

the globe

Success Through Worldwide Connection



Newsletter of the Association of College and University Clubs

July 2007

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ACUC Web site
www.acuclubs.org

Greetings ACUC Colleagues!

I hope this finds everyone well and keeping cool in these summer months! It was at this time last year that we were all gearing up for our 1st Bi-Annual Summer Education Workshop and 29th Annual Meeting – and what a great event it was. With that said, I'm excited to share that the dates have been set for the 2nd Bi-Annual event – ACUC members will be invited to head to my neck of the woods in San Diego, CA July 9-11, 2008. As further details come together over the course of the year, we will make sure to keep you informed ... as I look forward to seeing all of you here!



For those of you who are itching for some great education and to attend some events between now and then, there are two great conference opportunities in which you can take part: the Canadian Club Managers Annual Conference and CMAA's Annual World Conference on Club Management. See page seven for dates and contact information.

If education isn't your cup of tea at the moment, and you would rather plan some vacation time, make sure to read the London travel notes on page six shared by Noelle Vickers of the Goodenough Club.

Regardless of whether professional or personal development (or both!) works itself into your agenda, it's always good to establish a plan – a goal, if you will. Crystal Thomas, MCM, CHE shares some great insight on goal setting in this edition of The Globe, so make sure to read up on all that she has to impart on us.

And speaking of goals, one goal that the ACUC Board has is the updating and upgrading of our Web site. Much clean-up has been accomplished so far, as well as a few new additions and facilitated search tools – for example, make sure to check out the updated reciprocal club listing and then navigate through the membership directory. We look forward to further realizing our goal, so visit www.acuclubs.org often to keep abreast of improvements and additions as they progress.

Enjoy, and have a great rest of the summer!

Tom Mignano
ACUC President

ACUC Board of Directors

President

Thomas Mignano

Ida & Cecil Green Faculty Club
University of California/San Diego
9500 Gilman Drive #0121
La Jolla, CA 92093-0121
Phone: (858) 534-0876
Fax: (858) 534-5719
e-mail: tmignano@ucsd.edu

Vice President

Leanne Pepper

Faculty Club, University of Toronto
41 Willcocks Street
Toronto, Ont. M5S 1C7 Canada
Phone: (416) 978-6399
Fax: (416) 971-2062
e-mail: leanne.pepper@utoronto.ca

Secretary-Treasurer

Alicia Bogart

Campus Club
University of Texas/Austin
405 West 25th Street
Austin, TX 78705
Phone: (512) 471-8611
(512) 750-2654
Fax: (512) 471-5057
e-mail: abogart@mail.utexas.edu

Immediate Past President

William P. Rothballer, CCM

University Club of Louisville
Box 21389
Louisville, KY 40201-1389
Phone: (502) 852-6996
Fax: (502) 852-0163
e-mail: bill.rothballer@louisville.edu

Membership Director

Erwin Bernhart

Faculty House/Alumni Center
Williams College
968 Main Street
Williamstown, MA 01267
Phone: (413) 597-2451
Fax: (413) 597-4722
e-mail:
Erwin.Bernhart@williams.edu

So How Are We Measuring Up This Year? By Crystal Thomas, MCM, CHE

Now is the perfect time to assess what is going right for your club and for you to assess what you would like to accomplish in the upcoming season. While you can't see the future, you can do your best to affect the outcome. It is always necessary to do an evaluation of ourselves and our team to see if we were performing as expected. Such a session does not have to be protracted or even arduous. All one needs is a willingness to look at all aspects of the club and our management style in an open and honest way. Sometimes such a process can leave us feeling either exhilarated or may leave us with a sinking feeling in the pit of our stomachs. Did we even set goals this year? Did we mean to, but "life" got in the way and we just never got it done?



Setting goals creates the path to achieving what you want. Once you have a clear direction, you can then proceed with goal setting. Setting clear goals is not a passive act. It needs direct action in order to make it happen. Always remember that you are either moving toward your goals or you are moving away from them. Therefore, clearly written goals that are acted upon are the key to keeping your club moving forward and keeping yourself and your team on task.

Using the Creating S.M.A.R.T. goals from Paul J. Meyer's book "Attitude is Everything," S.M.A.R.T. is an acronym which easily reminds us of the five components of structuring a goal. We all learned this at some level, but a reminder is always useful!

Specific
Measurable
Attainable
Realistic
Tangible

Specific – a specific goal is more likely to be achieved than a general goal. In order to set a specific goal you must answer the five "W" questions we learned in grade school of "who, what, where, why and when."

Who is involved in this goal?

What do I want to accomplish?

Where is the location?

Why – what is the specific purpose, reason or benefit of this achievement?

When – what is the time frame involved?

Measurable – in order to achieve your goal, you will need to ensure that it is measurable. Know which measure you will use as you set the goal, so you are able to track it. You must be able to quantify your results in a meaningful way such as by using numbers, percentages, completed actions, etc.

Attainable – it is important that the goal you set is attainable. You shouldn't set a goal that is too easy to attain, but always setting a goal that there is absolutely no way to achieve is like banging your head up against a wall. It is also hard on the team morale! When you set your goals for the upcoming year, some will be quite attainable (likely would have attained them if you had recorded them or not)

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So How Are We Measuring Up This Year?

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and some will be much more of a stretch. Goals that are more difficult to attain offer you and your team an experience to really brainstorm the achievement process.

Realistic - you must believe in the goal and be both *willing* and *able* to work on it. The goal must be something that, with some work and perhaps creativity, is attainable.

Tangible - your goal must be something that can be understood and evaluated and when it is accomplished has a physical existence or can be seen or affected by the other senses. If the goal is esoteric in nature, you have a hard time describing it, measuring it and therefore achieving it. There may be other intangible goals that must be completed in order to get the tangible goal completed.

If you plan your goal incorporating Meyer's acronym "S.M.A.R.T.," you have something that you and your team are very likely to attain.

Now, let's "2007" this acronym! How about:

Significant
Motivating
Attitude
Return
Teachable

If you build your goal using Meyer's model, and then stay committed to the process for the time period, you will not only achieve your goals, but will be able to use it as a stepping stone for future accomplishments. Now, revisit this to be sure that it is a **significant** goal that will **motivate** your team, keep the right **attitude** amongst the team, allow the team to see the **return** to the club and perhaps to themselves and permit you to **teach** your team something new.

If there is such a thing as an easy answer to business and how we conduct our lives, this is it. Goal setting is an effective way to ensure that you will see a measurable difference. Decision making will happen much more rapidly and easily because you will see how the decision will either move you toward or away from your goal. Above all, celebrate each goal that you have achieved with great fanfare.

We hope you find this approach to goal setting refreshing and offer you this as another tool for your management toolbox! Good luck as you continue to move your club forward.

This article was written by Crystal Thomas, MCM, CHE, Principal of Crystal Clear Concepts, Inc. She is in demand as a trainer, inspirational speaker, and consultant for clubs throughout North America. Crystal lives in Valencia, CA with her husband, Rick, and four cats. She can be contacted by telephone at (818) 237-5398 or, if you prefer, by e-mail at crystal@crystalclearconcepts.net.

Regional Directors

Region I - Asia, Australia, Europe and Canada

Donna Cram

The Faculty Club
University of Saskatchewan
Box 888, RPO University
Saskatoon, SK S7N 4J8
Canada
Phone: (306) 966-7774
Fax: (306) 966-7770
e-mail: Donna.Cram@usask.ca

Region II - Northeast U.S.

Dennis Scott

The University Club
University of
Massachusetts/Amherst
243 Stockbridge Road
Amherst, MA 01003
Phone: (413) 545-2551
Fax: (413) 577-0196
e-mail:
dscott@mail.aux.umass.edu

Region III - Southeast U.S.

Alex Hopkins, CCM

University Club, University
of Missouri
107 Reynolds Alumni Centre
Columbia, MO 65211
Phone: (573) 882-2586
Fax: (573) 884-7831
e-mail: hopkinsa@maa.org

Region IV - North/Central U.S.

Ann C. Holt

The Campus Club
University of Minnesota
403 Coffman Memorial Union
300 Washington Ave., SE
Minneapolis, MN 55455
Phone: (612) 624-6626
Fax: (612) 624-4443
e-mail: acholt@umn.edu

Region V - Western U.S. and Mexico

Ed Kasky

USC University Club
645 W. Exposition Blvd.
Los Angeles, CA 90089-1161
Phone: (213) 821-0826
Club Phone: (213) 740-2030
Fax: (213) 740-1890
e-mail: kasky@usc.edu

Managing Director

Sara Pietrzak

ACUC
1733 King St.
Alexandria, VA 22314
Phone: (703) 299-2630
Fax: (703) 739-0124
e-mail: sara.pietrzak@acuclubs.org

Hot Topics in Legislative and Regulatory Affairs

Immigration Reform Bill Flounders in Senate

Negotiations were derailed in the U.S. Senate in June as the body failed to end debate and move to a final vote on s.1348 known as the "Comprehensive Immigration Reform Act of 2007." This measure included several key components which would:

- Create the Border Law Enforcement Relief Act of 2007 which authorizes a border relief grant program for a tribal, state or local law enforcement agency in a county: (1) no more than 100 miles from a U.S. border with Canada or Mexico; or (2) more than 100 miles from any such border but which is a high impact area.
- Establish a temporary guest worker program for lower-skilled workers on two-year visas with an annual limit of 400,000 workers with an automatic adjustment for market conditions.
- Set forth backlog reduction provisions respecting: (1) family-sponsored and employment-based immigrant levels; (2) country limits; (3) immigrant visa allocations; (4) minor children; (5) shortage occupations; (6) student and advanced degree visas; (7) children of Filipino World War II veterans; (8) power line workers; (9) aliens of extraordinary artistic ability; and (10) Haitian children.
- Create the Immigrant Accountability Act of 2007 which provides permanent resident status adjustment for a qualifying illegal alien (and the spouse and children of such alien) who has been in the United States for five years and employed (with exceptions) for specified periods of time.
- Authorize mandatory departure and immigrant or non-immigrant reentry for a qualifying illegal alien who has been present and employed in the United States since January 7, 2004. Establishes a three-year mandatory departure status, and sets forth immigration prohibitions and penalties for failure to depart or delayed departure.
- Require employers to utilize federal and state databases to verify that employees are eligible to work in the United States.

Debate on the issue centered mainly on the issues surrounding the proposed guest worker program for lower skilled workers. Many Senators objected to the number available annually and amendments were introduced to reduce the available number to 200,000. Additional objections came from the business community concerning the requirement to electronically verify worker eligibility.

Despite efforts to revive this measure during the week

of June 25th, the Senate again failed to enact closure on this reform legislation. It is unlikely that this type of immigration overhaul legislation will be considered again before the 2008 Presidential elections.

Minimum Wage Set to Increase

On May 25, 2007, President Bush signed the measure, HR 2206, the Iraq War Supplemental legislation into law. This measure included a broad package of domestic spending that included the minimum wage and accompanying tax package, as well as drought relief for farmers, natural disaster relief and Gulf Coast recovery aid.

Effective 60 days from the date of the President's signature, the federal minimum wage will increase to \$5.85 per hour. Twelve months after that increase, the minimum wage will become \$6.55 per hour. Twelve months after that, it will become \$7.25. Ultimately, it will be a 70-cent step increase in the minimum.

Attached to the minimum wage was a \$4.9 billion small business tax relief package that included an extension of WOTC to 2011, an extension of Sec. 179 small business expensing and other provisions to offset the increase.

All clubs are reminded that all employers are required to post the updated Department of Labor posters citing the current minimum wage at the time of increase. The Department of Labor has not yet released the poster. Additional information will be published as it becomes available.

Immigration Reform Measures May Lead to Required Electronic Employment Verification

Clubs and other employers may soon have to electronically verify all employees to certify their permission to work in the United States. Under H.R. 1645, known as "Security Through Regularized Immigration and a Vibrant Economy (STRIVE)," employers would be required to utilize a system of the combined Department of Homeland Security and Social Security Administration to determine work eligibility. This measure was introduced by Reps. Luis Gutierrez (D-IL) and Jeff Flake (R-AZ) in late March.

This electronic verification system would be based on the Basic Pilot program which is currently in use and administered by U.S. Customs and Immigration Services. This program was introduced in 1997 and was originally designed as a voluntary participation program for businesses. Through this program, an employer can enter an individual's Social Security number or 1-94 card number into a Web-based module. The module has links to data-

Hot Topics in Legislative and Regulatory Affairs

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bases maintained by the Social Security Administration and Department of Homeland Security. The module provides information as to whether the individual's name and number match in addition to whether the individual has the authorization to work in the United States. This program currently is used by 16,000 employers.

Critics of the proposal including the Society for Human Resources Management and the National Restaurant Association doubt that the system is capable of handling the volume of requests possible from the estimated 5.6 million employees across the country. Current error rates of eight percent are also cited. In an error situation, a manual check of records is performed and an official response is delayed. Major back-ups and delays could be expected if all employers were required to use the system.

The bill is currently awaiting consideration in the House Committees on the Judiciary and Homeland Security.

Employee Hazards Increase As Temperatures Soar

The sun and warm weather of summer can also bring special hazards for those working outdoors. The combination of heat, humidity and physical labor can lead to fatalities. The two most serious forms of heat-related illnesses are heat exhaustion (primarily from dehydration) and heat stroke, which could be fatal. Signs of heat exhaustion or heat stroke need immediate attention. Recognizing those warning signs and taking quick action can make a difference in preventing a fatality.

The following are guidelines all employees should follow during the warm weather months:

1. Understand what heat stress is and be able to recognize the symptoms. It is a signal that says the body is having difficulty maintaining its narrow temperature range. The heart pumps faster, blood is diverted from internal organs to the skin, breathing rate increases, sweating increases, all in an attempt to transfer more heat to the outside air and cool the skin by evaporation of sweat. If the body can't keep up then the person suffers effects ranging from heat cramps to heat exhaustion, and finally to heat stroke.

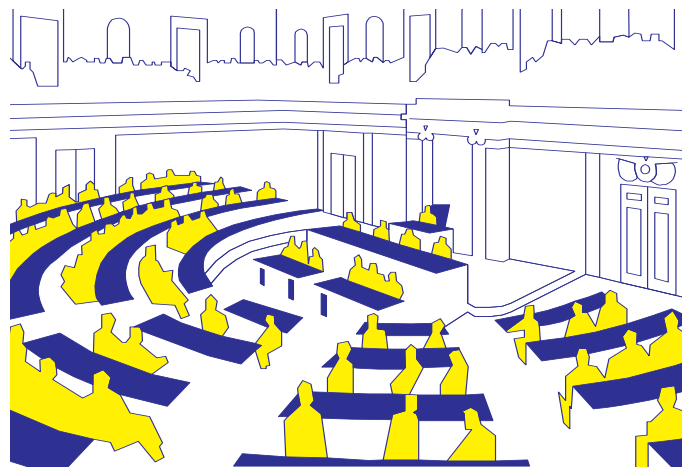
Symptoms of Heat Exhaustion include headaches, dizziness, lightheadness or fainting; weakness and moist skin; mood changes such as irritability or confusion; upset stomach or vomiting.

Symptoms of Heat Stroke include dry, hot skin with

no sweating; mental confusion or loss of consciousness; seizures or convulsions. Seek professional assistance immediately.

2. Dry clothes and skin do not mean that you are not sweating. In dry climates, you might not feel wet or sticky, but you are still sweating. On a very warm day, you can lose as much as two liters of fluid.
3. Beat the Heat. Help prevent the ill effects of heat stress by:
 - Drinking water frequently and moderately (about eight ounces every 15 minutes.)
 - If possible, avoid direct sunlight or other heat sources.
 - Plan your day to tackle more strenuous jobs during the cooler morning hours.
 - Utilizing the ventilation or fans in enclosed areas.
 - Rest frequently in cool, shaded areas.
 - Avoid alcoholic or caffeinated beverages and eat lightly.
 - Remembering that it takes about one to two weeks for the body to adjust to the heat; this adaptation to heat is quickly lost — so your body will need time to adjust after a vacation or extended absence.
 - Wearing lightweight, light-colored and loose fitting clothes.
4. Be prepared to act. In the event you recognize these symptoms in yourself or a co-worker, immediately notify your supervisor and contact emergency professionals.

For more information, please visit www.osha.gov.



News from Around the Globe

By Noelle Vickers, Manager, Goodenough Club

Hello everyone from sunny-ish London. Several months have passed and it seems like only yesterday that we were in Anaheim. I have been working with our historian and College Members to create a number of walks and tours that we can tailor-make to suit groups of visitors.

Do let me know if you think they may be of interest to your members or if you would like us to work on something more specific for you. I hope you have a wonderful summer and I look forward to seeing you all in London soon!

Yours,

Noelle Vickers, Manager, Goodenough Club

London Walks

Bloomsbury and Kings Cross

- Bloomsbury Women
- Arts and Society
- Hoses and Gardens
- Foundling Estate
- Dickens and Other Famous Men
- The Changing Landscape of Kings Cross
- The Heart of Bloomsbury

City of London

Including Guildhall, Bank of England, Globe Theatre, London Bridge and visits to:

- Tate Modern
- St. Paul's Cathedral
- Millennium Bridge

London Westminster

Including a river trip to the Tower of London from Embankment and visits to:

- Buckingham Palace
- Tate Britain
- Houses of Parliament
- Westminster Abbey

London West End

Including China Town, Shaftesbury Avenue, Bond Street and Saville Row and visits to:

- Piccadilly Circus
- Trafalgar Square
- National Portrait Gallery

Covent Garden

Including The British Museum, The Royal Opera House and the famous indoor and outdoor markets.

Dickens or Shakespeare Walks – half day

Whistle Stop Tour of London – full day for energetic walkers

All walks can be tailor-made to the needs of the group or combined to make a cultural week/weekend.

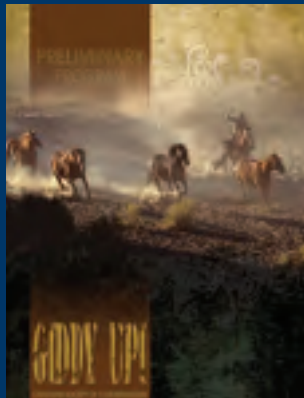


SAVE THE DATES

September 30 – October 4, 2007

Canadian Society of Club Managers Annual Conference
Calgary, Alberta, CANADA

<http://www.cscm.org/default.asp?id=1340>



February 1 – 5, 2008

CMAA's Annual World Conference on Club Management
Orlando, FL

<http://www.cmaa.org/conf/index.html>



July 9 – 11, 2008

ACUC's Bi-Annual Summer Conference
San Diego, CA

<http://www.acuclubs.org/> (Stay tuned!)