

**North Carolina State University**  
**Staff Senate meeting**  
**Wednesday, July 24, 2013**  
**McKimmon Center for Extension & Continuing Education**

**Present:** Ryan Hancock, Miriam Hines, Anne Crews, Elizabeth Russell, Patty Spears, Amanda Holbrook, Christine Epps, Maria Moreno, Sharmeen Nokes, David Kelly, Rosalie Tisa, Joanie Aitken, Anita Keith, Maurice Alcorn, Robert Bradley, Nicole Burgos, Liz Moore, Charles Craig, Matthew High, Steve Bostian, Brenda Asbury, Lee Ann Clark, Joe Sutton, Tenille Naumann, Janice Coats, Chris Terwilliger, Wall Crumpler, Robert Davis, Carol Reilly, Joy Smith, Phyllis Laughlin, Lossie Rooney, Cathi Phillips, Anna Lamm, Amy Kunkle, Kate Christenbury, Wyona Goodwin, Natalie Freeland, Hilary Kinlaw, Randall Reh fuss, Jim Stewart, Jason Austin, Tom Karches, Karin Cousineau, Sherry Lynn, Peggy Elliott, Joshua Gira, Corrin da Watkins, Meg Smigielska

**Absent:** Robin McGehee, Brandon Moore, Edward Brown, Jamarian Monroe, James Jeuck, Brian O’Sullivan, Meredith Newman, Carl Dudley, Dustin Wheeler, Judy Daniels, Sandy Gove, Erica Wisecup, Roger Sims, Melissa Simpson, Martha Barrick, Clifton Williams, Darren Fallis, Brenda Wilson, Kerri Rayburn, BJ Okleshen, Kim Paylor

Chair, Ryan Hancock called the 1<sup>st</sup> Meeting of the 19<sup>th</sup> Session to order.

**Guest Speakers:** Jeff Murison, Executive Director - Hillsborough Street Community Service Corp.  
Amy Grubbs, Business Operations - Onboarding Manager

Jeff Murison expressed gratitude for his invitation to speak. Jeff is the Director of the Hillsborough Street Community Service Corp. He reported our public brand is called “living it up on Hillsborough Street”. Jeff reported we are an economic development agency and business improvement district for Hillsborough Street. We were created about 3 – 3 ½ years ago as a partnership between the city of Raleigh, the University, the property owners, merchants and the greater Hillsborough Street Community. Jeff shared the Hillsborough Street Community Service Corp can be described as a “chamber of commerce/homeowners association”. But he stated we are a private non- Profit Corporation created as a partnership between the university, the city and the property owners. We are here to help grow the economic sustainability and make Hillsborough Street a real destiny in Raleigh. Jeff shared the following information that can be viewed on the homepage at:

<http://www.hillsboroughstreet.org/> .

Jeff also reported the HSCSC territory is about 3 miles long running on both sides of Hillsborough Street from St. Mary’s School to the beltline. Jeff shared the HSCSC Provides the following services:

- Cleaning
- Security
- Beautification
- Marketing
- Economic Development
- Tourism

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- Advocacy
- Special Event Programs and Services

Jeff shared information about the Board of Directors, which guides the future of the HSCSC and the street in accordance with the corporation's mission statement. They advise the staff decisions regarding initiatives, partners, and development while also overseeing the budget.

Jeff shared one of our biggest programs is the intern program. He shared an intern blog at <http://hillsboroughstreet.tumblr.com/> which is a weekly blog sharing tastes, feelings, and happenings of Hillsborough Street!

More information about Hillsborough street events such as NC State's Packapalooza visit: <http://www.hillsboroughstreet.org/do/packapalooza1>

Jeff ended his presentation answering questions from Staff.

Amy Grubbs, Onboarding Manager expressed gratitude for her invitation to speak. Amy updated the staff on the new Onboarding Center which is part of the University Business Operations Center. We were the first to open starting our services in June, and we are currently going through a pilot group with some of the units on campus. Amy spoke on synergy, multiple units working together to create something greater than their individual contributions. Amy shared we partner with a lot of groups on campus, noting that this is something that could not be done individually.

Amy stated the vision for the Onboarding Center is to create an experience for new hires that is welcoming, helps get them acclimated on campus, and helps them feel part of the university community. Our big focus is making a positive first impression to employees. They are very overwhelmed when they first come on. We want to focus on customer service, answering the questions they may have, and if we don't know the answer finding out who may know. We want to make them feel welcomed to the University and equip them with the tools, information and resources they need to be productive on their first day. One of our goals is to establish personal relations with the employees and a future goal is to have a social network for new employees. This is all to help morale and productivity. We started offering new orientation on June 4<sup>th</sup> for all of campus at the Visitors Center a few times a month partnering with a lot of groups providing different components of orientation. Amy shared a sample model during orientation.

New to the welcome session is that we explain the difference between EPA and SPA, also how to get involved on campus, such as the Polar Plunge, Krispy Cream Challenge, etc. We take them on a bus tour around Centennial Campus and Main Campus, and we talk about the history of the university. We share fun facts like what the first colors for NC State, which were pink and blue, and how Holladay Hall was built by the prisoners down the road. After the tour we take them to Fountain Dining Hall to eat

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lunch together. Our meet and greet happens before lunch so employees have an opportunity to meet people in their areas/departments. One big change is that we split benefits components, so you can choose a class session or and on-line orientation. Amy shared the Benefits Department has done a great job of creating online resources. We do offer once a month an alternative location at the Centennial campus, Hunt Library for the general NEO.

When a hire action is entered through Start Employment, it generates a welcome letter with a link to the Onboarding Center giving them information to prepare for the first day. Once the action is approved then a second email is generated to provide the employee a unity ID, explaining what the unity ID is used for, and how to change their password. Lastly the email account is generated and the department has the flexibility to determine when they want to distribute the email to the employee.

Amy ended her presentation answering questions from staff and stated we will go live with all units on September 3<sup>rd</sup>. Please visit the Onboarding website at: <http://onboarding.ncsu.edu/>

Respectfully submitted by Nancy Phillips, Staff Senate Administrative Assistant