

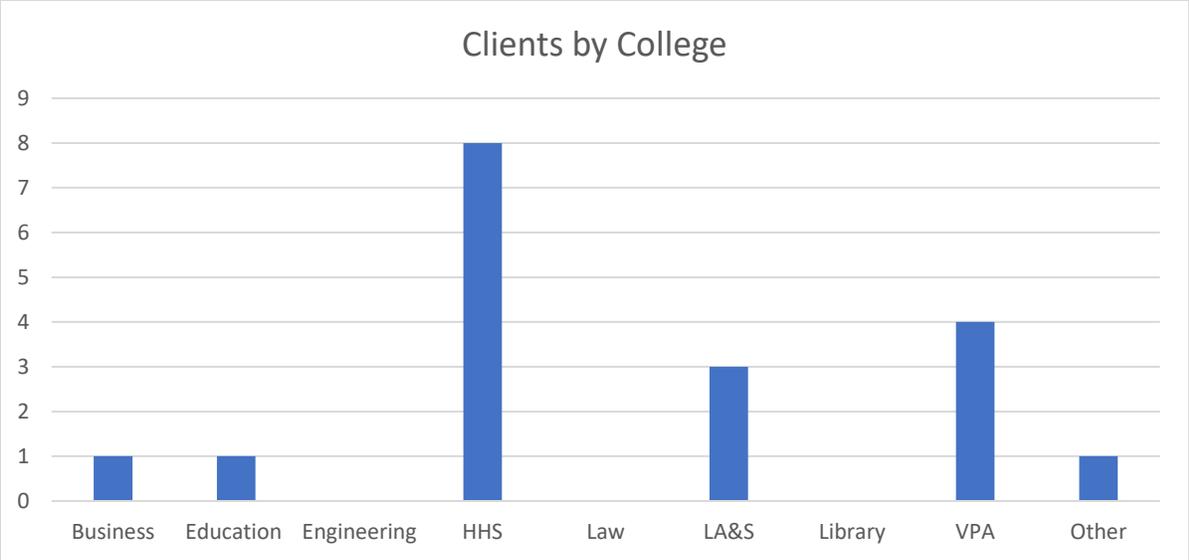
Faculty Personnel Advisor 2018-2019 Annual Report

I will begin my report by noting that I have served as the Faculty Personnel Advisor this year, as opposed to the Faculty and SPS Personnel Advisor, as we have continued to have an SPS person on campus serving that other Personnel Advisor position. In this past year, I offered the previous Faculty/SPS Personnel Advisor salary to be divided three ways in order to retain the SPS and Civil Service Personnel Advisor positions, as having an advisor in all three categories is, in my opinion, in the best interest of the University and the most beneficial to those who work here.

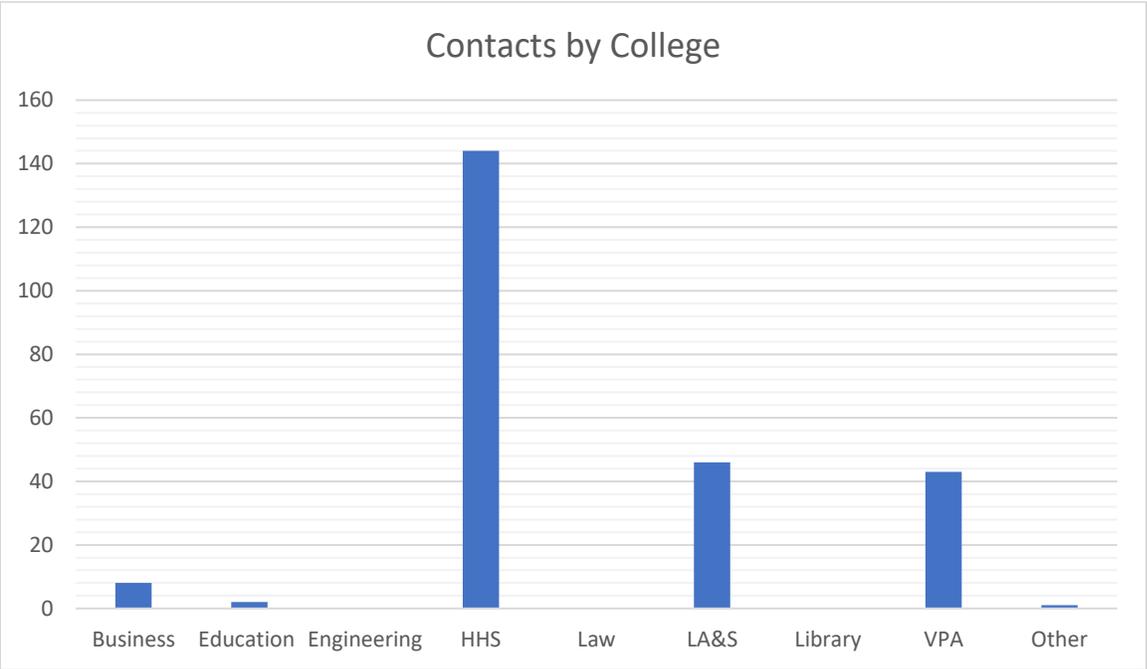
Another interesting development in this past year is that the UFA President is Wendell Johnson, who is, like me, an NIU Librarian. As colleagues, we have always gotten along well, and we have been able to confer and work together in supporting some clients, whenever it is appropriate to do so (respecting client privacy, of course). I think that this working relationship has been advantageous for faculty: we refer our clients to each other when it is suitable, do not confer or refer when that is inappropriate, and the times that we have attended meetings together between faculty and administration have been beneficial for clients. We concentrate on different areas: I on university policy, and Dr. Johnson on labor law and other such matters. Whomever occupies this position in the future would do well to try to cultivate a relationship with whomever acts as UFA President.

In reporting my activity for the year, I use the same format as last year. Clients are counted individually by college, but contact (which include repeated contacts by clients) by college are also recorded.

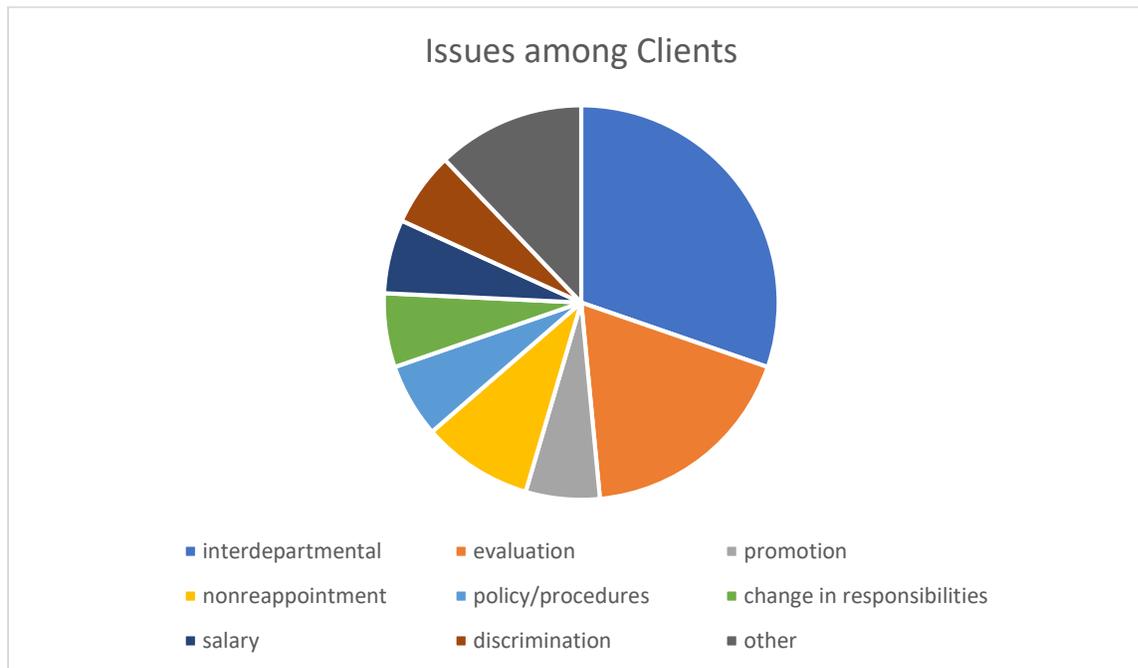
For academic year 2018-2019, I had 18 individual clients, compared to last year's report of 22 individual clients. These clients were from the following colleges:



As noted in my evaluation for this academic year, and in my activity report of last year, a count per person is not an accurate representation of the work that I have done in the FPA role this past year. At the time that I submitted my evaluation, I noted that I had 76 contacts with my clients. I have since revised that number, counting each individual contact via email, phone, and in-person in this academic year. I choose to count these individual contacts, because it is a better indication of my time and effort in the FPA role. To the best of my ability, I count 244 contacts altogether. Those contacts can generally be broken down by college as follows:



Clients bring a wide variety of issues when they come to see me. Many times clients' issues can be categorized as more than one question or problem, especially if my relationship with that client has spanned a few months or more:



What I term “interdepartmental issues” clearly accounts for the bulk of all concerns expressed to me (~35%), and this was true last year as well. I include in this category such problems as clashes among co-workers, issues with communication, and hurt feelings. I observe that these kinds of issues create real problems: I’m forever assuring my clients that feelings are real and its okay to feel them. By this I mean that if a client is already feeling something (disrespect, anger, sadness, etc.) strong enough to come see me, strong enough that it is impacting their working life, then that is part of the problem, too. These problems can be the most frustrating for everyone involved, because *feelings are real*, and once a person has one, it never really goes away. We do not have, cannot have, and should not have a policy to mandate emotions or alter personalities. Also, these types of problems are frustrating because they are so personal and unique to each individual. The way one person emotionally reacts to a situation in the workplace is different than how someone else reacts, and (outside of violence, of course) all reactions are valid and are also unpredictable. So, in short, there is not a one-solution for all such problems. Often, the only thing that can be offered is empathetic listening, and the offer to listen again in the future if needed. I consider myself fortunate that faculty members trust me with such

a responsibility, that I am able to help them with these sort of issues or any others that they bring to me.

Respectfully submitted,

Sarah McHone-Chase