Essentials for Success

The Core Commitments
Essentials for Success – Agenda

- Welcome to Baylor
- Commit to Baylor’s Christian Mission & Vision
- History of Baylor
- Serve Others Respectfully
- Account for Stewardship of Time, Resources, & Self
- Campus Tour
- Build Relationships & Work Collaboratively
- Pursue Excellence through Continuous Improvement
- Seek Learning & Apply Knowledge
- Baylor Bowl
Welcome to Baylor
Activity

- Name
- Department/Position
- First Job
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By committing to Baylor’s mission and vision, employees respect the University’s values and engage in supporting the University’s goals through their work.
The mission of Baylor University is to educate men and women for worldwide leadership and service by integrating academic excellence and Christian commitment within a caring community.

*Pro Ecclesia. Pro Texana.*
Our Vision
Our Strategy

I. Transformational Education
II. Compelling Scholarship
III. Informed Engagement
IV. Committed Constituents
V. Judicious Stewardship
Our Leaders, cont.
Board of Regents

- Official governing body of Baylor University
- Selected by election - from Regents and Baptist General Convention of Texas
- 34 Regents and 3 Regents Emeriti
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History of Baylor
Baylor Founded – 1845
Independence, TX
Moved to Waco, TX – 1886
First Homecoming – 1909
First Mascot on Campus – 1918
Immortal Ten – 1927
Student Union Building – 1948
All-University SING – 1952
Dr. Pepper Hour – 1953
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Serve Others Respectfully

Employees create a welcoming experience for the entire Baylor family and its constituents by providing excellent service to students, parents, and community members, as well as internal and external colleagues.
Luke 12:48

From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked.
Finish the Sentence

People at Baylor are...
The mission of Baylor University is to educate men and women for worldwide leadership and service by integrating academic excellence and Christian commitment within a caring community.
The Importance of You

“If you could only sense how important you are to the lives of those you meet; how important you can be to the people you may never dream of. There is something of yourself that you leave at every meeting with another person.”

Fred Rogers (Mister Rogers)
Examples of Serving Others
Constituent Service

You are very tired and busy; your whole office is very tired and busy, and you have a line of people waiting impatiently for you to help them.
The Interruptions...

“I have always been complaining that my work was constantly interrupted, until I slowly discovered that my interruptions were my work.”

*Out of Solitude*: Henri Nouwen
Examples of Serving Others
Communicate Effectively

Someone calls your office with a question that is totally unrelated to the work you do in your office.
To send a BaylorPLUS Salute, go to:

www.baylor.edu/hr
Serve Others Respectfully

Above all, love each other deeply, because love covers over a multitude of sins. Offer hospitality to one another without grumbling. Each one should use whatever gift he has received to serve others, faithfully administering God’s grace in its various forms. If anyone speaks, he should do it as one speaking the very words of God. If anyone serves, he should do it with the strength God provides, so that in all things God may be praised through Jesus Christ. To him be the glory and the power for ever and ever. Amen.

1 Peter 4:8-11
Welcome to Baylor!
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Account for Stewardship of Time, Resources, & Self

Employees allocate their time, efforts, and University funds in a manner that supports best the fulfillment of the University’s mission and manages risks to the University.
Stewards

- What is a steward?
- What does it mean to be a good steward?
Romans 12:6

We have different gifts, according to the grace given us.
What does it mean to account for stewardship of time?
Plan & Organize

- Find a system that works for you
- Prioritize
- Contingency plans
What does being a good steward of “self” mean?
Self

Responsibility to Deliver Results
■ Makes realistic commitments and delivers what is promised
■ Assume responsibility and accountability for tasks
■ Overcome obstacles

Wellness
■ Insurance coverage/preventive care
■ OsoFit
■ Naturally Slim
■ Sick Days

Life/Work Balance
■ Benefits of Baylor
■ Vacation time
Resources

- Identify, analyze, and control risks
  - Physical
  - Financial
  - Reputational

- Organize Resources and processes to effectively accomplish work

- Use university funds appropriately and effectively
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4 ½ years average to graduate

- Over $200,000 for Baylor education
Source of Funding – Where does Baylor’s money come from?

Tuition & Fees: 72%
Other: 28%
Use of Funding – Where does Baylor’s money go?

- Personnel: 51%
- Scholarships: 21%
- Other: 28%
Our Baylor Faculty, Staff, & Retirees Campaign

- 46% participation last year
- Giving can be focused toward a variety of funds:
  - Endowed scholarships
  - Specific academic units
  - Special projects
  - Student life
  - Athletics
- To learn more, go to www.baylor.edu/ourbaylor
Training, Policies, & Procedures

- Financial Matters
- TRAX
- Purchasing Manual
- Financial Management Reference
- Travel and Business Entertainment
To report activities that may involve criminal, unethical, or otherwise inappropriate behavior in violations of Baylor University’s policies

- Simple and prompt
- Confidential and optionally anonymous
- No retaliation
Data Security

- FERPA - Student Information
- Technology
What is FERPA?
FERPA


- All institutions that are recipients of federal aid administered by the Secretary of Education
Student’s Primary Rights

- Inspect and review education records
- Request an amendment to their education record for inaccurate or misleading information
- Consent to disclosures of personally identifiable information contained in education records
  - Except to the extent that FERPA authorizes disclosure without consent
- File a complaint with the US Department of Education for failing to adhere to FERPA
Any record that is:

- Directly related to a student; and
- Maintained by an educational agency or institution, or by a party acting for the agency or institution
- Regardless of medium
Disclosure

Personal information from an education record can be disclosed...

- Resulting from the signed consent of the student
- To school officials who have legitimate educational interest
- Other provisions (see quick guide and policy)
“School Official” & “Legitimate Educational Interest”

School Officials:
- Instructional
- Supervisory
- Advisory
- Administrative
- Governance
- Public safety
- Support functions

Legitimate Educational Interest:
- When a school official requires an education record in the course of performing duties for the University
Scenario: True or False?

An employee whose son attends the University has access to Banner and wants to know the grades the son received last semester to determine if the student may now qualify for a good student discount.

Accessing this information is permissible because the parent is a “school official.”
Penalty for Violating FERPA

- Complaints to the US Department of Education
- Loss of funds distributed by the Secretary of Education, such as federal financial aid
- Negative publicity
FERPA Tip

If any doubt about releasing an education record:

- Release nothing at that time
- Inform requestor that you will get back to them
- Contact the Office of the Registrar at 710-1181 for guidance
Technology
Bear ID/Account Precautions

- Always choose a good password

- Never share your password

- Always log out/lock your computer (CTRL+ALT+DELETE or + L)
Symantec Endpoint Protection

- Available for personal use via the BearAware website’s Security Software page
- Required on all Baylor-issued computers
Required on all Baylor-issued laptops

Recommended for Baylor-issued desktops used to store sensitive information
Websense Malware Filtering

- Only click “Continue” if you have a good reason to believe that the site is truly safe and has been flagged incorrectly.
Social Engineering

- Be careful with technology from unknown sources
Email Scams

- Spam/Phishing
- Spear phishing

**Baylor ITS blocks approximately 80% of the emails that are received each day**
Other Items

■ ITS Badges

■ BearAware
  ■ www.facebook.com/bearaware
  ■ www.twitter.com/bearaware
    ■ Aka @bearaware

■ www.baylor.edu/bearaware
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Build Relationships & Work Collaboratively

The overall employment experience and effectiveness of the University reaches its fullest potential when all colleagues work collaboratively within their units and more broadly within the University through relationships built on trust.
One of the scribes came and ... asked Him,
"What commandment is the foremost of all?"

"...And you shall love the Lord your God with all your heart, and with all your soul, and with all your mind, and with all your strength."

"The second is this, 'You shall love your neighbor as yourself.' There is no other commandment greater than these."
We are charged with building good relationships with others.
What Goes into Trusting Relationships?

- Competence
- Constancy
- Caring
- Candor
- Character

“Old Dogs, New Tricks”
Warren Bennis
Competence

- Identify Your Strengths & Weaknesses

You will have challenges - teamwork & collaboration will help!
Constancy

- Be trustworthy and dependable
- Work to build trusting relationships
- Cooperate
Caring

To be concerned or interested.

- Be approachable
  - The following would not be your best approach:
Caring

■ Be approachable

■ Approach others and work with a positive attitude

■ Care about what is going on in the lives of others

■ Respect diversity

“People will forget what you said, People will forget what you did, But people will never forget how you made them feel.”
Candor

■ Work to resolve problems productively

“Through presumption comes nothing but strife, but with those who receive counsel is wisdom.”

Proverbs 13:10
“Where the basic value is peace-keeping at any cost, unresolved problems will begin to deteriorate the relationship. This is a counterfeit peace of inauthentic relationships.”
Character

Be honest, ethical, and patient

Have integrity

---

I am sure that in estimating every man’s value either in private or public life, a pure integrity is the quality we take first into calculation, and that learning and talents are only the second.

Thomas Jefferson
Have Fun! Enjoy What You Do!

You can make a difference in your work environment.
Have fun & welcome to the Baylor Family!
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In pursuit of excellence, employees continuously seek opportunities to improve processes and quality of work.
Your Work

■ What is your position?
  ■ “I am a/an __________.”

■ What is a major part of your work?

■ What do you do?
What is a “mark” of excellence for that part of your work?
Pursue

- What are some synonyms for “pursue?”

- What would be the opposite of pursuit?

- What are some things that you can do to “pursue” the excellence you described for your work?
Continuous Improvement

Why do we continuously improve?
Pursuit of Excellence

- At Baylor - the pursuit of excellence is expected for each of us.

- Performance management processes is designed...
  - To help you pursue excellence in your work
  - To help you and your supervisor pursue excellence together
Performance Management

Plan for your work

Develop your work
- Coaching: from manager
- Feedback: positive and developmental
- Learning: skills, knowledge, and professional growth

Evaluate your work
- Regular one-on-one meetings
- Annual Staff Performance Appraisal & Planning Process

Click here for more info on performance management.
Performance Appraisal

Click here for more info on the annual performance appraisal process.
Takeaways

■ Dedication to excellence is a trademark of Baylor University - on the field, in the classroom, and in the workplace

■ You were chosen because you will be an excellent addition to the university

■ Performance Management helps us pursue excellence
  - Plan for your work
  - Develop your work
  - Evaluate your work

“Finally, brethren, whatever is true, whatever is honest, whatever is just, whatever is pure, whatever is lovely, whatever is of good report; if there be any virtue, and if there be any praise, think on these things.”

Philippians 4:8
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Employees develop career goals and pursue learning in an effort to continuously improve performance and prepare for future roles and responsibilities.
Learning & Development Planner

- HR Advisory - Last week of the month
- Upcoming courses for the next month
- Special Announcements
Baylor Compass

Click here for more info on the registration process.
Recurring Opportunities

* Register at http://www.baylor.edu/canvas/
Other Opportunities

Internal
- Tuition remission
- Campus speakers

External
- Professional organizations & trade journals
- Volunteer opportunities
- Read
Duck & Goose by Tad Hills
Duck & Goose found an egg and each claimed it.

“I” said Duck, puffing out his feathered chest, “I am the one whose egg this is.

I saw it first.”

Goose quickly raised one webbed foot. “It’s mine.

I touched it first.”
They decided to do something.

“SO,” asked Duck, “what do we do now?”
“We should do something,” suggested Goose.

“Yes, you are right, good thinking,” agreed Duck.
“Like what?”
They fought over who would do what.

After a flurry of fussing.

grunting and groaning.

slipping and sliding.

honking and quacking.
They both ended up on the egg.

Duck and Goose found themselves back to back.
“Scoot over, I don’t have any room!” complained Duck.
“You are much closer to me than I am to you.”
“Stop yelling in my ear, Goose!”
“Shhhhh . . .” Goose hummed, pointing at the round thing beneath them.
“Yes, yes, yes, we must remember. Quiet, quiet, quiet, we mustn’t disturb the little one.”
And so they sat, very still and very quiet, waiting.

For a long time they waited.
They shared what each would teach the baby bird.

Duck said, "I am going to teach this baby bird to quack like a duck." Duck boasted.

Goose said, "Well, I am going to teach it to honk like a goose." Goose honked back.

Duck said, "I am going to teach this baby bird to waddle." Goose added. "So am I!" Duck said.

Duck and Goose heard the pitter-patter of the rain.

Duck said, "I'm going to teach this baby bird to swim." Duck said.

Goose said, "Me too!" Goose said.

To pass the time, they sauntered wildflowers in the warm sun and shared breadcrumbs while Goose taught Duck to honk.

They watched the sun set in the sky, and Duck taught Goose to quack.
They counted the stars in the night sky.
“Let’s teach our baby to fly,” said Goose.
“Good idea,” said Duck.
“I’m sure our baby will be a fast learner,” said Duck.
“If it takes after you and me, I’m sure you’re right,” agreed Goose.
Blue Bird asked to play.

Duck stopped. In all the exciting confusion,
he had failed to notice the blue bird kicking
their egg.

"Can I play, too?" she asked.
“It really is a nice ball.”
“Did she say ‘ball’?”

Goose gulped.
“Did she say ‘ball’?” he whispered to Duck.

“You know, I did have my doubts,” Duck finally said. “It is a bit squishier than most eggs I’ve seen.”
“Yes, and I must say, I was somewhat suspicious of those big dots,” Goose admitted.
“It may not be an egg, but it is lovely,” said Duck.
“Oh, absolutely, Duck,” Goose agreed. “It’s a keeper!”
Duck & Goose played together and the ball flew.
Learn from & Share with Others
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What is it?

- Human Resource’s Service Center (SC)
- Here to serve YOU!
- Direct human resource questions to the SC

Contact information

- (254) 710-2000
- askHR@baylor.edu
- Visit us in Robinson Tower, Suite 200
HR Consultants (HRCs)

- Assigned to specific areas of the university

- Partner with managers, individuals, and departments:
  - Organizational and individual growth
  - Development of solutions based on group’s input and needs

- Call an HRC to:
  - Communicate effectively
  - Manage performance
  - Develop expectations
  - Plan for reorganizations
  - Evaluate work conditions
  - Establish action plans
  - And more!
# Meet your HRCs!

<table>
<thead>
<tr>
<th>Becky Ivy - Director</th>
<th>Julie Veselka</th>
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<td>Governance, Risk, &amp; Compliance</td>
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Meet your HRCs!

Casidy Wegwerth
- Finance & Administration
- Constituent Engagement
- Institutional Events
- Department of Public Safety
- Facilities & Operations
- Admissions/Enrollment Management
- Summer & Strategic Initiatives
- Texas Hunger Initiative

Jill Van Zee
- Institute for Global Engagement
- Undergraduate Education
- School of Business
- School of Social Work
- Athletics
- Institutional Effectiveness
- Institutional Research & Testing

Amy Tomlinson
- Mayborn Museum, Baylor Press, Institute for Oral History
- Truett Seminary
- Law School
- School of Music
- Academic Affairs & Policy
Centers of Expertise

**Talent Management**
- Recruiting
- Hiring
- Compensation
- Affirmative Action
- Professional Development
- Performance Management
- Employee Engagement

**Benefits & Client Relations**
- askHR
- Provide benefit services, education, and guidance
- Insure Baylor plans comply with state and federal regulations

**Compliance & Data Management**
- Ensures accurate record-keeping
- Coordinates employee data within Baylor and with external vendors
- Provides reporting services to ensure compliance with state and federal requirements
Get ready to play...
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Have a great day!