



eNews

UIC Human Resources

September
2011

Published by

**UIC
Human Resources
Organizational
Effectiveness**

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Proactive Workforce Delivers Results

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

At universities, both private and public, there is mounting evidence that a proactive, engaged workforce delivers results. Moreover, it seems, breaking through territorial thinking to address operational challenges from a holistic university perspective may lead to more efficient decision making with positive financial impacts.

The 2011 Fall semester student enrollment at UIC has set a new record! More than 27,000 students are registered to study at this premier urban research university. This marks phenomenal success for the institution and is a noteworthy workforce achievement.. The process of attracting, recruiting, and registering students requires proactive efforts by a multidisciplinary team of UIC employees. The culmination of any student joining the UIC family may have started during a conversation, many years before registration, with a university staff member responding to a high school student’s inquiry about attending the university; or a classroom visit at a middle school by one of our faculty members. A student’s decision to attend UIC is often a result of multiple positive, proactive interactions with faculty and staff across colleges and administrative units.

The creation and maintenance of a proactive, engaged workforce requires commitment at all management levels to share knowledge (upward, downward, and laterally), as well as to support employee development aligned to a strategic vision: UIC’s strategic plan. This type of workforce is not created or maintained by means of a short-term project. Such a workforce is part of an institution’s culture.

At Wake Forest University, three years after creating a Professional Development Center (PDC) which offers more than 1,100 classes, there is sufficient data to show its “value among faculty, staff and administrators.” According to Andrea Ellis, Director of Professional and Leadership Development at Wake Forest University, “Personal and professional development is part of the culture at Wake Forest University. The PDC has become the resource on campus for development needs. In addition to the offices of the Provost and VP for Administration and Finance, the PDC has been an organizational resource for several other Cabinet members and their teams. By using internal resources,

Proactive Workforce Delivers Results (continued from page 1)

the PDC has helped enhance the community and the effectiveness of departments across campus, and has greatly reduced costs associated with these services.”

With access to strategically aligned, competency-based training and development opportunities, UIC faculty and staff can become catalysts for institutional growth. They can become stronger performers in their respective colleges and administrative units, demonstrate better decision making during staff meetings and function more tightly as a cohesive group of employees rather than silos without understanding of what happens outside a given college or department. A UIC culture focused on developing proactive employees might lead to the breakdown of a perceived sense of territorial thinking. This might enable cross-college and unit collaboration to address critical university concerns requiring interdisciplinary thinking and collaborative work to achieve positive results!



Become a Certified Research Administrator

Albert Schorsch
Associate Dean, CUPPA

The Research Administrators Certification Council (RACC), which is made up of active certified research administrators, provides professional training and certifies professional research or sponsored programs administrators. Join about thirty of your UIC colleagues by adding this important credential and becoming a Certified Research Administrator. CRA candidates receive a rigorous overview of the legal and technical aspects of research administration. Those who successfully complete the certification requirements benefit with professional recognition.

The certification exam covers all aspects of research regulation, is difficult, and cannot usually be passed by someone who has not had hands-on experience in preparing and adjusting grant budgets. Research administration professionals find it is best to prepare for the CRA certification by participating in the review session and studying the "[Body of Knowledge](#)".

Review sessions for individuals preparing for the nationally administered, **December 2011 and May 2012, Certified Research Administrator exam** are scheduled on the UIC campus.

The first **CRA exam review session** is scheduled Friday, November 4, 2011, 8:00 a.m. to 5:00 p.m. The second **CRA exam review session** is scheduled Friday, February 10, 2012, 8:00 a.m. to 5:00 p.m. The content of both review sessions is identical, so participants need only to attend one session. Both sessions will be held in room 110 CUPPA Hall, 412 S. Peoria (a location change may occur).

Register for this session at www.cra-cert.org/examschedule.html.

Registration for review sessions closes ten days prior to the scheduled date.

Application deadline for **December 2011 CRA exam** is October 15, 2011. [Registration](#) and review of the schedule as well as the handbook and [application](#) may be accessed on the RACC website.

Applicants for the **CRA examination** are responsible for arranging either personal or department payment for the review session and exam fees. The cost is \$195 for the review session and \$340 for the certification exam.

Should you be interested in learning more about this certification, visit the CRA website at www.cra-cert.org/whatiscertification.html.

Invitation to Attend Safe Zone Training

Liz Thomson

Assistant Director, Gender & Sexuality Center

All UIC students, staff, and faculty are invited to participate in Safe Zone training from the Gender & Sexuality Center.

Safe Zone training provides factual information and terminology related to topics of sexual and gender identity; identifies issues and policies that affect lesbian, gay, bisexual, transgender and queer (LGBTQ) individuals; introduces strategies for creating inclusive environments; provides guidance for making appropriate referrals; and raises awareness of the negative impact of homophobia and heterosexism on all people.

Completing a Safe Zone training increases individuals' awareness and understanding of LGBTQ community issues which can result in more inclusive recruitment of diverse employees, improved retention efforts, and more productive relationships at work.

UIC students, faculty and staff are encouraged to attend this University-sanctioned training. Release time is generally granted according to the Attendance at University Events policy. For more information, please contact University Human Resources.

Safe Zone trainings are open to everyone and reflect our attention to multiple and intersecting identities as well as culturally specific issues. The Latino Safe Zone, Asian American Safe Zone, and Transgender Safe Zone trainings were developed in collaboration with campus partners. This year, the GSC is developing a similar African-American Safe Zone.

Latino/a Safe Zone 101

Wednesday, September 28, 2011; 1:00p.m.— 3:30 p.m.

Latino Cultural Center, Lecture Center B2

RSVP by Monday, September 26 by visiting www.gsc.uic.edu.

Safe Zone 101

Wednesday, October 19, 2011; 9:00 a.m.—11:30 a.m.

Stevenson Hall, Room 304

RSVP by Monday, October 17 by visiting www.gsc.uic.edu.

Transgender Safe Zone 101

Monday, November 21, 2011; 2:00 p.m.—4:30 p.m.

Behavior Sciences Building, Room 187

RSVP by Thursday, November 17 by visiting www.gsc.uic.edu.



For additional information about these events or for requests related to accessibility/accommodations please contact Liz Thomson by email lthomson@uic.edu or phone: 312-413-8619.

Reminder: October-November Core Professional Development Opportunities

Laurie Schellenberger
Human Capital Development Coordinator

Some of the Core Professional Development courses are scheduled in October and November 2011, are listed in the table below. Aligned with UIC core competencies, these courses are designed to support learning opportunities for you and your staff in the areas of communication and customer service.

Customer Service Fundamentals	Wednesday	October 5, 2011	1:00 PM	3 hours
Presentation Fundamentals: Speaking Skills	Monday	October 10, 2011	1:30 PM	3 hours
Business Writing Fundamentals	Wednesday	October 26, 2011	9:30 AM	3 hours
Presentation Fundamentals: Speaking Skills	Tuesday	November 1, 2011	1:00 PM	3 hours
Customer Service Fundamentals	Wednesday	November 9, 2011	9:30 AM	3 hours
Business Writing Fundamentals	Wednesday	November 30, 2011	1:00 PM	3 hours

Detailed course descriptions and registration information are available on the [MyCareer](#) website. Click 'UIC Training Index' on the left navigation menu on the [MyCareer](#) homepage. You may use the 'SEARCH' option or select UIC HR to view detailed course information.

More information about professional development opportunities available at UIC and through UIC Organizational Effectiveness may be viewed on the [MyCareer](#) website.



Special Programs Update

Dana Poncher

Coordinator, Special Programs

The Chancellor has notified Awards of Merit recipients and their nominators. Recipients will be announced at the **Employee Recognition Award Program** on November 2, 2011.

The 2011 Employee Recognition Award Program ceremony will be held at the UIC Forum. This year's program will honor recipients of the Awards of Merit, the Chancellor's Academic Professional Excellence (CAPE) awards, the WOW, I.N.S.P.I.R.E. and Luminary award recipients, and UIC employees with 25, 30, 35, 40, and 45 years of service.

For information regarding the recognition ceremony, recognition guidelines, and 2011 service recognition lists: www.uic.edu/depts/hr/Special_Programs/employee_recognition.shtml.

The Service Recognition Policy is also posted online at www.uic.edu/depts/hr/relations/policies_procedures.shtml.

Reminder: Please schedule your Department's recognition program during Employee Recognition Month, November 2011.

Service awards and certificates will be available for pick up on Thursday, November 3, 2011 from 7:30 a.m. – 2:30 p.m. Pick up will be at HRB, 715 S Wood, room 205B. If your department needs alternate pick up arrangements please contact msommer@uic.edu or call 6-3504.

The **Retirement Recognition Luncheon** is now being hosted on Tuesday, February 28, 2012; please reflect this change on your calendars. The ceremony recognizes employees who retired between August 16th and August 15th of the previous academic year. The luncheon is by invitation only.

Note: Employees planning to retire from UIC are responsible for the accuracy of the information in their NESSIE record, including their home address and phone number. Failure to update NESSIE may cause an employee certificate and/or their electronic invitation to be undeliverable.

The **2011 Campus Charitable Fund Drive** will run October 5, 2011 through December 2, 2011. The Kickoff Breakfast and Charity Fair, for department representatives, will be held October 5, 2011 from 9:30 a.m. to 11 a.m. at Student Center East, Illinois Rooms, by invitation only. If your representative is unable to attend, please designate an alternate for this special program introduction to our fund drive and participating charities.

Any department interested in having a 3-5 minute presentation delivered at an upcoming department/unit meeting should contact msommer@uic.edu or call 6-3504. We will be happy to outline the program, participation details, and introduce a participating SECA charity. Campus Charitable Fund Drive pledge forms, program information, and participating SECA charity information are available at: www.uic.edu/depts/hr/Special_Programs/departments.shtml.

Employee Recognition Month - Celebrating Employees at UIC – November 2011

http://www.uic.edu/depts/hr/Special_Programs/employee_recognition.shtml.



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

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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.

