

From the Executive Director of Personnel Relations

As we begin another school year, many people join the University community for the first time. During the early weeks when each new person seeks various kinds of advice, the staff of Personnel Relations will be facilitating that effort. Whether it be an orientation session or individual counseling, the staff will serve all faculty and staff members in a multitude of areas which affect the conditions of work. This *Newsletter*, a monthly insert in the *Almanac*, is one of a series of communications designed to share timely information with the community.

To serve you better in compensation administration, the Personnel Relations staff has added a team of experienced compensation officers to its ranks. Headed by Claire Nagel, Assistant Director of Personnel Relations, the compensation staff will be responsible for redesigning the administrative classification system, analyzing the current support staff systems, updating job descriptions, administering market surveys, deciding on reclassification requests, classifying new jobs, and setting salaries for new non-faculty appointments. Aiding Ms. Nagel in these tasks are Compensation Specialists Allen Johnson and Elaine Grandy, and interns Karen Krasnow and Jan Brodie.

We will eventually add pages to the *Personnel Policy Manual* as a result of our concentration on compensation matters. Copies of the *Manual* are located in the University library and have been distributed to business administrators and other administrative personnel across the campus. We hope faculty and staff members will take the opportunity to familiarize themselves with the University personnel policies.

Gerald L. Robinson

Brown Bag Seminars Resume

The A-1 Assembly is again sponsoring a series of Brown Bag Seminars in Houston Hall at 1 p.m. on Mondays. The first is tentatively scheduled for October 13.



The "bio pond"



Gerald L. Robinson

This year the seminars will be held every two to three weeks during the fall and spring semesters. All members of the University staff are cordially invited. The bulletin boards around campus will announce the speakers.

PENN PLACES: The Pond in the Botanical Gardens

Generations of students and staff have found the "bot pond" an attractive spot for a leisurely stroll, a picnic, or a bit of romancing. And long ago numerous rebellious freshmen found it a not-so-attractive place to have their rebelliousness dampened by all-powerful sophomores.

In 1879 Dr. George B. Wood left a bequest to the University which enabled Professor John Macfarlane to realize an old dream—the creation of a botanical garden. The garden was laid out behind the old botany building that bore Dr. Macfarlane's name until it was demolished to make way for the present biology building.

Occupants of the campus who never get as far as Hamilton Walk owe themselves a treat. The pond remains a delightful spot for a lunchtime excursion.

PERSONNEL-ity: Claire M. Nagel

Claire Nagel, recently appointed Assistant Director of Personnel Relations for compensation administration, is a city person. Except for two periods of her life when she lived in the finger lake district of New York, she has lived in cities ever since her birth in Brooklyn. It was the chance to live in Philadelphia as well as the challenge of her new job that brought her to the University of Pennsylvania this summer.

After finishing secondary school, Claire left Brooklyn for Cornell where she graduated a history major. Soon she was back in New York City, first in the executive training program of Bloomingdale's and then as a member of the fan mail department of Benton and Bowles. What does a member of the fan mail department do? In Claire's case it was a matter of opening and sorting cartons of letters as quickly as possible, most of them letters from people wanting to become television show contestants. Her fast-paced work gave her a taste of time and motion studies and efficiency ratings—done by herself on her own work. Occasionally she relieved the teletype operator to vary her routine.

More variety was provided by an eighteen-month stay in Europe, based primarily in London. There Claire worked for the Women's Voluntary Services which at that time was helping the Hungarian refugees; the Hungarians were often unable to speak a word of English and could only point to the articles of clothing or other items they needed.

Back in Manhattan, Claire brushed up on her secretarial skills and took a secretarial job in personnel with Doubleday and Company. Four years later she was Personnel Manager for the New York Office. In the intervening years she had taken continuing education courses in personnel administration at New York University and worked as a personnel assistant on a job evaluation project for Doubleday. During her years as Personnel Manager, Claire found time and energy to complete an M.B.A. program at New York University; at the same time, her work for education subsidiaries of Doubleday stimulated an interest in educational administration.

After eleven years at Doubleday other priorities appeared. On the verge of adopting a child, Claire had to search for a roomier new home. She finally found an attractive house in Brooklyn, actually two apartments which could be converted into a single residence for herself, her new daughter, Melissa, and a housekeeper.

The education courses Claire took during the summer of 1970 provided the prerequisites she needed to become a



Claire M. Nagel

teacher. Technically, they provided the prerequisites; probably nothing could have provided the really necessary preparation. In November, Claire entered a public school classroom for the first time in her life—she had attended only private schools—to face a sixth grade class that had disposed of three experienced teachers during the first two months of the fall term. Claire survived, and she thinks the students learned something. She knows that she learned a lot. It was not discouragement, but rather her pregnancy with her son, Malik, that caused her to leave the teaching position at midterm the next year.

When Malik was old enough Claire started to think about working professionally again. Classroom teaching did not attract her though and she decided to return to personnel administration. Jobs were scarce in the summer of 1975, and Claire pounded a lot of pavements looking for a position. In November she finally landed the position of Manager of Staffing Services at Cornell. Housing in Ithaca is about as difficult as housing in Philadelphia; two moves during the next six months convinced Claire that temporary rentals are no substitute to owning your own home. Consequently, she decided to engage no housing in Philadelphia until she found a home to buy in University City; this time she plans to move once, and once only.

Still at Cornell, Claire accepted another assignment after two years, this time as Manager of Employee Benefits. She feels that her diversity of experience in personnel management—such as benefits, employment and staffing, and job evaluation—will all contribute to her efforts to develop Pennsylvania's compensation program.

Claire says her life is centered around her children and her career. The career challenges are obvious (the goals of a coherent compensation program for the University are discussed in the Executive Director's column) and the enjoyment of ice-skating, swimming, and playing games with her children is equally obvious. Reading, sewing, and baking (she loves to bake bread, but hasn't had a chance recently) occupy whatever free moments she can find. An occasional movie is a treat for the family. Their TV set was not even connected for the past several years in Ithaca. It's anybody's guess whether they will find time to connect it in Philadelphia.



Eleanor M. Cox

GETTING TO KNOW YOU: Eleanor M. Cox

Clerk-typist, secretary, chief clerk, administrative assistant, assistant to the Vice Provost, principal investigator, and now Faculty Fellow of DuBois House and Assistant Dean—that is quite an array of titles for one person to have held, but Eleanor Cox has held all of these and more since she came to work for the University in 1960.

Prior to that time, Eleanor worked in the insurance section of the Veterans Administration. She began working there to help her brother through college, and finally left shortly before the birth of her son, who is now a junior

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at Morgan State University. When she was ready to return to work, she chose Penn instead of the VA, attracted in part by the tuition benefits. She has made good use of these. After receiving her A.B. in sociology in 1975, she attained an A.M. the next year and is currently a candidate for a Doctor of Education degree.

Her first job at Penn was as clerk-typist in what was then the office of the Graduate School of Arts and Sciences in Bennett Hall. Within three years she became secretary to the Vice Dean, and later chief clerk and administrative assistant. It was while occupying the latter position that Eleanor first became involved in minority recruitment, a concern that has absorbed a large portion of her attention for the past eight years.

As Assistant Dean for Graduate Faculties, she is presently involved with the recruitment and non-academic advising of minority students. As Eleanor puts it, "I am the sounding board to the Provost and the FAS graduate group chairmen on the condition of minority students here at Pennsylvania." Non-academic advising can cover a multitude of subjects such as housing, adjusting to Philadelphia, jobs, personal budgets, transportation, and the expectations of fellow students.

As part of her recruitment activities for minorities, Eleanor works for several fellowship programs. She is the principal investigator for the University in the administration of the federal Graduate and Professional Opportunities program. Pennsylvania is one of 115 institutions participating in this fellowship program for minorities and women, and at the moment nine Penn students are receiving support under its auspices. She also assists Associate Provost Benjamin Shen in administering the C.B.S. fellowship program.

As administrator for the Pennsylvania-Morgan State program, Eleanor deals primarily with faculty, and her recruitment activities also involve faculty more now than in the past. Minority enrollment in doctoral programs, particularly in physical and biomedical sciences, continues to be at a low level, and one minority recruiter can have little effect in changing the situation. Therefore, Eleanor's present efforts are directed more at developing a network of faculty contacts than on personal visits to potential graduate applicants. The faculty network will work in at least two ways. They will visit institutions with large minority student representations and they will host various visits to Pennsylvania of faculty members from those institutions. Eleanor is looking forward to a recruiting trip she and a member of the faculty network will make to Puerto Rico this month.

Despite all of these responsibilities, Eleanor still has time for community service in her native Ardmore. She has run a tutorial program for sixth to twelfth grade students at the Ardmore Recreational Center and is a past Matron of the Eastern Star. She continues to be active in church work and being a member of the gospel choir is a high point in her life.

shattered in an automobile accident, and working around industrial equipment was no longer safe.

The Bureau of Rehabilitation first placed him in a computer programming traineeship; unfortunately, jobs were not available for inexperienced people of his age. Joe shunned a degree program as he thought it unreasonable to ask the taxpayers to support him for



Joseph Erhard

GETTING TO KNOW YOU: Joseph Erhard

"Don't go to work at the University of Pennsylvania," Joe Erhard's friends told him. "Ivy Leaguers are snobbish."

Joe hasn't found it that way. In the three years he has worked at the Faculty Club, he has encountered only friendliness and consideration from board members, fellow employees, and club members. Of course, he had a full year of experience in all departments of the Club before beginning full-time work there in 1977, so he already knew what Penn people were like.

It was a long and difficult route that brought Joe to the Faculty Club. Born in New Jersey, Joe moved to Philadelphia long ago and considers himself a Philadelphian. His first serious setback came at the age of five, when a severe attack of polio left both legs impaired. When he was sixteen, his father died. As the oldest boy at home Joe had to find work.

Two apprenticeships, one on small motors and one on heavy industrial equipment, prepared him for a career as an industrial electrician. For twenty-five years he worked on refrigeration equipment, air conditioning, pumps for chemical manufacturers, and even marine engines during a period of residence in Chester. Then disaster struck again; Joe's better leg was

four years when more than half his working life was behind him and asked instead for on the job training. The Faculty Club at that time was conducting an experimental food service program, and Joe grabbed the chance to participate.

By the time he graduated from the program on October 28, 1977, he already had a full-time job with the Club. Although he is usually at the front desk, he also assists in the office, tends bar, and mans a cash register when needed. During his year of training Joe was trained in all of these functions and others as well.

Joe feels lucky to be working at the University. As a University City resident, commuting is not a great burden so he has time for his hobbies: the accordion, reading, swimming, and the theater. He and his older brother and sister can also occasionally visit their eighty-six-year old mother in Lawrenceville. Joe considers it a lucky day when his rehabilitation counselor mentioned the training program at the Faculty Club.

Orientation and Training Programs: The Fall Semester

At least a half dozen programs will be presented during the next four months to provide work-related information and career development assistance to University personnel on a variety of subjects. Several of the programs were used during the spring and summer, and the fall series will build upon the experience gained from these sessions.

1. New employee orientation. On September 23 a program will be presented by the Personnel Relations staff for recently hired members of the University staff. Similar programs in April and June were well received by the many participants and their suggestions have helped shape the program. Invitations will be mailed to new members of the staff, but attendance is not limited to these individuals. This program will be conducted throughout the year; anyone who finds it inconvenient to attend the September session will be most welcome at a later meeting.

2. Telecommunications workshops. The response to the two workshops already held was enthusiastic, and a number will be held throughout the coming year. These sessions feature information about the use of the University's telephone system: call forwarding, telex and other special equipment, tie lines, and long distance procedures. Also featured are role playing sessions highlighting such topics as telephone courtesy and dealing with annoying callers.

3. Workshops are planned for employees who wish to develop their skills in preparing resumes and interviewing with potential employers. Training groups will be kept small, and there will be follow-up sessions to refine resumes.

4. Training sessions are also planned for hiring officers. The topics to be covered include procedures for recruitment and selection, including the do's and don'ts of interviewing. Affirmative Action requirements will be stressed. A manual will serve as a guide to this complicated process.

5. Sessions will also be conducted for Affirmative Action Compliance officers; Affirmative Action requirements are sufficiently complicated to necessitate these further training sessions.

6. Financial forms preparation. A number of sessions will be scheduled by the Comptroller's Office, with assistance from the Personnel Relations staff, to instruct on proper use of budget forms, encumbrance accounting, payroll documents, and Personnel Action Forms. The critical nature of these items needs no elaboration.

7. The Hospital of the University of Pennsylvania is prepared to offer workshops for Weightwatchers, Smokenders, and Cardio Pulmonary Resuscitation. All of these are available to interested University personnel.

There are plans for additional training sessions. Individuals should call extension 3400 if interested in one or more of the current subjects, or to make suggestions for future workshops.

A schedule of training sessions currently offered follows. Future *Newsletters* will contain updated schedules.

PRE-RETIREMENT MEETINGS: Housing Options

Jack Winner, Vice President of the Philadelphia Saving Fund Society in charge of the mortgage department, and Dick Buford, the University's Real Estate Development Officer, will address a group of University staff members who are planning ahead to retirement in the Club Room of the Faculty Club on September 26. A buffet lunch will be served at noon and accommodations are available for those who wish to attend only the discussion. Reservations can be made by calling extension 6093.

Dr. Ann Beuf treated those who attended the pre-retirement planning session last June 26 to a talk on "Older Women and Social Stress". Dr. Beuf had originally planned to participate in the spring series, but was prevented from doing so. Those disappointed by her absence during the spring series were deeply appreciative of her response to the many requests for her appearance.

Know Your University: Why P?

Did you ever wonder why the rooms in the Franklin Building Annex have a "P" prefix? Annex room numbers might logically be prefixed with an "A", but why a "P"?

The Annex existed before there was a Franklin Building on Walnut Street; it was then the Pilling Company, manufacturer of surgical instruments. The company moved and the structure was incorporated into the new Franklin Building, but the "P" from "Pilling" remained.

Something on Our Mind.

From time to time, we have responded to questions sent to "Something on Your Mind?", and we will continue to do so as readers send questions or comments to Editor, *Personnel Relations Newsletter*, 737 Franklin Building, 16. This month we are reversing roles. We have a question, and invite your replies. They will be summarized in a later *Newsletter*.

Our question: What response on the telephone is most annoying to you?

Training Schedule Fall 1980

| Description | First Date | Approximate Frequency | Enrollment Limit | For Information | Call |
|--------------------------------------|------------|---------------------------------|------------------|-----------------|-----------|
| New Employee Orientation | 9/23 | Monthly | None | Chris Davies | Ext. 6017 |
| Telecommunications | 10/28 | Periodically | 35 | Chris Davies | Ext. 6017 |
| Resume Development | 9/24 | Alternate Weeks | 15 | Chris Davies | Ext. 6017 |
| Interviewing Skills | 10/1 | Monthly | 15 | Chris Davies | Ext. 6017 |
| Hiring Officer Training | October | Ongoing | 20 | Sue Kozloff | Ext. 7285 |
| Affirmative Action Compliance | Late fall | Periodically | None | Davida Ramey | Ext. 3279 |
| Weightwatchers | Ongoing | 4:30 p.m. each Monday Room 2 | None | 227-3181 | (HUP) |
| Smokenders | | White Bldg. HUP | | Nancy Arnosti | Ext. 3400 |
| Cardio Pulmonary Resuscitation (CPR) | | On request—individual or group | None | | 227-4CPR |