

Spirit

A newsletter for faculty and staff

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Mission heroes, economic woes highlight Staff Assembly event

Staff Assembly's Fall Open Meeting was a smashing success, with one of the largest turnouts in recent memory. Vice presidents, Jesuits and staff from all divisions of the University took in the morning's agenda, which included outstanding service awards, survey results and an engaging presentation by School of Business Professor **Kent Hickman** on the state of the economy.

Associate Vice President for Mission **Raymond Reyes** introduced this semester's three recipients of the Outstanding Service in Support of Mission Award. Nominated by peers, students, faculty or staff members, the award recognizes those who exemplify the ideals of the University's five mission areas: service, faith, leadership, justice and ethics.

Bill Kostelec, this year's Staff Assembly vice president, led discussion on the compensation and benefit survey. Results showed that Gonzaga employees feel the most important benefit is health care and that most are generally satisfied with their benefits overall. Nearly all employees (90 percent) reported that their workload has increased significantly, with new buildings, new students and new faculty adding pressure to their positions.

Kostelec urged people to view Gonzaga's situation alongside the national economy. "The American workforce has had significant increases in productivity over the last several years, but wages have not increased to match," he said. "What we have to do as a staff is turn away from self-interest and work together to preserve the health of our community."

Molly Pepper, associate professor of business, and **Linda Tredennick**, assistant professor of English, presented results of the campus climate survey which analyzed attitudes, experiences and behavior of staff



Mission award recipients **Bob Cepeda**, **Stacey Chatman** and **Rocque Conceicao** share a desire to serve others.

on issues including diversity and job satisfaction. Specific results can be found on the Web site. (Search on 'campus climate.')

With a 36 percent response rate, the survey showed that staff believe the University's policies and environment generally support diversity and diverse interactions. The highest level of negative diversity-related experiences came from GLBT respondents, followed by AHANA (African-American, Hispanic, Asian, Native American) employees, employees with eight or fewer years of working at the University, and non-Catholics. Generation X employees, those between the ages of 28 and 43, also have the highest level of negative experiences with diversity and the most difficult time maintaining a healthy work/life balance.

The morning was capped off by **Hickman**, who compared the current financial meltdown to the "basketball meltdown" he experienced when coaching his daughter in AAU basketball. "They were both created by a lack of faith," Hickman said. "My daughter must have had a perverse belief that I was out to make her a worse basketball player so she, I guess, had a lack of faith in me. The same thing can be said for our economy. Bad loans were made, no one wanted to be held responsible for their actions and so now we, as citizens, have a lack of faith in our economy."

Hickman's explanation for why the economy has tanked is simple: "It's an incomplete list of the unknowable," he said. "Anyone who tells you they know exactly why this happened should make your B.S. sensor go off. The good news is that no one really knows."

Hickman did identify activities that have contributed to the current crisis, including the real estate bubble, incentives combined with greed, financial gimmicks and so on.

Attributes of our Mission Award winners

Bob Cepeda, associate director of campus public safety and security

- True mentor to Gonzaga students, through fireside chats and personal counseling
- Committed to ensuring the safety of our students, faculty and staff
- The face of Gonzaga when bad things happen – and yet represents the best that the University offers

Stacey Chatman, assistant director of graduate admission in the graduate school of business

- Woman of faith who willingly serves students, faculty and staff
- Strong sense of justice, helping others achieve their goals
- Leads by example with impeccable ethics and integrity

Rocque Conceicao, groundskeeper in plant services

- Gentle person of profound quiet faith and goodwill
- Instrumental in the rescue of two fledgling red-tail hawks who fell from their nest in the tallest tree behind College Hall
- Welcoming smile and kind words for students, faculty, staff and visitors to campus

Progress report on the transition to performance-based compensation

In March 2008, the Cabinet decided to significantly change the performance management and compensation systems. New performance review forms were made available and training was held for supervisors and employees last spring and summer. As was promised, feedback was gathered during the process, and now as a result a number of changes have been made in how the University will design its new performance management and compensation systems.

Originally, the Performance Management Workgroup recommended two pilot scenarios for 2009. The first pilot group was to explore an option in which the entire salary increase would depend on an employee's annual evaluation score. The second group would receive part of its salary increase – 2 percent, for instance – across the board, with eligibility for an additional raise based on performance.

The community expressed consistent concern, both in feedback sessions coordinated by Human Resources and in the Staff Assembly Compensation and Benefits Survey, that the first scenario would not be a good fit for our culture. The Cabinet agreed, and no further engagement with the first option is planned, said **Dan Berryman**, assistant vice president of human resources.

The pilot groups and all other staff with annual salary increases planned for June 2009 will be treated the same way: using the across-the-board method. Additionally, the pilot groups will go through a simulation in which a merit increase is calculated based on performance, but no merit pay is administered. The pilot exercise will be a simulation only. This allows the process itself to be evaluated, and provides a chance to assess its fit with Gonzaga's culture. Any reference to merit pay in 2009 is for

evaluative purposes only.

The work group, Human Resources and the Cabinet will continue to assess feedback in this coming fiscal year, and the Cabinet will decide whether to move to university-wide implementation of performance-based salary increases effective in 2010 as originally planned, or to continue evaluation of the proposed changes.

The vice presidents and deans are hosting informational updates and feedback sessions for their staff. Human Resources facilitates these sessions and will create a summary of the common themes. This summary will be available to the entire community and will be used by the work group in its efforts to develop a system that meets the needs of the Gonzaga community.

AROUND CAMPUS

- The offices of the Dean of the Gonzaga-in-Florence Program and of the Dean of the College of Arts and Sciences are co-sponsoring an interdisciplinary conference on the interplay of philosophy and literature, entitled *Word and Disclosure: Philosophy/Literature*, Feb. 19-21. The conference will be hosted by our Florence program at the Florence campus. Both GU and non-GU faculty will participate.

- The bid by Gonzaga faculty members of Phi Beta Kappa to create a chapter of the nation's oldest honorary society did not succeed. Concerns cited by Phi Beta Kappa included the University's foreign language requirement.

- The Wellness Committee Christmas Luncheon will take place 11:30 a.m.-1 p.m. on Dec. 10, at the Cataldo Globe Room. Light lunch and holiday treats to be served. Deanna Davis of Applied Insight, a life coach and alumna of Gonzaga's doctoral program in leadership, will speak about ways to reduce stress in your daily life.

- The Foley Center Christmas Party will be 2-4 p.m., Dec. 16. Rather than the traditional baskets raffle, Foley Center staff will support GU alumni serving in Iraq and the Second Harvest Food Bank. In place of the baskets and employees spending money on raffle tickets, attendees are asked to donate food non-perishable food. Cash donations are welcome.

- The ROTC Christmas Party is at 2-5 p.m., Dec. 18, College Hall, Room 045. Bring non-perishable food or cash donations to support the ROTC Christmas Food Drive for the Second Harvest Food Bank.

Giving out your password? A big no-no

Gonzaga has been discovered – and in this particular case, that's not good news. Spammers have taken a renewed interest in Gonzaga, using phishing scams to gain user names and passwords, and parlaying those e-mail accounts into hundreds of thousands of unwanted messages across the internet.

A recent phishing message was sent by scammers claiming to be Gonzaga's IT team. A few individuals fell for it and supplied their user names and passwords.

"Never give anyone your password, not even me," said **Tom Buck**, senior system administrator for Central Computing. "You know how, once you get your first spam, you always get more and more? Well, once we fell for our first phishing scam, there's no stopping it."

Yahoo, Microsoft and Google take such breaches seriously. In order to protect their own servers and users, Yahoo and others have threatened to blacklist all Gonzaga e-mail. In a couple of cases, Gonzaga e-mail has been blocked for two or three days. Students suffer the most when this happens, Buck said. A Yahoo e-mail may be their main link of communication with parents or friends in other parts of the country.



Illustration by Eric Cunningham

Spoofting is more unwanted attention from spammers. If you see a message undeliverable in your inbox for an e-mail that you didn't send, that is a spoof. A spammer has inserted your e-mail address in the 'return-to' box for spam. That way, if a system filter kicks back a piece of spam, it doesn't clog up the spammer's in-box. It clogs up yours.

The best solution to spam-related problems? Change your password regularly. And keep your password to yourself.

NOTEWORTHY

New Hires:

Mary Ayers, program assistant III, Organizational Leadership; **Pamela Blick**, senior auto CAD/tech system coordinator, Plant Services; **Sarah Brooksmiller**, program assistant III, Athletic Development; **Patricia Burns-Hart**, program assistant III, Unity House, **Megan Drew**, secretary, School of Education; **Jeffrey Geldien**, development officer, School of Law; **Timka Harchevich**, custodian, Plant Services; **Gregory McGuire**, A/V tech supervisor, Campus Services; **Melissa Schlenker**, office assistant, Human Resources; **Joe Veliz**, administrative secretary II, Dean of Students.

Goodbyes:

Mike Baisch, assistant director of alumni association, University Relations; **Maureen English**, assistant to project manager, Sexual Assault; **DaVina Hoyt**, intercultural relations specialist, Unity House; **Jackie Perron**, custodian IV, Plant Services; **Sean Stanelun**, A/V tech supervisor, Campus Services.

Promotions/New Assignments:

Melissa Heid, program coordinator, ISP/ESL; **Daniel Marx**, computer lab and web coordinator, School of Education; **Amber McKenzie**, marketing and graduate program manager, ISP/ESL; **Molly Spilker**, on-call secretary, VP Student Life.

Anniversaries:

30 **Shari Rasmussen**, associate registrar, Registrar's Office.

25 **Matt Bafus**, groundskeeper V, Plant Services; **Gail Jennings**, sr. faculty assistant, Religious Studies;

Sherry Oberst, associate director, Financial Aid.

5 **Sharon Griffith**, counselor, Financial Aid.

Cradle Call:

Emily Nelson, counselor, School of Law, and husband Mark are the parents of Derek. Born Oct. 23, he was 7 lbs 15 oz and 20 inches; **James (J.D.) Thayer**, professor, English, and wife Phaedra are the parents of Gwyneth. Born Oct. 29, she was 9 lbs 1 oz and 20¼ inches.

Focus On ... Fleet of foot

Three Gonzaga faculty qualified for the Boston Marathon through their performance in the Tri-Cities Marathon in October: **Lisa Bradley**, assistant professor, law; **Mia Bertagnolli**, associate professor, biology; and **Shannon Overbay**, associate professor, mathematics.

"It was a great team effort and we're delighted with our results," Bradley said. Bertagnolli will run the marathon this spring, Overbay the following spring, and Bradley is undecided. Qualifiers are eligible for two years.

They began training together last spring as the Gonzaga Corporate Team for Bloomsday. Despite a stress fracture in Bradley's foot, they finished second in their division. All three are experienced runners with high school, college and competitive running backgrounds.

Bertagnolli has run two Ironman races.

Rain or shine, these women are out there running, setting goals and "solving all sorts of problems on our long runs," Bradley said. The training is hard, they agree, but having one another's support makes it more fun. They value the chance to interact with other departments on



Marathoners Lisa Bradley, Mia Bertagnolli and Shannon Overbay

campus and share a friendship founded in common goals. "There's always the Olympics!" Bradley said. For now, they'll focus on training for Boston and winning their division in Bloomsday.

Montserrat Retreat

University Ministry is reorganizing the sole retreat offered to faculty and staff. The Montserrat Retreat (formerly called the Spiritual Exercises) will take place Jan. 7-9. It serves as both an introduction to and a continuation of individual experience with the Spiritual Exercises of St. Ignatius. "The Spiritual Exercises are called that because they are work," said Father **Craig Hightower**, S.J., coordinator of the retreat. "We have a thinking faith; we have an intelligent faith; and we have a loving God. Tying those things together is important for us."

With 12-15 participants, the retreat is an intimate environment, cultivating silence and the vision of finding God in all things. Why the new name? The Montserrat Retreat has acquired the name based on the three days that St. Ignatius spent before Our Lady of Montserrat in Spain, the experience which propelled his conversion from "serving as a soldier for an earthly king, to serving as a soldier for his Heavenly King," said Fr. Hightower. Applications for the retreat are available in University Ministry.



A statue of Our Lady of Montserrat now adorns the University Chapel. A gift to the university by Regent and alumnus Joe and Gena Columbus, the statue was created for Gonzaga in Catalonia, Spain. A dedication ceremony for the statue will take place this spring. Under construction in Marion Hall is a chapel incorporating a photograph of the statue.

Good-bye to paper bills

Student Accounts' move to paperless billing only has been a long time in coming, according to **Carolyn Boese**, assistant director. For years paper and electronic billing have gone out simultaneously. A transition this fall to new software allowed Student Accounts to finally say good-bye to paper billing.

The change will not only save trees; it will save a significant amount of labor and money. "We send out more than 30,000 bills in a year. The postage alone is huge, not to mention the cost of paper, the wear and tear on our printers – and the labor," Boese said. "And electronic billing is environmentally responsible."

One challenge in the process: ensuring that late-registering students are issued their Gonzaga email accounts quickly enough that they receive their initial billing in a timely way.

A few exceptions will be made. ESL and international students will still receive paper bills.

ZagAlert adds to emergency capabilities

The 2007 Virginia Tech shootings caused college administrators everywhere to rethink their response to a potential catastrophic event. Gonzaga was no exception. After more than a year of fact-finding, the University has purchased an emergency notification system, which we call ZagAlert.

The ZagAlert system will be used only upon the University's confirmation of a significant and dangerous emergency on campus. Within minutes it can send text messages to cell phones, voice messages to office and residential phones, and e-mail messages to both primary and secondary addresses.

Gonzaga has intercom systems in most classrooms, an outdoor loud-speaker system, the audix phone-message system, a recorded emergency message line and our Web site to use in emergency communications.

The University is asking students, faculty and staff members to log into <http://zagweb.gonzaga.edu> and update their contact information. The system allows community members to opt-out at any time.

"It is our hope that we never need to use the capabilities for the purposes for which they are intended," said **Chuck Murphy**, Gonzaga vice president for finance. "However, this system ensures that we can contact most people within our community with a quick response to a serious situation, if ever needed."

Expand your horizons – not your waistline – at Rudolf Fitness Center

In an effort to introduce more students, faculty and staff to the many different types of classes available at the Rudolf Fitness Center, Director Jose Hernandez and his staff created a first-of-its-kind incentive: the 10-class pass.

"We do it for people to have an opportunity to go out and be active," Hernandez said. "We offer 15 types of classes: x-biking, yoga, hip hop, core 'n strength, with 34 sessions."

For just \$10, anyone with a Gonzaga ID can participate in any of the Center's non-credit fitness classes. The classes are offered Monday through Thursday, from sunup to sundown. "We want people to be able to get, or to stay, in shape," Hernandez said. "One day they can take a yoga class and the next day they can try X-biking. My hope is that when they try the different classes, at least one will really resonate with them and they'll stick with it."



Dustin Duvanich and Sarah Reijonen work out at midday.

Most classes are 50-minutes long and are taught by certified instructors. For a complete class listing and times, visit www.gonzaga.edu/Athletics/Rudolf-Fitness-Center/FitnessClasses/Fall-Session-2.asp.

Hernandez plans to offer the 10-class pass again during the in spring semester.

UR living the mission with year-long Logan project

University Relations has embarked on a year-long service project, supporting Logan Elementary School. The initial event, Logan Appreciation Day, was held in October with a surprise presentation to teachers and staff, complete with coffee and donuts donated by Sodexo and Donut Parade. Sixty-eight ZagBags, brimming with books, GU T-shirts, Be Inspired posters and other gifts were packed and presented by approximately 30 members of University Relations.

"It was an amazing morning. They were completely surprised – and obviously very touched," said **Amy Walker**, development assistant.

During November, University Relations held a book drive for Logan students, with a goal of collecting a book for every Logan student. Other planned events this year



Members of University Relations helped put smiles on the faces of staff at Logan Elementary School.

include a hat-coat-and-mitten drive and a Logan Night at a GU baseball game.

Last spring, University Relations took on a half-day service project at a community garden. Members of the division were enthusiastic about doing more service work.

"So often in University Relations, we're the ones who receive generous contributions for the University. We felt as a group that it would be wonderful to give back to our community, and that's why we partnered with the Logan school," said **Julia Bjordahl**, assistant to the vice president of University Relations.

Seminary rising

Looking out the front entrance of College Hall, one may wonder, "Wow, what's all that construction about?" The new Bishop White Seminary building is rising fast. Bishop White currently serves 14 young men in the process of discerning their vocation. The new building, to be completed by mid-spring 2009, will provide room for up to 35-40 seminarians. However, the projected numbers for 2009-10 will remain close to 20 due to staffing limitations.

The Huetter mansion, now owned by the University, was preserved for historical purposes and this summer was moved across Addison Street at Sharp Avenue. The old seminary annex, built in the 1950s with single pane windows and concrete block construction, was torn down as it had reached the limit of its useful life. While plans for the mansion's future are not yet complete, it is anticipated that the first level will become a meeting, reception and special dinner venue.