está inscrita en Kaiser. Una revisión de las estadísticas de la inscripción de 2005 hasta el presente indica que Kaiser tenía 570 miembros en 2005, con la membresía de Blue Cross a 500. Hasta la fecha, tenemos 792 miembros con Kaiser y 442 con Blue Cross.

Además, este año también estamos enfrentados con nuestra renovación dental con nuestro plan dental PPO que proyecta un aumento de aproximadamente 26%, que es debido a los 68% de nuestras reclamaciones pagados a dentistas que no pertenecen a la red. Nuestro plan dental de DMO está proyectando un aumento de 5% en comparación.

Seguiremos revisando las opciones posibles con los proveedores y nuestros consultores en un esfuerzo para desarrollar efectivamente alternativas viables que mantengan la integridad de nuestros programas de beneficios.

Nuestra Expo Anual de la Salud y Estilo de Vida tendrá lugar el 22 de octubre de 2009, en el UC Forum A & B de las 10:30 hasta la 1:30. Vamos a tener muchos proveedores con regalos y premios. También se publicara en este evento nuestros costos de seguros de 2010 y los niveles de contribución. Por favor, guarde la fecha y únase a nosotros para un día de información y diversión a medida que entremos en nuestro período de inscripción abierta en noviembre, en donde tiene su oportunidad anual de cambiar sus beneficios de salud.

**Gregory Pogue, DBA
Vice Presidente Asociado
Recursos Humanos**

CHR@USD
(Nina Sciuto, ext. 2715)



“Who’s Got Talent?”

A call has been put out for talented faculty, staff, administrators and student employees!

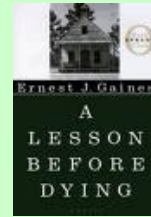
The CHR@USD will be hosting a **talent show** to showcase the many talents of USD’s employees. Whether you sing, dance, play a musical instrument or like to recite poetry, we want you!

Each act will be allowed up to three minutes of performance time. *Acts must be work appropriate and must be submitted to CHR for review.*

The first CHR@USD “Who’s Got Talent?” show will be held **Thursday, December 10, 2009, from 12 – 1 pm in Salomon Lecture Hall**. Refreshments will be provided courtesy of the CHR@USD, but participants and audience members are encouraged to bring their own lunches.

Please contact Courtney Blokland at courtneyblokland@sandiego.edu if you, or someone you know, would like to share a talent with the USD community.

Employee Relations
(Nina Sciuto, ext. 2715)



THE BIG READ

The Alcala Park Readers would like to invite you to join **The Big Read** – a book discussion presented by the Department of Human Resources.

BOOK: “A Lesson Before Dying” by Ernest J. Gaines

The story, set in a Cajun community in the late 1940’s, traces the journey of two African American men struggling to attain manhood in a prejudiced society. Ernest J. Gaines’s powerful exploration of race, injustice and resistance is strong, unforgettable and leaves readers with an understanding of the heroism in resisting.

Date – Friday, October 23, 2009

Time --12 noon to 1:30 pm

Place – USD Bookstore

Books are available for check out in human resources (Maher 101). Lunch will be served. **Please RSVP for lunch to Rosemary at extension 6611.**

Employee Relations
(Nina Sciuto, ext. 2715)



The **2009 Employee Service & Recognition Luncheon** will be held on **Thursday, November 19, 2009**. This event will honor the dedication and service of employees who in 2009 have completed 10, 15, 20, 25, 30 or 35 years of service with USD. Combining what in the past were two separate events, this event will also include the 5 year award recipients from the second half of 2009.

The **Employee of the Year** will also be recognized at the luncheon. If you have any questions, please contact Nina Sciuto at ext. 2715 or asciuto@sandiego.edu.

Employee Relations
(Nina Sciuto, ext. 2715)



Spiritual & Pastoral Support Services

The Department of Human Resources would like you to be aware that spiritual and pastoral support services are being offered to all USD employees by Sister Regina Shin, Associate Minister in the Office of Mission & Ministry.

Sister Regina is a member of the Religious of the Sacred Heart. She is delighted to be part of the USD community.

Sister Regina can be contacted in her office in Founders Hall, Room 100. Her phone extension is 6609 – her email is rshin@sandiego.edu.

WELCOME

TO OUR NEWEST EMPLOYEES!

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

AUGUST 2009

<u>Name</u>	<u>Department</u>
Jason Balagtas	School of Nursing
Erin Bishop	University Ministry
Jessica Hoffman	Physics
Heather Lang	Student Life Pavilion Dining
Xiang Lee	Student Life Pavilion Dining
Victoria Lobis	University Design
Dallas Paiva	Bakery
Mayte Perez-Franco	United Front Multicultural Center
Nicole Simeone	Concessions-Jenny Craig Pavilion
Danielle Sorahan	Public Safety
Daniel Vaught	Academic Technology
Christa Wegner	Public Safety

SEPTEMBER 2009

<u>Name</u>	<u>Department</u>
Timothy Council	Law School Administration
Evelyn Garcia	Law School Administration
Tyler Kincaid	Baseball
Tessa Schoneman	Manchester Child Development Center
Carol Scimone	Law School Administration



GREEN TIP OF THE MONTH

Be Blue -- Go Green

GO GREEN WITH YOUR DRY CLEANING

Look for and use your local organic dry cleaners. But before you give them your business, be sure they use the carbon dioxide cleaning process. In this method, CO₂ is put under high pressure to convert it into a liquid. As a liquid, it acts as a carrier of biodegradable soaps in much the same way as water does in a washing machine. Once the cycle is done, it turns back into a gas and is mostly reused.

Some dry cleaners advertise as organic when they actually use a hydro-carbon solvent called DF-2000. While it's not as toxic as PERC, it is petroleum-based and thus contributes to global warming.

Meanwhile – don't forget to recycle those hangers back to the shop!

Employee Relations
(Nina Sciuto, ext. 2715)



Fourth Annual Administrator & Supervisor Forum

Invitations are being sent in October for the **Administrator & Supervisor Forum**, an annual event planned jointly by the Office of the General Counsel and the Department of Human Resources. The purpose of the forum is to provide the university's administrators and supervisors with important legal and informational updates on an annual basis. **The forum will be offered twice so attendees may choose which session to attend.** The forums will be held in the **Kroc Institute for Peace & Justice Theater** and are scheduled for:

Monday, November 9, 2009 -- 1 to 2:30 pm

OR

Monday, November 16, 2009 – 9 to 10:30 am

All administrators are expected to attend, including administrators who are not supervisors. In addition, other employees who supervise, including faculty and staff employees who have supervisory responsibilities, are also expected to attend. To RSVP, please email usdtraining@sandiego.edu or call ext. 6619.

CHR@USD
(Nina Sciuto, ext. 2715)

CHR@USD Employee Recognition Award

Nomination forms are now available on line at <https://sharepoint.sandiego.edu/hr/Benefits/FORM-CHRUSDRecognitionNominationForm-2009%20new.pdf> for this fall's CHR@USD Employee Recognition Award.

The objective of the CHR@USD Employee Recognition Award is to create role models and communicate noteworthy accomplishments, reinforce behaviors important to the university, and increase morale by recognizing extraordinary employee contributions. From our Catholic Identity, the core values at USD include academic excellence, knowledge, community, ethical conduct, and compassionate service.

Awardees will be selected from the nominees exemplifying the university's mission statement, core values, and strategic initiatives in an extraordinary fashion.

For more information on this award, or to nominate a fellow employee, please visit:
<http://www.sandiego.edu/chr/recognom.php>.

Benefits

(Shelly McDonald, ext. 2719)

Retirement Counseling

Monthly Benefit Highlight Retirement Counseling Session

If you leave USD with at least 10 years of service and are age 59 ½, you will be classified as a “retiree” from the university. We have recently implemented a new program -- one on one **Retirement Counseling Sessions** -- for those individuals who meet the eligibility requirements of retiree status. Please meet with Shelly McDonald 2 to 3 months prior to your retirement date. You may contact her by phone at ext 2719 or via email at smcdonald@sandiego.edu.

During your Retirement Counseling Session, we will discuss Medicare - eligibility and enrollment, supplemental retirement medical plans, continued dental and/or vision plan under COBRA provisions, as well as review “perks” for which you may be qualified as a USD retiree, such as:

- > Free annual parking pass
- > Retiree identification card
- > Lifetime library privileges
- > Post Retirement Medical Benefits – reimbursement for Medicare Part B premium payments and/or supplemental medical benefits upon age 65
- > Use of athletic facilities
- > email account continuation

We look forward to meeting with you to make your transition from work to retirement successful!

More information about how to use Oracle Self Service, Open Enrollment Information meetings and Open Enrollment Lab Hours will be provided with the Open Enrollment materials that will be mailed to your campus address later this month.

What to Do Now

In anticipation of Open Enrollment, you may log on to the Oracle Self Service benefits page to review your current elections. Here are some things to consider for the upcoming year:

- > Plan elections – Are you enrolled in the plans that best suit your and your family’s needs?
- > Do the dependents on your benefit plans continue to meet dependent eligibility criteria in order to remain on your benefit plans?
- > Do you need additional life insurance coverage and are your beneficiary designations up to date?
- > Will you have any out of pocket medical, dental and/or vision expenses that may be eligible for reimbursement under the health care flexible spending account?
- > Will you have any daycare expenses for children under the age 13 that may be eligible for reimbursement under the dependent care flexible spending account?

Right now, you only have access to view your current benefit elections. On November 2, 2009, you will have access to change your elections.



As in previous years, **changes to your benefit plans can be made utilizing Oracle Self Service. You will have 24/7 access to make your benefit elections for 2010 beginning November 2, 2009.** You may access Oracle Self Service from home or work at <https://oracleapps.sandiego.edu>. Enter your Oracle User ID and password. Select “Benefits” to access your benefit information. If you forgot your Oracle User Password, you may click on the “Forgot your Password?” link. You will then be asked to provide your user ID, (typically the first part of your email address, i.e. johndoe@sandiego.edu, your user ID is johndoe), your date of birth and last four digits of your social security number. Your temporary password will be emailed to your USD email address. **If you do not have a USD email account, please contact the Network Operations Center at extension 4726 or via email at operations@sandiego.edu.** Their hours of operation are from 7 am to 10 pm. Monday through Friday.



Don’t forget, you must re-enroll in the health care and/or dependent care flexible spending accounts each year. Your elections do not roll over each year.

The health care flexible spending account is for reimbursement of any out of pocket medical, dental and/or vision expenses for you and your eligible family members. Your online election represents your election for the calendar year 2010. This dollar amount will then be divided by the number of pay periods in the year -- 12 monthly pay periods for faculty and administrators and 24 pay periods for bi-weekly staff.

The dependent care flexible spending account is for reimbursement of any eligible **daycare expenses** for your dependent child to age 13 or dependent adult. Your online election represents your election for the calendar year 2010. This dollar amount will then be divided by the number of pay periods in the year -- 12 monthly pay periods for faculty and administrators and 24 pay periods for bi-weekly staff.

Benefits

(Shelly McDonald, ext. 2719)



Health & Lifestyle Expo - 2009

Thursday, October 22, 2009
University Center Forums A & B
10:30 am to 1:30 pm

Featuring:

- > Exciting Exhibits
- > Health Screenings
- > Mini Massages
- > Interactive Demos
- > Health Magazines
- > Goodie Bags
- > Prizes
- > Giveaways

Come and learn the benefits of a healthy lifestyle and participate in fun activities to increase your well being!

ARM YOURSELF AGAINST THE FLU



Protect yourself with a flu vaccination.

The seasonal flu is more serious than the common cold and is easily transmitted to others. Everyone should get a yearly seasonal flu vaccination, but it's especially important for:

- > Children 6 months old up to their 19th birthday.
- > Anyone 50 or older.
- > Anyone with a chronic health condition.
- > Pregnant women.
- > Health care workers.
- > Anyone living with or caring for someone in any of these categories, or with a child under 6 months old.

For Kaiser Permanente members, free flu shots will be available. To find a location near you, call 619-641-4279 or toll free at 1-866-706-6358.

For questions about seasonal flu or H1N1 (swine) flu, visit www.kp.org/flu for helpful advice on preventing & treating seasonal and new H1N1 flu. **The seasonal flu vaccine does not protect against the novel H1N1 virus strain. A separate vaccine for H1N1 strain is now in production.**

Benefits

(Shelly McDonald, ext. 2719)



The Tuition Exchange Program Call for Interest

The University of San Diego begins its 7th year as a member of the Tuition Exchange (TE) Program. This program provides the opportunity for eligible children of faculty and staff to receive undergraduate scholarships at one of the more than 600 participating member institutions. A list of those that participate in the TE program can be found on the TE webpage: www.tuitionexchange.org.

The Tuition Exchange Program is a scholarship program, not a USD fringe benefit. Only full-time benefit eligible employees, with two years of employment with USD, are eligible to apply. Application for the TE program does not guarantee acceptance at the TE member institution or insure a TE scholarship.

USD offers a limited number of TE scholarships. If the number of applicants exceeds the number of scholarships, USD will certify the students based on the procedure listed in USD's Tuition Exchange Information Sheet which is available in human resources.

If you are interested in the program, complete the Call for Interest Form, available in HR in Maher 101, and submit it by Nov. 15, 2009. If you have any questions, please contact Adriana Garcia at (619) 260-2718.

Anthem Blue Cross to Provide First Dollar Coverage of H1N1 Vaccine for All Members

This year seasonal flu is complicated by the emergence & rapid spread of the H1N1 virus. To ensure that everyone can take the appropriate actions to help protect themselves against the H1N1 virus, Anthem Blue Cross will cover the administration of the H1N1 vaccine without co-pay or deductible for all Anthem Blue Cross health plan members.

The goal of Blue Cross is to keep plan members as healthy as possible by working with the CDC and HHS on an information campaign to ensure that members and the public are vaccinated to prevent H1N1 and if they develop H1N1 flu, they are treated effectively and appropriately.

Since a significant proportion of the vaccine is likely to be administered through non-traditional providers, such as pharmacies, retail clinics and public health clinics, Anthem Blue Cross is currently working to complete agreements with these providers to increase access to the H1N1 vaccine. In addition, the antiviral medications Tamiflu and Relenza will move to an economical tier in plan formularies.

The CDC has recommended that certain populations receive the 2009 H1N1 vaccine when it becomes available. Initial prioritization includes **pregnant women, people who live with or care for children younger than 6 months of age, children and young adults from 6 months to 24 years old, and people from 25 through 64 years old if they have chronic medical conditions** that increase their risk of complications from influenza infection. ***It is strongly recommended that people take common-sense steps like washing your hands frequently; covering your mouth with your arm when you cough and sneeze; and staying home when you are sick to protect others from the flu.***

Employee Relations

(Nina Sciuto, ext. 2715)

HR Events in the Month of October



CELEBRATE DISABILITY AWARENESS MONTH

Disability Awareness Quiz

October is *Disability Awareness Month*. Can you dispel common myths & misconceptions of people with disabilities? A Disability Quiz was distributed to all departments--with the "Halloween Word Haunt". Turn your quiz in to HR in Maher 101 and take a minute to sign our "Symbol of Access" as a way of showing your support for workplace inclusion.



Halloween Word "Haunt"

Complete the word search flyer that was sent to all employees and return it by Wednesday, October 28th to the Department of Human Resources (Maher 101). The winner will be chosen at the end of the month and receive a \$25 gift certificate.



Ghouls and Gals Wear Pink

On Tuesday, October 20th, all USD employees are encouraged to wear PINK to increase awareness for breast cancer. Submit a picture of the employees in your department wearing pink and enter it in a drawing for a chance for your department to win a "pink prize"! Pictures must be submitted by Friday, October 23rd to asciuto@sandiego.edu.

Employees are also encouraged to make donations to support cancer research and receive a pink lapel ribbon. Donations can be made throughout the month of October in the Department of Human Resources (Maher 101).



A Lesson Before Dying: Friday, Oct. 23rd - 12 to 1:30 pm

The Department of Human Resources is hosting a book discussion in the USD Bookstore. Author Ernest J. Gaines traces the journey of two African American men struggling to attain manhood in a prejudiced society. His powerful exploration of race, injustice and resistance will leave you with an unforgettable lesson. Books are available for check out in HR (Maher 101). Please RSVP for lunch at ext. 6611.



Employee Halloween Bingo

HR invites you to come celebrate Halloween on Wednesday, October 21st from 12 to 1 pm in Salomon Hall (Maher Hall) with a game of Bingo! Bring your lunch and a friend for some fun tricks and treats!

Compensation

(Janie Carolin, ext. 2723)



Tips for Writing Job Descriptions

When was the last time you looked at your job description? With all the changes the campus has experienced in technology upgrades, reorganized functions and process enhancements, chances are your job has changed in the past year. Fall is a good time to review your job description to ensure that it is up-to-date and reflects your actual job responsibilities. Work with your supervisor on updates.

One of the keys to writing accurate job descriptions is in choosing your words carefully, avoiding over-general terms that could have multiple meanings. For example, terms like "handles" are not specific or descriptive of the level or scope of the responsibility. "**Handles correspondence**" could mean:

- > Receives mail, sorts into dept mailboxes.
- > Receives, opens and distributes department mail according to established procedures.
- > Receives, opens and distributes department mail according to established procedures; responds to routine requests and forwards non-routine requests to appropriate department employee.
- > Prepares standard department form letters for supervisor's signature.
- > Prepares correspondence in business format from supervisor's drafts for signature by supervisor.
- > Drafts routine correspondence for supervisor's signature.
- > Drafts, proofs and signs routine correspondence; prepares non-routine correspondence for supervisor's signature.

Review your job description – are your responsibilities outlined with specific, descriptive statements that begin with an action verb? For additional information refer to the Guide to Writing Job Descriptions on the HR web site at:

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

If you have any questions or need assistance with writing or updating a job description, please contact Janie Carolin, ext. 2723 or jcarolin@sandiego.edu.

In addition, HR offers annual workshops on Writing Job Descriptions (usually in December or January) in preparation for the annual performance evaluation process. Check the HR training calendar and plan to attend the next workshop.



2009 Leadership Academy: Supervisor Essential Program Graduation

Congratulations to the 2009 Leadership Academy Graduates in the Supervisor Essentials Program!

Participants in this year's program attended sessions throughout the spring semester and spent the summer working on a project integrating what they learned. Each of them gave a presentation on September 29th, explaining what they implemented, how this project contributed to the university's mission and goals, and what results they observed. They each gave a fantastic presentation. If you are interested in learning more about their projects, we would be happy to send you a copy of the group portfolio or you can contact them directly.

Robert Brauer, Building Maintenance
Diane Callahan, Public Affairs
Amy Coulombe, School of Nursing
Kira Espiritu, International Center
Brett Faulknor, Experiential Learning and Adventure Center
Sierra Foster, Jenny Craig Pavilion
Philip Garland, Constituent Relations
Sean Horrigan, Student Conduct/Graduate Life
Chia-Yen Lin, International Center
Jessica Luchesi, International Center
Antonietta Manriquez, UC Operations and Special Events
Shelly McDonald, Human Resources
Kathe Myrick, Student Affairs Administration
Monique Neveu-Peterson, Missions Café
Matthew Parr, Athletics Facilities
Cinthia Salas, Pavilion Dining
Gabe Silva, General Services
Kara Smith, Athletics Administration
Rose Trujillo, Human Resources



USD's Ambassador Program – First Year Results

At the end of September, we celebrated the first year anniversary of USD's employee on-boarding program, affectionately known as the "First Year Employee Experience". Obviously, this name mirrors the First Year Experience that Student Affairs and Academic Affairs use to help freshmen students transition to university life. The First Year Employee Experience program is designed to help new employees transition to university life at USD. When designing this program, the Employment & Training Team researched many on-boarding programs, including USD's own student on-boarding program, to identify best practices in helping newcomers successfully transition into a new culture.

This program includes pre-arrival resources, a strong orientation program, a new employee learning path and the USD Ambassador Program. The Ambassador Program is where experienced employees, who demonstrate the university's values, are matched up with new employee cohorts to answer any questions they may have and check-in with them periodically to see how things are going. As one new employee described it, "My ambassador made me feel welcome here by being a friend."

The program was designed to integrate new employees into the USD community, increase new employee engagement with the university, its mission, goals and values, and help to increase our new employee retention rate. At the conclusion of this first year, after reviewing new employee surveys, we have seen an increase in the percentage of new employees who feel connected to the university's mission, are satisfied with the entire new employee process, and would recommend the university to family and friends as an employer. In addition, our first year retention rates have increased in all areas. If you are interested in more specific results, please contact Karen Kitchen Briggs at ext. 2764 or via email at karenkitchen@sandiego.edu

As we continue with this program, we will collect information as new employees further settle into USD life, as well as retention rates for employees in their first three years of employment.

The Employment & Training Team will be presenting at the National College and University's Professional Association for Human Resources (CUPA-HR) Conference this month to describe the design of the program and how results are measured. USD is also a finalist for the PEAK Performance Award which will be announced this month at the San Diego Chapter of the American Society for Training and Development.

We want to thank everyone who has participated this year, including Sister Virginia Rodee, all of the Ambassadors, the supervisors who have created a positive experience for newcomers, and most of all our new employees for choosing USD. Thank you!

Employment

(Karen Kitchen, ext. 2764)



Enhancements for Employment Services

Normally, this time of year is when things begin to settle down in Employment Services after a busy summer when it seems every department is trying desperately to fill their open positions before the new academic year. However, with USD's "**focused recruitment program**" this summer, while we haven't had as many recruitments as usual for this time of year, our office is still buzzing. This is partly because of the appeal requests that come in on a regular basis, but also because of the changes we have been implementing to improve services to hiring managers, applicants and new employees.

Through interviews and focus groups, we have identified a number of things that frustrate managers, applicants, and new employees. We are working to enhance our processes to relieve some of this frustration. We want to share some of these enhancements with you so that you are aware of these changes:

> New Hires Will Be Able to Access Technology on their FIRST Day of Work

This is probably the biggest frustration mentioned by managers and new employees. New employees have waited days (even weeks) to get all of the access that they need for email, computer login, timecards, etc. Even though many of these processes are not specifically Employment Services related, we are also frustrated with the process and are, therefore, committed to finding a way to make it better. We are currently testing some new processes with benefit based employees who will be starting in October and we will continue to refine the process as we learn from it.

> Recruitment Resource Guide for Hiring Managers

In order to help hiring managers attract and recruit the best possible candidate for their position, Rose Trujillo and Bree Moore have compiled a Hiring Toolkit for managers that contains ideas, tools, and templates to help the recruitment process move efficiently and effectively from start to finish. This Toolkit includes suggested steps for effective telephone interviews, samples of questions and rating guides, as well as ideas for how to attract a diverse candidate pool. They will be meeting with hiring managers whenever a new recruitment is opened to review the process and tools to see how HR can provide additional support for you.

> Communicating to All Applicants at the End of a Recruitment

We know that one of the frustrations hiring managers have mentioned is that typically only candidates who were interviewed are notified once the position is filled. While we have always accommodated requests to contact every applicant, this wasn't the standard procedure because of the volume of applications and limited resources. But now, through our online iRecruitment system, we have tested and are now implementing a new process that will automatically notify applicants to let them know the position has been filled and that we encourage them to pursue other career opportunities on campus. There are different notifications for individuals who interviewed for the position and for those who did not. We believe this will be a much better way to encourage people to continue to look for opportunities at USD. Even if they are not selected for a position at USD, we want them to have a positive experience so that they feel they have been treated with compassion and respect.

These are just a few of the changes we are making to help hiring managers with the recruitment process. As the year moves along, we will continue to share what improvements we are making to ensure that when you do have an opening, we are prepared to help you find the best candidate, get them started as soon as possible, and make sure they know we have been anticipating their arrival.



AFFIRMATIVE ACTION vs. DIVERSITY

When we get into a discussion with regard to affirmative action in employment versus employment diversity, it becomes necessary to start out with defining terms.

Affirmative action in employment implies a written document through which management ensures that all persons have equal opportunities in recruitment, selection, appointment, promotion, training, discipline or termination. The plan is specifically tailored to the university's work force versus available skills, and contains specific actions with objectives and timelines, responsibilities and resources to meet identified needs. The plan, in other words, details the steps that will be taken to meet the condition of equal employment opportunity for all persons. The University of San Diego has such a plan and program.

Diversity, on the other hand, is a condition relating to an organization's environment or social climate of multi-ethnic and multi-cultural pocket communities within the organization. But the condition goes beyond race, ethnicity or even culture. It includes a community where there is a wide array of lifestyles, orientations and beliefs. On a university campus, diversity touches all aspects of that campus: student services, curriculum, employment, academic services, and all other major activities of the university. A diverse community is one where persons who are different are not only welcomed, but are valued, and, in many cases, reflect excellence. Therefore, on a diverse campus, employees with diverse backgrounds will not feel culturally, racially, ethnically or otherwise isolated. The University of San Diego, as outlined in an earlier article from the Department Human Resources, is a multi-cultural employer and, therefore, maintains a diverse campus. Like many campuses that have a voluntary diversity plan, USD's voluntary diversity initiatives start at the top. The university campus has the benefits of the President's Advisory Board on Inclusion and Diversity (PABID), and from PABID's 2008-09 Recommendations as the mechanism and guide for carrying out the identified diversity initiatives, including employment, at the university.

Although voluntary, an effective diversity program can only begin by initiative taken at the top. PABID reflects the initiative taken by the university's president. However, leadership in managing employment diversity can only succeed if the commitment of valuing employment diversity is clearly defined, recognized and implemented by middle management personnel throughout the campus who are directly responsible for faculty and staff hiring, development and retention. This is where the university's plan and program step in and assist with the employment diversity initiatives. USD's affirmative action plan clearly suggests that the success of reaching the numerical targets for hires ultimately rests at the mid-management level.

There are some legal distinctions between equal employment opportunity and employment diversity. For one thing, at the University of San Diego, as with all federal contractors, the affirmative action plan and the equal employment opportunity program are required by law. On the other hand, diversity initiatives are voluntary, although they make good business sense. The affirmative action/employment programs are usually centralized in one location, and the location at USD is the Department of Human Resources. Diversity initiatives constitute a collaborative effort across the campus and involve the good-faith efforts of faculty, staff and students.

Despite the distinctions between the two concepts – affirmative action and diversity, the programs and initiatives of both concepts overlap. Both concepts focus on equity of opportunity. Both concepts imply organizations doing business differently with positive returns. Both concepts focus on quality and excellence. Both concepts focus on the organization-wide benefits from multi-cultural, multi-ethnic and multi-life style environments. Both concepts require commitment from the top for implementation. Both concepts depend on creativity and critical thinking for implementation. Both concepts need a strategic plan and plan of action, as a guide for implementation. Both concepts are reacting to the sweeping demographic changes of our general population served by our university and the changes in the profile of our population of workers from where we draw our employees.

Therefore, when USD's Department of Human Resources is asked the question with regard to where it places its priority or highest value, affirmative action in employment (a process) or employment diversity (a desirable condition), the answer is they go hand in hand.

Dear Campus Community,

The purpose of this communication is to update you on the university's plan regarding the H1N1 flu virus (also known as swine flu) pandemic, and to request your assistance in our Public Health efforts.

USD has emergency plans in place to address wide-ranging campus issues and health concerns. We have reviewed and updated these preparedness efforts in order to respond to the H1N1 pandemic, in accordance with the latest guidelines issued by the Centers for Disease Control and Prevention (CDC) and the San Diego County Public Health Department (County). In order to maintain that our community is informed, we have created a Special Alert website with important information about the flu, including updates about vaccinations, guidelines for prevention, self-care and treatment. Please take a moment to read this important information at <http://www.sandiego.edu/alert/influenza/>

Given the uncertainty of how this pandemic may affect our county and our USD community, we strongly encourage all members of the campus community to play an active role in our prevention efforts.

Prevention and Public Health Precautions

During the Fall semester, it is extremely important for all faculty, staff, and students to take the following flu/respiratory disease precautions:

- > Cover your nose and mouth when you cough or sneeze
- > Throw used tissues in the trash
- > Do not share food, drink, or utensils
- > Wash your hands with soap and water frequently—particularly after you sneeze—or use an alcohol based hand gel
- > Faculty, staff and students who are sick should stay home for at least 24-hours after they no longer have a fever, or signs of a fever, without the use of fever-reducing medicines

Treatment and Response

The majority of individuals who contract this virus will not need to seek a doctor's treatment. As stated above, faculty, staff, and students who are ill with flu-like symptoms should remain at home (or in their room) for 24 hours after they are fever-free (without medication that would lower temperature).

Anybody who has been in contact with someone who has the flu should be aware that the onset of the virus can take up to three days. Anyone who experiences any flu-like symptoms within this time period should stay home to limit the spread of the virus. Faculty and staff who are pregnant or have a chronic medical condition, such as diabetes, cancer, asthma, heart or lung problems, or a weakened immune system, should consult with their physician to see if antiviral medication is needed. Anybody who experiences flu symptom complications, such as difficulty breathing, dizziness, confusion, persistent vomiting or pain, or pressure in their chest or abdomen, should seek emergency medical care.

Vaccinations

During this flu season, there will be two different vaccines – seasonal flu vaccine and H1N1 flu vaccine. A seasonal vaccine will not offer protection against novel H1N1. The CDC recommends that people consider getting both vaccines as they become available.

Employee Assistance with Prevention Efforts

Employees can play an important role in our prevention efforts by following these steps:

- Please become familiar with the guidelines and information we have posted at <http://www.sandiego.edu/alert/influenza/> to keep the USD community informed.
- Be aware that we are following CDC guidelines and requesting ill students, faculty and staff with flu-like symptoms to stay home or in their rooms until they have no fever for at least 24 hours. Employees who have questions or concerns about sick-leave should contact the Department of Human Resources at 619-260-4594 during business hours.
- During this flu season, it will be very important for USD to keep track of how many students, faculty and staff may be ill. If you fill out time cards, the Kronos system will be adjusted to help you record if you are taking sick-time because of flu-like symptoms. If you are an administrator, please inform your supervisor so that they can record this data for statistical purposes.
- Keep track of changes in the Special Alert website and help USD disseminate new guidelines or important prevention information to students and colleagues as they become available throughout the semester.

Thank you for your efforts to keep all members of our USD community in good health. Although we can't eliminate the spread of this virus, we hope that our collective efforts can significantly minimize its reach and overall impact.

Sincerely,
The Department of Human Resources



Estimada Comunidad Universitaria,

El propósito de esta comunicación es para ponerlos al día sobre el plan de la universidad en relación con el virus H1N1 de la gripe (también conocida como gripe porcina) pandemia, y para solicitar su ayuda en nuestros esfuerzos de salud pública.

USD tiene planes de emergencia para el campus y los problemas de salud. Hemos revisado y actualizado estos esfuerzos de preparación para responder a la pandemia del H1N1, de acuerdo con las últimas guías de los Centros para el Control y la Prevención de Enfermedades (CDC) y el Departamento de Salud Pública (Municipio) del Condado de San Diego. Para mantener nuestra comunidad informada, hemos creado un sitio web de alerta especial con información importante acerca de la gripe, incluyendo actualizaciones sobre las vacunas, las directrices para la prevención, el cuidado y tratamiento. Por favor tome un momento para leer esta información importante

<http://www.sandiego.edu/alert/influenza/>.

Dada la incertidumbre de cómo esta pandemia puede afectar a nuestro país y nuestra comunidad, les recomendamos a todos los miembros de la comunidad universitaria que tengan un papel activo en nuestros esfuerzos de prevención.

Prevención y Precauciones de la Salud Pública

Durante el semestre de otoño, es sumamente importante que todos los profesores, el personal y los estudiantes tomen las siguientes precauciones en relación a la gripe/enfermedades respiratorias:

- > Cubrir la nariz y la boca con un pañuelo cuando tosa o estornude y desechar pañuelos en la basura. Si no tiene un pañuelo, tosa o estornude en la parte superior de la manga, no en las manos.
- > Tiren pañuelos usados en la basura
- > No compartan alimentos, bebidas o utensilios para comer
- > Lávese las manos frecuentemente con jabón y agua o use un desinfectante antibacterial con base de alcohol para las manos.
- > Profesores, personal y estudiantes que estén enfermos deben quedarse en casa durante al menos 24 horas después de que ya no tenga fiebre o signos de fiebre, sin el uso de medicamentos para bajar la fiebre

Tratamiento y Reacción

La mayoría de las personas que contraen este virus no tendrán que buscar el tratamiento de un médico. Como se indicó anteriormente, los profesores, el personal y los estudiantes que están enfermos con síntomas de gripe deben quedarse en casa (o en su cuarto) durante 24 horas después de que se libre de la fiebre (sin medicación que baja la temperatura).

Cualquiera que haya estado en contacto con alguien que tiene gripe deberá estar consciente de que la aparición del virus puede tomar hasta tres días. Cualquier persona que tenga cualquier síntoma como de gripe dentro de este período de tiempo debe quedarse en casa para limitar el crecimiento del virus.

Profesores y personal que están embarazados o tienen una condición médica crónica, como diabetes, cáncer, asma, problemas cardíacos o pulmonares, o un sistema inmune debilitado, deben consultar con su médico para ver si necesitan medicación antiviral. Cualquier persona que experimente los síntomas de complicaciones de la gripe, tales como dificultad para respirar, mareos, confusión, vómitos persistentes o dolor o presión en el pecho o el abdomen, debe buscar atención médica de emergencia.

Vacunas

Durante esta temporada de gripe, habrá dos vacunas diferentes - la vacuna contra la gripe estacional y la vacuna contra la gripe H1N1. Una vacuna estacional no ofrece protección contra H1N1. El CDC recomienda que las personas consideren obtener las vacunas, cuando estén disponibles.

Asistencia del Personal con los Esfuerzos de Prevención

Los empleados pueden tener un papel importante en nuestros esfuerzos de prevención, si siguen estos pasos:

- Familiaricen con las guías y la información que hemos publicado en el sitio web de reciente creación alerta especial para mantener informada a la comunidad USD para mantener informada a la comunidad USD, <http://www.sandiego.edu/alert/influenza/>.
- Estén conscientes de que estamos siguiendo las guías del CDC y solicitamos a los estudiantes, profesores y personal con síntomas de gripe que se queden en casa o en sus cuartos hasta que no tengan fiebre por lo menos por 24 horas. Los empleados que tengan preguntas o inquietudes acerca de nuestras pólizas de enfermedad deben comunicarse con el Departamento de Recursos Humanos al 619-260-4594 durante horas laborales.
- Durante esta temporada de gripe, será muy importante para USD tener en cuenta cuántos estudiantes, profesores y personal puedan estar enfermos. Si usted llena sus tarjetas de tiempo (timecards), el sistema de Kronos se ajustará para ayudarle a registrar si usted está tomando horas de enfermedad debido a síntomas de la gripe. Si usted es un administrador, por favor informe a su supervisor para que puedan registrar estos datos para fines estadísticos.
- Mantenga un registro de los cambios en el sitio web de alerta especial y ayude a USD compartir las nuevas guías o información importante de prevención a los estudiantes y sus colegas en cuanto estén disponibles durante todo el semestre.

Gracias por sus esfuerzos para mantener a todos los miembros de nuestra comunidad en buena salud. Aunque no podemos eliminar el crecimiento de este virus, esperamos que nuestros esfuerzos colectivos reduzcan significativamente su alcance y su impacto global.

Atentamente,
El Departamento de Recursos Humanos

