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Customer Service Zone

Customers will want to come back if you give them:

What was promised:

Product/service, availability

Knowledgeable help:

Thorough answers to questions

Prompt willing attention:

Quick courteous phone replies, immediate face-to-face reply

Good treatment:

Courtesy, respect, understanding and a feeling of value and importance



Remission of Fees For Employees and Dependents

Employees who wish to apply for Remission of Fees for themselves and/or their dependent(s) for the fall 2021 session(s) must complete and submit the appropriate form(s) to the Department of Human Resources by **Friday, August 20, 2021**. In an effort to process forms expeditiously, and to comply with the processing time required by the Department of Human Resources, Financial Aid and the Office of Financial Services, please adhere to these deadlines. We encourage all employees and dependents to submit forms for the session as soon as possible.

Please note that it is the **responsibility of each employee** to ensure that your request for tuition remission is received in the Department of Human Resources with the appropriate signatures by the specified deadline. **No exceptions will be made. It is also the responsibility of the employee and dependent to complete registration before the first day of class. Failure to complete registration will result in a late fee.**

For your convenience, use the link below to access the PDF version of Remission of Fees and Flextime Work Arrangement forms
<https://www.jsu.edu/humanresources/formsandocs-2/>.

When completing the form and indicating the Course ID, please include all prefixes along with the course number, including the section, course title, credit hours, and meeting time.

For example:

Course ID	Course Title	Credit Hours	Meeting Time
ACC-211-01	Principles of Accounting	3	MWF11:00-11:50

If you need additional information, please contact the Human Resources Department at (601) 979-2015, and inquire about (**Employee Remission of Fees and Dependent Tuition Remission**).



Handshake Alternatives

(Germ-free greetings)

The coronavirus may have pushed the handshake into extinction. A recent survey by YouGov of more than 23,000 US Adults, say they will go back to shaking hands after the COVID-19 pandemic. But if you're a professional who regularly interacts with clients, contacts and coworkers during your work week, you might be wondering: How will we greet each other at meetings and events in a post-coronavirus future? Listed below are 20 alternatives to handshakes to help you navigate our new social landscape and prevent the spread of germs.

1. Just say hello
2. Wave
3. All good Head Nod (downward nod)
4. East Coast Wave (raise brows)
5. Tip your hat
6. Wink
7. Tap feet
8. Bump elbows
9. Jim & Pam Air-five
10. Salute
11. Take a bow
12. Curtsy
13. Peace Sign
14. Finger Guns/Snap & flick
15. Namaste or yoga bow
16. Vulcan Salute
17. Shaka sign (hang loose)
18. Thumbs-up
19. Hand on your heart
20. Eye contact and a smile

Alternative handshakes icons



alamy stock photo

A Manager's Guide to Preventing Employee Burnout in 2021

Over the past year, COVID-19, racial injustice, and political upheaval have disrupted every conception of what's considered "normal life." As with any big disruption, these events can increase everyday stress and the risk of work-related burnout. Even with the vaccine, your employees are likely still grappling with plenty of stress. Managers have an important role to play. They need to maintain productivity and keep their teams on track, while accounting for team members' mental and physical wellness. As a manager, you can't prevent life stressors for your employees—but you can support your team's mental wellness with these strategies:

1. Demonstrate empathy

Often, showing appreciation for employees who are working in challenging circumstances can go a long way toward helping them feel heard and understood.

The following actions can signal your support:

- Show empathy for your employees in one-on-one conversations about how they're feeling about their work pace and volume
- Offer flexibility whenever possible
- If an employee is showing signs of distress, do more listening than talking
- Stick to open-ended questions and statements like, "What's going on for you?" and "Tell me more about that."

2. Lead by example

Because they're used to demonstrating productivity and assuredness, managers may not naturally gravitate toward discussing their own challenges, but it's exactly this tactic that helps employees feel more at ease. *When you mention what's been challenging for you, or how you're trying to balance work and home responsibilities, it can help employees feel like they can open up about those issues, too.*

3. Promote casual wellness check-ins

Remote work can mean fewer opportunities for the type of casual social interactions that happen every

day in a physical workplace. This can spur feelings of isolation and disconnection, which add to stress levels and raise the risk of burnout. To mitigate this, *check in casually with each team member throughout the week about how they're doing.* Even an instant message to ask how they're doing and what support you can offer, can be a huge boost for someone who's struggling.

4. Remind employees of available mental health resources

The support you provide your team members can go a long way, but there will likely be times when your employees need mental health care. *Emphasize that it's okay not to be okay, and that accessing mental health services can be helpful any time, and not as a "last resort" option.* Looking ahead to more time worrying about the spread of COVID-19 and how that will impact their lives can feel stressful for many employees. *But that doesn't mean it's unmanageable.* Now is the time for all of us to show ourselves compassion and for everyone who is a manager or people leader to show grace, empathy, appreciation, and flexibility. Preventive strategies like those mentioned here can help alleviate the sense of disconnection and anxiety your employees may be experiencing, and give them the resources they need to maintain their well-being. (Lyrahealth.com, 2021)

Updates from PERS

Re-employed Retirees - Individuals who have retired from the university (or other State of Mississippi agency) are required to complete the "Reemployment of PERS Service Retiree Certification/Acknowledgement" (PERS Form 4B) each fiscal year. *The employee is responsible for submitting the PERS Form 4B to Human Resources no later than 5 days after the hire date or reemployment date. Please note, if you select option 2-B and are unsure of your average compensation at retirement, you will need to contact PERS for that information.*

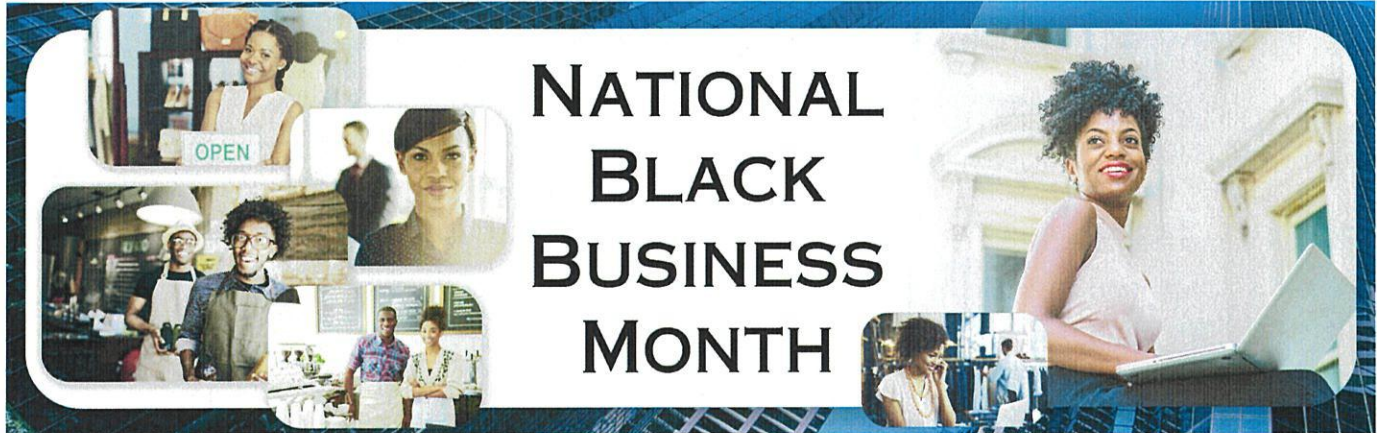
Employer & Employee - Revised maximum covered earnings went into effect July 1, 2021. In accordance with Miss. Code Ann. § 25-11-103(k) and Internal Revenue Service adjustments to retirement plan limitations for 2021, the maximum covered earnings for PERS, ORP, and SLRP will increase from \$285,000 to \$290,000 effective July 1, 2021. *Also changing July 1, 2021 is the ORP Annual 415 Contribution Limit, which is increasing from \$57,000 to \$58,000.*

Contact Information: Department of Human Resources
P.O. Box 17028 Jackson, MS 39217
Phone: (601)-979-2015 Fax: (601)979-5856



DID YOU KNOW?

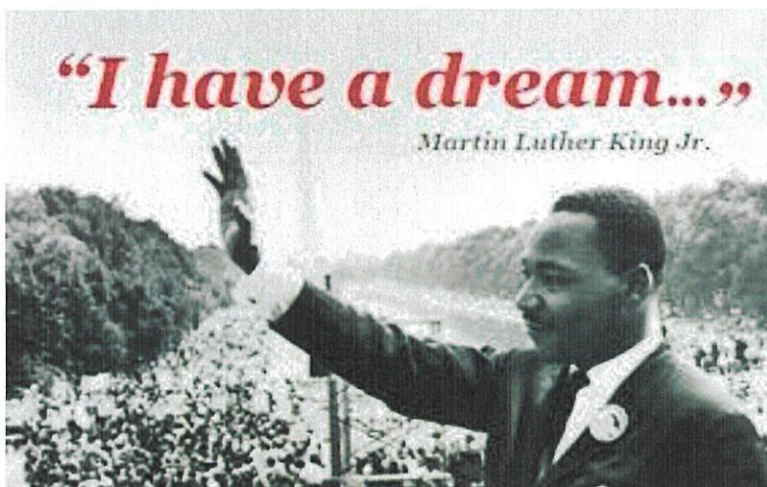
August Facts



August is National Black Business Month in America, a time when individuals and businesses recognize Black-owned businesses across the country.

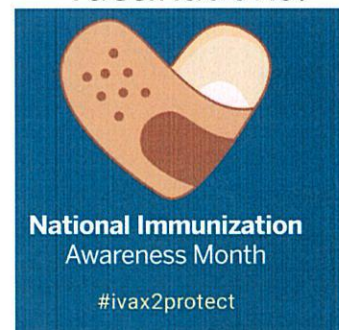
Civil Rights March On Washington

On August 28, 1963 more than 200,000 demonstrators took part in the March on Washington for Jobs and Freedom in the nation's capital. The march resulted in the initiation of the federal civil rights bill in Congress. During this event, Martin Luther King delivered his memorable "I Have a Dream" speech.



National Immunization Month

August is National Immunization Awareness Month (NIAM). This annual observance highlights the importance of getting recommended vaccines throughout our life. You have the power to protect yourself and your family against serious diseases through on-time vaccinations.





WELCOME NEW EMPLOYEES

APRIL, MAY, and JUNE

First Name	Last Name	Title	Department
Uchenna	Agbahiwe	Administrative Assistant	Dept. of Psychology
Jacqueline	Atkinson	Staff Coordinator	Human Resources
Alexis	Austin	Trio Stem SSS Retention & Graduation Coach	Student Success Center
Jarred	Binner	Assistant Athletics Director	Athletics
Howard	Brown	Vice President/CFO	Division of Business & Finance
Kimberly	Bullock	Staff Nurse/Testing Coordinator	University Health Center
Janice	Citchens	Admissions Counselor	Undergraduate Admissions
Philandric	Clowers II	Dispatcher	Public Safety
Tiffany	Coleman-McGee	Cataloging Librarian	Division of Library
DeAsia	Dixon	Dispatcher	Public Safety
Kimberly	Fair	Call Center Supervisor	Undergrad Admission & Recruitment
Kaiysha	Fortson	Grant Accountant	Grants & Contracts Management
Ashlee	Gray	Admissions Counselor	Office Of Admissions
DeOnqua	Isaac	Admissions Counselor	Office Of Admissions
Vanessa	Jackson	Administrative Assistant	University Health Center
LaShundra	Jackson-Winters	Assoc. General Counsel	Division of General Counsel
Brea	Jobe	Admissions Counselor	Office Of Admissions
Nicole	Jointer	Administrative Assistant	Career Services Center
Patrice	Jones	Administrative Assistant	Margaret Walker Center
Keenen	Jones	Security Officer	Public Safety
Tamera	McKinnon	Security Officer	Public Safety
Louis	Morris	Sr. Property Control Specialist	Facilities & Construction Management
Logan	Powell	Assistant Strength/Conditioning Coach	Athletics
Rajhaneka	Quinn	Customer Service Representative	Undergrad Admission & Recruitment
JaQuan	Sheals	Asst. Strength/ Conditioning Coach	Athletics
Ayanna	Smith	Program Specialist	Institutional Advancement
Liudmyla	Sviatenko	Postdoctoral Research Associate	Dept. of Chemistry, Physics, and Atmospheric Science
Joan	Walton	Administrative Assistant	Dept. of Counseling, Rehab. & Psychometric Services
LaDarius	Watkins	Recreation Facilities Manager	Athletics
Teasha	Wells	Receptionist	Undergrad Admission & Recruitment
Marquita	White	Program Assistant	Biology Department