

Bring your tools and join other HR professionals in

Building a Promising Future from a Strong Foundation

Join your Southern Region CUPA-HR colleagues in Savannah, Georgia, March 24 - 27, 2002,
to learn new techniques for building or reinforcing your HR programs, skills, and professional networks!

✂ Early Bird Session

Sunday, March 24 9 am - 5 pm

“Understanding Human Resources within Higher Education”

Learn how to thrive in a higher education HR environment! Past CUPA-HR national presidents have designed - and will lead - this full-day workshop to explore considerations specific to HR services in colleges and universities. Part of the workshop will examine four current and emerging campus HR roles. A videotape presentation on how to become an influential campus member also will be included during the workshop.

✂ Timely keynote speakers

Lynne Lancaster, co-author of *When Generations Collide at Work*
Emory Austin, CSP, CPAE, on change management and risk-taking in HR

✂ Evening out for “retooling” on the Savannah River

Step off the hotel dock and join conference participants for a sternwheel riverboat cruise on the Savannah River as you see a view of historic Savannah that you’ll never forget! Enjoy a dinner cruise and live entertainment for both listening and dancing pleasure - and, of course, enjoy more time for networking!

✂ Specialized discussion groups

Two sessions will offer discussion opportunities according to specialty areas:

- 1) by functional specialty - employee relations; compensation; employment/affirmative action; training and development; and benefits; and

- 2) by size and type of institution - community colleges; small private universities; large private universities; small public universities; and large public universities.

✂ Relevant concurrent session topics

- Detecting false claims of college credentials
- Impact of domestic violence on employee safety
- Effective training games and techniques
- “Sick” buildings and related HR issues
- Anti-harassment law v. free speech and due process rights
- Competency-based performance development process
- Structuring buy-out severance plans
- Internet recruiting
- Salary equity issues
- Workforce planning
- Harassment training
- Change management
- EGTRRA and pension reform
- Long-term care insurance
- 529 college savings plans

✂ Register now! ✂

For detailed information on conference programs online also by visiting
<http://www.cupahr.org/smrf.htm>

CUPA-HR
Southern Region Conference



Savannah, GA
March 24-27, 2002

Member News

Welcome to **Tom Casey**, Director of Human Resources at the College of Charleston in South Carolina. Tom has made a career of human resources in industry, spending about half of his 30 years in HR with Johnson and Johnson. Tom began his duties January 2. Welcome to the university environment and to CUPA-HR, Tom!

Congratulations to **Sara Phillips** on her appointment as Acting Vice President and Executive Assistant to the President at the University of Tennessee. Formerly Assistant Vice President for Human Resources, Sara retains her HR responsibilities as University Safety Officer, coordinator of the statewide safety program, and coordinator of the Employee Relations Board; she also retains oversight for the university's Trademark Licensing Program. Sara served as the chair of the CUPA-HR Southern Region in 1994-95 and as President of National CUPA-HR in 1997-98. Primary HR responsibilities for the university were assumed by **Sylvia Davis**, Vice President of Budget and Finance.



Chapter News

The **Kentucky Chapter** is planning its Spring 2002 conference April 24 - 26 in "The Derby City" of Louisville at the Galt House Hotel. The conference theme will be "Hitting HR Home Runs!" Conference participants may choose among topics that include: commitment in the workplace; effective communication; and a review of the book **Fish**, which focuses on how to boost employee morale and improve results. Group outings include the Louisville Slugger Museum and Caesar's Palace of Indiana. For more conference information, contact Maribeth McBride at maribeth.mcbride@wku.edu.

The **Mississippi Chapter** held a successful annual conference on November 14 - 15, 2001, in Jackson. According to chapter president Callie Johnson (Alcorn State University), "the presenters were dynamic, the attendees were very enthusiastic, and the vendors were very supportive" about the conference program "Human Resources as a Strategic Partner: An Expanding Role in the Institution." The chapter had focused on increasing participation by community colleges, and Callie reported "a fairly good mix of universities and community colleges" with 15 of 20 member institutions represented. Election results for 2002 and 2003 chapter officers were announced: President Callie Johnson; Vice President Paul Trussell (University of Mississippi Medical Center); Shellye Espey (Meridian Community College); and Michael Huston (Coahoma Community College). Anyone interested in additional chapter information may contact Callie at: cjohnson@lorman.alcorn.edu.

Our sympathies. . .

. . . to the family, friends and colleagues of **Harold Levy**, former Director of Personnel Services for the Louisiana State University System and Honorary Lifetime Member of CUPA-HR. Harold's November 5th death was reported by colleague and friend Evans Roberts. Evans recalled that Harold was one of the early leaders of CUPA, serving as chair of the Southern Region and member of the National Board and numerous committees. Evans stated how instrumental Harold was in getting members of the LSU System personnel staff and other state universities involved in CUPA and added, on a personal note, "he will be greatly missed." Harold retired in 1983.



Staff Training a Team Effort at Tulane University

The following article is an example of the Southern Region's on-going efforts to make lemonade from lemons! Our thanks to Tulane University's Frank Currie, Director of Staff Training and Development, who suggested the article, and Brad Koski, Program Coordinator of the Center for Workforce Effectiveness, who wrote the article.

As the nation's corporations, businesses, and universities are carefully watching their budgets, the causes of this vigilance are ironically necessitating more training and development. With fewer hires, smaller staffs, and additional workload, employees are asked to perform more and more duties, sometimes leading to quality issues and worker burnout. So how does a university offer training with an eye on budgetary concerns? Tulane University's staff training and development program, The Center for Workforce Effectiveness (CWE), may have some answers.

CWE sprang to life on January 31, 2001. A program that focuses on the complete staff member, CWE provides free classes on topics ranging from intellectual and professional growth to personal well being. Frank C. Currie, Director of Staff Training and Development, says that Tulane's program, with its classes held during work hours, "serves as a means for participants to overcome the emotional and technical obstacles they sometimes face in pursuing conventional academic coursework. Not only can our staff improve its work-related skills at work, but they can also attend sessions to help them overcome professional and personal stresses."

Classes are voluntary and cover a diversity of topics, such as Microsoft Office programs, web design, medical terminology, Evelyn Wood Reading Dynamics, coping with grief, stress management, smoking cessation, conflict resolution, personal finance, and nutrition. In 132 sessions, attendance totaled 1,416 participants on Tulane's Uptown, Downtown, Primate Center, and Huey P. Long Hospital campuses. This represents an unprecedented impact of approximately 26% of the Tulane staff constituency.

The Center for Workforce Effectiveness is Tulane University's first sustained

training program for staff. Receiving support and guidance from top administration and the Staff Advisory Council, CWE has come a long way in its short life. It maintains its own website (<http://cwe.tulane.edu>), it has a course evaluation tool in place, and it actively recruits Tulane faculty and staff to aid in instruction. Though it is only a year old, it is busy preparing new ideas for the future, such as non-federal grant-writing classes.

Tulane University's program is training not only individuals; it is also training departments. CWE recently launched an eight-week CPT Coding and ICD9CM certification-preparation course for its Physician's Billing department in the Health Sciences Center. The training concentrates on the department's main function - billing and its coding process - and will serve as a model for future departmental training. Though the areas of expertise will vary with each department, CWE's long-term goal is to observe a measurable improvement in departmental performance and efficiency.

How does Tulane keep down operating expenses? Frank C. Currie says, "We look in our own backyard for the answers. Since Tulane attracts such highly talented faculty and staff, we ask them to volunteer their services. A professor of Social Work has taught a series of classes in conflict resolution. Our vice president of development will teach a course about fund-raising." CWE's program coordinator, Brad Koski, is also an adjunct English instructor at Tulane, so he teaches grammar and writing classes for staff. "When we have so many leading professionals on campus who are willing to volunteer, why pay outsiders who don't hold the same stature?" asks Brad. CWE also involved Tulane's Industrial Psychology department in designing a course evaluation. The department will provide CWE with a more involved program evaluation that will analyze the long-term effectiveness of the training. These cost-cutting strategies, along with CWE staff members' design and instruction for many of the classes, allow Tulane to train its staff while minimizing costs. "It's been a team effort," says Mr. Currie.

Member

SPOTLIGHT

Sandra Young

Director of Human Resources at Savannah State University



If you want to meet the personification of 'enthusiasm,' be sure to introduce yourself to Sandra Young, Director of Human Resources at Savannah State University and host committee chair for the Savannah 2002 CUPA-HR Southern Region conference.

Sandra brought her HR energies to the academic world three years ago after spending 20+ years in local government and private industry. ("Just say '20 plus' years - I don't want to age myself!" Sandra quips.)

Although relatively new to university HR work, Sandra is very familiar with university student work. Sandra earned her B.S. and M.P.A. degrees from Savannah State and her doctorate in educational leadership from the Fielding Institute in Santa Barbara, California. Sandra served for seven years as Executive Director of Human Resources for Chatham County Public Schools, Savannah's public school system with approximately 4500 employees.

As SSU's HR director, Sandra's first energies were devoted to securing a federal grant to establish a training component for the university. Sandra is justifiably proud of her accomplishment. "I applied for a Title III grant and started the 'SSU Training Academy' after only 6 months on the job!" Sandra says she wanted to do something to develop the skills of the support and administrative staff members, as well as to provide them with career growth opportunities. Sandra's program now offers about 12 on-site workshops each year and also gives employees the opportunity to attend off-site conferences. "I'm very happy with the success of the program. It has been very well received, from the president's cabinet on down."

Listening to Sandra describe the work required to establish and maintain the grant program - as well as to perform her other HR duties - one wonders if she has energy left for a life beyond the university. Well, just like the Energizer bunny, Sandra's energy just keeps going and going and going! She is involved with a national sorority, with church activities, and serves on several boards. "That may not sound like fun, but I really enjoy it!" Sandra says, adding "I guess because my son is an adult, I have time to do all these things."

We're glad Sandra has found time for CUPA-HR! She first became involved in CUPA-HR at the suggestion of her vice president for finance and business. Sandra's testimonial for the benefits of conference participation would rival any you've heard for other products and services. "Networking has been one of the most rewarding benefits of

CUPA-HR, as I get to talk to others who are trainers and who actually have real training departments in place! And the workshops! They are wonderful ways to get ideas of best practices in our field!"

Although she has attended past CUPA-HR conferences, this is the first CUPA-HR leadership role Sandra has undertaken. She approaches this role with great enthusiasm, and she says she has one definite goal in mind as conference host committee chair: "We want you to have the best 'goodie' bags that you've ever had!" Sandra is working toward this goal with other host committee members: Ellen Struck (Armstrong Atlantic State University); Eunice Glover (Clayton College and State University); and Susan Norton (Georgia Southern University). Given her enthusiasm and positive attitude, Sandra is sure to deliver on her promise to "make the conference a really wonderful experience for all participants."

Make your reservations now for the March 24 - 27 conference - and be sure to meet Sandra for an extra dose of enthusiasm!

CUPA-HR Retirees' Reunion

Interested in keeping in touch with your fellow CUPA-HR retirees? Here's your opportunity! The 2002 reunion for CUPA-HR retirees will be held on April 25 and 26 in Branson, Missouri. The reunion is being coordinated by **Lionel C. Skaggs**, retired Assistant Vice President at the University of Alabama - Birmingham and CUPA-HR Honorary Lifetime Member. Reunion details, brochures and registration information are available by calling Lionel at 1-501-521-1053 or by e-mailing lskaggs3@aol.com.

LOOK AHEAD...



... to future Southern Region conferences, and make plans to attend!

2003 – Clearwater Beach, Florida

2004 – Greensboro, North Carolina

2005 – Mobile, Alabama

2006 – Knoxville, Tennessee

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