



Filling in the Sand program allows more students to attend BYU-Idaho classes



The Continuing Education Department at BYU-Idaho has launched a pilot program called “Filling in the Sand” to allow off-track students to fill seats in upper-division classes that would normally remain empty.

Students that have completed 60 or more credits and reside locally during their off-track are eligible to participate in this program.

Most campus departments have submitted a limited number of upper-division courses in which eligible students can enroll. Generally, students will only be able to enroll in one to two classes.

Students that participate in the Filling in the Sand program will not be taking seats away from students that are on-track. “The seats are already there. These students will not be displacing anyone. This program makes wise use of the seats that are already available,” said Chad Price, Continuing Education academic outreach coordinator.

The main goals behind this program are to serve students, to be financially efficient and to increase the throughput of students. “One of the main goals of this program [is] to serve students. By allowing eligible students to enroll in these courses, we are helping them achieve graduation quicker. We also feel that

this program is financially efficient. We are able to serve more students while maintaining relative costs,” Price said.

Eligible students that participate in the Filling in the Sand program are enrolled in the upper-division courses through the Department of Continuing Education.

Employee benefits at BYU-Idaho

Brigham Young University-Idaho provides a number of benefits for its employees; however, some benefits are not fully utilized or understood.

Jeremiah Cochran, Human Resources benefits coordinator, listed five programs that employees should take notice of.

Tuition Benefits Program

The Tuition Benefits Program provides free tuition for BYU-Idaho employees (up to four credits per semester for part-time employees and six credits per semester for full-time employees). Tuition is provided for spouses and children after an employee has worked full-time for one year, or two years if the employee is under age 27.

Early Retirement Program

The Early Retirement Program is available to long-term BYU-Idaho employees who desire to retire early to pursue other interests. Employees who have a minimum of 20 years of full-time service at age 62 or above may receive this benefit.

DMBA Wellness Program

An employee and his or her spouse are each able to earn a refund on annual insurance premiums of up to \$200 for a potential combined total of \$400 per family if the employee and spouse both participate in the Living Healthy Wellness program provided by DMBA.

The program includes two components: six wellness challenges and a personal health assessment. Participants will earn \$25 for each completed challenge. The personal health assessment, or PHA, taken once per year will earn the participant \$50. The PHA requires the following biometric data to receive credit: total cholesterol, HDL, LDL, triglycerides, blood sugar, and blood pressure. “I would encourage employees to use the BYU-Idaho Wellness Center to have these tests performed free of charge,” Cochran said. The Wellness Center is located in Hart 152. To register for this program, visit www.dmba.com/wellness/livinghealthy.aspx.

Flexible Spending Program

The Flexible Spending Program allows employees to pay out-of-pocket health care expenses with tax-free income. Flexible Spending also allows for daycare expenses to be paid with tax-free money.

By participating in Flexible Spending, employees elect to have their health care or daycare contributions deducted from each paycheck in equal installments throughout the year. In most cases, contributions are deducted from the paycheck before federal income tax, Social Security taxes and state income tax.

A Flexible Spending debit card known as the “Benny Card,” for eligible medical and dental expenses, has been introduced this year. The Benny Card will contain the value of an employee’s annual election for medical and dental expenses and can be used to pay for approved medical expenses when purchased from providers or vendors that accept MasterCard® or Visa® debit cards. The amount will be automatically deducted from the employee’s account and will work like an ordinary debit card for eligible expenses.

Thrift Plan

The Thrift Plan is a long-term retirement savings program that helps employees plan for the future. It’s designed to work with Social Security benefits, personal savings, and employer-funded Master Retirement Plan benefits (if the employee is eligible). The Thrift Plan provides employees with a separate account in which they can defer, or contribute, a percentage of eligible gross income for their retirement. BYU–Idaho matches a percentage of these contributions.

The BYU–Idaho Human Resources Office, located in Kimball 240, and the Human Resources Web site are the best resources for employees to learn and understand the benefits that are available. Cochran is also available to assist employees. “I am happy to visit with individuals or provide department-wide training and benefits presentations,” Cochran said. For more information, visit the Human Resources Web site at www.byui.edu/hr.

Customer Service: What to do when you don’t know the answer

It’s embarrassing to have to say, “I don’t know,” when a customer asks you a question. You’d like to have all the answers, but it’s almost impossible to know everything about the products or services your organization offers.

Here are some tips:

- First, find out exactly what the customer is asking. Ask the customer to repeat the question, or repeat it yourself in your own words: “If I understand you correctly, what you’re asking is. . . . Is that correct?”
- Ask some probing questions to find out a little more about the issue.

- Write down the customer’s answers so you’ll have all the information you need.
- Then, if you think you have all the information, try to get an answer for the customer. Ask the person if he/she is willing to wait while you call someone else in the organization that may have the answer. If the customer can’t wait or if you can’t find someone immediately, tell the customer you’ll follow-up when you’ve found the information.
- Ask for the customer’s phone number or e-mail address so you can follow up.
- Ask for help from anyone in your organization who may be able to give you the answer. Also, be sure to explain that you have a customer waiting for this information.

If you follow these basic steps, you’ll become a better worker and learn more about your organization and its products and services. Also, you may be able to identify a common problem and come up with a good solution that’s better for your organization and its customers.

(Reference: Parlay International, Satisfying Customers, © 2000, used under licensing agreement with BYU–Idaho)



Next week’s devotional

Brother M. Richard Walker was born in Salt Lake City. He obtained a Juris Doctor Degree from the University of Utah and served as a missionary in the Eastern States Mission. He married his first wife, Margene E. Nielsen, and together they had five children and 21 grandchildren. She passed away in 2003.

Brother Walker served in the Army National Guard for 24 years and spent his last 12 years there as aide to the state

adjutant general. He retired as a major. His callings have included Elders Quorum president, bishop and stake president in the Holladay North Stake, as well as mission president in the Indiana Indianapolis Mission from 1998 to 2001. He is also a former member of the Mormon Tabernacle Choir. In 2004, he married Sister Kathleen Hinckley Barnes. Most recently, Brother Walker served as the president of the Salt Lake Temple.



Sister Kathleen Hinckley Barnes Walker was born in Salt Lake City and is the eldest child of Marjorie Pay and President Gordon B. Hinckley. She attended the University of Utah and graduated with a degree in Education. She married Alan Barnes, who passed away in 2001, and is the mother and grandmother of five children and 19 grandchildren.

Sister Walker has acted as the Chairperson of the Salt Lake Convention and Visitors Bureau and other Community Boards and is currently a member of the Board of Directors of Barnes Banking Company, the Board of Directors of Bonneville International, and the NAC Board of the BYU Marriot School of Management. She has also served as president of ward and stake primaries, the Young Women's organization, and Relief Society.

On Jan. 31, 2004, she married Brother M. Richard Walker.

Highlights from Dec. 8 President's Council Q&A

Q: Can we inform new students about Idaho and Rexburg traffic rules?

Garth Hall, Student Services & Activities Vice President: Yes. 1) We currently communicate traffic rules and regulations to new students, and we want to raise their level of understanding. 2) Our student safety committee has done a good job of trying to better educate the campus. 3) This is an area we will continue to focus on. 4) We are open to other recommendations regarding how we can be more effective in communicating the need for motorists and pedestrians to be more careful and obey all traffic

rules and regulations.

Q: Do we have plans to differentiate tuition for different majors?

President Clark: No. It's an interesting idea and is consistent with what some companies are starting to do by unbundling products and services and pricing each individual element separately. For an educational institution, however, this idea does not serve the students more effectively.

We have given careful thought to this, and given what we're trying to do for our students, we do not believe that differentiating tuition for different majors will best benefit our students.

Q: Related to the current economy: Will it affect BYU-Idaho budgets and enrollment?

President Clark: Yes, but it will affect us in a few different ways. First, with respect to enrollment, I think we should see a positive effect on the university with more students desiring to come. As far as our budgets are concerned, we will have to wait and see how the Church approaches the overall budget in the coming year. We have done a lot of planning and have looked at different possibilities that might come, so we're prepared. But for now, we will just have to wait.

Q: Are there some things employees need to do to keep costs down?

President Clark: Each of us needs to remember to be cost-conscious. We need to be frugal and careful in how we spend our budgets. On occasion, we may need to postpone some projects, make some things last a little longer or make do with what we have. It is wise for us all to be more frugal. The major expenditure for the university is personnel, but we also have significant costs for utilities, heat, lights, materials, travel, and so forth. As we go forth, we need to be careful and prudent in all we do.



Q: How can we better deal with conflict that comes from unclear expectations?

President Clark: If you are at odds with people who have responsibility for you, you ought to follow the counsel of the

scriptures and take it up directly with the person. Go talk to him or her and express your concern. Ask questions such as, “Help me understand...” By doing so, you are coming to the person with a desire to learn rather than accuse.

If that doesn’t work, then follow the Savior’s counsel in Matthew 18:15-16: “Moreover if thy brother shall trespass against thee, go and tell him his fault between thee and him alone: if he shall hear thee, thou hast gained thy brother.

“But if he will not hear thee, then take with thee one or two more, that in the mouth of two or three witnesses every word may be established.”

If you feel your concerns are still not validated, there are other avenues you can pursue, such as talking to managers or Human Resources. However, when you do that, you take on a very specific responsibility; and you must ensure you have done all you can to resolve the issue on your own.

Q: What are some of the key attributes/programs needed to develop leaders?

President Clark: At BYU–Idaho our strategy is to make leadership development so pervasive that we won’t need special classes or programs directed to it. Rather, every class, every program, every activity is built upon the principles of effective leadership so that everyone involved gets developed as a leader. Some of these principles are best expressed by the Savior in Matthew 20:25-28:

“...Ye know that the princes of the Gentiles exercise dominion over them, and they that are great exercise authority upon them.

“But it shall not be so among you: but whosoever will be great among you [great means leader among you], let him be your minister;

“And whosoever will be chief among you [a leader], let him be your servant:

“Even as the Son of man came not to be ministered unto, but to minister, and to give his life a ransom for many.”

We hear the Savior teach a few important principles here.

1) The model of dominion and authority is not the model of leadership that we espouse. The model that the Savior laid out is one in which leaders minister and serve and take the Savior as their exemplar—how He led and what He did. If we dig more deeply into that, we can find a number of characteristics of effective leaders based upon true principles that the Savior taught.

A true principle is leadership with a small “L,” meaning we think of leadership not in terms of position but as a crucial role at every level of every organization. Leaders need to be able to set direction; that is a skill you need as a father, a mother, a Scoutmaster, a university president, and as an employee at any level.

2) Another skill that leaders need is the ability to teach. In your family, you need to be able to teach where you are headed and how you are going to get there. In your profession, you need to be able to teach others how to get projects accomplished as well as teach principles and ideas that will help people in their jobs.

3) Leaders also need a combination of courage and conviction that allows them to set high standards and maintain them in a way that not only encourages compliance with the standard but encourages commitment. In this way, people will live standards because they feel their importance and because they know and understand what they mean, not because they are forced to. For parents, it is important to lead your children to do what’s right and live the standards you set—not because you set them and expect them to, but because they are committed and have a desire to.

4) Finally, looking to the Savior as a model, communication is an essential characteristic of great leaders. The Savior spent much of His time communicating: teaching, helping, loving. That is an important part of what leaders need to learn how to do.

**Birthdays
Jan. 29-Feb. 4**

- 29 John Bryner, Teacher Education
Sally Ellis, Art
Jay Lawrence, Music
Marcia McManus, Teacher Education
John Reed, University Operations
Kristin Wright, Foreign Language
- 30 Richard Briggs, Art
Keith Patterson, Accounting
- 31 Bruce Bills, Software Engineering
Mathew Geddes, Art
Lawrence Shaw, Health Science
- 1 Kathy Ann Godfrey, Alumni
Justin Hodges, Internship & Career Services
Joshua Holt, Curriculum Development
Jeremy Johnson, Alumni
Kerensa Sorensen-Stowell, Chemistry
- 2 Russell Daines, Mechanical Engineering
Lynda Hawkes, Teacher Education
- 3 Doug Davies, Heating Plant
Carla Jimison, Art
Hazel Rose, Student Act/Peer Instruction
Kathy Webb, Executive Offices
- 4 Keland Draney, Audio Visual Services
Kent Hughes, Campus Maintenance
Dana Johnson, Teacher Education
Vicki Nye, Admissions

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<p><i>If you have information for future issues, please contact Andy Cargala at 496-1537 or e-mail cargala@byui.edu</i></p>	<p>News & Notes Staff Jessica Anderson, Emily Crane, Veronica Chugg, Kiersta Wittwer, Erica Colvin, Scott Raney</p>