

Southern Factor

January 2015

CONNECTING WITH EACH OTHER

Survey Measures Employee Engagement



Tim Hodges explains the Gallup survey results during a town hall meeting.

Southern is committed to creating an ideal work environment for both faculty and staff, and results from an employee survey facilitated by The Gallup Organization offer insight into how to reach this goal. On a scale of 5.0, Southern scored a 3.98 in overall employee engagement, which puts the university above average.

"You're starting in a good place," said Tim Hodges, director of research for Gallup Education, during a December town hall meeting on campus. "You've got strengths to build from."

Hodges said the survey is meant to spark a conversation between department leaders and their teams about what can be done to ensure employees' needs are met.

"From one year to the next," Hodges said, "we often do see nice growth in the results of the survey—particularly when you're intentional about improving the work environment that you show up to."

Hodges encouraged supervisors to choose one or two items from the survey to improve on instead of trying to tackle all 12 items at once. He believes this method will help faculty and staff become more involved with and enthusiastic about their work, as opposed to simply being content.

"The goal," Hodges said, "is to have a great workplace that makes you a better person at work and at home, and contributes to the mission you have as an institution."

FACULTY APPRECIATION

Final projects can be the most stressful part of the semester, but it's even worse when you get stuck.

I have to say "thank you" to Ryan Harrell though, for helping me and about five other students finish up our difficult Intro to Web Design final projects. It's easy to see that he understands the stresses of college and wants to help us press on.

He saw how frustrated some of us were with our projects on the last day of class and knew we needed a lot more help. Harrell offered to meet us in the Mac Lab on Sunday evening and told us that he would be there as long as we needed.

And he was. Harrell spent over four hours going from person to person to explain what we were missing and to help us fix problems we had come up against. His assistance gave us one less thing to stress about, and for that, we say thank you!

-Cheyenne Silvers, SO public relations/spanish major



FACULTY RECEIVE AWARDS FOR EXCEPTIONAL SERVICE

Every year, faculty members are nominated by both students and colleagues to receive the President's Award for Customer Service Excellence and the President's Award for Community Service Excellence. The 2014 recipients were Conni Cash and Amanda Tortal.

Cash, office manager for the nursing department, won the award for Customer Service Excellence

because she exhibits a genuine, caring concern for others and displays the ability to go the extra mile when dealing with people.



"She understands how crazy a nursing student's life is and helps us in any way she can by reminding us about certain paperwork we have to turn in while giving us directions for doing it," one student commented when voting.

Tortal, who works with the ASSIST Program under Enrollment Services, won the award for Community Service Excellence because she is an outstanding role model for how to serve the community wholeheartedly and because she makes a difference outside the traditional university and Seventh-day Adventist settings through her work with the community.



"Amanda assists with the community's English as a Second Language program, helps with an Autism Awareness Ministry, and gives her time by tutoring students every Wednesday," one of Tortal's co-workers said.

Because of their selfless service and commitment, Bietz awarded both women with a check for \$1,000.

PROFESSIONAL DEVELOPMENT

Michael Hasel and **Martin Klingbeil** published *Khirbet Qeiyafa Vol. 2 - Excavation Report 2009-2013: Stratigraphy and Architecture (Areas B, C, D, E)*. The 704-page volume of the final report on the excavations at Khirbet Qeiyafa co-directed by Southern Adventist University has 40 contributors from Europe, Israel, and the United States. It includes contributions from Southern faculty and students in the School of Visual Art and Design, the School of Computing, and the School of Religion.

Adrienne Royo was nominated for Teacher of the Year in the State of Tennessee, which facilitates foreign language teacher of the year candidates for the region, through either Central States Conference for Teachers of Foreign Languages or Southern Conference on Language Teaching.

Geovanny Ragsdale attended a workshop at Lipscomb University in Nashville on November 17 that focused on the IRS and CASE reporting standards and guidelines for fundraising.

Carol Raney made a presentation to the elementary educational administrators from the Southern Union at Daytona Beach, Florida, in November. The presentation included Origins Curriculum Resources produced at Southern Adventist University during the past two years. These resources supplement the new *By Design* NAD science textbooks for grades 1-8 and will be available on the Adventist Learning Community by summer 2015.

Tara Hargrove and **Lorraine Ball** attended National Communication Association (NCA) meetings in Chicago, Illinois, November 20-23. Alumnus Tyler Quiring, '11, a graduate student at the University of Maine, presented at NCA.

Carlos Parra published a chapter titled "El imaginario colonial y la realidad indigena en 'Yawar Fiesta' de J. M. Arguedas" in the book *Acercamiento al imaginario del mundo indigena* by the Universidad Nacional de Costa Rica.

CHANGING FACES

SOUTHERN WELCOMES THE FOLLOWING EMPLOYEES:

Linda Tym, faculty, English Department
Jack Boyson, faculty, History and Political Studies
Heidi Eisele, office manager, Chemistry Department
Donavan Davis, Ledford Lighting Lab assistant,
School of Visual Art and Design
Bonny Musgrave, PM shift supervisor, Food Services

FOND FAREWELLS TO THE FOLLOWING EMPLOYEES:

Maribel Bowerman, admin. assistant, Student Services
Setsuko Carey, shift supervisor, Food Services
Krystin Flash, patrol officer, Campus Safety

BIRTHDAYS

January 1 **Victoria Eaton**, Education and Psychology
Daniel Maxwell, McKee Library
John Muaya, Service Department
January 2 **Mike Fisher**, Plant Services
Carlos Martin, Religion
January 3 **Jennifer Huck**, McKee Library
January 4 **Leon Bowers**, Food Services
Doug Donohue, Plant Services
Clarise Nixon, English
Rick Norskov, Biology
Aaron Corbit, Biology
Susan Brown, Religion
January 6 **Lauren Brooks**, Enrollment Services
Laurie Gauthier, Graduate Studies
Judy Robertson, Information Systems
January 7 **Robert Gadd**, Business
Dusty Miller, Talge Hall
January 8 **Mari Bowerman**, Student Services
Conni Cash, Nursing
Brooks Kirschmann, Campus Safety
Fred McClanahan, Enrollment Services
January 10 **Kris Erskine**, History and Political Studies
January 11 **Dennis Negron**, Student Services
January 12 **Angi Howell**, Enrollment Services
Volker Henning, Academic Administration
Sue Kaufman, Advancement
Julie Penner, Music
Bernetta Shockley, Food Services
January 13 **Daniel Isaac**, Food Services
January 14 **Ann Foster**, Biology
January 15 **Dan Turkenkopf**, Food Services
January 16 **Katie McGrath**, McKee Library
Stephanie Sheehan, Business
Martin Klingbeil, Religion
January 17 **Joelle Wolf**, Nursing
January 18 **Don Crumley**, Records and Advisement
January 19 **Robert Ordonez**, Computing
Anne Underwood, Health Center
Candace Wing, Health Center
January 20 **Yolande Burrus**, Music
January 21 **Doug Tilstra**, Education and Psychology
January 22 **Omar Murdock**, Plant Services
January 23 **Eli Courey**, Information Systems
January 25
January 26
January 27
January 28
January 31

COMPLAINT REPORT FORM

SACS and federal regulations require that the university records complaints received and works to make sure they are responded to in an appropriate and timely manner. If you receive a complaint, please share the information (and your response) by visiting southern.edu/marketing and clicking on "Complaint Repository." Your efforts here help us watch for trends where the university can improve services provided.