University Staff Senate Minutes

February 15, 2024, 11:00-1:00 p.m.

Raynor Memorial Library, Beaumier Suite C and virtual

Present

Elected representatives:

Calley Hostad, Kirsten Boeh, Amber Jensen, Lizzy Machado, Molly Eldridge, Tina Aiello, Jack Bartelt, Dwayne Burtin, Maria Cooper, Robin Cork, Latrice Harris-Collins, Sarah Kazlauskas, Yvonne Printz, Steven Robertson, John Sweeney, Rae-Ann Vanek, and Karli Webster

Other attendees:

Megan Pavlic, Shirley Haig, Taylor Pamperin, Melissa Econom, Carol Trecek, Anna Borchardt, Yasi Blackmon, Tammy Meyers, Tia Langnes, Paul Dion, Michelle Kasbohm, Cliona Draper, Jenifer Van Able, Ritu Sachdev, Stephanie Werkowski, Nicolle Skoien, Kathleen Ludington, Kiley Sturgeon, Jamie Busse, Elizabeth Voltner, Sherri Lex, Amanda Markwardt, Karen Nest, Jane Kondracki, Irene Cvetich, Kim Poehlman, Jeanne Zanoni, Coreen Bukowski, Graham Rivard, Lisa Vlach, Amani Zouabi, Karina Mendoza, Julie Radford, Jack Goods,

Meeting started by Calley Hostad at 11:02am.

Reflection led by Latrice Harris-Collins.

Special Business/Meeting Guests/Topics

Guest Speakers: Dr. John Su and Marilyn Jones

Link to meeting recording [here](#).

1. John
   a. I'll talk for 3-4 mintues about the strategy and then Marilyn will talk about how we can collaborate best to amplify the work that you all are doing.
   b. We're in the 3rd year of our student success strategy, we're seeing some initial progress, highest first to second year retention rates and second highest year 2-3 retention rates.
   c. There are 40-45 sophomores and 40- 45 more juniors who are still here because of you.
   d. That's just part of it, we want them to stay here, and we want them to thrive.
   e. Now we are moving onto the next phase, building technological and physical infrastructure. We're hoping for technology software, we will extend Slate throughout the student experience, less systems, and more people using them. How to share data in a way that is FERPA responsible and helps us do our jobs better?
   f. Building better coordination through technology and space
   g. The center is to create special coordination, how can we utilize that space to make it comfortable and homelike before they explore their needs, this is not a remedial space, it's a formational place.
   h. First day to first destination, culture of mentorship and engagement, we want to make sure all students have that experience.
2. Marilyn
   a. You asked about our mission and our vision,
   b. When I think of the center, it embodies that mission and vision, you will see it and feel it.
   c. We've heard about the student success strategy but now you will feel it.

d. We are building this together.
e. Mission: Founded on our Catholic, Jesuit principles, The LCSS embraces a holistic approach to student success. We believe all students can flourish and thrive at Marquette with the right support. Our mission is to provide wraparound services, engaging programming that fosters a sense of belonging, and access to a caring campuswide network of support for students across all majors, academic abilities, and backgrounds.
f. Our vision for the LCSS is to be one of the most transformative convening spaces for student growth, where students feel welcomed and rooted in a vibrant and intentional culture of mentorship and engagement that supports student formation from first day to first destination.
g. Think of us as an ecosystem of programs, services, and resources, working closely with students, faculty and staff to enrich and expand opportunities that can help students realize their fullest potential!
h. The way I frame it, to love and serve in everything, that's at the core of everything I do.
i. The pedagogy of love, that's what I see in all of you and that's what I see in the center.
j. That's how I would describe our mission and vision.
k. We have a group of people steering this ship, it's not just us, we are building this community of love for students in the center.
l. The structure-the staff and offices
     i. The new hires include me, and we are looking to hire and associate or assistant director for the center. When that job description comes out, please help us share it.
     ii. Office-OCIS (academic coaching and tutoring), retention team, career center, space for OIDI (Jacki black) to guide inclusion work,
     iii. Programs
          1. 7 anchor programs=initiatives that will anchor the center
               a. Wellness and mindfulness, academic coaching, tutoring
     iv. The ask me desk-a place where any student can come to ask any question and get help. We want students to know there is a central location for them to get answers.
     v. We'll staff this desk with students because that peer connection is so important.
     vi. They can ask questions over the phone, virtually, or in person.
     vii. We cannot answer questions without your support, we need to know what you do and how you support students.
     viii. We want to do this accurately and in a caring manner, there are no dumb questions.
     ix. And how do we close the loop to make sure they got what they needed?
m. Cliona-how are students drawn to the center?
     i. John, our goal is to create a space where students know where to start. We're working with admissions and the colleges so that beginning with campus tours, then SPARK, people's habit patterns settle spatially very quickly, we want to create this habit early on and reinforce in the first semester.
n. Latrice- I want to ask about the sytem Navigate, we have so many people tied to our students, and these students are asking questions to a lot of people independently, why can't all these people work together? Could we have this system called Navigate like other universities have?
     i. Marilyn-there is an art to understand who students are coming to, our goal is to bring people to the Center and to the conversation in an individualized way.

Right now, we're trying to understand how we bring students together. Maybe in the future we can explore that.

    ii. John-Acadmic advising for first year students, there is an important distinction between primary academic advisor and other support structures. It looks like we'll use Slate rather than navigate. Non-MU folks are not allowed in academic appointments because of FERPA. Students need to be directed to their academic advisor.

o. Latrice-concern over people crossing that line, especially our partnering organizations who are doing academic advising.

    i. John-We need to keep working with that relationship. We have a FERPA release form, we have a legal and moral obligation to our students. We are working to clarify the level of advising and who the primary academic advisor is and how they're connecting with other support persons on campus.

p. Karli-how would you like to go about building those relationships with you?

    i. Marilyn-I want to hear all aobut it, yes invite me to one of your team meetings, we also encourage you to come to our space. You can table and program in space, we're not trying to recreate what's being done, we are trying to highlight what is being done. For example, wellness, we are connecting with wellness to bring that to the lemonis center-peer mentors will stop by. There are different ways to collaborate, and we want to share your expertise with our students.

q. Amanda-what other types of programming will be there?

    i. Marilyn-We are partnering up with the colleges to build visits to the center into course. By the time students are seniors, we don't want them to be strangers, we could have a let's not be strangers' luncheon. There are lots of opportunities and it's about connecting. I want us to collaborate by going there and also having you come here. We'll have an official scheduled event coming up.

    ii. John-in that sprit of how we communicate better, Marilyn is creating a calendar, it's about the Center's programming but also about how we amplify your programming. We know everyone is overwhelmed with emails so the more we can get fewer places to look but that has everyone's stuff, the better, when we get a CRM that will make things better. We never succeed enough in role clarifying and communication. I'm happy to come to any unit at any time, sometimes it's easier to write it out. We're working to build a better culture of communication.

    iii. Marilyn-I've been in a lot of first-time meetings, I'm new here, so it's made me think about the experiences of our first-year students. We are going in phases. With new CRM's we're hoping to make this better. You're the experts, please reach out.

r. Kirsten-we heard the plan to train students, what is the plan to train staff?

    i. Marilyn-We were just talking about this, that is the goal, how do we create, student success doesn't have a definition, we were talking about having a course, people want to engage in those conversations, I've heard that people want to connect and be seen and share their voice, I welcome and embrace that.

s. Kirsten-can faculty and staff use the ask me desk?

    i. Marilyn-Yes! And we will document that question. We have 19 rooms; we would love faculty or staff to rent a space and have office hours there. We will have classes there and we hope faculty hang out there afterwards.

t. Maria-will you be developing peer mentoring?

      i. John-there is a big answer and a focused answer. There are a lot of definitions of mentoring on campus. What is the problem we are trying to solve and then how can we align resources to solve that problem? We don't want to create an environment of disconnection. We want these levels of support to build on each other. What is the problem we are trying to solve with each peer mentor? What part of peer mentoring is already taken? We'll have student workers at the ask me desk.

      ii. Marilyn-we want to know what we are trying to solve and what is already happening so we can contribute to that. We don't want to duplicate.

u. Sarah-the ask me desk has come up a lot, am I understanding how it works correctly? If a student works up the confidence to ask the question and we tell them where to go to ask the question, then they may not come back.

      i. Marilyn-we are hoping to answer questions and make referrals. We are looking at FERPA. That depends, we might walk the student to those resources or walk them to a computer to schedule that appointment. There are different ways of connecting with students and answering their questions.

v. Steve-maybe you could consider not just asking and giving them a referral but also notifying the person they were being referred to.

      i. Marilyn-that is where the CRM comes into place.

      ii. John-it's the technological and special infrastructure that will help students. We have a referral system. We want that relationship to have a handoff no matter wat.

w. Maria-is there a website? I want to see a map.

      i. John-we want to create a more interactive website and, in the future, have a virtual lobby, we want a comprehensive center (24 hours)

      ii. Marilyn-when I think about the website it's about what will be relevant and engaging to studetns.

x. Calley-any final thoughts?

      i. Marilyn-I want you to take with you a picture of the beauty of learning with a community. This is a place where you will see the joy of learning and working in a community and building relationships and that has to be in everything we do.

      ii. John-How are we going to leverage our limited time and resources? We are working together.

USS Officer Reports

Secretary: Lizzy Machado

1. Motioned to pass December and January. Motion passed.

Treasurer: Amber Jensen

1. No updates

Vice Chair: Kirsten Boeh

1. Met with HR about the recurring issue of supervision and employee communication. There is a lot of variety. HR said if anyone feels like they can't talk with their supervisor, talk with their HR rep. They don't want to create a blanket policy. I pushed back that it puts a lot of pressure on the employee, so we talked about supervisor training to equip them better to respond to employee needs and evaluate decisions.

2. We also talked about the emergency closing policy. A number of people reached out feeling like the implementation of the revised policy left something to be desired, the university as an entity,

didn't seem like it was in line with spirit of cura personalis. The policy being so ambiguous left a bad taste in people's mouths. We want a weather policy that is clearer and less up to individual supervisors because there is too much discrepancy.

3. The wellness center reopened! It's in Coughlin. The showers are too cold, it's being fixed.
4. RNC conference? At this point, it sounds like it's unit by unit.

Chair: Calley Hostad

1. We have space in our schedule if there is someone on campus you want.
2. Our schedule is shifting slightly during the summer, March, April, May, June meetings remaining.
3. Moving July meeting
4. We'll be moving into our recruitment phase, is there someone you know who would be a good fit for staff senate?
5. Parking. There have been more issues. If this affects you, please reach out. We reached out to Joel, he's out of town but will get back to us. There were 3 pay periods in January, look at all of them.

Subcommittee Reports/Comments

Bylaws: Jack Bartelt

1. We will meet soon, would like to lock up how we vote as a body.

Communication: Dwayne Burtin

1. No update

Nominations and Elections: Robin Cork

1. No update

Service: Maria Cooper

1. In the spring, we'll be meeting with Chelsea to talk about MarKept. Backpack program is going.

Staff Outreach: Robin Cork/John Sweeney

1. No update

Work Environment: Kirsten Boeh

1. See vice chair report.

External Facing Committee Reps

Cyber Security-Sherri Lex

1. No report

MUPD Board-Chris Bartolone

1. No report

Safety Task Force-Latrice Harris-Collins

1. No report

Staff Compensation-Carol Trecek

1. No report

Strategic Planning-Calley Hostad

1. No report

1. Senior leadership is changing due to a retirement and someone stepping down, there is a reorganization happening at the provost level.
2. Kimo to provide overview of provost reorganization at faculty senate on Monday

UFPRC-Molly Eldridge

1. No report

New Business/Discussion:

None

The meeting adjourned at 12:33pm.