And the Survey Says...

In September the Office of Human Resource Services distributed its first Customer Satisfaction Survey. Some of our HR colleagues throughout CUNY thought it was a brave thing to do, but we felt it was important to find out what is working well for our clientele (keep it!), what is not working as well as we hoped (fix it!), and what new or improved services you would like us to provide (develop them!).

What did the survey results say? The Office of the Assistant Vice-President for Budget and Planning, which tallied and graphed the results, informed us that the percentage of respondents was fairly good—out of the two thousand people we surveyed via e-mailed questionnaire, 362 (18.1 percent) responded. These respondents said the services most frequently used on a weekly basis are academic personnel, payroll, and classified staff services.

The chief area of concern is pension and benefits information. Although 44 percent felt that they received the right amount of information on the annual health insurance open enrollment periods, 25 percent said they do not know what the open enrollment period is. Additionally, more than a third—37 percent—said they were unfamiliar with flexible spending accounts, which can provide annual tax savings. These findings make it clear that we need to develop additional methods to inform you about these programs.

We were very pleased that 66 percent of the respondents were familiar with direct deposit of payroll checks. This reflects a strong effort over the past few years to educate employees about the ease and efficiency of direct deposit. We would like to bring other payroll services—savings bond enrollment, the New York State college savings program, housing verifications—to the same level of satisfaction. Respondents also wanted more updates about federal and state tax deductions.

Sixty-four percent of the respondents agreed or strongly agreed that a workshop on the search process would be very helpful, and 50 percent felt that administrative and support staff positions available on campus could be better publicized.

We learned that 44 percent of the respondents were familiar with the procedures for reporting a safety hazard, and that we need to target the 28 percent who were not at all familiar with the procedures.

Near and dear to the hearts of both HR staff and the greater Brooklyn College community is time and leave. A gratifying 70 percent of respondents said that information on their time and leave accruals and holidays is accessible and clear. The respondents were strongly in favor of receiving updated information on their time and leave balances quarterly instead of annually, preferably via e-mail.

The survey revealed that 53 percent of respondents were not familiar with the formal disciplinary and grievance procedures. Although this may reflect the relatively low instances of these procedures on campus, we want all employees to be familiar with their rights and responsibilities in these areas.
And the Survey Says… continued

When asked about the Personnel Systems Unit’s workshops for academic support staff on how to prepare appointment packages and on the evaluation of HEO personnel, respondents indicated that they strongly preferred small group workshops and that they would like them to be held each semester.

Finally, in the write-in comments and suggestions section, respondents requested more workshops on health and benefits, customer service, management, diversity, and communication. They wanted the Faculty Handbook to contain more specific information on benefits, pension, and maternity leave, and they asked that it include information on handling plagiarism in the classroom and on academic freedom. Some respondents praised the HR staff as “hard-working” and being “there when I need you”; several suggested that we continue to improve our public image and individual responsiveness. They asked that we circulate more happy news, such as weddings and births.

In sum, we will take the survey responses to heart—and to the drawing board—in order to make the Human Resource Services Office even more effective. Thanks to all of you who completed the survey. We appreciate your input.

Information from the Benefits Office

Transit Benefit
This past November, the Office of Faculty and Staff Relations/University Benefits Office introduced the Transit Benefit Program. This voluntary program is for all eligible employees who regularly use New York City Transit subways and buses for their commute.

Deductions are taken from pre-tax earnings, so participants receive breaks on their Social Security deduction and federal, state, and city taxes. Funds are placed into an account from which individuals can draw solely to purchase MetroCards at vending machines.

For more information and to enroll in this plan, please contact the Benefits Office, (718) 951-4255.

Benefits Fair
Last fall, the Benefits Office hosted its Third Annual Employee Benefits Fair. Brooklyn College’s health plans, credit unions, Local 237 and DC 37, the Social Security Administration, HIP Outreach Clinic, and New York Sports Club were in attendance, providing information to College employees.

We are planning for the fourth annual fair this fall. We welcome your suggestions for vendors you would like represented.

Social Security and Medicare Forum
There will be a brown bag luncheon seminar on March 9, 11 a.m.–1 p.m., in the Occidental Lounge, Student Center. Please feel free to bring your lunch; beverages and cookies will be provided. Space is limited, and reservations are required. Please RSVP to abalsamo@brooklyn.cuny.edu.

CUNY Campaign 2004

We are very proud to announce that 129 members of the College community pledged a grand total of $23,085 to this year’s campaign. In addition to generously supporting social services, education, ethnic, and community groups, many of you also contributed to relief organizations worldwide.

A special thanks to our campaign coordinator, Connie DiGeronimo, and to all our hard-working captains: Rochelle Cabram, Bruce Filosa, Tunji Fussell, Marla Ginsberg, Elisa Gripper, Gwendolyn Harewood, Charlene Kohler-Britton, Marianne LaBatto, Annamae Lyons, Amy Marino, Patricia McCarrick, Maryann McKenzie, Kathleen Napoli, Lynda Sobieski, Kathy Spadaro, and Susan Valente-Hanrahan.

Special congratulations go to Gwen Harewood, who solicited the highest amount of pledges—$4,310. As the winner of the captain’s contest, she received two tickets to the Broadway musical Movin’ Out.
Focus On:
Environmental Health and Safety

Plaza Building Demolition
The demolition of Plaza Building will begin as soon as the asbestos abatement is complete, which we anticipate will be the middle of February. The separation of Plaza from James and Roosevelt Halls and the actual demolition will take two months—from mid-February to mid-April. The most significant noise levels are expected to occur during the separation phase. The work will be done manually rather than by heavy machinery to minimize disruptions and create safer conditions.

To limit disturbances to the campus community during this period, the following precautions will be taken:

- Windows on the south side of James Hall and the north side of Roosevelt Hall will be covered with foam padding to minimize noise. Classrooms adjacent to the work area will be relocated.
- Air and fresh-air intake filters in James and Roosevelt Halls will be closely monitored for the duration of the work.
- The demolition contract specifies pest control initiatives one month prior to and during demolition work. This will be closely monitored by the College’s pest control contractor, the Office of Facilities, and the Office of Environmental Health and Safety.

If you have any safety-related questions or concerns, contact Aldo Orlando, (718) 951-5400 or Aldo@brooklyn.cuny.edu.

Disabilities Information

The Brooklyn College 504/ADA Advisory Committee serves as an advocacy group that helps persons with disabilities to access the College’s programs, activities, and services. It also acts as a forum for the consideration of disability-related issues as they concern current and prospective members of the College community and as a resource for providing education and information on matters concerning persons with disabilities.

The committee is cochaired by Jennifer S. Rubain, director of the Office of Affirmative Action, Compliance, and Diversity, and Roberta Adelman, director of the Center for Student Disability Services.

Members of the 504/ADA Advisory Committee are:
- Alberto Bursztyn, Education
- Ursula Chase, Campus and Community Safety Services
- Bruce Filosa, Recreation, Intramurals, and Intercollegiate Athletics
- Kathleen Kovach, Facilities
- James Kozack, Information Technology Services
- Therese Marrocco, Human Resource Services
- Milga Morales, Student Life
- Robert Oliva, Magner Center for Career Development and Internships
- Pamela Pollack, Legal Services
- Wayne Powell, Geology
- Yvetta Scott, Student
- Yesenia Torres, Student

The committee is interested in any issues, concerns, or questions you may have about disability-related topics. Please forward your inquiries to jrubain@brooklyn.cuny.edu or radelman@brooklyn.cuny.edu. You may also speak to any member of the committee about your concerns.

Did You Know?

Brooklyn College has a reasonable accommodation policy for employees and applicants with disabilities:

It is the policy of the Board of Trustees of The City University of New York and of Brooklyn College to provide equal employment opportunities in a working environment in which employees are able to realize their full potential as productive members of the College community. To this end, it is University and College policy that employment decisions be made without regard to factors—including disability—that are irrelevant to productive work participation. Pursuant to this policy, qualified persons with disabilities may request reasonable accommodations.

Employees and job applicants may contact the Office of Human Resource Services to request a reasonable accommodation. If you have any questions, concerns, or complaints about the policy, you may speak to Michael Hewitt, Office of Human Resource Services, or Jennifer Rubain, Office of Affirmative Action, Compliance, and Diversity.
Fitting Fitness into Your Schedule

The Office of Human Resource Services conducted an Employee Wellness Pilot Program in January. Each Tuesday and Thursday from 5 to 6 p.m., the Fitness Center was reserved for use by faculty and staff. What did you think of the pilot? Were you able to take advantage of some quality time for yourself? Did it help you with your New Year’s resolution to get into better shape? Did the hours fit into your schedule, or do you think morning hours would have been better? Let us know. We want to hear from you! Please e-mail Therese@brooklyn.cuny.edu with your comments and suggestions.

Classified Staff News

Welcome to new classified staff employees!
Campus Peace Officer  Denise Gallegos  
College Accounting Assistant  Alberto Sanchez  
Custodial Supervisor  Gloria Richards  
CUNY Office Assistants  Jessica Bradley, Maria Castillo, Elise Collins, Karen Martinson-Dinerman, Linda Nakdimen, Thais Pilieri

Best wishes to recent retirees!
Maureen Biesty, Annie Crowder-Boone, Efrain Santiago, Alfiia Tonachio, Ismael Torres

Update on Civil Service Exams
The positions information systems specialist, information systems assistant, and information systems associate all have a continuous filing period and may be applied for via “Exams Xpress” on the CUNY Web site, www.cuny.edu.

Payroll News

The Payroll Office will distribute duplicate W-2 forms upon request on Fridays, after noon. Requests may be made by visiting or calling the payroll office, 1156 Boylan Hall, (718) 951-5091. Proper identification must be presented in order to receive the duplicate W-2.

Don’t forget to sign up for direct deposit! Contact the Payroll Office for more information.

Adjunct pay dates for spring 2005 are February 3 and 17; March 3, 17, and 31; April 14 and 28; and May 12 and 26.

Readers Wanted

The first spring semester meeting of the Brooklyn College Staff Book Club will be held on Wednesday, February 2, from 1 to 2 p.m. in the Women’s Center, 227 Ingersoll Hall Extension. New members are welcome. For more information, contact Nava Renek, nrenek@brookly.cuny.edu.
Understanding Your Pay Stub

Below is a sample pay stub and code descriptions.

1. Paycheck or Direct Deposit Advice
2. Pay Stub
3. Earnings Codes
4. Dues and Agency Shop Codes
5. Miscellaneous Codes

Earnings Codes
- ADJ Adjustment
- AJB Additional Job
- AJT Adjunct
- AOT Assigned Over Time
- AS1 Additional Shift Compensation/35 hr
- AS2 Additional Shift Compensation/40 hr
- AS5 Additional Shift Compensation/hourly
- EDA Educational Assistance - Taxable
- HBB Health Benefit Buyout
- HPJ Holiday Pay - Annual
- LDP Longevity Diff Pensionable
- LGI Longevity Increment Non-Pensionable
- LSJ Lump Sum Pay Vacation
- LT1 Lost Time
- OMD Overtime Meals
- OTC Overtime Straight Rate
- OTD Overtime @ Time and a Half/35 hr
- OTE Overtime @ Time and a Half/40 hr
- OTK Overtime - Hourly
- OTO Overtime Override
- OVP Overpayment Recovery
- PL3 Pre-paid Legal
- REI Retirement Incentive
- RGH Regular Pay Hourly Employee
- RGS Regular Salary Employee
- SA3 Saturday Adjustment Override
- SA6 Sunday Adjustment Override
- SL1 Overtime Skilled Labor - 1.5
- SL2 Overtime Skilled Labor - 2.0
- UA6 Uniform Allowance

Dues and Agency Shop
- 232–294 Civil Service Forum Local 300
- 246–280 DC-37 AFSCME 983
- 248–279 DC-37 AFSCME 1597
- 254–283 DC-37 AFSCME 2627
- 255–282 DC-37 AFSCME 1407
- 258–275 DC-37 CS Technical Guild - Local 375
- 259–276 DC-37 AFSCME 384
- 261–277 DC-37 AFSCME 924
- 264–287 DC-37 AFSCME 1795
- 265–288 DC-37 AFSCME 1797
- 266–289 DC-37 AFSCME 2054
- 267–293 SEIU - Local 246
- 269–298 Projectionists - Local 306
- 271–251 Brotherhood of Painters - Local 1969
- 272–000 Brotherhood of Carpenters & Joiners
- 273–253 Plumbers - Local 1
- 274–290 Professional Staff Congress
- 462–463 Steamfitters 638
Celebrating Civil Service: 
Principal Custodial Supervisor

Brocato readily admits that he is only as good as the eighty-five employees he oversees and gives a lot of credit to shift supervisors Scott Barrison, Mac Tillman, Cheryl Clark, and Joe Allen for keeping the campus clean. Last April, when Brocato replaced popular twenty-five-year veteran Betty Stokes as custodial supervisor, he held his first meeting with his cleaning crew. “The first thing out of my mouth was the word empowerment,” he recalls. “We have the philosophy that the job is about taking care of your piece of property—the workers are responsible for their floor, the supervisors are responsible for the buildings. That was a new concept. I can point them in the direction that we should be going, but they are the ones who will get us there. And if we have to change plans or the way we do things, then we do so accordingly.”

Brocato’s day starts at 6 a.m. and usually ends by 2:30 p.m., unless there is a flood or some other disaster. It is a perfect schedule for someone who officiates at high school and college games. “The training they give you to become an official is useful in real life, too,” he explains. “For example, not all contact in basketball is a foul. You have to analyze the advantages and disadvantages of every situation. You manage people the same way.”

Unruly parents at basketball games are a threat, but there can also be unexpected rewards. “I officiated an eighth grade basketball game, and the team lost by thirty points. After the game, five parents were in the parking lot, all wanting a piece of me,” he recalls. “Then there was the time I was officiating a girl’s basketball game in Staten Island. I made a call, and the coach started screaming at me. One thing led to another, and six months later, we’re engaged to be married!”
Calendar

February

February 1
New Employee Orientation*

February 4
Super CUNY Training
9 a.m.–1 p.m. State Lounge, Student Center

February 6
First pay date for adjuncts.

February 7
TIAA-CREF Representative**
9 a.m.–5 p.m.

February 9
Super CUNY Training
9 a.m.–1 p.m. Occidental Lounge, Student Center

February 10
CitiStreet Financial Adviser***

February 11
Lincoln’s Birthday
College closed.

February 15
Payroll Information
Deadline to submit W-4 form to payroll in order to maintain your federal tax exemption status for 2005.

February 21
Presidents’ Day
College closed.

February 22
TIAA-CREF Representative**
9 a.m.–5 p.m.

February 23–24
Blood Drive
Noon–5:30 p.m. Occidental Lounge, Student Center, and Mobil Unit on Campus Road

February 24
CitiStreet Financial Adviser***

March

March 1
New Employee Orientation*

March 3
Pregnancy Prevention and General Information
1–3:30 p.m. Maroon Room, Student Center

March 4
TIAA-CREF Representative**
9 a.m.–5 p.m.

March 9
Social Security and Medicare Forum
11 a.m.–1 p.m. Occidental Lounge, Student Center

March 10
CitiStreet Financial Adviser***

March 22
New Employee Orientation*
TIAA-CREF Representative**
9 a.m.–5 p.m.

March 24
CitiStreet Financial Adviser***

April

April 8
TIAA-CREF Representative**
9 a.m.–5 p.m.

April 12
New Employee Orientation*

April 14
Melanoma Awareness
1–3:30 p.m. Maroney-Leddy Lounge, Student Center

April 17
CitiStreet Financial Adviser***

April 20
TIAA-CREF Representative**
9 a.m.–5 p.m.

April 28
CitiStreet Financial Adviser***

April 30
Payroll Information
Deadline to submit W-4 form to payroll in order to maintain your state and local tax exemption status for 2005.

* Time and location to be announced.

** Call Maxine Jones, (800) 842-2733, extension 2461, for appointment.

*** Call Hollick Glasgow, (917) 685-2027, for appointment.
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