Dear GW Faculty
& Staff,

I am sure that I speak for all of us when I say how proud we are of our U.S. military veterans. GW’s record of educating and employing active service members and veterans is truly impressive. In this issue of GW In Touch, we introduce two members of our outstanding veteran community, Dr. Alfred Hamilton and Mr. Michael Ruybal. Telling their stories give us a greater appreciation of the contributions they have made to our nation and our university.

Steven Knapp
President

Celebrating Exceptional Service in an Exceptional Way

The annual Service Excellence Celebration is a time to highlight the commitment of GW’s workforce to exemplary service. The tradition began in 2002, and includes a week-long series of professional development workshops and a Service Excellence Awards ceremony held on the final day. Approximately 1,300 GW employees participated in the workshops and 611 employees were nominated by faculty, staff, and students for the Service Excellence Awards.

Below are the award winners for 2012:

Collaborative Initiative Award
The Clinton Global Initiative University at GW (1)
The Sustainability 1001 Teaching Team (2)
The Team that Saved Matthew’s Life (3)

Departmental Excellence Award
Colonial Community (4)
Naval Sciences (5)

Service Excellence Award for Student-Staff Member
Stephen DiGiuseppe (6)
Peter Sacco (7)

Service Excellence Award for Faculty
Mary Buckley, Associate Professor, Theatre & Dance Department; Faculty, Women’s Leadership Program/International Arts & Culture (8)
Roy Guenther, Executive Associate Dean & Professor of Music, CCAS (9)

Service Excellence Award for Staff
Hank Molinengo, Associate Dean for Administrative Affairs, Law School (10)
Imran Riaz, Psy.D., Assistant Director, Outreach & Prevention, University Counseling Center (11)
Douglas Spengel, Manager of Energy and Environmental Programs, Division of Operations (12)
Maggie Wilson, Senior Director, Office of Alumni Relations (13)

On the Cover

GW alumna, Lieutenant Commander Alex Dietrich-Greene is an Assistant Professor of Naval Science for the Naval Reserve Officers Training Corps at GW. She was recently given the 2012 National Defense Industrial Association (NDIA) Award for Most Outstanding ROTC Instructor of the Year. During her distinguished career, LCDDR Greene served in Operation Iraqi Freedom and Operation Enduring Freedom in Afghanistan. She received her B.S. in Civil Engineering in 2001, and attended the Defense Language Institute for Dari in 2010.
On January 31, 75 GW employees participated in mentoring sessions with 16 members of GW’s senior leadership team during a speed-mentoring event called, “LEADership Insights.” The event was phenomenally successful and garnered praise from mentors and mentorees alike.

The networking event was hosted by UHR’s Organizational Development and Effectiveness (ODE) group and was offered through the Leadership Education and Development (LEAD) program. LEAD offers employees unique professional development opportunities coupled with speakers to discuss real career-related topics.

For more information about this seminar and other LEAD programs, please visit http://ode.hr.gwu.edu/leadership_dev/lead.html.

**Mentors included:**

- President Steven Knapp
- Lou Katz, Executive Vice President and Treasurer
- Beth Nolan, Senior Vice President and General Counsel
- Forrest Maltzman, Senior Vice Provost for Academic Affairs and Planning
- Dr. Terri Harris Reed, Vice Provost for Diversity and Inclusion
- Aristide Collins, Vice President and Secretary of the University
- Sabrina Ellis, Vice President for Human Resources
- Mike Morsberger, Vice President for Development and Alumni Relations
- Lorraine Voles, Vice President for External Relations
- Darrell Darnell, Senior Associate Vice President for Safety & Security
- Alicia Knight, Senior Associate Vice President for Operations
- Michael Feuer, Dean of the Graduate School of Education and Human Development
- Doug Guthrie, Dean of the School of Business
- Jean Johnson, Dean of the School of Nursing
- Barbara Porter, Chief of Staff
- David Steinour, Chief Information Officer
Change is in the Air! Be Ready When GW Goes Smoke Free

“Change is in the Air” was launched on November 15, 2012 by President Knapp and Dean Lynn Goldman of the School of Public Health and Health Services. GW will join other universities in becoming smoke-free on August 1, 2013. The university has already begun its support of the efforts to provide smoking cessation resources. For more information, please go to www.gwu.edu/hr/colonialcommunity. You can also find more information about the “Change is in the Air” campaign on the Smoke-Free GW website at http://smokefree.gwu.edu.

GW Gets an “A” in Work-Life Programs

The Alliance for Work-Life Progress recently awarded GW the Work-Life Seal of Distinction. This recognizes GW as a leader in workplace strategies and policies that support employees in maintaining a healthy work-life balance and flexible work programs. To learn more about the work-life programs offered at GW, please visit www.gwu.edu/hr/colonialcommunity.

Preventing Workplace Harassment

UHR has launched the “Preventing Workplace Harassment” online course. The purpose of this training is to maintain an environment free of harassment, discrimination, and intimidation. All GW employees are required to complete the course. Most staff members received an email with a link to the training in March 2013. Supervisor and staff versions of the course are currently available. Information about a faculty version is coming soon. For more information, please visit http://ode.hr.gwu.edu/training/preventing_harassment.html or send an e-mail to askode@gwu.edu.
Employee Benefits News

GW knows that employees are serious about their benefits and need flexibility in making the best decisions about their health and the health of their families. According to a poll conducted in 2011 by the Society for Human Resource Management (SHRM), three out of five U.S. employees give the highest priority to their medical, dental, and retirement benefits when deciding where to work.

<table>
<thead>
<tr>
<th>Benefits that Drive Job Satisfaction</th>
<th>Percentage of Employees That Prioritize These Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical, Dental, and Retirement Plans</td>
<td>62%</td>
</tr>
<tr>
<td>Employer Stability</td>
<td>59%</td>
</tr>
<tr>
<td>Paid Leave</td>
<td>52%</td>
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<tr>
<td>Competitive Salary Increases</td>
<td>50%</td>
</tr>
<tr>
<td>Work Environment</td>
<td>42%</td>
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</tbody>
</table>

Source: Society for Human Resource Management (SHRM), 2011

Employees may retrieve a copy of their most current benefits confirmation statement at www.benedetails.gwu.edu.

Medical

Employees who enrolled in the university’s medical benefits programs should have received a new ID card from UnitedHealthCare (UHC) by January 1, 2013. If you need to obtain a replacement benefits ID card, you can visit http://financeoffice.gwu.edu/taxpayrollbenefits/benefits/benefits_forms.html.

Dental

Employees who changed dental plans or elected new dental coverage for 2013 should have received new ID cards by January 1, 2013. To obtain a replacement ID card, please visit www.aetna.com.

GW Retirement Plans

Employees with 15 years of service at GW may be eligible to contribute an additional $3,000 annually towards their retirement plan contributions, as of January 2013.

Please review your current retirement plan elections or make changes to your plan by visiting www.MyRetirementPlan.gwu.edu.

At this website, employees may change the percentage they contribute to their retirement plan from their paycheck, investment elections, and investment provider at any time during the year.

If you have any questions or concerns regarding the information above, please contact the GW Benefits Administration at 703-726-8382 or e-mail benefits@gwu.edu.

If you have retirement questions or want advice, please call one of the following retirement investment institutions:

Fidelity Investments
1-800-343-0860

The GW Healthy Pregnancy Program

Expectant mothers covered by the UnitedHealthCare plan can receive up to $250 when they enroll in the GW Healthy Pregnancy Program during their first trimester of pregnancy. Participants enjoy amenities such as 24-hour access to experienced nurses, educational materials, one-on-one emotional support, referral to childcare options, and even free gifts and money-saving coupons. Enrollment and participation in this program by employees, partners, and dependents is confidential.

For more information about the GW Healthy Pregnancy Program, please visit www.gwu.edu/hr/colonialcommunity/worklife/baby/program.html.

W-2 and Payroll Tax Information

Effective January 31, 2013, W-2 statements for 2012 were available online at http://banweb.gwu.edu under “Employee Information.” Those who did not opt for the online W-2’s should have received them by mail.

Revised information about the payroll tax in 2013 is listed below:

- The personal and dependent exemption increased to $3,900.
- Employee Social Security withholdings increased from 4.2% to 6.2%.
- The educational assistance income exclusion for up to $5,250 per year for graduate educational assistance has become permanent.
- The allowed amount for transportation benefits increased from $125/month to $245/month. Current participants may increase or change their transportation benefits by accessing the payroll services website at http://financeoffice.gwu.edu/taxpayrollbenefits/payroll_forms.html.
- Supplemental withholding rates will increase from 25% to 28%.

Nurse Chat at Your Service

As UnitedHealthCare members, employees have access to nurses and can seek advice through live one-on-one nurse chats. For more information, register online at www.myuhc.com.
Why Hire Vets?

GW recognizes and values the benefits of hiring veterans and continues to expand its reach to raise awareness of employment opportunities among that population.

Here are a few things to consider the next time there is a veteran in your candidate pool.

- Veterans have some of the lowest turnover rates among all employees, according to a report written by the Institute for Veterans and Military Families at Syracuse University. This is often due to their strong commitment to the organization and its goals.

- Studies have shown that veterans can overcome adversity and quickly adapt to sudden changes in their environment. They are often called on to learn new skills and complete tasks in a timely fashion under the most stressful situations.

- Veterans have extensive experience in defining team missions, roles and responsibilities, and plans of action. They have most likely worked with people from diverse backgrounds. As members of a team, veterans are trained to be accountable and do their best to protect self and others.

Dr. Alfred Hamilton, Assistant Professor of Health Services Management and Leadership in the School of Public Health and Health Services plays a crucial role in preparing GW students for the evolving field of health information technology.

Prior to transitioning into academia, Dr. Hamilton enjoyed a distinguished military career and served as a vice president of a health care technology company. In describing what motivated him to become a professor, he said he felt that he could be of great help to students, especially as the healthcare industry faces new challenges.

“My role and responsibility as an educator is similar to my role as a military officer and leader. I am keenly aware that what I do and say will have an impact on the lives of those whom I have led in the military and on those who will participate in my classes here at GW,” said Dr. Hamilton. “I take pride in the fact that I have the opportunity to give back to a community that has given me so much.”
Insight as a GW Professor

Students attending Dr. Hamilton’s lectures in Medical Informatics are likely to hear vivid stories of his experiences during his tours of duty in Afghanistan and at Forward Operating Base in Mosul, Iraq, where he was stationed at the height of the Iraq War. Recounting these stories is integral to the professor’s approach as an educator since he hopes it will inspire students to pursue a career in healthcare technology.

In one of Dr. Hamilton’s lectures, he recounts an experience when an insurgent, disguised as an Iraqi security officer, secretly made his way into a dining hall on the Forward Operating Base. His body was covered with explosives, which when detonated killed 22 servicemen and women and injured many more. A salient point that Dr. Hamilton emphasizes when describing this incident is that the survivors of the attack also faced non-medical challenges due to a lack of effective technology.

“We had an issue when patients arrived at our hospital after being transferred from another military hospital within the region of Iraq,” said Dr. Hamilton. “Sometimes the information related to the patient was delayed. At other times, we did not receive it at all.” In relating how this impacts quality of care, he goes on to state that “the challenge for the military health system is to fully understand these injuries and illnesses and determine how to provide the best care for our service members as they begin their recovery process.”

A Career of Innovative Management in Health Technology

After he graduated from Augusta State University in 1992, Dr. Hamilton was commissioned as a Second Lieutenant in the Medical Service Corps with the U.S. Army. As a Medical Platoon Leader with the 25th Infantry Division in Hawaii, he directed a medical clinic, ensured the medical support of 500 service members, and managed over $15 million of medical equipment.

Subsequently, he worked at the Walter Reed Army Institute of Research as the Chief Technical Officer for the Biometrics Division and advised biomedical engineers on the design and development of medical technology.

In 2006, senior military personnel selected Dr. Hamilton to serve as a health information technology advisor to the U.S. Central Command leadership.

In this role, he developed a complex system where medical personnel could seamlessly share health care data. This came about after Dr. Hamilton saw the disjointed communication systems in the hospitals from his years in Afghanistan and Iraq; there were no measures for staff to share data between hospitals. He successfully implemented a communication infrastructure called the Joint Telemedicine Medical Network that connected hospitals across Iraq, Afghanistan, Kuwait, and the northern part of Egypt.

“All of the hospitals are now on the same network. If medical personnel needed to share health care information with one another or across hospitals, it could be done effortlessly,” said Dr. Hamilton. “This communication system provides a great solution to a tremendous need in health care. At this particular time in this field, health care providers are now able to deliver the best possible care to our wounded service members.”

Dr. Hamilton’s innovation within health care communication and technology recently led senior members of the White House’s congressionally established Office of Science and Technology Policy to appoint him to host a symposium composed of senior government officials and leaders to discuss measures to incorporate advanced technology in healthcare transformation and to reduce overall healthcare costs.

“I think it sets the ground work for GW to do more with the White House in terms of health information technology,” said Dr. Hamilton in regards to his recent project. “This event shows that we can be a trusted partner in developing solutions to making health care affordable and accessible.”
Regardless of the type of problem, concern, or issue that students voice when they visit my office, there is always a solution," said Mr. Ruybal. "We’re very student-friendly and make sure that the services we provide to veterans and their families are geared specifically towards them."

Dr. Peter Konwerski, Senior Associate Vice Provost and Dean of Students, knew that Mr. Ruybal was the best person to lead the Office of Veteran Services at a time when more veterans are studying at GW.

"The benefit of hiring an 11-year veteran to lead this office is that Mr. Ruybal is an outstanding resource to students who have shared similar military experiences," said Dr. Konwerski.

Mr. Ruybal served in military operations such as Operation Enduring Freedom, Operation Iraqi Freedom, and Task Force Falcon. After his service, he earned an undergraduate degree from New Mexico State University.

Mr. Ruybal hopes that the efforts of the Veteran Services team will help to raise GW’s profile as a “veteran-centric university.”

“We work diligently to ensure effective interoffice communication with the Office of Veteran Services throughout the university. Everyone from professors, the Provost, to the Dean of Students is involved with my office,” said Ruybal. “It’s more than certifying benefits for students. It’s about the outreach from the time veteran students come to GW to the time of their future employment.”

Michael Ruybal: The Student Veteran’s Advocate

It is Michael Ruybal’s passion that drives him to support veterans as they pursue their college education. As GW’s Veteran Services Coordinator, Mr. Ruybal brings a “can do” and “will do” perspective to get the job done.

Mr. Ruybal created DOGTAGS and OPERATION VETERAN, two new communication initiatives for GW’s Office of Veterans Services. DOGTAGS is a bi-monthly e-newsletter that university veteran faculty, students, and staff receive. Veterans will find information about educational benefits, university programs, and campus events. OPERATION VETERAN is a program that consolidates university resources available to student veterans, active duty personnel, as well as their family members and dependents.

The Office of Veteran Services was established as a result of the university’s partnership with the Yellow Ribbon Program. GW works with the Veterans Benefits Administration of the U.S. Department of Veterans Affairs to provide veterans who served after September 11, 2001 with educational benefits and expenses, room and board, textbooks, and transferable educational benefits to their spouses and children.
What is Onboarding?

Onboarding begins once an individual has been hired. It introduces new employees to the GW culture, administration, departments and strengthens their connection to the university. New employees are supported and given the knowledge, resources, and information needed to become functional, productive, and engaged members of the GW family.

The onboarding process takes place over the course of a year in three stages:

1. New employees attend the New Employee Orientation program. They receive important information about their benefits as well as university policies.

2. Following the orientation, new employees begin the process of developing expectations with managers and identifying goals. During the probationary period, managers provide guidance on how well the employee is learning their role.

3. New employees connect with senior leadership and learn more about the university’s goals and mission through a new employee forum, which is scheduled within the employee’s first three months. This is an opportunity for new employees to actively align their goals with that of senior leadership.

University Human Resources follows up with supervisors and employees throughout the onboarding process to ensure that the probationary process is completed.

For more information about onboarding, please visit www.gwu.edu/hr/newemployee.

More than 800 new faculty and staff join GW’s ranks each year. University Human Resources has developed a comprehensive program called Onboarding for Success that helps to provide valuable information, training, and resources to new employees to assist them in transitioning into their new role and into the university. Onboarding for Success targets staff to ensure that they have the tools they need on day one.
When Margaret Washington started her ColonialTemps assignment at the GW School of Medicine and Health Sciences’ (SMHS) Office of Admissions, she was eager and willing to learn accounting, expense reporting, and statistical analysis; skills that were integral to the successful completion of her job. Five months later, she became a full-time senior information specialist at SMHS.

“It was a relief to know that I had coworkers and colleagues to help me while I was advancing through the ColonialTemps program,” said Washington.

ColonialTemps is GW’s internal temporary staffing service that helps to transition temps into full-time, benefits-eligible employment at the university. This service helped to fill over 200 temporary GW assignments since its 2011 inception, and has supported the transition of 40 temporary workers into full-time employment.

Managers in search for a temporary employee submit requests to ColonialTemps. William Leung, the Program Lead for ColonialTemps, provides departments with temporary employees after a joint vetting process. Many managers have been satisfied with the work of those assigned to their offices.

For more information about ColonialTemps, please visit www.gwu.edu/hr/jobs/opportunities/colonialtemps.html.
Dear UHR,

What resources are available to university employees to deal with difficult issues that are non-work related?

Dear GW Employee,

GW is among a growing number of employers that recognize the need to provide support to employees beyond the workplace. The university maintains a partnership with the Guidance Resources® program to provide personal and confidential consultative services to employees and their family members on a wide range of topics.

For example, the tragedy that occurred in Newtown, CT raised our awareness of the concerns of children regarding violence on school grounds. UHR offers helpful resources to parents or caregivers on how to speak with children about school-related violence and coping with their anxiety.

Through Guidance Resources®, employees, dependents, and household members are eligible for five in-person sessions with a counselor at no cost.

In addition, the Violence and Trauma Library offers a range of resources that are of great benefit to both children and parents. It can be found at www.gwu.edu/hr/colonialcommunity/copingwithviolence.html.

For more information about Guidance Resources® and other counseling services, please visit www.gwu.edu/hr/colonialcommunity/worklife/FEAP.html.
This is your newsletter! Please forward any article suggestions, ideas, and comments to askuhr@gwu.edu.