Happy Holidays to You and Yours from your Operating Staff Council!

Endowed Scholarship Campaign—One Dollar is the First Step

The campaign to endow the Operating Staff Dependent Scholarship is in full swing. The basic funding raising theme behind the campaign is getting small contributions from many donors. If 1,000 operating staff members each gave $1 per pay period for one year, then $24,000 would be raised to permanently fund the scholarships given to dependents of operating staff. Now is a good time to start a payroll deduction as the deduction for parking permits has ended for many of us. Forms and instructions on how to make a donation can be found at the Operating Staff Council’s web site: www.niu.edu/osc/dependentaward/donate.shtml

If you have any questions about the campaign, please contact either Clair Williams at 753-8382 or Sara Clayton at 753-9526.
The Office of the Ombudsman

On a large university campus like NIU, people often have questions about rights, responsibilities, policies or procedures and may need assistance in deciding how to address a particular situation. There may be issues that, despite your best efforts and those of others, were not addressed effectively or resolved appropriately. The Office of the Ombudsman was established in 1969 and provides service to any member of the campus community who is attempting to resolve some type of university-related concern. The ombudsman serves as an alternative source of information and advice to complement, but not replace, the university’s formal grievance procedures and other channels of redress.

Dozens of operating staff contact the ombudsman for assistance every year. You may wish to consult the ombudsman 1) if you are uncertain about which university policy or procedure applies to your situation; 2) if you feel you have been unfairly or inequitably treated by a member of the university community or that a university policy or procedure has been applied unfairly or erroneously, or is itself fundamentally unfair; or 3) if you have a problem that requires someone to help achieve a solution or facilitate your communication with others.

As a neutral party, the ombudsman is independent of the university’s formal administrative structure. The ombudsman cannot impose solutions but can advise you of your rights within the university. He will consider all sides of an issue in an impartial and objective manner, suggest options or strategies that might help you successfully resolve the matter, and/or provide you with accurate referrals to others for more assistance.

There may be times when you simply wish to explore your options for resolving a situation “off the record.” Communications with the ombudsman are confidential and do not constitute “official notice” to the university. Issues raised by members of the operating staff might include treatment by supervisors, disciplinary matters, privacy concerns, incivility, morale, and relations with co-workers. The ombudsman’s neutral role is to facilitate discussion, promote greater understanding of the issues, and suggest options that may help to resolve the situation. The ombudsman does not advocate for any particular individual, does not take part in any formal procedure, and does not offer legal advice.

The ombudsman serves as a consultant in the development of policies and procedures to ensure consistency with other institutional policies and is an ex-officio member of several university committees. Other services of the ombudsman or his staff include presentations to university departments or student groups, confidential review of drafts of individual letters/documents, and notary public services. He informs the administration of significant trends that he notices and recommends changes in policies and procedures when merited.

The Office of the Ombudsman is located at 601 Holmes Student Center. For more information, visit the website: www.niu.edu/ombud or phone 753-1414 for an appointment.

Opening of Human Resource Service Center in Swen Parson

Human Resource Services (HRS) has announced the opening of a Human Resource Service Center located on the central campus in Swen Parson Room 110. The Service Center opened October 21, 2008, with an open house and dedication ceremony. HRS has reallocated resources to staff and operate the center, which is designed to be a key location for campus personnel to access HR services and has been part of a long-term plan and service commitment to NIU employees. Services provided include:

- Job Application Information
- Completion of Extra Help Paperwork
- Completion of Hiring Paperwork and Documentation
- Address Changes
- Direct Deposit Changes
- FMLA Information
- Earnings Statement Printouts
- Workers Compensation Information
- 403(b) and 457(b) Enrollment and Changes
- W-4 Changes
- Start/Stop Payroll Deductions
- Civil Service Request to Test
- Tuition Waiver Forms
- Insurance Benefits Forms
- International Tax and Immigration Compliance
- Moving Allowance Information
- Insurance Counseling
- HRS Drop-Off Location for Payroll and Mail to be delivered to main HRS

Retirement counseling, general employee relations and dispute resolution/grievance/complaint processing assistance will also be available by appointment at the Swen Parson location. We also look forward to employee feedback concerning Service Center operations. If you have any questions or recommendations, please feel free to contact Celeste Latham at 753-6525.

Document Production Order Form Available Online

ITS invites faculty and staff to manage all their print and copy needs online, including “quick print,” “quote only” and “request for services.” Use the online order form to enter all pertinent job information using a familiar Web browser interface. In addition, attach files or create a PDF using the link to a free simple-to-use PDF creator.

Try it today and start saving time. Visit http://its.niu.edu and click on Forms, then Document Services. For questions or concerns about using this service, click on “Document Services” at the bottom of the form for customer service contact information.
**Employment Changes**

**September 2008**

**Welcome New Employees**
- Virginia Altmair, Office Support Associate—College of Liberal Arts and Sciences
- Holly Button, Office Manager—Sociology
- Guy Faber, Route Driver—Materials Management
- Jeremy Hale, Carpenter—Physical Plant
- Gordon James, Parking Services Agent I—Public Safety
- Sandeep Kondam, IT Technical Associate—Information Services
- Jared Lash, Office Support Associate—Mathematical Sciences
- Willa MacVenn, Office Support Associate—Giorgi Law Clinic
- Karen Odom, Clerk—Public Safety
- Erin Sabathne, Child Development Supervisor—Family, Consumer, and Nutrition Sciences
- Kouame Sanan, IT Support Associate—Customer Support Services
- Jodi Vogeler, Bookstore Department Supervisor—Holmes Student Center

**Changes**
- Mark Austin to Biomedical Engineer I—NIU Outreach and Regional Development
- Beth Blum to Financial Advisor III—Student Financial Aid
- Laura Boyles to Program Administrative Assistant—Intercollegiate Athletics
- Cynthia Fahlke to Admissions/Records Representative—Registration and Records
- Deborah Gutierrez to Office Manager—College of Engineering and Engineering Technology
- Elizabeth Hendrey to Office Support Associate—Office of Scholarship Coordination
- Martha Jacobson to Kitchen Helper—Housing and Dining
- Leonard LeGrand to Office Support Specialist—Student Athlete Academic Support Services
- Brandon Mathiesen to Kitchen Helper—Housing and Dining
- Hope Montavon to Admissions/Records Specialist II—Registration and Records
- Kathleen Morissette to Financial Aid Adviser III—Student Financial Aid
- JoAnn Opstad to Office Manager—Center for Governmental Studies
- Tayler Winton Sorto to Clerk—Testing Services

**Name Changes**
- Robin Pakenham to Robin Anderson, Office Manager—Finance and Facilities
- Shante Lubemba to Shante Evans, Accountant Statistician—Finance and Facilities
- Linda Tatro Tingling to Linda Tatro, Program Administrative Assistant—College of Business
- Cynthia Glodowski to Cynthia Zimberoff, Police Officer—Public Safety

**Retirements**
- Bryant Irving, Carpenter—Physical Plant
- Gale Rippentrop, Carpenter—Physical Plant
- Harden Stover, Electrician—Physical Plant

**Separations**
- Noreen Hudspeth, Cook—Holmes Student Center
- Daniel Pennington, Security Guard—Public Safety
- Lesly Schoo, Library Specialist—University Libraries
- Cynthia Thon, Office Support Specialist—Center for Latino and Latin American Studies

**October 2008**

**Welcome New Employees**
- Eunetta Weeks, Child Development Supervisor—Family, Consumer, and Nutrition Sciences
- Matthew Funkhouser, Building Service Worker—Building Services
- Paul Karnatz, Child Development Supervisor—Family, Consumer, and Nutrition Sciences
- Julie Lorang, Clerk—Physics
- Norma Laino, Office Support Associate—Illinois Council on Economic Education

**Changes**
- Judith Fisher to Office Support Specialist—Literacy Education
- Manette Cook to Financial Aid Adviser II—Registration and Records
- Charlene Smith to Account Technician II—Controller
- Suzanne Sedlacek to Accountant II—Housing and Dining
- Glenda Daniel to Food Service Administrator II—Housing and Dining

**Death**
- Gregory Montgomery, Maintenance Equipment Operator—Grounds

**Name Change**
- Amy Becket to Amy Lofthouse, Child Development Supervisor—Family, Consumer, and Nutrition Sciences

**Separations**
- Cynthia Knapp, Building Service Worker—Building Services
- Luanne Davison, Kitchen Helper—Holmes Student Center

**Service Awards**

**September 2008**

**5 Years**
- Phoebe Carter—Employee Services and HR Development
- Larry Ellington—Public Safety
- Lori Hall—English
- Karen Smith—Campus Child Care
- Maegen Swanson—Health Services

**10 Years**
- Elizabeth Cummings—Teacher Certification
- Glenda Daniel—Housing and Dining
- Darlys Davis—Housing and Dining
- Kayla Kittleson—Customer Support Services
- Cindy Kozumplik—Information Services
- Cindy Kubasiak—Operations Management and Information Systems
- Jonathan Lehuta—Customer Support Services
- Darlene Mason—V.P. Research and Dean of Graduate School
- Fred Rhea—Building Services

**15 Years**
- Diane Ashley—Information Services
- John Avila—Building Services
- Robert Glover—Holmes Center Custodial
- Herbert Kaelin—Heating Plant
- Julia Kaelin—Building Services
- Janet Sanderson—Accounting
- Christine Sims—Public Opinion Lab

**20 Years**
- Jaye Danekas—Heating Plant
- Cheryl Douell—Information Security and Operations
- Judith Doyle—Registration and Records
- Cheryl Hauptman—University Libraries
- Barbara Kaufmann—Career Services
- Mitra Mohabat—University Libraries

**25 Years**
- Mary Guerrettaz—Housing and Dining
- Phyllis Suppel—Building Services

**30 Years**
- Charles Faivre—Biological Sciences

**35 Years**
- Sue Braffet—College of Business
October 2008

5 Years
Kristin Bigelow—Controller
Rita Foster—Housing and Dining
Alan Smith—Public Safety

10 Years
Sammie Doty—Registration and Records
Dana Holt—Housing and Dining
Patricia McKinley—Public Safety
Margaret Olson—Housing and Dining
Debra Reynolds—University Libraries
Barbara Rice—Human Resource Services

15 Years
Phyllis Livingston—Building Services
Rodney Neace—University Libraries
Louise Reinke—Housing and Dining

20 Years
Paulette Magnuson—Literacy Education
April Spivey—Registration and Records
Jean Ann Thomas—Procurement Services
Barbara Vogel—Geography

25 Years
Jack Nooner—Grounds

November 2008

5 Years
Mary Bernadin—Career Services
Gary Butterfield—Customer Support Services
Diana Caldwell—Admissions
Derek Carter—Building Services
William Kenney—Building Services
Alexander McConachie—Information Services
Donald Mullins—Building Services
Marvin O’Leary—Building Services
Carlos Raices—Holmes Center Custodial
Randy Skinner—Physical Plant

10 Years
John Alamia—Document Services
Russell Andres—Grounds
Tony Ayala—Public Safety
Cara Carlson—V.P. Research and Dean of Graduate School
Rebecca Ferrante—Development Operations
Shirley Mashare—Diversity and Equity
Elizabeth McNeill—Document Services
Pushp Sagar—Housing and Dining

15 Years
Constance Rhoton—Art
Victoria Wren—University Libraries

20 Years
Ronald Castenson—Housing and Dining
Marjorie Holliday—Psychology
Donald Kozlowski—Housing and Dining
Donna Reid—Northern Public Radio
Michael Sheehan—Building Services
Alan Tody—NIUTEL—Telecomm Services

25 Years
Herbert Kuryliw—Information Technology Services

35 Years
Connie Weaver—College of Business