

**Minutes of the Council of HEOs  
October 26, 2012**

**Call to Order:** The first general meeting of the Council of HEOs for the academic year 2012-2013 was called to order by Vice President Nilsa Lam at 12:10 p.m. in room 630T.

**Members Present:** A list of members present appears at the end of this document.

**Adoption of Agenda:** A motion to adopt the day's agenda was made by Adam Stone and seconded by Helen Keier. Motion carried.

**Approval of Minutes:** A motion to approve the minutes of the April 20, 2012 general meeting with minor corrections was made by Kinya Chandler and seconded by Adrian Peters. Motion carried.

**Announcements:**

Ms. Lam welcomed everyone to the first meeting and invited all new HEOs to introduce themselves. Six new HEO colleagues introduced themselves: Simone Clemente, Student Affairs; Nikki Hancock-Nicholson, Provost's Office; Christian Luperon SEEK; Natalya Petroff, FYE/SASP; Suroojnarine (Darryl) Singh, Sponsored Programs; and Adam Stone, Registrar.

Members of the HEO Executive Board also introduced themselves.

**Old Business:** None.

**New Business:**

Kevin Hauss, the new Executive Director of Human Resources, updated the HEO Council on recent changes to HR and Payroll. Mr. Hauss has been with John Jay for about seven months and is interested in an interactive relationship with the HEOs. He plans on holding information sessions to help all members of the John Jay faculty and staff learn more about how HR functions, such as all of the steps involved in job postings from start to finish. It is particularly important for people to know and understand the role that CUNY Central plays in the job posting process.

Mr. Hauss' three areas of focus right now are as follows:

1. To Update/Fix
2. To Maintain
3. To Progress

To Update/Fix:

- Some of the issues addressed right away is getting up to date with overtime payments and addressing negative sick-leave balances. Mr. Hauss has been meeting one-on-one with those affected.
- In addition, his office has been reaching out to those who should have become part of Tier IV before the deadline passes and those people get stuck in Tier VI with inferior benefits. He also hopes to improve work processes and have his entire staff adopt a renewed focus on customer service.
- Ms. Hauss noted that the freeze on merit increases is still in place, and CUNY has indicated it will likely remain so until at least 2014.

#### To Maintain:

- Mr. Hauss meets regularly with the HR directors from the other CUNY campuses.
- He is looking replace some HR staff who have left recently to make sure staffing is adequate, and possibly to add some new HEO positions.
- He plans to provide staff development training within HR to make sure they are knowledgeable in all needed areas. He has found the staff very knowledgeable about CUNY policies and procedures and would like them to be equally knowledgeable about things like the Family Medical Leave Act, the Americans with Disabilities Act, and other similar federal laws and regulations that pertain to the HR function.
- Updates to the HR web site are also in the works.
- He plans regular meetings with the heads of each of the divisions and some of the key departments on campus.

#### To Progress:

- Mr. Hauss has many ideas he wishes to implement. Once that is done, he will reach out to hear the ideas of others. He plans to have a very interactive relationship with the HEOs and would welcome the opportunity to return in the future to meet with the HEO Council.

#### Questions from the Council:

- ADI time and leave tracking for College Assistants: There are no updates.
- Reclassification: Last year, the HEO Screening Committee met in April, and reclassifications took effect in July. Mr. Hauss met with one HEO whose reclassification was delayed by two years, and he was able to work things out so the reclassification took effect retroactively. There was some concern expressed that the reclassification process is problematic, and reclassifications are often delayed because the administration opts not to meet on a regular schedule. Kinya Chandler invited Mr. Hauss to come to a meeting of the HEO Council Executive Board to discuss how the reclassification process can be better operationalized.
- In closing, Mr. Hauss emphasized that he values transparency and communication, and invited the HEOs to email him with any questions or concerns they may have.

Anne Lopes, the Dean of Undergraduate Studies, addressed the HEOs regarding the changes to the general education requirements.

- Over 200 courses are in the process of being mapped to the Student Learning Outcomes laid out in the new general education requirements. Many faculty worked throughout the summer

on course development. The Gen Ed subcommittee meets weekly now, as the process of course approval is rigorous.

- Impact on HEOs: We won't know until December exactly which courses will be approved and ready for students to take them in the Fall 2013 semester. Since Fall 2013 registration begins in April, this means the period from December through April will be challenging for HEOs in some areas, such as Registrar, Academic Advisement, Student Academic Success Programs (formerly FYE), etc.
- Dean Lopes feels this will be the most exciting gen ed curriculum John Jay has ever offered to its students. Some examples are Chemistry of Cooking and Liberal Arts Math.
- Dean Lopes welcomes questions from the HEOs regarding the new gen ed program and notes she is most easily reached via email.

**Adjournment:** A motion to adjourn was made by Kinya Chandler and seconded by Adrian Peters. Motion carried. Meeting was adjourned at 1:10 p.m.

Members Present:

Auld	Daniel
Carrington	Janice
Chandler	Kinya
Clemente	Simone
Crespo-Lopez	Sylvia
Czechowicz	Christina
Do Rosario Delgado	Brenda
Doney	Michelle
Fradkin	Faina
Hancock-Nicholson	Nikki
John	Zay
Johnson	Herbert
Kaci	Agron
Keier	Helen
Kemp	Jerylle
Kyriacou	Angelos

Lam	Nilsa
Laudando	Christopher
Leebens	John
Luperon	Christian
Macaluso	Rosalie
Mendes	Susy
Moreno	Virginia
Odonnell	Irene
O'Neill	Alicia (Rose)
Onorato	Tiffany Basil (Adrian)
Peters	Natalya
Petroff	Michael
Rohdin	Sandra
Rutherford	Rosann Suroojnarine (Darryl)
Santos-Elliott	Adam
Singh	Premwati
Stone	Cherryanne
Sukhan	Janet
Ward	Barbara
Winter	
Young	

Minutes respectfully submitted by Michele Doney, HEO Council Secretary

## Human Resources

### Update

### Maintain

### Progress

#### The Management Team

Executive Director of HR, Kevin Hauss	237 8512
Director of HR Operations, Gulen Zubizarreta	237 8469
Benefits Manager, Carrie Dehls	237 8504
Employment Manager, Ayana Murray	621 3768
HRIS Manager, April Chester (starts November HR4U	646.557.4748

#### Progress so far:

**We have done work and continue to do work on HR Infrastructure; process and staffing**

#### Customer Service

- Meetings in HR regarding customer service and how to provide it
- Developing HR staff including management
- Emails from campus community
- Overall Satisfaction increased by 11%
- Review of process
- Creating a culture in HR that values service – understanding our role

#### Bravo Employee Summer Institute

- Participation level increased to over 255 participants

#### Wellness Fair

- Doubled participation this year (from approximately 40 to over 80)

#### Training & Development

- We are committing to training; Central Office programs: Fundamentals of Supervision with 8 John Jay participants, Foundations of Management with 5, Management Styles to be determined, more outreach than ever
- Internal Training and Development Opportunities
- Organizational Development Initiatives
- Information Sessions: Search and Selection with Diversity and Compliance Office
- Time and Leave

#### Campus Job Postings

- We will advise the community once every two weeks of the jobs we post

**Employee Engagement:** Increase participation

**TAM:** Search and Selection

**Meetings with Departments:** Provost, Business Operations