

SCAN Staff Council Activity & News

You don't have to be Susie Sunshine to give great Customer Service!



Yes, it does help if you have a naturally positive and sparkling, “nothing can go wrong that can’t be fixed” attitude, but even Captain Crabby can have successful interactions with coworkers and customers by practicing a few commonsense tips.

SMILE when you say that, even if you have to fake it at first! Be forewarned, you are more likely to have a pleasant interaction that may cause you to have a REAL smile. Hint: even people on the other end of a telephone can tell if you have a smile in your voice.

OFFER ALTERNATIVES if you are unable to help someone. Instead of just saying “no”, let them know where they can get help and give them the contact information. Hint: avoid acronyms and use the full title of places, or they may not understand where to go.

FIND AN OUTLET for your angst if you experience a problem person or situation. Walk it off, do a little desk yoga, practice kickboxing techniques in the air—do whatever will help you move past the issue so that you do not take it out on the next person you encounter. Hint: venting to colleagues may seem like a good idea, but be sure that you aren’t letting confidential information slip, taking up their time, venting about coworkers, or making it a habit!

LEAVE IT AT WORK and enjoy your time away from it. Nothing brings out Captain Crabby like a night spent stressing over work problems. You have a much better chance of solving them the next day if you have enjoyed—and slept—the night before. Hint: this will benefit your personal life, too!

2008 Meritorious Service Awards

The Meritorious Service Award was initiated in 1986 to recognize staff who consistently demonstrate excellence in their service to their departments and to the Ball State Community. Be sure to congratulate this year’s award winners!

- Academic Affairs: Tracy L. Scott
- Business Affairs: Andrea M. Stuffle
- Information Technology: Pamela C. Wills
- University Advancement: Sandra K. Deffenbaugh

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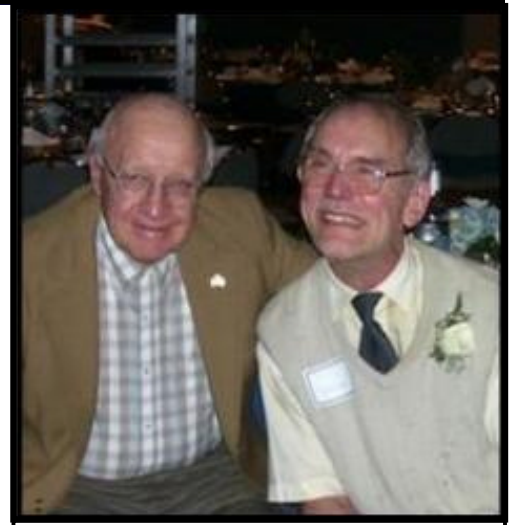


Dan Taylor Receives 2008 A. Jane Morton Award

On April 17th, Marilyn Folkerth stood before guests of the 2008 Staff Recognition Dinner and announced the winner of this year's A. Jane Morton Award. The suspense was riveting, as each and every nominee demonstrated the characteristics the award embodies: exceptional service to their department, to Ball State, and to the greater community.

This year's recipient of the award is Bracken Library's Periodical/Reserves Assistant, Dan Taylor. Dan graduated from BSU in 1969 and has worked for the university the past thirty-seven years. During his time here, Dan has touched the lives of many students, employees, and visitors: whether guest speaking in classrooms or helping library users, Dan's enthusiasm for life inspires all that he meets. When asked to describe what makes him deserving of this award, his support letters included the following comments:

- ◆ Dan is a walking, talking bridge of ambassadorship for Ball State
- ◆ Former students comment about how his spunk inspired them to make a difference in their own and other people's lives
- ◆ He volunteers more than just his time to help others—he volunteers his life
- ◆ Dan uses the challenges of his cerebral palsy and examples from his life experiences to foster the students understanding of working with other people with disabilities
- ◆ He has an optimistic attitude which fosters a work environment of teamwork, loyalty, and motivation
- ◆ Dan is an inspiration to everyone



Dan Taylor (right) with his father, Dave

Congratulations to Dan and to all of the 2008 award nominees! Your service and dedication provide a model for all staff to follow, making Ball State a better place to work and to learn, and our community a better place to live. Thank you all!



2008 A. Jane Morton Award Nominees: From Left to Right:
Rhonda Clark, Susan Bourne, Carol Terry, Danny Taylor, Sharon Woodruff, Charles Scofield

Looking Back and moving forward...

Staff Council Through the Years

Each year, election ballots are sent out to staff in university departments that have openings available for a Staff Council Representative and/or Alternate position. Have you ever been interested in serving on the council, but were unsure what exactly we do? Here is a glimpse of some Staff Council Highlights over the years and a few of the goals we have accomplished in 2007-2008. While several university departments may share credit for the implementation of these ideas, we thought you may find it interesting to learn more about the role you, too, could have in shaping the Ball State community.

1953: Five elected board members hold the very first Ball State University Staff Council Meeting

1956: Staff Council goes on record as favoring the establishment of a Ball State Credit Union

1961: The Council recommends that all staff be issued ID cards (initiated during years of 1964-1965)

1965: Council submits proposal to have retiring personnel paid for accumulated sick time at time of retirement

1971: The university awards employees the Friday after Thanksgiving and a “fluctuating” date as paid holidays, per Staff Council recommendations

1973: Council endorses a University Affirmative Action plan

1980: Proposal for fee remission program for employees’ immediate families (initiated in 1983)

1988: Motion that staff be permitted to use up to five sick days/year for emergency family situations

1990: Council recommends the removal of university restriction that family members must live in same household to qualify for above motion

1992: University approves Council proposal that allows vacation time to be taken in one hour increments

1997: Board approves Council recommendation for a shift premium increase for classified staff personnel

1998: A 50% reduction in the cost of course fees for eligible Ball State retirees is proposed by the Council

2007-2008 Council Recap

This year alone, Staff Council has worked hard to have a positive impact for Ball State employees and the greater Ball State community.

- The Grievance Ad Hoc committee created an FAQ and “Role of Advisor in a Grievance” pages that are now available online at www.bsu.edu/staffcouncil/grievance/ so that all staff can more fully understand the process.
- The Public Relations Committee gathered 1130 items in the Spring food drive to help local families in need. The Holiday Drive collected over 1600 food items and their Fall School Supply Drive helped stock area classrooms.
- *Angel's for Life*, under Kim Hiatt’s direction, helped collect over 900 units of blood in the first four drives!!
- The Council researched RFP’s of staff interest, including: increased Dental Plan benefits, Fee Remission proposals, improved Parking plans, and, let’s not forget—better toilet paper.

We want to thank all of you for contributing your time, service, and materials to make this year a fantastic success! Also, thank you to Zach Mickler and the Research Committee for compiling the Staff Council History in 2006.

Next Meeting

May 15th
1:15 p.m.
Arena Lounge

<http://www.bsu.edu/staffcouncil>

Quick Tech Tip: Clean out your mailbox!

The only thing worse than getting a “mailbox is full” automated email reply is realizing that YOUR email was full and not knowing what you’ve missed. Archive your old emails to keep your mailbox from getting cluttered, or move important emails into document folders. This also applies to Sent Items, and remember to empty your Deleted items! Before you go on vacation, be sure to set up an “Out of Office” reply—this will help keep colleagues from sending repeat emails while you are out. Still need more room? Email the UCS help desk to see about increasing your quota at helpdesk@bsu.edu.

Go GREEN!

Making your office a little more “green” does more than conserve natural resources—it can make you feel good about going into work every day. Here are some of the ways you can benefit while helping our environment:



Get a Plant! Peace lilies and philodendrons will make your desk AND the air more friendly by absorbing airborne pollutants.

Take the Stairs! You will burn calories and give your muscles a stretch, without wasting the power it takes to operate the elevator.

Don’t Brown-Bag your Lunch! It costs you time and money to replace those plastic baggies and paper sacks—it also generates more waste! Make a one-time investment in good reusable containers made from plastics #1,2, 4 or 5—you’ll save money in the long run and keep yourself safe from toxins.

Drink Water Responsibly! Less than 1/4 of all plastic water bottles are recycled each year, and it takes about 1.5 mil barrels of oil to produce them! Get a reusable bottle and fill your body with water, without filling the local landfill!

Save your PRINT button! Try saving items electronically if you need them for future reference; if you have to print it, choose double-sided printing to save paper. Limiting your print jobs can increase your file space and help keep you organized. Resisting the urge to print does more than just save paper—it saves ink! One ink cartridge can take up to 450 years to decompose!!

Scanning the Horizon....no longer in print version!

This will be the last print copy of SCAN sent out to all staff, but we think you will like the new electronic-only version even better! The change will bring these benefits:

- More timely news reporting
- More current resource opportunities
- A more appealing design that allows color and images
- The ability to follow links for more information on issues and topics
- More consistent delivery to meet your expectations
- Save paper (over 1700 pages for each printing!), ink, and a huge amount of time
- Article contributions from more staff writers

Whenever a new issue of SCAN is ready for you, you will receive an email that includes issue highlights and a link to the SCAN Archives. Just click on the current issue and you’ll be privy to all of the Staff Council Activities and News in .pdf format. Please note: Staff personnel who do not have Outlook accounts will continue to receive SCAN in print.

Questions or comments? Please email the editor Kathleen Pickens-French at kepickens@bsu.edu

