



# Human Resources Newsletter

[mnsu.edu/humanres](http://mnsu.edu/humanres)

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## HR ALL STAR AWARD



## *Congratulations* to Wendy Schuller

Recipient of the  
MnSCU HR ALL STAR AWARD

We are pleased to announce that Wendy Schuller from our office was the recipient of one of the prestigious MnSCU HR All Star Awards. Wendy was nominated and received the award for her dedication and unmatched customer service skills.

As her nomination reads: ...you simply cannot put a value on the human side of customer service, particularly someone like Wendy, whose dedication and patience are unmatched. Wendy spends her day responding to countless emails, phone calls, and walk in customers, all the while displaying extraordinary patience and genuine people skills. On top of that, she supervises our student workers, records Article 22s, and assists our Benefits Administrator with the orientation of new employees, questions regarding insurance plans, pre-tax programs, and disability claims.

Unless you have done her job, you simply cannot appreciate the difficulty and level of challenges involved with handling the never-ending questions (and sometimes even demands) of countless customers, not to mention providing support to eleven other women. No matter what she is doing or how many times she has been interrupted, Wendy looks up with a smile and genuinely asks, "May I help you?". She inherently treats everyone like a truly valuable individual and relates to them, be it on the phone, in conversation, or in writing, as if they were the only person in the world. She simply gives new meaning to the term "customer service".

*Congratulations Wendy and Thanks for all your hard work!*

## WE COULD NOT DO IT WITHOUT OUR STUDENTS!

As many of you know, our offices and departments simply would not be able to function without the much needed support provided by our student workers. Here in Human Resources, we are very fortunate to have such a talented and dedicated group of students who help keep our office running smoothly. Every day they perform numerous duties including front-line support, customer assistance, special projects, and of course, have all taken their turn at the never-ending task of filing! In addition, they bring fresh perspectives, great personalities and remind us what Minnesota State Mankato is really all about! We would like to express sincere appreciation for the contributions our students make in the multitude of roles they fill. We invite you to read about each of our outstanding students on the following page...



## Meet our students...



**Tahler Dobmeier**, Freshman with an undecided major, from Cokato, MN.

This is my first year in Human Resources and it is quite the experience! I love learning the ins and outs of HR. In my free time I enjoy watching football, baseball, the discovery channel and reading. I also love to play volleyball, workout, and be with friends and family.



**Jill Docter**, Freshman majoring in Social Work, from Firth, Nebraska.

I have thoroughly enjoyed my first year working in the Human Resources department. The people here are very encouraging and understanding; it's like having 13 moms! My favorite part of HR is that I'm constantly learning new tasks and skills. Here at MSU, I'm involved in the forensics team and intramural flag football. In my free time I like to read, be with friends and family, shop, and watch Husker football!



**Farhiya Muse**, Junior Majoring in Community Health, & earning a minor in Social Welfare

This is my third semester at MSU; I am a transferred student from a college in Atlanta, GA. I will be graduating a year from now with my bachelor's, and I sure can't wait. I am originally from Somalia but grew up in the South since the age of six. I have been working with HR department since August 2009 and, I LOVE IT!! The HR employees are really inspiring, exciting, and respectful workers to be around. In my free time enjoy shopping, hanging with loved ones, sleeping, and after all eating.



**Ashley Rude**, Freshman Majoring in Psychology & Biology, from Austin Minnesota.

I started working for HR this semester and I have gained a lot of experience from this office. I currently am a professional UPD filer, and I can copy and send out Article 22's as fast as lightning. I enjoy the great work environment here; all the employees are helpful, and nice. I have an obsession with Jazzman's Carmel lattes, and in my free time I love to go shopping, and hang out with my friends.



**Emma Wakefield**, Junior Majoring in Human Resources Management, from Spencer, Iowa.

This is my first year in the HR Department and it is a great opportunity to better understand the way this department works. I will be graduating December 2010 with a BS in Management with a concentration in Human Resources and a minor in Business Administration. I am currently looking for a summer internship and thinking about where I want to live some day. In my free time I enjoy reading the Twilight books, hanging out with my friends, and shopping.

# Thanks for all your hard work!

## TRAINING & DEVELOPMENT

We encourage participation in both on and off-site training and development opportunities. Below are links to some of the upcoming opportunities available here on campus as well as around the state.

- Minnesota State Mankato Classes: <https://secure.mnsu.edu/mnscupd/login>
  - All Campuses Classes: <https://secure.mnsu.edu/mnscupd/login>
- To Register on line: STARS: <https://secure.mnsu.edu/mnscupd/login/default.asp?campusid=0071>

Please visit our Human Resources website for additional information, or contact us with any questions.



## VETERAN'S DAY HOLIDAY

Veteran's Day is fast approaching on Wednesday, November 11th, 2009. In accordance with the established university calendar, offices remain open and classes will be in session for students. However, effective with this academic year, please note that **Veteran's Day is an observed holiday for the following classified employees: AFSCME, Commissioner's Plan, MAPE and MMA.** As such, these employees are not scheduled to work. ONLY if a supervisor deems it an **essential business need** will these employees be permitted to work. For all other employees, it is a regular work day, unless you have obtained prior approval from your supervisor to take the day off. It is not a day for employees to ask if they can work as there is no alternate/substitute holiday.

Due to the holiday falling on a payroll period, we will be requesting timesheets in advance of that week. Please note the following procedures for completing timesheets over Veteran's Day:

### Classified Employees:

AFSCME, Commissioner's Plan, MAPE, MMA (not scheduled to work):

- Record your hours in the "Holiday Taken" line of the timesheet for November 11
- If it is deemed by your supervisor that there is an **essential business need** for you to work, please record hours worked in the "Holiday Worked" line on your timesheet

Managerial Plan, MGEC, MNA:

- If you work - record your hours under 'Regular Hours Worked' on your timesheet. You will then receive a substitute/alternate holiday that shows up on your 12/4/09 pay stub. The alternate holiday will appear in the earnings section as "Work No Pay#" with a 1 under the 'Hours' column. Please note that the '1' does not mean that only one hour was received for the alternate holiday, however, rather that you received one **day**. MGEC is paid according to the contract.
- As done last year and with your earned floating holiday, Human Resources will track the use of the substitute/alternate holiday and toward the end of this fiscal year notify individuals who have not used it. Each employee will be allowed to use the substitute/alternate holiday at their choosing, subject to prior approval by their supervisor. It must be used within the current fiscal year -- by June 30, 2010 -- or it will be forfeited. When you use the substitute/alternate holiday, simply indicate on that respective timesheet in the "Other" area that you are using the substitute/alternate holiday.

### Unclassified Employees:

ASF & Administrators

- If you work - record your hours in the "Holiday Worked" line on your timesheet. You will then receive a substitute/alternate holiday that will show up in your leave balances when they are emailed to you.
- If you do not work the entire day, please record your hours in the "Holiday Taken" line of the timesheet for November 11

If you have any questions regarding the Veteran's Day holiday, please contact Joann Scholtz at ext. 2464.

# Bring Your Smile To Work

**DATE: Monday, November 9<sup>th</sup> from 11:00 - 11:30am**

**LOCATION: Centennial Student Union, Room 201 (Searing Room)**

This presentation will feature Dr. Christina Simonette of the St. Peter Family Dental Center. Christina's "Hot Topic" will be "Everything you ever wanted to know about whitening your teeth and more." Dr. Simonette received her dental degree from Creighton University in Omaha, Nebraska and her bachelor's degree from the University of Minnesota - Duluth. Join Dr. Simonette as she breaks down your questions about teeth whitening - store products vs. what you can do with your own dentist. She will also cover the importance of oral cancer screenings and making sure that your overall oral health is ready for a "teeth whitening" program. Dr. Simonette will also take time to answer questions and hand out toothbrushes, toothpaste, floss, etc. There will also be a drawing for great prizes, including a 30 day Otto Recreation Center pass!!

For questions, contact Jill Frederickson - Kratzke at 389-2017 or [jill.frederickson-kratzke@mnsu.edu](mailto:jill.frederickson-kratzke@mnsu.edu)  
Sponsored by the Minnesota State Mankato Employee Wellness Committee

**All faculty and staff are invited to attend!**

Minnesota State Mankato is an Affirmative Action/Equal Opportunity University.

This document is available in alternative format for individuals with disabilities by calling Human Resources at (507)-389-2015 or 1-800-627-3529 (MRS/TTY)





## OPEN ENROLLMENT

## Open Enrollment for insurance and pre-tax benefits for 2010 will be November 4 through November 17, 2009.

### This year employees may:

- Add or cancel dependent health and dental insurance
- Change health and dental insurance carriers
- Increase existing employee additional life and spouse life insurance
- Enroll in, increase, or decrease long term disability insurance
- Enroll in pre-tax accounts (MDEA, DCEA, and TEA) for 2010



### Open Enrollment Overview Available

The SEGIP Report newsletter that Minnesota Management & Budget (MMB) mailed to employees' home addresses last week provides an overview of the Open Enrollment information. Additional information is available on the MMB website, <http://www.mmb.state.mn.us/>. SEGIP Report Newsletter is also available on line at <http://www.mmb.state.mn.us/doc/ins/newsletter/10-09.pdf>

### Online Health Assessment

Again this year employees have the option to complete an online health assessment. Those who complete the assessment during Open Enrollment and agree to accept a follow-up contact by a health coach will receive the \$5 reduced copay on health insurance for 2010. JourneyWell will be mailing instructions for the health assessment and wellness program information to employees in late October.

### Open Enrollment Presentation October 28, 2009

MMB and the insurance plan representatives will give an Open Enrollment presentation on Wednesday, October 28, at 1:30, in CSU 284. Time will be available for employees to visit with the representatives following the presentation.

For those who cannot attend the October 28 presentation, Therese Mullins will be offering a presentation and help sessions. The presentation will be Monday, November 2, at 10:00 AM, in CSU 284. The help sessions will be in the lower level of the Memorial Library, room 0094, at the following dates and times:

Wednesday, November 4, 2:00 – 4:00

Thursday, November 12, 8:30 – 10:30

Tuesday, November 10, 12:00 – 2:00

Tuesday, November 17, 1:30 – 3:30

*No appointments are necessary for any of the presentations or help sessions.*

## TIAA-CREF LIFECYCLE FUNDS WEBINAR

### A new investment option for IRAP, SRP, and TSA/403b plans!

TIAA-CREF WILL CONDUCT A FINANCIAL EDUCATION WEBINAR INTRODUCING TIAA-CREF LIFECYCLE FUNDS: A STREAMLINED APPROACH TO RETIREMENT INVESTING

MnSCU has now made available a series of Lifecycle Funds targeted to your expected year of retirement. For investors who prefer an approach to retirement investing that won't require complicated decision-making, the TIAA-CREF Lifecycle funds offer a convenient solution. TIAA-CREF Lifecycle funds are based on your target retirement date. These funds follow a carefully planned asset allocation strategy that continually adapts to balance the pursuit of growth with the desire to minimize volatility as retirement nears.

This Seminar will:

- Provide reasons why you may benefit from investing in a Lifecycle Fund
- Describe the "Glidepath", or the funds' gradual, carefully controlled transition away from equities to fixed-income investments
- Provide an overview of the broad diversification and asset classes that make up the funds

### WEBINAR DATES & TIMES

November 17, 2009 .... 9:00 a.m. - 10:00 a.m.

November 17, 2009 .... 12:00 p.m. - 1:00 p.m.

### WEBINAR INSTRUCTIONS

To join meeting at the scheduled start time:

1. Dial into audio conference:  
Number: 800-851-3758  
Access code: 704-0435
2. Join meeting at the following web address:
3. Enter Conference Phone Number: 8008513758  
Enter Access Code: 7040435 (NO dashes)

<https://www.callinfo.com/interface/guest.jsp?host=globalcrossing&mmd=0&javaForwarded=true&javatested=true>

4. Enter your name and email address

NOTE: The process of joining an eMeeting may take a few minutes, depending on Internet connection speed. The host must start the eMeeting before you may join.