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Meet Job Performance Expectations: Prepare Yourself and Employees

Kim Morris Lee, Ph.D.
Director, Organizational Effectiveness

While many traditional training methods to develop and engage employees remain relevant, more employees today are developing skills and staying engaged in the workplace through informal networks, online performance support tools, online references and communities of interest. The current workforce is looking for leadership to provide professional development support “real-time,” listen to their ideas, and discuss performance improvement points constructively.

Leadership is the critical ingredient for high performing employees. Management teams that focus on leadership development are better positioned to coach and guide others. --- Prepare-Prepare. First **prepare yourself** to lead, then, **prepare employees** to meet job performance expectations.

Below is a list of professional development actions to consider. Many of the suggestions include a link to more detail which may be helpful for preparing yourself and your employees to meet job performance expectations.

1. Read a [leadership book](#)
2. Call a peer in a different college/unit and offer to help solve a cross-functional operations challenge
3. [Delegate](#) something meaningful to a member of your staff
4. Take a [leadership assessment](#)
5. Schedule regular [one-on-ones](#) with members of your staff
6. Ask for [feedback](#) or [feedforward](#) from your manager or staff member
7. Say thank you and recognize the good work of someone on your team
8. Take a risk and be the first to suggest a potential solution to rectify an inefficient operational process in your area
9. Have a [Crucial Conversation](#)
10. Create or revise a [vision](#) for the area you manage
11. Create a schedule to have a [career/development discussion](#) with each member of your staff
12. Offer to [give feedback](#) to a colleague or member of your staff
13. Design an [Individual Development Plan](#) (IDP) and use the [IDP form](#), found on the Documents and Forms page on MyCareer, to document a professional development plan for 2011

Happy New Year!

SUCSS Pilot Program & Specialty Factors Overview

Anniese Lemond,
Director Compensation

The Pilot Program is an experimental classification program created by the Civil Service System to address concerns in the rigidity of the traditional program. UIC began utilizing the Pilot Program in October 2005 in a limited fashion but has increased usage within the last several months.

Key benefits of the Pilot Program include:

- the ability access a larger more qualified candidate pool since hiring managers are not limited to the top three register candidates
- the closing of registers once a position is filled
- greater flexibility in each job opening to assess job requirements
- minimizing the impact of position elimination to operational units (and employees) when specialty factors are associated with positions

The following classifications are available for use with the Pilot Program. Generally, the Pilot positions have high levels of responsibility and provide promotional opportunities for employees who have reached the top of a promotional line (in similar classifications).

1. **Accounting Associate:** Employees apply professional level accounting expertise in the management and/or administration of a University/Agency accounting program.
2. **Business/Administrative Associate:** Coordinate and manage the business/financial and/or administrative operations of a unit(s).
3. **HR Associate:** Possess a high level of expertise and serve in a consulting capacity to the university/agency's administrators. They are responsible for managing one or more major areas of the overall human resource program.
4. **Information Technology Manager/Administrative Coordinator:** These positions have the responsibility of managing specific groups of workers within an Information Technology (IT) area, department or division and act as a liaison to senior management. This includes defining projects, prioritizing activities, managing human resources, defining resource needs to the group for senior management, participating in the planning process and providing the resources for staff to accomplish assigned tasks. These positions also actively assist staff with projects and other activities at an operational level
5. **Information Technology Technical Associate:** These positions provide technical expertise and support for operating systems and equipment configurations. This includes the implementation and maintenance of operating systems and software components, providing assistance in the development and assessment of hardware and software components, recommending optimum equipment and software configurations, and providing technical guidance with regard to proper data processing methods, performance standards, security measures, and systems analysis.
6. **Information Technology Support Associate:** These positions provide fundamental support for application software, operating systems and equipment configurations. This includes the implementation and maintenance for software components, providing assistance in the development and assessment of hardware and software components, recommending optimum equipment and software configurations, and providing assistance to the general campus population. The focus of these positions is in the basic support function related to client and end user software, telephone/voice communications systems, final end user interface with other, more complex, networking or server components. Duties may also include supervision or acting as a team leader/coordinator.

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Other features of the Pilot Program include an improved hiring process. That is, paper examinations/testing have been replaced by a credentials assessment (i.e. a review of the candidates resume). There is now the ability to expand the applicant pool beyond the “top three” up to 15% of the candidates on the register. Additionally, each of the Pilot positions (except the IT Support Associate) requires a Bachelor’s Degree.

Specialty factors are also available for use within the Pilot Program. The difference is that the specialty factors do not require the approval of Civil Service System as is required with the traditional classifications. A specialty factor is a special knowledge, skill, ability or other measurable work characteristic assigned to a position and considered basic to and essential for satisfactory performance in that position. Without these necessary qualifications, the employee could not be expected to perform their job successfully.

In the weeks to come, more information about the Pilot Program will be available. However, if there are questions that were not covered in this brief overview, please contact jobanalysis@uic.edu .

For more information and frequently asked questions about the Pilot Program, visit the SUCSS website at <http://www.sucss.state.il.us/faq.asp?PP=1>

New Professional Development Course: Business Writing Fundamentals

Laurie Schellenberger,
Human Capital Development Coordinator



Business Writing Fundamentals is a new course in the **Core** Professional Development Program. This is a two hour instructor led course. It will be rolled-out in January 2011. The course includes a review of basic punctuation, grammar and spelling rules. Participants will engage in activities to identify and change inappropriate language, plan and organize documents for maximum impact, and practice proof reading and editing.

The course will be offered once a month through June 2011. See the 2011 schedule below for details. All sessions are scheduled in the Westside Research Office Building (WROB), conference room 361.

Wednesday	January 26th	10:00am – 12:00pm (full)
Tuesday	February 15th	2:00pm – 4:00pm (full)
Tuesday	March 22nd	9:00am – 11:00am (full)
Wednesday	April 27th	1:00pm – 3:00pm
Wednesday	May 25th	10:00am – 12:00pm
Tuesday	June 28th	1:00pm – 3:00pm

Register online at <https://hrnet.uihr.uillinois.edu/dart-cf/sessions/index.cfm>

Questions about this course may be directed to oe@uillinois.edu or 312-413-9168



Policy Update: Employment of Relatives (Nepotism)

Cassandra Staudacher,
Assistant to AVP of Human Resources

Policy Update: Employment of Relatives (Nepotism)

Minor changes to UIC HR Policy 313, Employment of Relatives (Nepotism) have been made. The changes primarily include updated contact information for each impacted employee group.

The [updated policy](#) can be found in the policy section of the UIC HR Website. As noted in a September 2009 eNews article, approved management plans should be kept on file for cases where a potential conflict exists. For questions or help with these management plans, please contact your client management liaison:

East Side Colleges	Marilyn LaBlais	6-1232	lblaiks@uic.edu
West Side Colleges	Steve Katz	5-5901	skatz1@uic.edu
Administrative Units	Dan Harper	3-4788	djharper@uic.edu

You may find the original article in the [September 2010](#) issue of HR eNews.



Positive Time Reporting (PTR)

Russ Dickow,
HR Business Partner

Now that our campus has been participating in the **Positive Time Reporting** program for a year, it's a good time to have a reminder as to the purpose of this program.

The *State Officials and Employees Ethics Act (SOEEA)* requires State employees to, "periodically submit time sheets documenting the total amount of time spent each day on official State business to the nearest quarter hour". In practice, this means individuals will report the total number of hours each week spent on University business. To comply with these requirements, a University-wide policy regarding the reporting of time spent on University business was approved by the President's Policy Council, effective June 2008; and can be found at: <https://nessie.uhr.uillinois.edu/pdf/policy/SOEEAReportingPolicy.pdf>.

This policy applies to academic professional and exempt civil service (not eligible for overtime) employees only. This includes rehired retirees on either an academic professional or exempt civil service status.



The purpose of this policy is to assure that the University of Illinois is in appropriate institutional compliance with the *SOEEA* Act. Information to be submitted pursuant to this policy is to be used to document compliance with the *SOEEA* Act only, and will not be used for computation of employee's pay, vacation/sick leave, or any activities associated with grants and contracts reporting. The Act does not require employees to record their specific work activities every quarter hour during the day. It simply requires that the total number of hours worked each day on University business, including evening and weekend hours, must be recorded to the nearest quarter hour. Finally, the Act's requirement is separate from and in addition to other University reporting requirements and obligations.

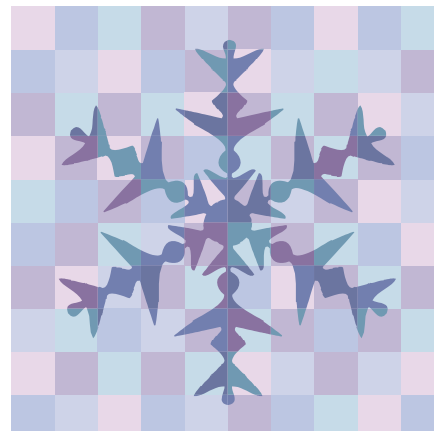
Questions concerning the University Positive Reporting Policy can be directed to Russ Dickow, UICHR; at rdickow@uic.edu.

Special Programs Update

Dana Poncher
Coordinator, Special Programs

Employee Recognition Award Program: Photos

Over 1200 UIC employees and their guests enjoyed the campus wide employee recognition ceremony and reception honoring UIC service anniversaries, Award of Merit recipients, CAPE recipients as well as the WOW, INSPIRE and Luminary recipients. Review photos from the event online at photo.lib.uic.edu.



Retirement Recognition Luncheon: Photos

As you conduct exit interviews for retirees please capture a personal email address, which will be used to send the Retirement Luncheon invitation. The 2011 Retirement Luncheon will be held for employees who retire from August 16, 2010 to August 15, 2011. Photos from the last luncheon may be viewed online at photo.lib.uic.edu.

2010 Campus Charitable Fund Drive

Thanks to everyone that participated! Final giving amount will be shared with the campus community in the near future. It is important to note, Charitable Fund payroll deductions are **on going** until cancelled in writing by the employee.



Mark Your Calendars! Special Program Dates

SAVE THE DATE

Retirement Planning Conference

April 9, 2011

Details will follow in future HR eNews editions. Registration is required to attend.

Access 2010 Retirement Planning Conference materials at http://www.uic.edu/depts/hr/Special_Programs/retirement_conf.shtml



UIC Human Resources

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<http://www.uic.edu/depts/hr/index.shtml>

This newsletter is a bi-monthly publication from UIC HR, Organizational Effectiveness.

Information for this publication related to Human Capital operations in general, or UIC HR specific policies and procedures is received from HR professionals campus-wide.

Send requests to publish articles and HR policy/procedure updates or reminders to OE@uillinois.edu.

Business Services	x6-9306
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