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The System News

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Illinois' Public University System Support Resource and Advocate

FY2006: SUCSS Business Review

Lewis T. (Tom) Morelock, Executive Director



As we begin a new fiscal year, it is important to take some time to reflect on the past year activities and evaluate our progress in achieving some of our short-term and long-term goals. This agency review and evaluation will be accomplished on a formal basis through the development of our Annual Report, but for now I would like to take the opportunity to briefly reflect on some

agency highlights of the past fiscal year and how they will impact our future growth and development.

First though, I want to express our gratitude to the entire statewide university system, specifically our many university/agency contact points and constituency groups, for their continued support and collaboration in our overall modernization efforts. Our joint endeavors in this respect have been recognized by many, as exemplified through the recent distinguished 'Best Practice Award' presented to our agency by the College and University Professional Association of Human Resources Midwest Region for our E-Test system. Thanks go out to every person, constituency group, agency and university for your commitment of time, resources, and energy in the development and delivery of our many new and updated business processes. It is truly appreciated.

This past year has been a year of new beginnings for us with the release of the E-Test system, the development of a credential assessment model to replace many of our old exams, the introduction of a new electronic tool (C-JASI) to facilitate the collection of essential position information for spec/exam development, the expansion of the Pilot Program to many locations through their IT positions, and a significant attempt to build more positive professional business

relationships with our many campus/agency administrative and human resource offices.

The development and implementation of the E-Test system has completely transfigured our classification plan management and exam delivery process, significantly improving our efficiency and effectiveness and saving time/resources at the various campus/agency employment locations. We will aggressively continue with the transition to this system and the benefits for all of us will grow substantially, most specifically in terms of efficiency and effectiveness.

As somewhat of a derivative of the E-Test implementation, the Computerized-Job Analysis Survey Instrument was developed and released to collect vital job information from identified employees throughout the university system in order to conduct our job analysis and upgrade our many classification specifications/examinations. This instrument will reduce the time and resources previously required in collecting and analyzing job information, leading to a more robust and timely delivery of revised/new specifications and exam instruments. This will simply lead to a more definite savings in time and resources at the campus/agency level and will enable our office to significantly enhance the delivery of the many elements contained in our classification plan management process.

We have also seen the extended use of the new IT classifications contained in the Pilot program. Several universities and agencies have embraced the new employment and broad-banding concepts contained in this Program. These new concepts and procedures provide for more local definition and control of positions, specifically preserving the integrity of the Employer's ever-changing technical environment. To just name a few, our Office has been working with Northern Illinois University, the University of Illinois at Chicago, and Northeastern Illinois University in transitioning current IT positions and creating programs consistent with these new concepts and IT

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Boards & Committees

Teresa Rademacher, Secretary to the Merit Board

Review of the 161st Meeting of the Merit Board

The 161st meeting of Merit Board was held on May 24, 2006 at the System Office.

Members present were: Bruce Friefeld, Chair, representing Governors State University; David V. Dorris, representing the University of Illinois; Joanne E. Maitland, representing Illinois State University; Marjorie E. Sodemann, representing the University of Illinois; and Robert D. Webb, representing Eastern Illinois University. Members participating by teleconference were: Devon C. Bruce, representing the University of Illinois; William L. Epperly, representing Western Illinois University; and Marc Strauss, representing Northern Illinois University.

Members absent were: Carole Balzekas, representing Northeastern Illinois University; Peggy Montes, representing Chicago State University; and John Simmons, representing Southern Illinois University.

The minutes from the One-Hundred-and-Sixtieth meeting of the Merit Board were approved by the Board. The board also reviewed, discussed and took action on one discharge case from the University of Illinois at Chicago. An order to uphold the discharge recommendation of Rodney L. Williams from the University of Illinois at Chicago was approved.

Mr. Morelock gave a report of the FY 2007 appropriation. The agency's appropriation was part of SB 1520 which was signed by the Governor. The Bill included a line item appropriation for the System Office of \$1,271,200 which is a 1.4% increase over the FY 2006 appropriation.

Ms. Follmer gave a brief summary of what had transpired to date regarding the amendments to the proposed rule change of Section 250.110, Separations and Demotions. The rule changes were published in the Illinois Register on January 6, 2006 and the 1st Notice Period ended on February 21, 2006. The only comments received by the agency during the 1st Notice Period were from Illinois State University. The Merit Board approved the proposed amendments to Section 250.110 and to file such with the Joint Committee on Administrative Rules for the 2nd Notice Period.

The Merit Board also discussed SB 585 which will amend the Open Meetings Act. Mary Follmer gave a summary of the changes in SB 585 which redefines a "meeting" to include gatherings, whether in person or by telephone call, video or audio conference, electronic means (such as e-mail) or other means. Other new provisions include the requirement of the physical presence of a quorum of members at the location of the open meeting. If however a public body has statewide jurisdiction, a quorum can be established by open meetings held simultaneously at two or more public buildings through an interactive video conference. Once a quorum of physical presence members has been met, other members may participate in an open meeting by teleconference. At this time, the bill has not been signed by the Governor.

The Merit Board took action to approve the Executive Director to investigate and purchase Errors and Omissions Insurance for the Merit Board Members and staff for FY 2007.

Executive Director Morelock provided an agency report which included the following items:

- Informed the Merit Board of the recent "Best Practice" award the agency received at the Midwest Region of the College and University Professional Association of Human Resources (CUPA-HR) conference.
- Introduced two new staff members – Cindy Neitzel, who will be responsible for assisting with the human resource audits at the various universities and agencies and Torre Walls, who will work with the classifications and examinations unit in the agency's classification plan management program.
- Updated the Merit Board on the status of the FY 2006 Budget.
- A brief demo of the Constituency Survey was presented to the Merit Board.
- Informed the Merit Board of the final agency audit report issued by the Auditor General's Office.
- Cindy Neitzel reported on the audit program since the last Merit Board meeting.

Audits have been conducted on-site at the University of Illinois College of Medicine at Peoria, Illinois State University, and the State Universities Retirement System. The next audit is scheduled for June at our agency and for July at Southern Illinois University School of Medicine. For a complete list of the FY 2007 audits, please see our website at www.sucss.state.il.us.

- Jeff Brownfield reported on the Pilot Program and noted that we have passed the 150 mark for the number of employees in the Program and that the staff continues to work with the various universities and agencies to convert positions to the Pilot Program. Mr. Brownfield also updated the Merit Board on the new technology regarding question pools and other improvements to some of the examinations in E-Test.
- Mr. Morelock said that the System Office has been involved in numerous activities including orientation programs. A schedule of those activities was presented.

Ms. Costa, Chair of the State Universities Civil Service Advisory Committee, reported on the Advisory Committee Meeting held at Northeastern Illinois University on April 20 and 21, 2006. Discussions were held concerning such topics as the System Office legal activities and the audit process. Mike Sheppard gave a report to the committee on SURS activities. The next meeting of this Committee will be held on July 13 and 14, 2006 at Western Illinois University.

Mary Follmer, Assistant Director, Legal Services, updated the Merit Board on some outstanding legal matters. Ms. Follmer reported on the following cases: Daniel T. Poetzinger v. Board of Trustees of University of Illinois at Chicago et. al.; Robert Baxter v. University Civil Service Merit Board et. al.; Izaguirre and Sosa v. State Universities Civil Service Merit Board, et. al.; and James A. Miglore v. Board of Trustees of University of Illinois at Chicago et. al..

The next Merit Board meeting is scheduled for 10:00 a.m., Wednesday, August 23, 2006 at Governors State University, Hall of Honors, Room D1490.



Boards & Committees

Dr. Robert J. Cook appointed to Merit Board

Robert J. Cook was appointed to the Western Illinois University Board of Trustees February 3, 2006, and was appointed to the Merit Board in June 2006. Dr. Cook retired from WIU as a Professor of Educational Administration & Supervision and member of the graduate faculty in 2002. He began his years of service on the WIU faculty in 1967. He holds a Ph.D. in Educational Administration with a minor in Human Relations from St. Louis University (1967), an M.A. in City School Administration from Truman State University (1962), and a B.S. in Education (Political Science) from Truman State (1959).

Dr. Cook began his education tenure as a social studies instructor and acting principal in 1961 in Missouri. He was also the administrative assistant to the superintendent of the Parkway School District in St. Louis. He has also taught at St. Louis University and Central Washington State University.

His professional service includes serving as President of the University Division, Illinois Education Association; President of the Illinois Association of Teacher Educators; WIU faculty representative to the Faculty Advisory Council of the IBHE; and he was a member of the Illinois State Senate's Task Force on Governance of Higher Education. He has also been an active member of the Macomb community serving in various community and civic organizations. Cook was Chairman of the McDonough County Democratic Central Committee and President of the McDonough County Labor Council AFL-CIO.



Lois Woodall Appointed Director of Human Resources at NEIU

Lois Woodall, RN, Ed.D, joined Northeastern Illinois University in May as Director of Human Resources. Lois has extensive Human Resources management experience in both academia and healthcare.

Lois just recently moved to Illinois from New Orleans to join her husband who also works in academia. In New Orleans, Lois was Director of Human Resources for a large hospital, Touro Infirmary.

Lois has a Bachelors Degree from the University of Central Oklahoma in Public Administration, a Masters Degree from the University of Oklahoma in Human Relations and earned her Ed.D in Human Resources Management from NOVA Southeastern University.

Employee Advisory Committee (EAC) Update

The quarterly Employees Advisory Committee meeting was held at Western Illinois University in Macomb on July 13-14, 2006. It was pleasant to be in Macomb in the summertime even though the temperatures were raging. Thankfully, the air conditioning was working well in our meeting room.

Mr. Tom Morelock, Executive Director, shared with us several aspects of the System Office and their continued projects/updates that are in process. A lengthy discussion was held regarding issues being discussed by the Human Resource Directors Advisory Committee. I would like to add a historical note about the HR Committee. Years ago there was a Human Resource Directors Advisory Committee (HRDAC) which was comparable to our EAC group. HRDAC met quarterly and were advisory to the System Staff. HRDAC was discontinued in 1987 about the time that I was first elected to the Employees Advisory Committee. HRDAC elected officers each year and occasionally would meet with our committee. I don't believe that any of the current Human Resource Directors were on that original committee and I am personally glad to see that it has been reconvened. Meeting on a regular basis with System Office Staff should benefit members of the new Human Resource Directors Advisory Committee. At some point in time, I hope the Employees Advisory Committee can meet jointly with the Human Resource Directors Advisory Committee.

We continued discussions with System Office staff regarding classification updates, legal activities, E-Testing, a current survey on

classification revisions, and the audit schedule. Mr. Bob Curry does a remarkable job of constantly improving the System Office website and I encourage people to use it regularly.

Mr. Michael Sheppard, our EAC representative from the State Universities Retirement System (SURS), updated us on issues concerning the retirement system.



Standing agenda items we continue to discuss are: 1) outside contracting of university services, 2) merit pay and evaluations, 3) the pilot program, 4) the statistical report and 5) other areas of concern for our fellow civil service employees.

Our next meeting will be held at the Southern Illinois University School of Medicine in Springfield, Illinois on October 4-5, 2006. The Council of Councils meeting will be held on Friday, October 5, 2006 at the same location. This meeting is for council members of various universities across the State of Illinois

to gather and share information of interest to all employees. The SIU-SOM Council is meeting regularly to get this meeting organized. We hope to have a large turnout of civil service employees from previous years and as well as others who have not been able to attend in the past. Watch for information to be sent soon to your campus through your Staff Councils. If you have any questions regarding this meeting, please feel free to contact me.

Alice Costa, Chair
Southern Illinois University School of Medicine

Boards & Committees

Teresa Rademacher, Secretary to the Merit Board

Review of the Human Resource Directors Advisory Committee Meeting

The Human Resource Directors Advisory Committee recently met at the System Office on August 4, 2006 for its 3rd meeting of the year. When the Committee met in June of 2006, the Committee had discussed various topics and decided to concentrate on reviewing procedures related to a couple of those topics, the position audits and exam scheduling.

The following agenda items were discussed at the August 4th meeting:

Position Audits – Based on comments and input from various members of the Committee, the System Office prepared a draft of a revision to Procedure 2.3 (Position Audits) in the Classification Procedures Manual. After some questions and discussion, a final draft of this procedural revision was developed. The System Office will present this draft revision to employee groups. The intent is to implement this new procedure as soon as possible.

Exam Scheduling – Based on comments and input from various members of the Committee, the System Office prepared a draft of a revision to Procedure 1.3 (Scheduling Examinations) in the Examination Procedures Manual. After some questions and discussion, a final draft of this procedural revision was developed. The System Office will present this draft revision to employee groups. The



intent is to implement this new procedure as soon as possible.

Rule of Three – The Committee continued their discussion on various topics presented at the June meeting. The Rule of Three was discussed with the group identifying various issues related to this statutory requirement. Research studies regarding this topic were referenced and the committee considered the possibility of gathering empirical information to support any recommended statutory change to this requirement. The System Office was asked to prepare a list of data requirements to begin the process of collecting empirical information to support a possible legislative change to this 'Rule of Three' statutory requirement.

The conversations evolved to a discussion of the 'Rule of Three' and its impact on the capability of meeting affirmative action or diversity

objectives. The System Office indicated that there may be a possibility to add rules that allow for an expansion of the applicant pool in instances where there is a defined under-representation issue or affirmative action goal and the referral is limited in its diversity demographics. The System Office was asked to prepare a possible rule revision that may be incorporated to address this issue.

Application of Seniority/Bumping to Soft Money Positions – The Committee discussed the topic of seniority and bumping provisions as applicable to soft money positions. There was some interest in examining the possibility of expanding the 'contract appointment' rules to include positions that were budgeted by soft money or to establish some form of 'limited term' appointment which would not be subject to the seniority/bumping provisions. Others indicated that additional rules would have to be enacted to govern this option and this would add some layer of complexity and difficulty. There was some discussion on the actual numbers of positions budgeted from soft money resources. The System Office has been collecting information on this and was asked to present some data at the next meeting. Discussions regarding the overall layoff process followed with an interest to revisit this topic and review applicable rules.

Limitations on Temporary Appointments (Extra Help) – It was noted that a new procedure was recently released that affords an extension of the 900 hour rule for extra help positions. The System Office gave a brief recap of the applications and authorizations to date.

Update on System Office Activities – The System Office staff provided an update on the following items:

- Distributed a tentative schedule of E-Test conversions and discussed the Employer's role in supporting this schedule. The System Office offered to discuss any logistic issues surrounding this schedule and invited anyone to notify the Office of any concerns.
- Presented a demonstration of the new typing test to be administered through E-Test. A demo of this product will be available at the System's secure website for review. The Committee was asked to review this software and offer their suggestions. There are some limitations in the application of this component since it was purchased by an outside vendor. There will not be any institutional cost associated with the implementation of this typing exam and it will be incorporated into the E-Test system.
- Presented a demonstration of new website features, including promotional line designations, listing of exam components, and an employee recognition feature.
- Presented a brief demonstration on a new document imaging system which will be utilized to facilitate communications and assist in the transition to a more of a paperless business process.

The Committee meeting ended with an intent to revisit and continue discussion on other topics presented at the June meeting. Mr. Morelock thanked the committee for their attendance and input. The next meeting of the Human Resource Director's Advisory Committee is scheduled for November 3, 2006.

Jeff Brownfield, Assistant Director

Class Specifications and Job Descriptions

The University System Office in conjunction with our member universities and agencies collaborate to produce class specifications for our varied occupational or work areas. Primarily the class specification is a definition of an occupational or work area.

Elements of class specifications within our system include function statement, duties and responsibilities, and minimum acceptable qualifications, along with standard information such as effective date, class title and other standard recordkeeping data. Many class specifications also contain levels of responsibility within the work or occupational area. Class specification documents are always referenced when assigning specific positions to work or occupational areas.

The class specification is not intended to describe any specific position.

Each individual position is required to have a job description that provides details and delineates specific duties performed and responsibility level of the duties. In most instances a job description will not contain all listed duties from the class specification. Most often employees in particular positions perform only some of the duties listed on the class specification. Generally the job description includes all major duty areas.

The State Universities Civil Service System procedures require that positions descriptions be updated by incumbent and supervisor at least once every three years. In many instances each university/agency may require that job descriptions be updated every year or when any significant change has occurred with a specific position. The job description is the primary element used to compare with the class specifications to determine if a position is properly classified.

Cindy Nietzel, Human Resource Officer

The Auditor's Perspective

One of the most important goals here at the University System Office is to increase the efficiency and effectiveness of processes and procedures. Currently, we are streamlining methods and implementing changes designed to provide a timelier reporting and resolution mechanism to address human resource issues within the audit arena.

The primary purpose of our audit is to determine compliance with the Act, the Illinois Administrative Code (Code) (80 Ill. Adm. Code 250), and Merit Board Procedures Manuals. Pursuant to section 250.140(c) of the Code (80 Ill Adm. Code § 250.140(c)), the audit process is designed to provide a review and recommendation instrument for improving the human resource programs and related business processes.

Throughout FY 2007, the University System Office will continue to focus on fostering a positive relationship and collaborative interaction with each Employer throughout the audit process. For more information regarding specific Process and Procedure changes, visit our website at www.sucss.state.il.us/audit.asp.



Bob Curry, Information Technology Manager

System Office Implements Document Imaging

In July, the System Office implemented new document management software from Laserfiche® to digitally archive all paper and electronic documents. Document management is the conversion of paper documents into electronic images that can be retrieved effortlessly in seconds.

Laserfiche, a provider of premier document management software solutions, has recently been honored with a "5-Star VAR" award by the editors of GovernmentVAR magazine. The prestigious designation recognizes the 25 best government-focused technology partner programs in the nation.

TKB Associates, a top-ten reseller of Laserfiche based in Westmont, Illinois, spent two days at the System Office installing client software, configuring the server, and training staff. This system will significantly facilitate the transition to a paperless system of communications and business processes.

Employees Called to Duty in the National Guard and Reserve: an Overview of the Applicable Federal and Illinois Laws



The National Guard and Reserves have vital contributions to national security both at home and abroad and reliance upon the citizen soldier has only increased since September 11, 2001. However, as the Chicago Daily Law Bulletin noted in the March 3, 2006 cover article entitled, For Some Vets, Return Leads to Conflict Over Employment, conflicts over the labor and employment issues of the activated and returning Guard and Reserve are beginning to be seen by

Illinois employers and those they employ. With the increased mobilization of Guard and Reserve units, the need for civilian employers to understand their obligations under Federal and Illinois law has also increased.

Federal Law

The Uniformed Services Employment and Reemployment Rights Act ("USERRA") was enacted in 1994 to provide a comprehensive framework for the rights and obligations of the employer and the employed military member. The USERRA statute has the following main purposes:

- Encourage service in the Guard and Reserve by minimizing the disruption to the service member's civilian employment due to military service;
- Minimize disruption to the service member's employers, family, community and co-workers by providing for prompt re-employment upon return.
- Prohibit discrimination in employment and re-employment against Guard and Reserve members because of their military service.



While it is an extensive statutory framework, some of the key provisions of USERRA provide for the following:

- Up to five cumulative year leave of absence from civilian employment for the period of voluntary or involuntary military service;
- Continuation of seniority during period of service – including pension credit;
- Prompt reinstatement to civilian employment upon return from military duty without loss of seniority, status or pay rate;
- No termination for first year of return other than for just cause;
- Resolution of employment issues through enforcement by the U. S. Department of Labor.

When the men and women of the Guard and Reserve are called to active duty, it is important that their job be held for them. When those men and women return from deployment, it is equally important that

they are promptly returned to their civilian employment. The law requires that they be returned to the position they would have occupied as if they had never left.

Resources through ESGR

The Employer Support of the Guard and Reserve ("ESGR") program exists to quickly resolve matters related to military service and employment. ESGR has a local committee in every state and territory and exists as a resource for both the employer and the employed. The mission of ESGR is twofold: first, to educate employers on the requirements of USERRA through education and outreach efforts and second, to resolve employment matters through the Ombudsman Program of trained volunteer neutral Ombudsmen.

ESGR supplies speakers, presentations and materials to interested groups for no cost. These highly-effective presentations are designed to give a comprehensive overview of USERRA and address the common problem areas. In addition to supplying speakers and presentations, Illinois ESGR has a number of useful training materials on the Federal USERRA statute that are available for no cost either through distribution or through a download on website¹. Illinois ESGR is a resource not only for the Guard and Reserve member, but also for the Employer through the outreach efforts of the volunteers².

The Ombudsman Program has approximately thirty highly-trained volunteer neutral Ombudsmen in Illinois. These neutral Ombudsmen investigate employment-related complaints by service members and recommend appropriate resolutions to the parties based upon the requirements of the USERRA law. Further, the neutral Ombudsmen are trained mediators and can also assist in resolving disputes through informal mediation. A measure of the success of the Ombudsman Program is seen in the resolution rate of the neutral Ombudsmen. Over ninety percent of Illinois Ombudsman

cases are resolved and do not go to the U.S. Department of Labor for investigation or enforcement.

Illinois Law

In addition to the Federal USERRA statute, Illinois places other obligations upon public sector employers. Of critical importance to any public sector employer is the requirement that dependent health coverage and pension contributions must be continued during the period of military duty and pay differentials must be paid to the employee. While the continuation of dependent health benefits and pension continuation are straightforward, the pay differential sometimes causes some difficulty. Simply the mandatory pay differential is calculated by determining the employee's military base pay. Base pay is the base military pay rate, absent any other allowances that the military might pay the member for various duties, skills, etc. The base pay is then subtracted from the civilian pay in order to determine the pay differential that must be paid to the employee during the period of military service.

Also of critical importance to Illinois public sector employers is the recently enacted Illinois Family Military Leave Act. The Family Military

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Employees Called to Duty in the National Guard and Reserve cont...

Leave Act extends unpaid leave to certain civilian family members affected by military service. The statute is modeled on the Family Medical Leave Act and is designed to allow spouses and parents additional unpaid leave time to attend to issues related to their family member's military service. Examples include time off to visit with the spouse or child on leave from the military or to take the spouse or child to follow up medical care for injuries or conditions related to military service.

The USERRA and Illinois laws recognize the sacrifice that the men and women of the Guard and Reserve make when they are called to active duty. These statutes and regulations are designed to insure that the service member need not worry about whether a job will still be there when they return.

¹ www.esgr.mil For example, the Employer Resource Guide is available as a download and provides a useful overview of the employer and employee requirements of USERRA in a straightforward checklist.

² The Executive Director of Illinois ESGR is Lt. Col. Tim Franklin and he can be contacted at (217) 761-3642.

About the Author

Brian Clauss is an arbitrator and mediator of labor and employment disputes from Park Ridge, Illinois.

He co-authored the chapter update entitled Public Employment for the Illinois Institute of Continuing Legal Education's Labor Law Handbook and is a co-author for the chapter entitled Off-duty Misconduct for the American Bar Association's forthcoming text entitled Workplace Violence in the Public Sector. He also co-authored the feature article for the Fall 2005 edition of the Illinois Public Employment Relations Report entitled Privatization of Public Education Services: The Application of the Doctrine of Successorship in the No Child Left Behind Era.

He is a frequent lecturer on issues confronting activated and returning military personnel, their employers and their unions.

He can be contacted at brianclauss@midwest-arbitrator-mediator.com.

System Office Staff



Sandy Burr, a Secretary III in the Administrative Division, has been with the System Office for 15 years. Prior to joining the Staff, she was employed at the University of Illinois in Extra Help Services.

Sandy graduated from Monticello High School and briefly attended Parkland College.

Sandy has been married for 20 years to her husband John, and has two boys: Paul, 18, and JR, 16. Both boys

keep her very busy.

Sandy enjoys NASCAR, the St. Louis Cardinals, and Illinois basketball. She is also an avid outdoor enthusiast, enjoying hiking, boating, canoeing, swimming, and most of all her Golden Retriever, Chief.

Roger Frick, a Human Resource Officer, has been employed with the System Office since 1996 and has been a System Auditor for eight years.

Prior to joining the Staff, Roger retired from the US Army in 1993 and became the Holliston Massachusetts Residential and Commercial Manager for Terminix International. His military career included assignments with the combat divisions of 4th Infantry (Mechanized), 3rd Armor, and 7th Infantry (Light) as well as two years of company command and assignments to the Army General and Joint Staffs in both Korea and Europe. He was a member of the Xavier University's faculty for six years and is a graduate of the University of Illinois, Command & General Staff College, and Xavier University.

Roger currently lives in Urbana with his wife Kim. Both have traveled extensively in the states and abroad. They enjoy spending time with family, participating in church, gardening, and camping with friends.



FY2006: SUCSS Business Review cont...

classification structure. At some point in the near future, we fully expect this IT classification structure to be utilized by all employment locations.

Finally and most importantly, we have grown in our organizational relationships and partnered with several universities, agencies, and other constituency groups to provide training, solicit input, and assist in the development of new programs for both our office and other employment locations. We have utilized our various advisory committees to discuss and develop business strategies, review procedures, and plan for organized system-wide changes consistent with our mission and purpose. We feel that we are gradually changing some old perceptions surrounding our regulatory function and replacing them with more of a collegiality and partnership mentality that will freely infuse our system with new ideas and innovations.

Overall, we believe we have created a synergy through our many productive business relationships and have built a momentum which will lead us to a very promising future. We enter this fiscal year with an enthusiastic commitment to our joint mission and business objectives. We are extremely motivated by our past year and extremely excited about our ongoing joint projects and collaborations with our various employers and statewide constituency groups.

Good Public Relations From Internal Relations



President R. W. Fairchild
Illinois State Normal University

*This article has been reprinted from the **Campus Pathways**, Volume 1, Number 6, dated Nov - Dec, 1952.*

Its message still rings true today.

Life is too short to spend any portion of it in unhappy situations if such can be avoided. The possibility of preventing or even eliminating most conditions that do not contribute to enjoyment and

satisfaction is largely up to the individual. The attempt is made here to point out how one may at least reduce situations that might contribute to undesirable conditions.

A belief in one's self is highly essential to happiness at all times. This does not mean that one becomes egotistical regarding his own importance, but it does mean that one feels that he has a mission to perform. Such a mission results in the greatest possible satisfaction when there is a realization that a contribution is being made to individuals, organizations, and working conditions in the area in which one serves. The realization of a job well done earns satisfactions that produce incentives for greater attainment.

The rendering of service to others and the development, as well as possible completion of the program being undertaken, frequently result from a feeling of accomplishment in terms of a job well done. Naturally, that means that one must have standards, incentives, and goals of attainment. Goals should be attainable to produce continued progress and hence a series of goals is highly desirable. Someone has said,

"There is no death quite so certain as the death of attainment," which is true if one ceases to make further progress after a goal, perhaps too easily accomplished, has been attained.

Much of the pleasure that we get in our work comes from **an appreciation of our fellow workers**. The realization that distinctive contributions are made by many persons and that the abilities of others serve as a challenge for the best capabilities in all of us should not produce jealousies but rather realization that cooperation is highly essential to any successful undertaking.

All of the foregoing conditions are based upon a two-way approach to our common task - **the giving of the best that we have and a knowledge that the quantity and quality of service rendered is appreciated** by those with whom we are associated. Too frequently, many workers are forced to assume that if comments of any kind are missing, the absence of such may be construed as an approval of the work being done. How much better it is to know directly and first-hand that real accomplishments are appreciated by others. This, of course, means that all of us should be alert to complimenting persons on outstanding accomplishments. Such a habit makes possible criticisms that have meaning and produce desirable results in the betterment of quantity or quality in the area of activity in which one is engaged. Since all persons are human enough to respond to such consideration, appreciation usually results in improvement.

There should be an awareness of the value of good public relations and how such relations influence a betterment of everyday procedures as well as final results. But **good public relations come from good internal relations**; hence the emphasis here on some of those things that individuals are responsible for, or should be interest in, as their contribution toward desirable results in their particular area of work.



William Walsh, Policeman, writing out a ticket for illegal parking on the Northern campus. (Photo by Ed Lyons)

Left to right are: Miss Dolores Poppe, Head Nurse, who helped organize the Respiratory Center [at University of Illinois]; James Bartlett, the first patient to be admitted on December 1, 1953; and D. George Saxton, Director of the Center.



Q&A: At the Water Cooler



Atook a Civil Service exam several years ago. How can I find out where I am on the register?

A

For your placement on any register, contact the Human Resource Office of the System Office University or Agency where you took the examination. They will inform you of your register placement as of this point in time. Please note that your register placement may change as each new applicant completes a test in that classification at the University or Agency where you took the examination.

If you have a question for “Q&A: At the Water Cooler”, please send your question via email to systemnews@sucss.state.il.us or by mail to:

State Universities Civil Service System
Attn: System News
1717 Philo Road, Suite 24
Urbana, IL 61802

Upcoming Events

August

23 Merit Board Meeting at Governors State University
24 - 25 U of I College of Medicine at Rockford Audit

September

19 - 22 Northern Illinois University Audit

October

4 - 5 Employee Advisory Committee Meeting (EAC)
6 Council of Councils at SIU School of Medicine
11 - 13 Chicago State University Audit

November

3 Human Resource Directors Advisory Committee
7 - 9 Northeastern Illinois University Audit
15 Merit Board Meeting at System Office

University Spotlight

Southern Illinois University School of Medicine

Number of Employees: 1,645

Number of Civil Service Employees: 842

About Southern Illinois University School of Medicine

Southern Illinois University School of Medicine is focused on educating humanistic and competent physicians, developing new models for providing health care in rural areas, and providing clinical services that address the health care needs of central and southern Illinois.

A publicly-supported medical school, SIU has graduated more than 2,000 physicians and trained 1,600-plus residents. The School is a significant force in the developing regional academic medical center in Springfield, which includes two major city hospitals that provide the physical base for our clinical programs.

SIU is an international leader in medical education. Our use of a senior comprehensive exam for 20-plus years and our early collaboration with many other U.S. medical schools provided a foundation for the current clinical skills testing by the National Board of Medical Examiners.

At our inception in 1970, the department chairs and faculty literally created the School's innovative competency-based curriculum, with an emphasis on undergraduate medical education. Since then, SIU has been recognized for innovative teaching and testing techniques, including a competency-base curriculum, the use of simulated patients, and courses in medical humanities. The curriculum is focused on clinical case-based, self-directed and life-long learning.

Medical school faculty delivers the basic science curriculum to first-year students at SIU's parent campus in Carbondale. The remaining three years of undergraduate curriculum, three graduate programs, 14 residency programs, a faculty of 300-plus, and the School's administration are housed in Springfield, 170 miles north. About 740 downstate physicians participate as volunteer faculty.

Our nationally recognized health professions preparatory program based in Carbondale, Medical/Dental Education Preparatory Program (MEDPREP), provides special courses and tutoring for educationally disadvantaged students who show promise. Since its inception, nearly 1,100 MEDPREP alumni received training at SIU in preparation for entering medical and dental schools around the country. SIU also offers, in conjunction with the SIUC School of Law, an M.D.-J.D. program.

The School works with many hospitals and clinics throughout Illinois to provide care at more than 75 outreach sites in nearly 50 Illinois communities, but at the SIU clinical facilities alone, nearly 200 physician faculty see patients in more than 375,000 visits each year.

St. John's Children's Hospital, a new clinical initiative, combines SIU's faculty resources with the pediatric facilities and services of St. John's Hospital in Springfield.

Through the School's Rural Health Initiative program, nearly 70 partnerships and projects have been developed, improving health care in downstate communities.

The developing SimmonsCooper Cancer Institute at SIU is focused on treating cancer in rural areas and offers state-of-the-art facilities for cancer research and physician and public education, as well as treatment for patients in the region.

Physicians and other health care providers in the region can consult through our developing telehealth network, which is focused on improving medical communications and services in the rural areas, particularly for Illinois' rural critical access hospitals.

Our research covers a wide range of basic and clinical sciences and has been boosted by the expansion of the Springfield Combined Laboratory Facility and the Cancer Institute. Research funding has grown to about \$25 million, with two-thirds from federal agencies.

Overview of Human Resources Office

17 employees (benefit services, classification and salary, employment services, labor relations, employee relations, technical support services).

Website: <http://www.siumed.edu>



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