Student Affairs 2015-2016 Award Recipient

by Tania Green, Advisor to Students with Disabilities (Student Wellness Services)

Annually, nominations are invited for the Student Affairs Staff Recognition Award, named in honour of Marilyn Langlois. The purpose of the award is to recognize individuals working in Student Affairs who provide exceptional service to students, faculty, staff and others in the community.

Dr. Forrest Caldwell, Physician, Medical Consultant within Student Wellness Services, was named the 2015-2016 award recipient. Forrest has worked full-time in Student Health Services since 1999. Forrest is well known for epitomizing professionalism and going above and beyond to support students, staff, faculty, and community partners, while exhibiting excellence in service, job knowledge, teamwork, and community partnerships. In the spirit of so many Student Affairs practitioners, Forrest consistently goes above and beyond for students/patients in need, while continuously committing to professional development in the best interest of those serviced. Credited by his colleagues as being the backbone of the medical clinic, Forrest brings a calm, confident leadership style to everything he does, and is always approachable and dependable.

It’s impossible to showcase all of Forrest’s strengths and contributions in this short announcement, however, please join the Division in congratulating Dr. Forrest Caldwell on this honour.

What’s all the Hype about LinkedIn?
LinkedIn is the place where you can capture your professional persona and has commonly been referred to as the “professional’s Facebook”. Page #2

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Moving up, out, in, or on...
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More Inside
What’s all the Hype about LinkedIn?

by Jill Ferguson, Manager (Co-op Education & Career Services)

LinkedIn is where you can connect with like-minded people without having to see photos of their dog on vacation, their “year in pictures” or where they checked in to have dinner on Tuesday night. LinkedIn is the place where you can capture your professional persona and has commonly been referred to as the “professional’s Facebook”. Most people still believe that LinkedIn is meant specifically for those in the midst of a job search and are attempting to network in order to expand their reach. Of course, this is absolutely true. However, this is not LinkedIn’s sole purpose and there are many benefits to connecting with people that will not only help you in your current job, but will also help in your personal life as well. The following are just some of the other reasons why LinkedIn should become your new social media BFF.

Choose your privacy settings. This is one concern that many have when joining any social networking site. However, on LinkedIn you set the privacy settings you want. Don’t want your email public – make it private. Don’t want people to know what causes you support – don’t add them. The site offers many privacy features that allow you to be in control of the information you share.

Build your expert status/credibility. Have you written an industry report? Recently added a new credential or developed a new skill? Much of what we do or develop that has significant accomplishment written all over it, is not known to many. By posting accomplishments you are able to build on and convince others of your ability and credibility as a professional in your field.

Your connections can recommend/endorse you. It’s great to talk about your own skills, but imagine having someone else’s recommendation or endorsement about a skill you possess. LinkedIn has a whole section dedicated to just that. After all, others may see something in you that you didn’t know you possessed.

A depository for your artifacts. Not only can you tell someone that you have written an industry report or added a new credential – you can show them. LinkedIn allows for uploading of documents, videos, images, presentations and hyperlinks. Unlike your resume, that probably hasn’t been looked at in 5 years, LinkedIn allows for content to be added as it happens.

Learn from experts in your field. Connect with individuals that LinkedIn refers to as “Influencers”. These are high-profile individuals in various industries that write articles, blog or otherwise share information about trends to LinkedIn members that subscribe to them.

Get advice. Confronted with an issue or a problem in your field of work and don’t have anyone to bounce an idea off of? Join groups that relate to your field of interest and you will find people from not only Canada, but North America and even the world wanting and willing to help you solve it.

Keep up with causes, companies or concerns. Interested in what is happening at Nestle? Concerned with corporate social responsibility? Have a cause that you would like to learn more about? Joining groups on LinkedIn is also a way to keep connected with individuals that have similar interests and discuss issues related to these interests. Some groups are open and anyone can join, while you must ask to join others. It is a great way to keep on the cutting edge of information you are passionate about.

Take courses. Do you want to learn how to use Microsoft 365, the fundamentals of project management or the universal principles of design? Then Lynda.com (a LinkedIn company) has over 4,500 training courses available from industry experts. The best part – they’re really inexpensive (start at $20/month) if you sign up. You can access a 10 day free trial right now to check it out.

Provide Google with positive information about yourself. It is true that the more you are on social media, the more information there is about you in cyberspace. So why not make it positive information about your professional self. The more you use LinkedIn, the more this professional image will be found by others if they are searching for you on-line.

Develop your network before you actually need it. So I told you that LinkedIn was for more than just networking when you are in the midst of a job search – and it is. Just because you are not actively looking for employment right now doesn’t mean that you should ignore those in your network or not look to expand the network you already have.

Join me (Jill Ferguson) on June 22nd, 2016 from 11:30am – 12:30pm at Co-operative Education & Career Services and I will show you all the great things about LinkedIn and how to get started with your own profile. Email Carrie Steele at csteele@uoguelph.ca to register.
Call for Writers

by Yassin Sagnia, Coordinator, Mentorship & Engagement Programs (Student Life)

All members of the Student Affairs Division are invited to submit an article (or more) to the Professional Development Committee to be featured in future issues of The Quarterly.

Submitted articles should have a professional development theme, written for an employee audience, and should be a maximum of 800 words in length.

Submission Details
Submissions can be emailed to the Committee before September 1st, 2016, by emailing Yassin Sagnia: ysagnia@uoguelph.ca

The Professional Development Committee would like to create a reciprocal learning environment where colleague’s present topics of interest or expertise to co-workers.

Attendees receive valuable knowledge, updates, or skills. While presenters, develop presentation and public speaking skills.

All members of the Student Affairs Division are invited to present on topics of interest or expertise. Presentations should have a professional development theme, be designed for an employee audience, and be a maximum of 60 minutes in length.

Submission Details
Submissions can be emailed to the Committee before September 1st, 2016, by emailing Yassin Sagnia: ysagnia@uoguelph.ca

Submission should include the following:

- Title of presentation
- Name and title of presenter
- A presentation summary (200 word limit)
- Identify the style of the presentation: workshop, lecture, etc.
- Ideal room size and set-up
- Identify any technical requirements

Attendees receive valuable knowledge, updates, or skills. While presenters, develop presentation and public speaking skills.
Decision-making & email

by Jessica Westlake, Executive Assistant (Student Affairs)

Email, once referred to as electronic mail, has dramatically changed communication within the workplace. Since the conception of email, it has become, if not already is the principal method of communication of many office settings, and in 2015, often replaces other office communication channels such as, memorandums, letters, fax messages, phone calls, meetings, and various types of inter-office postal systems.

A 2014-2018 Email Statistics Report, identifies the business sector as the primary catalyst in email traffic, noting that in 2014, over 108.7 billion emails were sent and received per day (The Radicati Group, 2014). Translated, the aforementioned statistic means that in 2014 the typical business user sent and received on average of 121 emails per day, up from 105 in 2011, and forecasts report that this figure will increase to 140 emails per day for 2018 (The Radicati Group, 2011 & 2014).

Media Richness Theory states that organizational leadership must understand its information processing activities such as email, and its employees who help shape the complex communication channel (Dandi, 2002). With developed understanding, an organization is in a better position to adapt and adopt a heightened level of written communication (Dandi, 2002).

In 1990, lead scholars on the subject of communication, Suchan and Dulek argued that clarity is the most significant topic in business, and ironically the most serious communication issue.

Previous studies have examined the subject of clarity in business communications (Suchan, 1990); (Bennett. J.C. & Olney, 1986), strategic communications and instructions (Reeves. Ford, Duncan & Ginter, 2005); (Kennedy, Cruickshank, Bush, & Myers, 1978), and in business education (Feinberg & Prozker, 1985). The topic of clarity is often conceptualized in research with terms such as: understanding (Sweller & Chandler, 1994), clearness (Carlile, 2004), and sensitivity and specificity (Reeves, 2005).

Unclear communication will inevitably result in liabilities, financial costs, security risks, reputational damage, and often because of misunderstandings loss of customer and employee retention (Eppler, 2011).

A report from the MCM Institute, at the University of St. Gallen, argues the need for clarity in business communications, and demonstrates the high costs associated with unclear and complex messages, and provides recommendations for solutions based on tested survey results and case studies (Eppler, 2011).

Based on the predominance of email within the workplace, its rapid transmission, and record keeping characteristics, email has increased decision-making democracy in organizations (Garton & Wellman, 1995). Decision-making literature indicates that the ability of a leader to identify prejudgments during a decision-making process will increase desired outcomes (Finkelstein, Whitehead, & Campbell, 2008). Additionally, literature states that understanding which prejudgments will have a higher probability of contributing toward a poor decision and which will not, enables a decision maker to focus his or her attention on the most relevant components of the decision-making process (Finkelstein, at al., 2008). However, the practices of acknowledging bias, and decision-making are easier said, than done.

The adult learning process is deeply influenced by habits and assumptions that guide subsequent understanding, appreciation, and action (Mezirow, 1990). Adult education literature states, “reflection enables us to correct distortion in our beliefs and errors in problem solving (Mezirow, 1990).” Critical reflection is the practice and capacity of an individual utilizing a higher-order mental process to recognize and evaluate assumptions embedded into his or her mindset. The practice of critical reflection enables an individual to analyze the presuppositions on which beliefs have been formed, and refers to an individual’s capacity to challenge the validity of those assumptions. Critical reflection is a process of transforming unconscious knowledge and practices into the conscious. Critical reflection is explicit and logically articulates knowledge and practice to allow for transparent and justifiable decision-making (Mezirow, 1990) (Densten & Gray, 2001). Critical reflection in decision-making is often formally represented by means of a checklist. A checklist is as it sounds, a formalized list of prompts which helps its reader to critically reflect on specific questions, which are selected for specific situations. This process of reflection is said to assist with a person’s ability to evaluate decisions from a less biased perspective.

Email is identified as a poor medium or channel of communication because of its slow feedback capability and its limit to text-based characteristics. However, oddly, email is by far the most widely used communication tool in business. As email is projected to increase, it is important that leaders and members of their organizations utilize prompts to assist in promoting a amplified level of
written communication, that takes into consideration characteristics such as context, structure, essential content; reduction of ambiguity; and to create resonance with the audience (Eppler, 2011), to produce richer communication (Dandi, 2002).

**Diagnose the clarity of your message with these five recommended components of communication:**

**Context:** At the beginning of my communication, is there any indication why the communication is important (purpose and for whom?)

**Diagnose:** No indication at all; some context indications given; communication content clearly given upfront.

**Structure:** Is there a clearly visible, easy-to-grasp structure to this communication?

**Diagnose:** No explicit structure whatsoever; explicit but somewhat unclear structure; very clear and visible structure.

**Essential Content:** Are there parts to this communication that are not essentials and could be left out?

**Diagnose:** Many superfluous items; some superfluous items; no superfluous items.

**Ambiguity-free:** Are there any terms used in the communication that are ambiguous, unclear, or otherwise difficult to interpret?

**Diagnose:** Many ambiguous terms; some ambiguous terms; no ambiguous terms.

**Resonance:** Does the communication provide useful illustrations to create resonance with the audience?

**Diagnose:** No useful examples/illustrations; somewhat useful examples/illustrations; very useful examples provided.

**Guidelines for Clear Communication:**

**Think CLEAR**

**Context:** Indicate purpose, relevance, audience.

**Logical Structure:** Explicit parts/sequence/organization.

**Essential and Easy:** Focused topic, short phrases, and familiar terms. Explicit parts/sequence/organization.

**Ambiguity-free:** Specific or defined terms; few pronouns.

**Resonating:** Illustrative examples, graphics, engaging style. Positive and active sentence format.

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**Email Checklist:**

When possible consider the following before sending an email:

- Is email the correct communication channel to address the matter? - rather than calling a meeting or placing a phone call.
- Is the subject header informative (Information; Action; Question; Invitation; etc.)?
- Has the message been addressed appropriately and include everyone needed (To; Cc; and Bcc)?
- Should the message include a personal greeting or opening statement?
- Is the message limited to only one topic? – it’s recommended that each email contain only one topic
- Does the email reference previous message(s) appropriately?
- Are action items listed clearly and articulate who is responsible for what action (who is doing what, when)?
- Does the message provide the reader(s) with reasoning or implications of any request(s)?
- Is the message is less than one screen long?
- Is the message accessible and acronym free?
- Is the message written in a positive tone?
- Have documents been attached and links checked?
- Has the message been double checked for accuracy of details such as dates and locations?
Department Updates

Athletics
Construction continues to be the big news in the Athletics Department as we work through some more "short term pain for long term gain". The new Gryphons Athletic Centre is on schedule with the new entrance about to take shape and an anticipated opening day of Labour Day. As we prepare for the move to our new state of the art facility some new membership programs have been introduced. Our NRG Pass will include access to the Fitness Centre, Fitness Classes (including Boot Camp, TRX and Cycling), Intramurals, Swimming, Skating, Squash, Run/Walk Track and all recreational sports; visit gryphons.ca for more details. In more construction news - A Ground Breaking Ceremony was held at the end of April as shovels went into the ground to begin work on the new Pavilion at Alumni Stadium. The Stadium will be a busy place this spring as the University gets set to host the Toronto Argonauts training camp. In the middle of all of the construction our Camp staff prepares to begin another year of our Award winning camp programs; our facilities will be buzzing! Not to be out done by our facility upgrades; our MarCom department celebrated some success of their own earning 3 top honours at the OUA-AGM meeting - the OUA Best Webcast Production, Award for best social media account and the McCaw Cup handed out for best Market Driven Sport Championship.

Child Care & Learning Centre
The CCLC is undergoing change, as Lorna Reid retired as Director at the end of April. We welcome Valerie Trew as the new Director. Valerie comes to us from Child Care Services, Regional Municipality of Halton. We ask that you welcome Valerie to the University and CCLC. Teachers will be exploring ongoing professional development as it pertains to our pedagogy, including Reggio and emergent curriculum, as we visit centres in Halton Region on a series of road trips in May and June. This will support the CCLC to maintain its’ high standards of care and education it provides and continue to expand on our pedagogical programming and documentation. The CCLC is a proud supporter of Special Olympics and has adopted an athlete for the upcoming Special Olympic Spring Games. We wish Jamie Strong and all athletes Good Luck and a memorable experience. We would like to congratulate Angela Marshall, on her 25 years of service at the CCLC.

Co-operative Education & Career Services
On March 10th CECS held its Awards banquet, celebrating over 20 employer and 55 student nominations, with the following accolades:
Co-op Student of the Year in Commerce & Social and Applied Human Sciences - Andrew Crawford. As Communications Coordinator, Andrew completed a key project of implementing a new way of advertising course offerings to RBC employees.
Co-op Student of the Year in Science & Engineering - Christopher Muirhead. Chris worked in a variety of roles at Stantec Consulting, the most significant as an environmental advisor.
Collin Cureatz Memorial Award for Co-op Student Involvement - Brittney McManus. This award recognizes a co-op student’s contribution to the betterment of the co-op program or to co-op student life.
National Co-op Employer of the Year Award - The City of Mississauga, Environmental Services Section. The City of Mississauga has propelled the success of the co-op program – hiring over 20 students since 2002.
Guelph Co-op Employer of the Year Award is Agriculture and Agri-Food Canada. AAFC has been hiring co-op students for over 20 years and posted over 28 different positions in the past four years.

Office of Student Affairs
The Office of Student Affairs has been working with a cross-department team to establish a Student Mental Health Framework. The Student Mental Health Advisory Committee (SMHAC) met once a semester over a 2-year period. Five sub-committees were formed that included over 40 university stakeholders, including staff, faculty and students. To ensure that mental health remains a priority at the University of Guelph, the SMHAC has proposed a framework to guide all future decision making regarding student mental health issues on our campus. The framework has gone to the May University’s Board of Governors to be endorsed and the SMHAC is hopeful that the framework will unfold throughout the University for fall 2016.
Student Housing Services
The end of April saw Student Housing Services (SHS) bidding adieu to nearly 4800 students. Currently the Desk and Facilities units have transitioned into our summer operations, greeting conference delegates and ensuring that our residences undergo major cleaning and renovation prior to the arrival of our next crop of students in the fall. This conference season is particularly exciting beginning with the arrival of the athletes, coaches and various supporters attending the Guelph Special Olympics. The athletic theme as the Toronto Argonauts will also be arriving on campus for their spring camp. Work has begun on several capital projects, among them new roofs for Lambton and the Village Townhouses as well as the installation of WiFi throughout all of our residence buildings. Residence Admissions staff are fielding many questions from excited prospective students as the June 1st application deadline date nears. Residence Life Managers haven’t slowed down either as they prepare for the arrival of a new crop of Assistant Managers and plan for the next academic year.

Student Life
During the Winter Semester Community Engagement and Global Citizenship hosted their Project Serve Reading Week programs to Vancouver, Mississippi, Nawash and Guelph. On April 7th, over 400 members of the Class of 2016 were in attendance at the Last Lecture. The 2016 faculty, student and alum lecturers were; Dr. Martin Williams, Physics department, Ryan Shoot, BAH ‘16 & CSAHS-SA President & Dr. Anne-Marie Zajdlik BSc ’82-’85, Honorary Doctorate, UofG ‘08 & founder of Bracelet of Hope, respectively. On April 8th, the Office of Intercultural Affairs also held its Aboriginal Celebration of Achievement for the Class of 2016. The Centre for New Students also enjoyed a successful year with a record high number of student participants in their Bounce Back program.

Student Wellness Services
Disability Credit Courses, Experience to Understanding: PSYC 1300 (Learning Disabilities) and PSYC 1400 (Mental Health). Student Accessibility Services (SAS) offers students with a relevant disability the opportunity to take a course for credit in either Learning Disabilities or Mental Health. Offered through the Department of Psychology and coordinated by SAS, these pass/fail courses allows students to receive 0.5 credits toward their degree program. The courses include both regular lectures and seminar components. These unique courses are designed to provide students with an understanding and acceptance of learning needs and help them to become self-directed, active and successful learners. PSYC 1300: Offered every fall since 1999, the LD Credit Course introduces students to central issues in the area of learning disabilities and provides an opportunity for discussion, asking questions and group sharing. A variety of modules are offered to assist student in applying and practicing strategies that aid in their understanding of specific learning needs. PSYC 1400: Offered in the winter term, this course is in its third year and is specifically designed to meet the needs of students diagnosed with mental health disabilities. It aims to help students enhance their strategies and abilities to successfully complete their academic studies.

The Division of Student Affairs
Student Affairs is pleased to announce the release of its updated website. Employees are encouraged to visit the site and become familiar with its resources. Additionally, the site features the updated logo for the Division. As a result of these modernizations, departments will likely need to change hyperlinks that direct users to the site and any resources which include the logo.

One of the new features of the site is a page for staff and faculty resources. As partners in learning, the Division of Student Affairs would like this page to be as useful as possible. As such, please do not hesitate to let the Office of Student Affairs know of any requests, suggestions, or concerns about the content by emailing: st_affs@uoguelph.ca.
Moving up, out, in, or on...

**Athletics**
- Rob Laird - Finance & Business Operations Manager.
- Jordan Grau - Facility Supervisor - Gryphon Centre Arena.

**Child Care & learning Centre**
- Lorna Reid retired at the end of April, after serving as Director for the past 5 years.
- Valerie Trew joined the Department and University in April, as the new Director.
- Kelly Woodward, a preschool teacher, is leaving the Centre and has accepted a new position in Bruce County.

**Co-operative Education & Career Services**
- Colleen Myronyk has been hired permanently into the position of Manager of Co-op & Employer Partnerships.
- Kaitlyn Edwards will cover Sinead Artem, Marketing & Website Coordinator maternity leave effective June 2016.
- Malcolm McLeod from Student Accessibility Services will be a student Accessibility Consultant for June and July, in order to increase accessibility within current practices and processes.

**Student Affairs Office**
- No changes have occurred within the Office of Student Affairs since the January issue.

**Student Housing Services**
- Brenda Foster has retired.
- Rob Laird has assumed the Business Manager position in Athletics.
- Nathan Griff has moved to Physical Resources.

**Student Life**
- No changes have occurred within the Department of Student Life since the January issue.

**Student Wellness Services**
- Jamie Campbell, Administrative Assistant left SWS for another position on campus.
- Tony Pfaff, came on board as Distributed Analyst III-Student Wellness Services (IT Support for Student Wellness).
- Adrian Lawson - Psychiatrist (started in May).
- Carla Edwards - Sports Psychiatrist (started in May).
Always time for a laugh...

“For cryin’ out loud! Can’t you forget about work just for one day?!”

Good weather guilt / work guilt vicious cycle.
Research Corner: Generational Phenomena

After reviewing the literature it is clear that generational phenomena is largely misunderstood by members of society who merely credit the field of study with averaging data collected among birth cohorts (Lyons & Kuron, 2014). According to the social forces perspective, generational differences are far more complex than the misconception held by the vast majority of the public (Lyons & Kuron, 2014). In fact, it is strongly cautioned that future research stop suggesting that there is a straightforward relationship between birth cohort and other variables (Lyons & Kuron, 2014). As hyper-media channels make public opinion readily available, and the standards of journalism decreases, leaders must commit themselves to being life-long learners in order to stay abreast of evidence based research and to deter themselves from following or leading from a place of conjecture.

Find out for yourself:

Generations as a Construct


Empirical Evidence


The Millennials


Leadership Implications

Human Resources Learning and Development offer a host of workshops to help enhance individual skill sets. A full list of opportunities can be found on their website at: https://www.uoguelph.ca/hr/hr-services/learning-development

Some highlights include:

**Building Leadership Effectiveness** – June 2nd and 3rd - Building Leadership Effectiveness (BLE) encourages leaders to develop practices that transform values into action, vision into realities, obstacles into innovations, and risks into rewards. Participants will be introduced to the five practices of exemplary leadership: modeling the way, inspiring a shared vision, challenging the process, enabling others to act, and encouraging the heart.

**Office 365 Information Sessions/Webinars** – various dates in June, July, and August - This information session will provide users with an overview of Office 365. We will cover the benefits Office 365 and provide a short demo of features that will be available to you following the Gryph Mail migration in July. This session will be led by a member of the Office 365 Project Team and will be followed by a Q & A period.

**Wellness Lunch Session: Beyond Stigma; Increasing Our Understanding of Mental Health in the Workplace** – September 9th, 12pm - In today’s society, there still remains a lack of awareness and even sometimes bias related to mental health problems. This wellness session will allow participants to enhance their understanding of the personal and environmental factors that can have an impact on mental health, as well as the most appropriate prevention and intervention strategies available.