

**STAFF ADVISORY COUNCIL**  
**Agenda**  
**February 16, 2023**  
**Applied Research and Development (ARD)**  
**Large Pod**

**ZOOM Recording:** [https://nau.zoom.us/rec/share/GDF5ySdSvX34jyW0U-qmh-12nO\\_hvqmsWUVEI3OEno7tY9H3J\\_u8eZiXn0eTghgb.R2\\_Vvl01a\\_annIK\\_](https://nau.zoom.us/rec/share/GDF5ySdSvX34jyW0U-qmh-12nO_hvqmsWUVEI3OEno7tY9H3J_u8eZiXn0eTghgb.R2_Vvl01a_annIK_)

8:30 Call to order

*Call to order at 8:32am by President Erin Kruse*

8:35 2022 Staff Survey presentation and next steps

*Survey Committee (Aimee B., Maria G., Erin K., and McKenzie M.) Notes on survey include:*

- *Background information:*
  - *This was the first instance of combined Classified Staff and Service Professionals, when prior surveys are referenced, they represent Service Professional opinions.*
  - *Survey conducted over two weeks in Oct. 2022 with 640 participants (32.8% response rate)*
  - *No required questions for the survey, so many questions had fewer respondents*
- *Survey objectives:*
  - *Understand how staff feel about a variety of issues*
  - *There was a desire to provide clearer direction on what to advise on, educate about and advocate for as Staff Advisory Council*
  - *Help identify widespread versus isolated concerns*
- *Survey – Aimee B.*
  - *Staff demographics, satisfaction, service teams, SAC-specific questions, action items*
  - *Staff Demographics – Aimee B.*
    - *Strong response rate of first year staff, a dip in staff being within the first three years and a little over half of respondents being within their first five years.*
    - *Majority of respondents located at Flagstaff Mtn. campus with 10% being fully remote.*
    - *Staff levels – Fairly representative of staff across the board*
    - *Career branches – Management, individual contributor, support, and operations*
  - *Staff Satisfaction – Maria G.*
    - *Data consistent across all metrics, strong majority of staff were satisfied will all areas.*
    - *Staff Engagement in various areas*
      - *Highest engagement was “Student Success”*
      - *Least engagement was “Impactful Scholarship”*
      - *Interesting point included “Community Engagement” because of our available volunteer hours. We are considering how we can support and help get folks more involved in this area.*
    - *Perception of NAU and community’s perception of NAU consistently more favorable.*
    - *Staff Satisfaction in various work-specific areas*

- Majority of staff satisfied with their team members and supervisors.
  - Pay continues to be a theme in need of improvement, although benefits are an area where high satisfaction is reported. As for areas where staff believe hold highest relevancy, employee retention is an interest area.
  - Prioritizing items given limited financial resources
    - Of 6 priorities, the top two concerned pay progression and salary increases and pay compression and inversion. Increase student pay rates was the lowest.
  - Highlights and Action Points
    - Satisfaction levels are consistent through years of service, a desire for more professional development and on the job training. Additionally, pay is a major theme.
    - Invite more academic speakers to meetings
    - Emphasize work on UBAB and other committees
    - Highlight benefits package
- Service Teams – Erin K.
  - Why we included this section – Importance of SAC to advocate for all staff. Additionally, in meetings, concerns were raised about business practices that were impacting other staff, and we needed to quantify/qualify the degree to which they impact staff. We had a desire to understand needs of staff – We knew responses were sensitive, but we thought it was important to ask and understand. This reflected a point in time in October, and we understand we may get different answers if we were to distribute survey now.
  - 78% respondents answered the service team questions. Comments clearly expressed support for Service Team staff members, with less than half of all survey respondents expressing any opinion about the process. We'd like to hold up staff and work that we do and recognize the separation between staff members and concerns about university processes.
  - Action Points
    - SAC President and Vice President provided results to President Cruz Rivera and other university leaders overseeing Service Teams.
    - Will meet with Service Team leadership in March
- SAC Participation and Engagement – McKenzie M.
  - The majority of respondents did not attend SAC meetings, with a variety of reasons
    - Many ways to engage – SAC Committees, volunteer opportunities, Summer Picnics in the Park, Spring Mixer
      - Many folx did not participate in any events
    - Staff either did not know about meetings, were too busy, and remote work or scheduling issues were cited as reasons they could not attend.
  - Ideas to help staff get more involved in SAC and NAU events
    - Group walks, social events, mentoring (a huge theme!), professional networking events
  - Communications – 82% (a great response!)
  - Takeaways include:

- *A desire for more remote meeting options and virtual events, bring events to Statewide locations to include all NAU Staff outside of Flagstaff*
      - *Desire to increase knowledge of SAC resources*
    - *Big Takeaways & Action Items*
      - *Career Development needs*
        - *Professional Development and Mentoring Committee*
          - *Currently in collaboration with Human Resources, shoutout to new HR Assistant Director for Learning and Development, M. Lee Griffin*
        - *Supporting on the job training and other career and training opportunities*
      - *Community building*
      - *Making connections to strategic priorities*
        - *Impactful scholarship – bringing in faculty to learn about research and scholarship happening at the institution.*
        - *Sustainable stewardship of resources*
        - *Commitment to Indigenous individuals*
    - *Kudos for Survey Committee (Aimee Bettersworth, Maria Galvez, Erin Kruse, McKenzie McLoughlin and Tim Schrader)*
- *Q&A*
  - *Q: Who will be representing SAC at March meeting with Service Teams?*
    - *A: If there are some specific points you would like to share, and they are not already mentioned in the survey, please feel free to send these over to us and we will try to compile them. President Erin K. and Vice President McKenzie McLoughlin will represent SAC*
  - *Q: What was the President's response to the concerns from the survey about pay and pay equity?*
    - *A: The President was not surprised because the concern of pay had been brought up in prior listening sessions and comments. Leadership also responded with curiosity with the timing of the survey. Considering it was prior to raise announcements.*
    - *Follow up Q: What is SAC's role in continuing to advocate for that item?*
      - *A: Mostly, it is having the representation on UBAB, we just nominated Brenna Duke to fill Fred Dael's vacancy on the board. Having that voice is one of the most important ways to advocate. Erin K. and McKenzie M. also continue to bring this up in monthly meetings with Josh Mackey. Plug to complete the Master Plan survey specifically targeted to housing needs with staff and faculty.*
  - *Q: Can you repeat or expound on the comments regarding professional development and career paths?*
    - *A: The idea is that we as staff want to continue to grow, it is not by chance that we are all working at an educational institution. We have love of learning and want to network, learn and practice new skills, and use these competencies to connect with people across campus. Folks want to know about these trainings, opportunities to grow (mentorship, mini-credentialing, networking). SAC also spoke with CoComm and Commission*

*on the Status of the Women to learn about professional development. A high emphasis to note, if staff feel like they belong, students will feel as they belong as well.*

- *Q: Something that comes up in UBAB is the need to have employee retention, particularly focusing on the cost of employee turnover. A call for ideas to learn, how can we retain one another?*
  - *A: Move into a brainstorming/Speed networking activity*
- *Please send messages if you have any further questions [SAC@nau.edu](mailto:SAC@nau.edu)*

9:05 Speed networking activity – *Charge to find the “worst” ideas for engagement and impactful scholarship and employee retention. The prompt reflects a desire to take the pressure off us and get silly so we can generate new ideas.*

*(Zoom breakout rooms and small group conversations)*

*Some ideas shared out following small group breakouts include:*

- *Shiela A. - advertise remote and hybrid as available when working at NAU when some positions are not able to offer it*
- *Marisol H. – Do not offer raises or cost of living allowances each year, don’t train people, don’t remind us why our jobs are important to students if we are not in a student facing role, don’t keep a strong version of NAU’s impactful scholarship, don’t shine a light on areas we don’t know much about*
- *Aimee B. – Focused on items more “place-based”, not having maternity leave, childcare*
- *“Terrible” ideas in room (Again, the prompt reflects a desire to get creative, as the goal is to brainstorm good ideas)*
  - *Take away/not take advantage of e-TRIP*
  - *Adopt an attitude of “Stop complaining” and not fix anything*
  - *Don’t listen to employees when they’re reporting poor working conditions*
  - *No tolerance policies/no being flexible*
  - *Don’t define impactful scholarship*

9:25 Announcements and adjourn

- *Higher Education Childcare Project, to provide reimbursement for childcare for parents who meet certain qualifications – Eligibility criteria has expanded, if anyone is a student parent, employee. There may be an opportunity to have childcare reimbursed. Please keep an eye on SAC newsletter for more details.*
- *Emergency Manager – Robert Church*
  - *With events that have been happening on campus, there are lots of inquiries about Active Shooter Training. If your area is interested, NAU Police Dept. will provide training and walk the space to help them identify areas to shelter in place and stay connected in situation like this. Getting together with community partners to build out more safety development in May, please keep an eye out for upcoming training on how to respond and take care of the community afterwards.*
  - *In person training is about an hour, depending on size of team and engagement. Also budget about 90 minutes to walk the space.*
- *A “thank you” – “I’d just like to say thank you to the people who cleared the parking lots, sidewalks, and front entrances. They did a great job.”*

- *Education Opportunity Centers (EOC)– Simeona Beasley, [Simeona.Beasley@nau.edu](mailto:Simeona.Beasley@nau.edu) ; Audrey Zannini, [Audrey.Zannini@nau.edu](mailto:Audrey.Zannini@nau.edu)*
  - *EOC offers support for adults (19 years and older) to obtain post-secondary credentials, including licensures, certificates, degrees. Residents of Northern Arizona, including Coconino, Apache, Navajo and Yavapai counties and/or first-generation and economically disadvantaged (based on federal income guidelines) are eligible.*
  - *Free services include: admissions to any college, GED voucher, scholarship search, support in completing FAFSA, application assistance, referrals for career exploration, job searches, and community resources.*

9:30 Transition to SAC business meeting

Nominations for executive committee and open positions

- *Executive Committee*
  - *All positions are a 1 year term aside from VP position*
  - *Expectation for all Executive Positions to create a meeting for the new elected person.*
  - *Time commitment*
    - *VP role, 45-minute monthly meeting with Josh Mackey*
    - *1 hour per month for Executive Committee meeting*
- *Open Positions*
  - *Will go to the top highest voted receivers, will target a Statewide and Flagstaff-based person and put out a call for another Statewide member*
- *Q&A*
  - *Q: Should we nudge folks who we think may be interested?*
    - *A: When we put out the call, yes please do*

Committee updates

- *Service and Engagement- Neither Mike nor Stephanie have updates. Brief mention that there may be a small beautification project in the works.*
- *Mentoring and Professional Development- Plans to meet between Aimee and Kate to pass along important information, but nothing in the works right now. We want to support mentorship and professional development efforts at the university, but we don't have the ability to do this as a committee. Lee reached out to Erin to identify SAC representatives that oversee these efforts.*
- *Event/Spring Mixer- Working on a Save the Date flyer*

Announcements/updates from commission or committee meetings

- *Bekka to add a new section of the notebook for Commission/Committee meetings and share with SAC when she does*
- *Commission for Commissions – McKenzie sat in on the meeting to learn about an idea for 360 evaluations as a measure to improve toxic workplaces*
- *SAC*
  - *Term limit for council members? Erin K. to check*
  - *A discussion followed re: term limits in the case of council members switching from SPAC and CSAC to SAC when it was formed*

10:00 Adjourn

9:59am Adjournment by Erin K.