

TO: Joe Gow, Chancellor
Robert Hetzel, Vice Chancellor for Administration and Finance
Kathleen Enz-Finken, Provost/Vice Chancellor for Academic Affairs
Greg Reichert, Assistant Vice Chancellor for University Advancement

FROM: Krista Shulka, Coordinator
Program Associate Professional Development (PAPD) Program

RE: 2009-10 PAPD Annual Report

DATE: July 10, 2010

CC: Carmen Wilson, Chief of Staff/Chancellor's Office; Ruthann Benson, College of Liberal Studies; Paula Knudson, Student Development & Academic Services; Bruce Riley, College of Science & Health; Bill Colclough, College of Business Administration; Barbara Stewart, Campus Climate; Al Trapp, UW-L Foundation, Jennifer Wilson, Human Resources; Deb Hanson, Human Resources

The 2009-2010 academic year was another fruitful and empowering year for the Program Associate Professional Development (PAPD) program. The PAPD has continued to maintain its commitment to UW-La Crosse program associates and related classified staff by serving as a voice for continued professional development opportunities. Its mission is to enhance the individual and collective value, image, competence, and impact of program associates/related classifications at UW-La Crosse.

The past academic year provided ample opportunities for program associates' professional development. Some of the year's highlights include:

- Coordinated *Managing Emotions in Emotional Situations* in fall 2009, with guest presenter Marni Bekkedal (Two Steps Forward, LLC).
- Coordinated *Managing the Moment: Improving Communication, Customer Service, and Time Management* in spring 2010, with guest presenter Joseph Lyman (Minding Your Business, Inc.).
- Organized "building socials" for program associates and other related classifications to learn about departments and programs in each academic building on campus.
- Hosted several Administrative Professionals Week events including a presentation by former UW-L Human Resources classified staff member, Lissa Carlson.
- Coordinated a group of PAPD members to attend the annual conference, *Moving Toward Peak Performance*, sponsored by the UW-Madison Human Resource & Development Office.
- Members of the PAPD Steering Committee spearheaded the creation of a campus-wide Classified Staff Advisory Council.
- Continues to create and update an electronic newsletter and website.

The PAPD looks forward to an exciting and challenging future as we seek opportunities to develop within our chosen professions and provide professional development opportunities to all office professionals on campus. Continuing to grow as leaders and mentors, we hope to raise the standard of excellence for program associates in order to best meet the needs of our departments, our students, and the university.

TABLE OF CONTENTS

Committee Activities	
Expanding Our Circle of Influence	3
Administrative Professionals Week Celebration—Words to Live By	3
Workshop Committee	5
Managing Emotions in Emotional Situations	
Managing the Moment: Improving Communication, Customer Service, and Time Management	
Moving Toward Peak Performance (Madison Conference)	
Mentoring Committee	8
Publications Committee (website, brochures, newsletter)	8
Building Socials	9
Future Goals	10
Impact on the University	11
Appendix	
A: Committee Membership/Mission Statements	12
B: Newsletter Samples	14

Expanding Our Circle of Influence

The PAPD Steering Committee sees these opportunities to work with others as a means to create real change on campus for classified staff. By working together, we can make a difference, provide a voice for an underrepresented group, and better serve our departments, students, and the university.

As program associates continue to serve the university and influence decision-making policies by serving on campus-wide committees, one of the most notable events this year to expand our circle of influence was the creation of the Classified Staff Advisory Council (CSAC). Three members of the PAPD Steering Committee (Krista Shulka, Susan Butterfield, and Cyndi Taylor) spearheaded the creation of the advisory council, using other UW-System councils as a model. These three individuals wrote tentative bylaws and met with Chancellor Joe Gow and Chief of Staff Carmen Wilson to further develop the distribution and implementation of the council. Several open forums were conducted, enabling classified staff from across campus to share ideas and concerns relating to the role and expectations of a council. Overall, feedback was positive.

In August 2009, classified staff voted to support the creation of the Classified Staff Advisory Council and nominees were sought to serve on the council. CSAC Executive Committee consisted of Ben Kolpitke (chair), Becky Yoshizumi (vice-chair) and Jim Treu (recorder). The remainder of the council included Jeff Berger, Tom Fell, Cheryl Rice, Krista Shulka, Robert Wilson, Susan Butterfield, and Pam Woods. Deb Hanson and Carmen Wilson also sit on the council as ex-officio members.

Members of the PAPD played a pivotal role in the creation of this historic council on the UW-L campus. It is one more way for classified staff to have a voice and become involved in creating positive change for the university.

Administrative Professionals Week—Words to Live By (Lissa Carlson)

As part of Administrative Professionals Week, the PAPD hosted a social/presentation with guest speaker, Lissa Carlson, founder and publisher of *Coulee Parenting Connection* and formerly a program assistant in the UW-L Human Resources office (1994-2004). Administrative Professionals Day (formerly known as Secretary's Day) originated in 1952 as a means to encourage more people to consider careers in the secretarial/administrative support field by focusing on the values and importance of administrative assistant jobs. The name was changed to

Administrative Professionals Week in 2000 to encompass the expanding responsibilities and wide-ranging job titles of administrative support staff.

Lissa researched and launched *Coulee Parenting Connection* for several years and premiered the magazine in May 2001. It has since been recognized nationally for its excellence by the Parenting Publications of America, a trade association representing more than 120 regional parenting publications worldwide. Lissa's presentation, "Words to Live By," focused on her journey toward the goal of creating and publishing her own magazine as well as what she's learned along the way. Lissa's heartfelt presentation included ten key "wisdoms" that she has learned about herself, about following her dream, and about working with others:

- It all happens for a reason. To quote Marilyn Monroe, "...sometimes good things fall apart so better things can fall together."
- Make your own luck. Lissa commented, "While we all must have faith in making our dreams a reality, we must first remove the excuses and obstacles and find those accessible ways to take control of our own destiny."
- Don't be afraid to admit what you don't know. Lissa shared that when she first started her magazine, she thought she knew everything and was not open to the ideas or criticisms of those around her. As she has grown as a publisher, she has come to appreciate the insight of others and her magazine has developed into more of a community endeavor.
- Learn as much (or more) from your failures as your successes. Lissa disclosed a situation in which she had planned an event in which more exhibitors participated than attendees. She was mortified to have to go to each exhibitor and apologize for the lousy turnout. However, through persistent creativity and hard work, the annual event became a huge success.
- We aren't solo acts in life. Recognize and be grateful for the people who have contributed to our success.
- A kind word or a genuine compliment can change a life (or at the very least make someone's day). Oftentimes, we are neglectful in recognizing the strengths and talents of those who have contributed to our success.
- Be good to those closest to you. Be as kind to your family as you are to perfect strangers.

- Be just as kind to yourself. Lissa talked about the little voices in her head that often fill her with fear and held her back. She advised us to picture the worst-case scenario to help put things in perspective.
- Balance is a misnomer in life. There are no scales in life that measure with any accuracy. Find the rhythm in life that gives you the most satisfaction.
- Be good, do good, reap good.

Workshop Planning Committee

Managing Emotions in Emotional Situations

On December 11, 2009, the PAPD hosted “Managing Emotions in Emotional Situations.” Approximately 40 academic department associates and related classifications participated in this workshop led by Marni Bekkedal. Marni is a Ph.D. neuroscientist with expertise in brain chemistry and the processing of emotions. She has over 10 years teaching experience at the college level as well as providing workshops emphasizing the importance of the brain in emotions, stress management, and control of our behaviors. She currently holds an adjunct professor position in the University of Wisconsin School of Medicine and has over 12 years experience as a manager including 5 years as deputy director in a neurobehavioral toxicology laboratory.

Feedback was positive, with 96% of participants determined the workshop to be valuable and over 85% indicating that they would incorporate the workshop information into their professional life. Marni demonstrated that our brain is wired to respond first with emotions rather than rational thinking. This is particularly true when we are confronted with difficult people and difficult situations. Oftentimes our emotional responses result in negative consequences that could have been avoided if we had used some simple strategies. By understanding how the brain influences our behavior, we can find the strategies that work best for us and improve our ability to act rationally rather than emotionally. By managing our emotions in emotional situations we can avoid some conflicts and reduce their negative impacts when they are unavoidable. Participants were provided with scientific and practical solutions for improving their responses when faced with difficult situations and difficult people.

Several participants indicated how the workshop gave them insight on how they can improve their own behavior and actions in order to diminish emotional situations. One participant stated, *“I have gained insight into what reactions are physical, emotional, or instinctive. That knowledge may help me in the future to take a step back and evaluate my response to diffuse or head off potential escalation of stress.”*

Managing the Moment: Improving Communication, Customer Service, and Time Management

In fall 2007, the Program Associate Professional Development (PAPD) Steering Committee and Beth Hartung, the Campus Climate Coordinator, developed and implemented a work environment satisfaction survey. According to the survey’s executive summary, one of the leading areas of concern was in regard to department relations/internal customer service. Survey participants were given the opportunity to respond to several questions regarding their relationships with other units across campus. Distrust and disappointment with the services provided by the Human Resource Department and the Business Services Department emerged as a theme. Participants indicated three primary concerns: 1) lack of availability as a resource; 2) lack of clear communication; and 3) unsatisfactory support.

With this concern in mind, the PAPD Workshop Committee sought the advice and support of Provost Kathleen Enz-Finken and Vice Chancellor for Administration & Finance Robert Hetzel. With their support, the PAPD Workshop Committee met with Joseph Lyman from Minding Your Business, Inc. and developed a workshop to specifically address the communication, customer service and time management needs of UW-L office associates and administrators/supervisors. The primary objectives of the workshop were

- Manage Your Day—You can’t have more hours, but you can have more time.
- Manage The Message—Effective communication can bring us closer together and closer to the goal.
- Manage The Moment—How staying focused on outcomes helps keep us healthy and happy.

Joseph Lyman used humor and real-life experiences to provide a dynamic, interactive workshop for nearly 90 participants from across campus in the two workshop sessions on April 14, 2010. Nearly 91% of the participants found the workshop valuable, and over 88% indicated that

they would incorporate what they learned at the workshop into their personal and professional lives. Participants commented on a variety of the workshop's topics and how they plan to incorporate these techniques into their daily life. Comments included:

- *“I will be even more aware of the diversity of those I communicate with and work at better presenting the information I wish to convey.”*
- *“I plan to take more time in listening to people. I will also be very careful in ways of communicating whether it be by e-mail or telephone.”*
- *“I will treat my co-workers as “customers” and treat all my customers better. I will learn to ask for what I need. Our workplace should be a “happy place” and it’s up to me to make it better for myself and others.”*

Many participants also indicated that they would be interested in having Joseph Lyman present again on campus to expand on the subjects covered during this initial session. The PAPD Steering Committee strongly urges that if this workshop were to be offered again that it be coordinated by Human Resources and/or upper administration with more workshop attendees from Human Resources and Business Service, the two primary units identified in the PAPD satisfaction survey.

Moving Toward Peak Performance

On April 28, 2010, approximately 15 department associates and related classified staff attended the annual 20th *Annual Moving Toward Peak Performance Conference* sponsored by the University of Wisconsin-Madison Human Resource and Development Office. This is the fifth year that delegates from UW-La Crosse have attended this UW System-wide conference.

Dr. Zorba Paster, a public radio show host, broadcast journalist, author, university professor and practicing family physician, presented the keynote address, “How to Live a Long, Sweet Life.” Dr. Paster explored how balancing the five spheres of wellness—physical, mental, family and social, spiritual, and material—allows us to achieve optimal health and live a long, sweet life.

Attendees also chose from a variety of workshop topics including managing difficult people in meetings, maintaining a healthy energy, finding balance, engaging our strengths at work and in life, using Facebook as a work tool, bridging the gender communication gap, and much more. In addition, there were a number of opportunities for attendees to network and learn from others throughout the UW-System.

This conference has proven to be a highpoint in professional development for classified staff/office professionals within the UW System. Opportunities for professional development are slim for administrative/department associates, and the PAPD is proud to participate in UW-Madison's conference. It is our hope that program associates continue to receive support to attend this annual conference, and we encourage university administration to host similar professional development opportunities on our campus.

Mentoring Committee

The PAPD Mentoring program seeks to foster relationships among new, existing, transferring, promotional, and limited-term program associates and related classifications. It provides access to volunteer mentors (a support system), campus tours, a web-based Job Book, communication and networking opportunities, and valuable information and resources. The 2009-2010 PAPD Mentoring Committee was comprised of Karry Auby (chair), Karen Langaard and Marge Troka.

The committee continues to contact all new permanent, transfer, or limited-term administrative support staff throughout year. The mentor makes an initial in-person contact and provides a welcome folder which includes an introductory letter, mentor brochure, PAPD brochure, campus map, peer tour checklist, "Helpful Campus Building Info," and "Perks to Working at UW-L." The Mentoring Committee also does a follow-up meeting with all new hires in May and November to discover mentoring resources that have been helpful and suggestions for future programming and resources.

Publications Committee

The Publications Committee shares information on policies and procedures, conferences and workshops, and program opportunities through various means, including newsletters, program fliers, the PAPD website, and the Job Book. This year members of the website subcommittee worked on keeping the website up to date.

The PAPD Job Book, also found on the website, continues to be an invaluable tool not only for program associates but for faculty and administrators as well. The Job Book is continually undergoing revisions to include UW-L's new forms, staff changes, and policies. This past year the greatest challenge was updating information on textbook rental and scheduling.

The Publications Committee is also responsible for the *PAPD Newsletter*. *Newsletter* articles are written by a variety of committee members with the layout design created by Lori Hanson (Chemistry). The *Newsletter* is posted to the PAPD website and provides information about upcoming professional development opportunities, as well as tips and techniques to assist associates in their job performance. During 2009-10, the PAPD newsletter team decided to go to a quarterly format. Four newsletters with topics ranging from perks to working at UW-L to highlighting the classified staff nominee for YWCA woman of the year award. The *Newsletter* also features the “Spotlight On” classified staff and updates on the work the PAPD is doing, such as workshops and efforts to improve the campus climate. Newsletters can be viewed in full at www.uwlax.edu/papd or a sampling in the appendix of this document.

Building Socials

Over the past several years, one of the comments we have heard most from program associates is that they rarely get a chance to leave their offices and network with others on campus. Opportunities to socialize, share ideas and concerns, and learn about other campus programs are rare for program associates and related classified staff. With this in mind, during the past year the PAPD program coordinated monthly building socials in the Chancellor’s Office, Geography/Earth Science, Child Care Center, and the Center for Advanced Teaching and Learning (CATL).

The PAPD Building Socials vary in style and activity which enables the department/division host to be creative in their presentation. The Chancellor’s Office social was very fluid, allowing attendees to mingle with one another, tour the office spaces, and meet with the Chancellor and his staff. Several participants indicated that they had never had an opportunity to visit the Chancellor’s Office under previous administrations. With over 33 participants, the Chancellor’s Office building social was one of the most attended.

Another building social highlight was the UW-L Child Care Center in which the children sang songs, gifted attendees with plants they potted from seed, and Director Sue Wrobel provided a tour of the Rainbow Garden (each plot in this garden is planted with a variety of flowers in the same color to reflect all the colors of the rainbow). Their creative gardens, from the large terra cotta vegetable pots, rainbow colored plots, and architectural plant supports, are all reflections of the staff’s love for the children and our campus.

Future Goals

As the PAPD program approaches its 10th anniversary, it has become a valuable networking and professional development resource for program associates on campus. PAPD members are a dedicated group of individuals who believe in the possibility of making true and lasting change for the success and betterment of all office professionals on the UW-L campus.

One of the PAPD's primary objectives is the concept of leadership at all levels. Leadership is not just meant for administrators, department chairs, or division heads. Program associates are knowledgeable about, and are a reflection of, their departments, the university, and the community. They have a unique perspective and should be encouraged to share their ideas. Continued professional development will give program associates the opportunity to network, partner with others, and the knowledge and confidence to take on leadership roles.

Future goals of the PAPD include, but are not limited to:

- Work with other campus organizations to create a “recognition of excellence” program for classified staff (possibly in conjunction with the Classified Staff Advisory Council).
- Foster a continued relationship with Campus Climate, especially in regards to creating a “no tolerance” environment on campus relating to hostile work environments, sexual harassment, and diversity discrimination.
- Promote the development of training for supervisors of classified staff to include creating Individual Development Plans, writing job descriptions, conflict resolution, personnel management, etc.
- Increase networking opportunities through professional development workshops, staff socials, and brown bag discussion sessions.
- Increase visibility of the PAPD program and office professionals through campus-wide committee participation, and acknowledgement of accomplishments.
- Create a collaborative relationship with Human Resources and other related university organizations, such as the Organization for Campus Women and Classified Staff Advisory Council to provide professional development opportunities for office professionals.
- Increase participation in the PAPD program/subcommittees in order to truly be a voice for all program associates and related classifications.

Impact on the University Community

“Never underestimate the power of a small group of committed people to change the world. In fact, it is the only thing that ever has.” (Margaret Mead)

The UW-La Crosse PAPD program continues to create a lasting impact for program associates at UW-La Crosse, especially during these tough economic times. As everyone is being asked to do more with less, and without financial compensation, the PAPD strives to provide cost-effective professional development opportunities for program associates across campus. The PAPD enables program associates to best serve the university community and meet the growing demands of supervisors, administration, faculty, and students. Program associates are gaining new skills, enhancing communication with their coworkers and supervisors, increasing their personal and professional confidence, and taking on more complex and challenging tasks.

Feedback gathered from workshop evaluations has been overwhelmingly supportive of the PAPD and gives a clear indication that program associates are eager to work toward positive change, take on new tasks when offered proper training, and enrich the lives of the campus community. The PAPD will continue to strive to provide leadership, inspiration, and hope to this underrepresented group of office professionals on campus.

The Program Associate Professional Development (PAPD) program has always followed the credo “together, we are making a difference.” The PAPD program has been a true success due to the dedication of a small group of people who have garnered the encouragement and respect of administrators, department chairs, and supervisors. ***Together, we are making a difference.***

Appendix A

2009-10 COMMITTEE MEMBERS

PAPD Steering Committee

Krista Shulka (Coordinator), Department of Theatre Arts
Susan Butterfield, Chancellor's Office
Lea Butterfield, Telephone Services
Lori Hanson, Department of Chemistry
Ingrid Iverson (Recorder), Murphy Library
Susanne Koehler, Continuing Education
Shirley Shufelt, Department of Biology
Maureen Spencer, Small Business Development Center
Cynthia Taylor, College of Science & Health
Marge Troka, Student Development and Academic Services
Becky Yoshizumi, Computer Science

Workshop Planning Subcommittee

Krista Shulka (Co-Chair), Department of Theatre Arts
Maureen Spencer (Co-Chair), Small Business Development Center
Susanne Koehler, Continuing Education
Cyndi Taylor, College of Science and Health
Gloria Wiener, Career Services
Maureen Wilson, Career Services

Mentoring Subcommittee

Karry Auby (Chair), Mathematics
Karen Langaard, Continuing Education
Marge Troka, Student Development and Academic Services

Building Mentors

Judith Albert, Multicultural Student Services
Karry Auby, Department of Mathematics
Vicki Bain, Small Business Development Center
Carol Beckerjeck, Cleary Center
Jean Bonde, Marketing Department
Cheryl Brye, College of Science and Allied Health
Susan Butterfield, Chancellor's Office
Bonnie Danes, Murphy Library
Cheryl Groth, Athletics
Ingrid Iverson, Murphy Library
Susanne Koehler, Continuing Education
Christine Reed, Department of Music
Marge Troka, Student Development and Activities
Becky Yoshizumi, Department of Computer Science

Publications Subcommittee

Jean Bonde, Department of Marketing (Editor)
Lea Elskamp, Telephone Services (“Spotlight On”)
Lori Hanson, Department of Chemistry (Newsletter/Graphic Design)
Ingrid Iverson, Murphy Library (Job Book/Website)
Susanne Koehler, Continuing Education (Website)
Karen Langaard, Continuing Education (Editor)
Krista Shulka, Department of Theatre Arts (Newsletter)
Becky Yoshizumi, Computer Science (Job Book)

Grant Writing Subcommittee

Krista Shulka, Department of Theatre Arts
Cyndi Taylor, College of Science and Health

SUBCOMMITTEE MISSION STATEMENTS

Workshop Planning Committee

The Workshop Planning Committee seeks to enhance the skills, knowledge, and professionalism of program associates and related classified staff by designing, coordinating, and implementing a professional development opportunity each semester.

Mentoring Program

The Mentoring program seeks to foster relationships among new, existing, transferring, promotional, and limited-term program associates and related classifications by providing access to volunteer mentors (support system), campus tours, a web-based job book, communication and networking opportunities, and appropriate information and resources.

Publications (Newsletter, brochures, website, and Job Book)

The Publications Committee seeks to share knowledge regarding policies and procedures, conferences and upcoming events, and program opportunities among the PAPD, program associates and related classified staff, supervisors, and administration through various means, including, but not limited to, newsletters, program brochures, the PAPD website, and the Job Book.

Grant Writing Committee

The Program Associate Professional Development Grant Writing Committee seeks funding through university, local, national, and governmental resources to support the professional development of program associates/related classifications at UW-La Crosse.



UW-L PROGRAM ASSOCIATE PROFESSIONAL DEVELOPMENT Newsletter

ISSUE SIXTY-THREE • NOVEMBER 2009

Program Associate Professional Development

guiding the way towards the recognition of program associates as professionals on campus



Changes

Change has a considerable psychological impact on the human mind. To the fearful it is threatening because it means that things may get worse. To the hopeful it is encouraging because things may get better. To the confident it is inspiring because the challenge exists to make things better.

King Whitney, Jr.

It's that time of year when everything is changing.

The quiet of summer is gone now that the students have returned to campus.

The days are getting shorter, and the leaves are changing color and falling to the ground. We are seeing a lot of transformations on campus, including the hiring of several new faculty and staff and the reshuffling of many academic and administrative offices. Physically, our campus is changing dramatically as we watch Centennial Hall being built right before our eyes.

A Note from PAPD Coordinator Krista Shulka



The change event that I am most excited about is the creation and implementation of the Classified Staff Advisory Council (CSAC). I believe the CSAC will finally give a voice to classified staff on campus in regard to open communication and professional development opportunities. It has been very encouraging to have the support of Chancellor Joe Gow and the Chancellor's Special Assistant, Carmen Wilson. More importantly, I am impressed with the attendance at the open forum to discuss the creation of the CSAC and the positive feedback we received, which helped reshape the CSAC bylaws to better meet the needs and reflect the concerns of the various classified staff groups.

As we move forward through this academic year, we will face a multitude of new changes and challenges. As the quote above by King Whitney, Jr. indicates, change can be met with fear, encouragement, and inspiration. I urge each of us to greet change head-on with a sense of purpose, hope, and opportunity and to not get bogged down with uncertainty and fear. Take pleasure in the fact that we are part of this great institution that has weathered change over the last 100 years with grace, confidence, and a vision for the future.

Have a great semester!



Building Socials Are Back beginning with the

Chancellor's Open House

Friday, November 6, 2009
11:30 a.m. until 1:00 p.m.

Chancellor's Office Suite

135 Graff Main Hall

Enjoy light refreshments and meet Joe, Carmen, and the Chancellor's staff!



Last year the Program Associate Professional Development program organized building socials each month in a different building each time. These socials provide campus office professionals the opportunity to tour buildings and socialize with other associates from across campus. The socials are also an opportunity to showcase departments or activities that are unique to that building by providing tours, department brochures, etc.

If you would like more information or are interested in hosting a building social, please contact Susan Butterfield at butterfi.susa@uwlax.edu.

Gail Vaughn Nominated for YWCA 2009 Tribute to Outstanding Women

Greatest accomplishment either at work, at home, or in the community? The thing I am most proud of in my life is raising three, sweet, smart daughters, each one more beautiful than the next! And they all still like me, which makes me feel as though I did something right!

What I am most proud of in my work at UW-L is keeping the money flowing for financial aid to the students of UW-L for 10 years. With over 40 million dollars of aid every year, I have helped with the primary computer support for all of it. This makes the job seem worthwhile, for sure.

What organizations do you belong to and positions held? I belong to Christ Episcopal Church, where I am the director of the children's choir and a Sunday school teacher for kids that are Middle-School age. I am on the board of directors of Nukewatch, an anti-nuclear advocacy group in northern Wisconsin. I belong to quite a few other groups as a member only, such as the Interfaith Network for Justice and Peace, Voices for Creative Nonviolence, Wisconsin Network for Peace and Justice, and the Food Insecurity Task Group of AMOS - LaCrosse.

How did you first get involved and what motivates you to stay involved? I first became involved when I was in high school, when there were race riots raging in my hometown of Memphis and an immoral war raging in Vietnam. My dedication to a nuclear-free world stems from 1981, when I had a moment of realization about how much danger our planet is in because of the nuclear stockpiles owned by many different nations. I have never lost my sense of urgency about this. It is to me as though the house is on fire and we need to get everyone to a place of safety.

What advice would you give to other women about "making a difference" in their community? Follow your heart! Remember that sometimes even very small things can have a very big impact. Making a difference in one person's life makes a difference in the whole world.



GAIL VAUGHN

ENTERPRISE SERVICES

Years at UW-L: 13 Years

YWCA Nomination Category: Other (Activism)

I am grateful and honored to have been nominated for this YWCA tribute – and also honored to stand in company this year with Deborah Buffton and Anita Evans. They are two wonderful women.



UW-L PROGRAM ASSOCIATE PROFESSIONAL DEVELOPMENT

Newsletter

ISSUE SIXTY-SIX • APRIL 2010

Program Associate Professional Development
guiding the way towards the recognition of program associates as professionals on campus



Spotlight on ... *Shirley Shufelt*



Shirley Shufelt
Academic Department Associate
Department of Biology, 3005 Cowley Hall

Shirley started as an LTE in the Physical Education Department in August 1978. She then worked in the School of Psychology for a year and transferred to the Financial Aid Office for 7 years. She spent the next 17 years in the Music Department and then her last 10 years in the Biology Department.

Shirley retires this spring on June 4th.

What is your favorite book or movie?
I enjoy mysteries and romances as well as science fiction.

What is the most unique job you've ever had?
I've been a waitress at a dairy bar, a student employee in the Admissions Office at UW-Eau Claire, and a secretary forever.

What is your favorite place in the La Crosse area?
The usual places: the bluffs, river, restaurants, and at University activities. Also, the lock and dam and boat excursions.

If you could travel anywhere in the world, where would it be?
I would love to go to England and to Australia.

Who has been an encouragement/mentor for you at UW-L and why?
This is tough because there have been so many. Most have retired but are cherished by me because of their enthusiasm and willingness to share ideas and shortcuts. I am also awed by the PAPD Steering Committee members (Krista Shulka, Susan Butterfield, Lori Hanson, Ingrid Iverson, Susanne Koehler, Maureen Spencer, Cyndi Taylor, Marge Troka, Becky Yoshizumi, and Lea Elskamp) for their dedication and willingness to work towards better communication on campus.

The PAPD would like to invite you to celebrate
Administrative Office Professionals Week



Guest Speaker
Lissa Carlson
Local Editor/Publisher of
Coulee Parenting Connection

Lissa is a former UW-La Crosse employee who followed her dream of creating and publishing her own magazine. She will be sharing her experiences as well as the process of achieving her dream.

Discussion will follow.

April 22, 2010
Ward Room
Cartwright Center
3:00-5:00 p.m.

On behalf of Chancellor Gow, Human Resources has approved two hours of release time for this event with the request that staff work with their superiors for office-work coverage.

Refreshments Provided by Chartwell's
Drawing for Donated Door Prizes

What are you most proud of ... your greatest work achievement?

In August 1992, I graduated with a Master's Degree in College Student Personnel after working on the degree part-time while continuing to work full-time. I have been very successful working on shadow books for the Music and Biology Departments. This has aided our professors in keeping track of their grants, course costs, etc.

What do you enjoy most about work?

The students, of course, and the teachers as well as other support staff. No two days are ever the same, and there are always challenges when learning new systems.

What work tip would you like to share?

Keep a positive attitude, and don't take others too seriously. There are always others who have to be number 1 and always be on top – enjoy being second or third.

What do you like to do to relax or have fun?

Read a book, watch a movie, go out to eat, go to the casino, and talk to friends.

If you were allowed to have one super-power, what would it be?

The ability to stop others from complaining so that they can see life is precious and too short. Also, to be able to spread a smile to those around me.

The PAPD program seeks



Join Today!

Complete the short survey at the link below...

Volunteers

- Training/Skills Development
- Leadership and Supervision
- Evaluation and Recognition
- Departmental Relations (Internal & External)
- Job Satisfaction

https://uwlacrosse.qualtrics.com/SE?SID=SV_cSBYEE1v2WiuZwg&SVID=Prod