Calendar
Dec. 17 • Holiday gala, Cleveland Hilton South
Dec. 24 • Christmas Eve (for the public holiday of President’s Day)
Dec. 27 • Observed for Christmas Day
Dec. 31 • New Year’s Eve
Jan. 3 • Observed for New Year’s Day
Jan. 17 • Martin Luther King, Jr. Day

Discount corner
Conrad’s: Coupon for 5-point Superworks for $18.95; $10 off each tire with the purchase of four; free brake inspection; $20 off each fluid exchange; $10 off any service.
Sam’s Club: Coupon for a one-day guest pass to shop.
Great Lakes Science Center: Present CESA card at ticket window for discounts on admission to exhibits and/or OMNIMAX Theater. Showing Nov. 20 – Jan. 2 is the holiday adventure, “Santa vs. the Snowman.”
The 2004-05 Employee Discount Directory has information on all vendors that accept the CESA discount card. Discounts are available for amusements; automotive services; cultural, entertainment and sports events; and travel.
To receive a CESA card and member directory or coupons for any of the above, contact Judy Karpowicz or Jeanette Totten at extension 3485. Information also is available on the Human Resources Web page under “Discounts.”

Reminder for supervisors
Supervisors and managers are asked to please remember to send all employee resignation letters to Human Resources immediately upon receipt.

You rock, Tri-C!

For the second straight year, Tri-C was named one of the 99 best places to work in Northeast Ohio. In addition, the Employers Resource Council (ERC), which sponsors the NorthCoast 99 awards, recognized the minorities, you’ll find that we are very much committed to diversity. That commitment extends from our executive leadership through our administration all the way down. We believe a diverse organization better meets the needs of the diverse community that we serve.”

Jim Boerger, vice president of Human Resources, confirmed the diversity of the College’s workforce. Women make up 58% of employees, while minorities comprise 29%, he said.

He also noted that women make up 33% of the board and 53% of top management. Minorities fill 44% and 17% of those roles, respectively.

This year, Tri-C joined a relatively small number of employers that have won the best workplace award more than once. The awards have been presented for the past six years.

According to the ERC, the NorthCoast 99 “is a program focused on developing new workplace benchmarks for Northeast Ohio businesses. Organizations who receive the NorthCoast 99 Award will benefit by enhancing their ability to attract exceptional employees because of their reputation as a great place to work.”

Special Note • Included in this issue of The HR Connection is a readership survey designed to help us meet the needs of employees and continue to improve the newsletter. You may either fill out and return the survey inside or log on to http://tili/employee/survey/hr/readership.asp and complete it online. Your opinions matter!

The For Your Benefit insert will return in the next issue.

Questions? Call (216) 987-4838
See our Web site...Go to Infonet home page. Click on Human Resources.
Online learning a hit with support staff

The Support Staff Development System (SSDS), launched earlier this year, has opened a new world of training opportunities for support staff throughout the College—from instructor-led and web-based courses to an online library of resources.

Beginning in early 2005, each support staff member will be asked to complete at least one online training program by the end of May. Employees will be invited to discuss their online training selection with their supervisors to ensure that the course is aligned with the training and development objectives identified during their most recent performance appraisal.

All support staff that complete an online training program on or before May 30 will receive a voucher for lunch in the Tri-C cafeteria.

A variety of web-based course options are available, including:

- **SkillSoft**: Topics include customer service, communications, interpersonal effectiveness and conflict resolution.
- **E-Learning Today**: Technology skills training includes Access, Word, PowerPoint and Excel.
- **Brown Bag training**: A host of topics are offered, ranging from “Dealing with Difficult Customers” and “It’s Only Stress” to “Organizational Behavior” and “Effective Listening Skills.” Online training is presented “live” by an instructor. Each program is only 30 to 45 minutes in length.
- **Academic.com**: Offers complete online tutorials in reading, writing, math, science, social studies, life and job skills.
- **Keyboarding training**: Provides the opportunity to use a self-paced software program that offers both audio and video simulations, plus 25 hands-on, interactive lessons (available in the Technology Learning Centers—TLC—on all three campuses).

“Online training offers tremendous benefits to employees: it’s easily accessible and convenient, is self-paced, and gives the employee the chance to pursue many different offerings throughout the year,” said Patricia Hoover, director of the Office of Training and Development.

“Online training is one of the most cost-effective ways to deliver on-demand training,” she continued. “As an institution of higher education, Tri-C places great value on having a technology-savvy workforce and SSDS gives support staff the development opportunities they need to remain at the top of their fields.”

Staff members of Tri-C’s Office of Training and Development are meeting with campus leadership to provide additional details about the SSDS online training focus. Supervisors and managers will learn more about the SSDS online program following the campus leadership meetings.

For questions or more information about SSDS, please call the Training and Development Office, ext 3616 or 3617 and be sure to visit http://tric/employee/index.asp.

Online employment application coming soon!

In an effort to enhance the College’s ability to compete and act quickly to recruit top diverse talent, Human Resources recently purchased a new integrated employment system called PeopleAdmin.

PeopleAdmin offers many advantages for the College and applicants:

**FOR HIRING MANAGERS/STAFFING ADVISORY COMMITTEES:**

- Online personnel requisition
- Real-time access to applicant pool 24 hours a day, seven days a week
- Paperless review plus electronic retention and tracking of applicant records and statistics
- Ability to incorporate job-specific prescreening questions into the online application process to assist in the screening of applicants
- Offers the ability to apply online for open positions 24 hours a day, seven days a week from any computer with a Web browser and Internet access
- Immediate response and confirmation of submitted application
- Allows candidates to monitor the status of their job search and offers information on new positions matching their skills and interests
- Retains applications and résumés and eliminates the need for duplicate submission

“The labor market has become increasingly competitive over the past several years,” said Sandy McKnight, executive director, Human Resources. “The demand for timely and effective recruitment is critical to the College’s success.

“More and more applicants for all levels of positions are using the Internet to both identify employment opportunities and apply for them. We are excited about PeopleAdmin and plan to implement it in January.”
September saw the addition of two new faces to the College’s Human Resources staff. **Kevin Reynolds**, the new district director of Labor and Employee Relations, previously was the human resources administrator for the City of Lakewood. Prior to that, he served as a senior consultant and project manager for Clemans, Nelson & Associates, a firm specializing in public sector human resources and labor relations consulting.

Kevin is very appreciative of the welcome he’s received from everyone at Tri-C. “People have gone out of their way to help me get up to speed on a wide array of issues and to get acclimated to my new environment and new job,” he commented.

A great deal of his initial focus was on the late October start of negotiations with SEIU District 1199, which represents the College’s full-time clerical and other support staff. Meeting with union leaders and establishing an effective working relationship is critical not only to the success of the negotiations, Kevin said, but also to the subsequent administration of the contract.

Kevin also has spent time getting acquainted with managers and supervisors and helping identify their training needs. He’s currently coordinating the revision of human resources policies and procedures as part of a College-wide undertaking, as well as reviewing workers’ compensation issues.

A life-long Clevelander, Kevin received his bachelor’s degree in business administration from Kent State University. In addition, he’s taken graduate level courses in human resources and labor relations at Cleveland State University.

Kevin and his family live in the West Park area. He has two sons in college, a daughter in eighth grade and one in second grade. In his free time, he enjoys being involved with several area Irish-American organizations.

**Fred Martone** joined the College as manager of Compensation after a long career with The Goodyear Tire and Rubber Company. Working at the company’s Akron headquarters, he served as manager of global compensation, salaried compensation and personnel policy and benefits planning. He also worked for a Goodyear subsidiary in Michigan, with responsibilities for training, EEO and industrial relations.

He has a bachelor’s degree in industrial management from the University of Akron.

Like Kevin, Fred has been impressed with the friendly, helpful environment he found at Tri-C. He had to “jump right in” to a number of projects, including finalization of the new compensation system and helping to get the new performance evaluation process in place.

Commenting on differences between working in the public and private sectors, Fred said, “Each area is unique, but I see a culture of openness at Tri-C, with an emphasis on communication and a willingness to provide information to employees. Tri-C is advanced in many areas, including the way it handles ‘people issues,’ its focus on diversity and its benefit programs.”

Fred and his wife, Marianne, live in Stow and have two grown daughters and three granddaughters. An avid runner, he has competed in 50 marathons. He also likes to cook and bicycle, and is a licensed scuba diver.

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**Emergency closing**

A first level closing at Tri-C means that classes have been cancelled, but all employees, except faculty, are expected to report to work. A second level “official” closing will be reported by the news media and means that employees are not expected to report to work. For further information, please see the closing policy (#30 020 051).

**RETIEMENT REVIEW**

Congratulations, best wishes and thank you to the following employee who retired recently from the College:

**Janice Heller**, administrative coordinator II, Liberal Arts, Eastern Campus, 29 years of service.
The Office of Affirmative Action & Diversity is happy to present a new column entitled “Diversity Café.” This regular column will feature national, regional and local news on diversity issues affecting politics, education, art and entertainment.

“Diversity Café will provide the reader with an opportunity to become a little more educated on issues such as culture, background and experiences that make all of us who we are,” said André Burton, director, Affirmative Action and Diversity. “Diversity Café is an entrée of inclusion and informational tidbits.”

Here are a few examples of things to come:

**Army considers dropping women-in-combat ban**

According to *The Washington Times*, the US Army is in talks with Defense Secretary Donald Rumsfeld’s staff to end a women-in-combat ban. This could allow, for the first time, mixed sex support companies to join war-fighting units in Iraq as early as January 2005. The 10-year-old ban prohibits the Army from putting women in units that “collocate” with ground combatants.

Making this change would not affect the ban on women in direct combat units, such as infantry or armor. Since the beginning of the war in Iraq, the Army has lost 793 combat soldiers, the newspaper reports, including 24 women.

**Diversity Factoid: Parents favor school integration**

Eighty percent, or four in five, parents of school-age children prefer schools with African-American, white and Latino students over ones with students of the same race or mostly from another race, according to a poll by Ipsos-Public Affairs.

**Celia Cruz, the Queen of Salsa, gets Smithsonian exhibit**

An Afro-Cuban American, whose powerful voice and stage presence made her an international icon, will get her own exhibit at the Smithsonian’s National Museum of American History in May. According to *The Miami Herald*, the museum staff expects *Azucar! The Life and Music of Celia Cruz* to draw some of the museum’s biggest crowds and hopes that many Latinos will visit.

“Through Celia, you can explain how influential Latinos have been in this country. Hers is absolutely an American story,” Marvette Perez, the museum’s curator for Latino history and culture, said. Cruz died in July 2003.

**Staffing process improvements**

Human Resources Staffing now includes the following salary information in job postings:

- **Full-time, non-bargaining positions:**
  - Target hiring range, minimum to midpoint, except for grant-funded positions, which include the grant salary parameters.
  - Full-time 1199 and part-time 1199 and non-bargaining positions: step 1 (minimum) hiring rate.

In addition, a completed College employment application and transcripts are no longer required at the time of application for full-time support staff positions. Only a resume indicating the position vacancy number is necessary.

The hiring manager or search committee should ask applicants selected for interviews to provide other required documents during the interview process. This includes a completed application, copies of transcripts for completed college courses and earned degrees, and copies of required certifications and/or licenses. Applicants can download the employment application from the College’s Web site and bring the completed form to the interview, or Human Resources can provide an application to the hiring manager or search committee with a return envelope.