

**Meeting Minutes  
November 11, 2002**

COA Members Present: Ann Mallinger (Chair), John Novotny (Vice Chair), Jane Eddy Casper, Marie Hegerty, John Kratzer, Mary Jo Kuzma, Nancy Malczewski, Pam Still

Committee Members Present: Felice Green, Lynn Mellantine, Mary Minson

Member Excused: Susan Michaelson

Members Absent: Susan Dalsasso, Margaret Zitzer

Guest: Rita Burns

Ann Mallinger, Chair, called the meeting to order at 1:10 p.m. Ann supplied the reflection for the meeting.

Ann introduced Rita Burns who is the Ombuds for the University. Rita gave a brief summary of what her position as Ombuds will be since it differs from a classic Ombuds. She will be an organizational Ombuds who is a designated neutral within the University. On an informal basis, Rita will address areas of concern raised by employees, answer questions, deal with complaints and be generally someone that employees can talk to off the record. She will be able to make general recommendations for fairness across the University but will not be making administrative or managerial decisions. Due process mechanisms will still be in place so Rita will not be involved in any process involving settlement of any type of issue so that her position as Ombuds will not be compromised. Rita will be identifying recurring

issues to address before they become major issues. She is not part of a management chain, but more of an independent entity. When dealing with issues, she will not take sides, make decisions or change policies and/or procedures. Her work will be highly confidential. Any discussions that she may have with employees would only be revealed if the employee gives their approval.

Rita's background includes ten years in higher education, a doctorate in Theology from Marquette, an investigator for the Equal Employment Opportunity Agency, graduation from the Dispute Resolution program at Marquette and private practice as a mediator. With her background, Rita feels she is a perfect fit for the Ombuds position.

Rita is currently housed in O'Hara Hall, but a search is underway to identify a permanent office space for her. She will be working twenty-four hours per week. The days she will be available are Mondays, Tuesdays and Wednesdays. She hopes to be in a new office location by no later than December 1, 2002.

John Novotny suggested that Rita might wish to contact the Center for Ignatian Spirituality and the Counseling Center for information regarding issues that affect the Marquette community in general.

## I. Subcommittee Reports

### A. Nominations, Appointments and Elections (SNAE)

Election ballots for various positions with COA will be mailed out sometime between November 15 and 18, 2002. Individuals who are on the ballot for the two positions of At-Large Representatives are: Paul Anderson, Susan Michaelson, John Novotny, Amy Ramminger and Pam Still

Individuals who are on the ballot for the position of Representative from the Office of the Provost are: James Bretl and Alexander Kaleta

Individuals who are on the ballot for the position of Representative from the Office of Administration are: Annette Conrad, Kathy Falk and Stephanie Zimbric

Individuals who are on the ballot for the position of Representative from University Advancement are: Debra Halverson, Don Kynaston and Edward Wucker

## B. Employee Welfare Committee

Anyone wishing to participate in the flexible-spending program will have to enroll this year even if they are currently in the program. The money deposited into flexible spending accounts for one year can be used to offset medical expenses such as copays, eyeglasses, prescriptions, etc.

## II. Old Business

### A. COA Brochure

Jane Casper circulated copies of the COA brochure and By-Laws. She requested that all committee members review the brochure and By-Laws for any possible changes that are necessary. Any changes that are made to the By-Laws would have to be reflected in the brochure. Jane would like to discuss the two documents at the December COA meeting.

Also at the December meeting, the issue of a subcommittee on Administrator Welfare should be discussed. The By-Laws reflect that there currently is no subcommittee on Administrator Welfare, while the brochure indicates that there is. We need to discuss whether it is beneficial to have a formal subcommittee on Administrator Welfare. If it is determined that we should have a welfare subcommittee, the By-laws will have to be changed. Pam Still was disturbed about not having a subcommittee on Administrator Welfare at the time that it was eliminated from our By-laws.

## III. New Business

#### A. Meeting with Cindy Bauer (Ann Mallinger/John Novotny)

John reported that Cindy Bauer feels there is a growing recognition regarding the importance of communication within the University. It may be beneficial to have an orientation program in place to focus on communication skills across campus. The new employee orientation program is top notch; however, it might be useful to have a refresher orientation for employees who have been at Marquette for a time. This type of program could possibly be done through the Grow program. If the training is compelling enough, there would be a high level of interest in attending. The current Passport Program aids in expanding communication for those that participate in it. The program gives members of the community the opportunity to have an in depth, behind the scenes review of other departments. The Passport Program enhances the ability of Marquette employees to learn about the functions of other departments.

#### B. Forum on Recycling

Ann Mallinger mentioned that there would be a student forum on campus recycling. It will be held on Tuesday, November 12, 2002 at 4:00 p.m. in the Alumni Memorial Union, Room 227. Pam Still volunteered to attend the meeting and report back to the committee.

#### C. Outlook

Ann Mallinger reported that on December 1, 2002, everyone will need to migrate from their current calendar to the new Outlook calendar. Dan Smith, from ITS, will be doing an overview of Outlook beginning this week. Informational sessions will be held on the following days:

November 12, 1:00 p.m. to 2:00 p.m., Cudahy 128

November 13, 3:00 p.m. to 4:00 p.m., Cudahy 128

November 14, 12:30 p.m. to 1:30 p.m., Marquette Hall 200

November 15, 3:00 p.m. to 4:00 p.m., Cudahy 128

#### D. December Meeting Time

The December 9, 2002 COA meeting time has been changed from a 1:00 p.m. start time to a 1:30 p.m. start time.

#### IV. Other Business

##### A.

Lynn Mellantine reported that training relating to the Compensation Study will be taking place during the second week of December. Anyone who has direct reports should take the training. Lynn has spaces available in the "Improving Customer Service" Grow sessions which are taking place on November 13th from 2:00 p.m. to 4:00 p.m., and on November 26th from 2:00 p.m. to 4:00 p.m. Both sessions will be held in the Henke Lounge. If any departments have key students who would be interested in attending the customer service training, they may participate. Contact Lynn or Faye Otero to register for these sessions.

Spaces are also available for the "Spiritual Growth at MU" Grow session. This session is scheduled for November 14th, 3:00 p.m. to 4:00 p.m. in the Alumni Memorial Union, Room 254.

The meeting was adjourned at 2:35 p.m.

Respectfully submitted,

Nancy Malczewski, Secretary  
Committee on Administrators



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