
West Virginia University Staff Council Meeting Minutes

July 18, 2018

8:15 a.m. – 12:00 p.m.

One Waterfront Place, Room 3117

Name	Title	Department	Present
Baldwin, Joan	Nutrition Outreach Instructor	Extension Services	No*
Bolin, Julia	Nutrition Outreach Instructor	Extension Services	Yes
Bremar, Nancy	Nutrition Outreach Instructor	Extension Services	Yes
Browne, Thea	Administrative Assistant Senior	Main Library	Yes
Crabtree, Joan	Supervisor Campus Services	Facilities Management	No*
Dunson, Terrence	Campus Service Worker	HSC Facilities Management	Yes
Forquer, Burlene	Manager Food Service	Mountainlair Catering	No*
Gill, Yolanda	Administrative Associate	Accessibility & Auxiliary Service	Yes
Griffin, Barbara	Developmental Advising Specialist	Academic Degree Programs	Yes
Irons, Rusty	Trades Specialist I	Facilities Management	Yes
Martin, Lisa	Special Events Coordinator Senior	Event Management	No*
Matuga, Amy	Administrative Associate	Physiology	Yes
May, Crystal	Office Administrator Senior	Microbiology	Yes
McKinney, Julie	Supervisor Food Service II	Student Life/Mountainlair	Yes
Morris, Jim	Assistant Vice President	HR Employee Relations	Yes
Musick, Dana	Administrative Secretary Senior	CEHS	Yes
Nichols, Melanie	Supervisor Campus Services	Facilities Management	Yes
Robinson, Shirley	Administrative Assistant	Academic Affairs Administration	Yes
Runyon, Peggy	Campus Police Officer Lead	University Police Department	Yes
Torries, Michael	Academic Lab Manager II	Chemistry	Yes

*Excused

Guest Speakers: Maria Mancini, *Director, Leadership & Organization Development*

Donald Barnes, *Training & Development Specialist Senior*

Lisa Sharpe, *Project Director, Shared Services Operations*

Submitted By: Janelle Squires, *Administrative Secretary, Staff Council*

Call to Order

The meeting was called to order by the chair, Nancy Bremar, at 8:15 a.m. and a quorum was established. The sign-in sheet was passed around for members to sign in.

First Business

Melanie pointed out a few grammatical errors in the minutes which Janelle will correct.

Approval of June minutes motioned by Michael with aforementioned corrections. Crystal seconded. All in favor and motion was carried.

Treasurer's Report

No report today as Joan Crabtree, Secretary/Treasurer, is not present. It will be tabled until next month.

Nancy is scheduled to meet with Rob Alsop, VP for Strategic Initiatives, to go over our budget on August 3.

Chair's Report

By Nancy Bremar, *Chair*

Special thanks to Maria Mancini, Director, Leadership & Organization Development, for graciously offering to have our meeting in the NMO (New Mountaineer Onboarding) room so that we can see firsthand the experience that new employees have.

Nancy attended a meeting yesterday with several people from WVU and the administrative team at Sodexo which she found to be very positive. It was referred to as an Expectations Meeting in which groups discussed expectations for WVU and Sodexo for when they take over in a few weeks; then in January 2019; and at the end of the semester. They also talked about expectations for students as well as faculty/staff; alumni and parents as customers; and for Sodexo employees.

Sodexo understands this is a new venture and mistakes will be made but they expect excellent customer service; regardless of whether or not you are a WVU employee or a Sodexo employee.

They also discussed recognition and awards. After the first 90 days, they are hoping to not see many turnovers. They want growth opportunities for employees and will conduct Performance Evaluations after the first year to include merit increases as well as annual increases. They talked about a program where current employees recruit new employees. And, shared feedback from customers and surveys aimed toward the WVU community.

Stephen Miller will serve as the District Manager. He has moved his family here, bought a home and is ready to begin.

Nancy has received some phone calls and has had to direct a few to Jim or Amber. She spoke to someone that was at the end of their rope so Employee Relations assisted her with directing them to the appropriate persons. They told her they saw Staff Council's video newsletter on an InfoStation on campus.

ACCE (Advisory Council of Classified Employees) Report

By Shirley Robinson, *ACCE Rep.*

Shirley reported she attended their Annual Retreat on July 16-17 at the Canaan Valley Resort and Conference Center in Davis, WV.

They discussed the proposed funding model that was to benefit the four-year and two-year schools, as well as WV residents, but did not benefit WVU because 52% of our students are non-residents which resulted in WVU receiving a cut.

The Legislature had hired the National Center for Higher Education Management Systems in Colorado to look into higher ed trends. Prior to the NCHEMS report coming out, the Governor formed the Blue Ribbon Commission. Apparently, the company is doing the same thing the Blue Ribbon Commission was charged to do.

They also discussed the search for a new HEPC (Higher Education Policy Commission) Chancellor being canceled. Interim Chancellor, Carolyn Long, was recently appointed. In the meantime, the former Chancellor is still with the group but in an advising role. He is receiving the same salary as when he was serving as Chancellor; Carolyn Long is receiving the Chancellor salary as well. She has since resigned from her position as the president of WVU Tech.

The ACCE committees all gave their reports. They've also done some updates to their website. Regarding meeting minutes, the person who transcribed is now a non-classified employee so everyone is working on getting the minutes done and posted to the website. They ask that each college look over the website and let them know of any suggestions.

They have a working document of their bylaws and if ACCE includes all staff, they will have a document for just staff.

They also worked on their 2018-2019 meeting calendar.

Julie commented with all due respect that these items have been in the news and circulated already. Shirley urges everyone to attend a meeting to see for themselves; there is more to it.

Shirley reminded the group their meetings are open and if anyone is interested in attending one, she feels it would be informative. Some schools are going through big changes, such as the WV School of Osteopathic Medicine, whose staff employees are now all non-classified.

Amy asked if we are to take annual leave to attend a meeting. Jim confirmed yes. Nancy asked to let her know if you plan to attend a meeting with Shirley.

Julie commented many of these colleges in the southern part of the state are vital to their community. The reason for the Blue Ribbon Commission being established is to review the funding model to distribute money more equitably among all higher ed schools.

WVU, WVU Tech, Marshall University, Glenville State College, Bluefield State College and Fairmont State University had their funding cut due to the funding model.

The next meeting is scheduled for August 29 at the WV Regional Technology Park, David K. Hendrickson Conference Room, Building 2000, in Charleston, with the HEPC.

Committee Reports

Legislative Committee

By Michael Torries, *Chair*

PEIA is at a standstill so nothing new to report. The Governor made a surprise appearance at One Waterfront Place yesterday. He made a good suggestion that if the employee's spouse makes over \$150,000/year then that spouse should not be eligible for enrollment.

Tuition Assistance

By Barbara Griffin, *Chair*

Barbara reported there was around 40 Tuition Assistance applicants for the Fall 2018 semester.

Nancy suggested to come up with ideas to get more employees who don't have an undergraduate degree to take advantage of the Tuition Assistance program. As part of her job, Barbara recruits for her college's RBA program but she is not sure what other colleges do in that aspect.

Jim asked what the average award usually is. Janelle and Barbara believe it is around \$1,000 for in-state and around \$3,000 for out-of-state for a three credit hour course. Fees are not covered by the program.

Nancy suggested maybe there is a way to reduce the fees for employees who are students pursuing their first undergraduate degree. Everyone agreed and that will be added to the President's meeting agenda.

Melanie suggested reviewing WVU Medicine's employee tuition assistance for comparison. Jim read through them briefly and seemed to have many similarities.

Jim requested to provide a list of current applicants so he can determine if there are any Dining Services employees who may be affected due to the Sodexo transition.

Welfare Committee

By Amy Matuga, *Chair*

Amy reported they met recently and discussed many items; mainly what they can do for staff.

The Rack is a food pantry downtown that serves WVU students and they were told they also serve staff as well but they had found out later it's not for staff. The Rack 2, located at HSC, said they don't turn anyone away.

They discussed a food pantry for staff at WVU. Peggy has been searching for possible locations around campus. Shirley suggested a vacant fraternity building. Peggy said the facility where Transportation & Parking is located used to have a convenience store and is now vacant and is very accessible. She's waiting to hear back from Clement Solomon, Director of Parking Management, for more information. With regards to staffing, she thought we could work with PACE and their workers. Amy thinks maybe some work studies could help.

They were told there is some concern that staff at WVU aren't paid enough to buy food but it is real life and there are families who are struggling.

They talked about doing something for every season and have some ideas but are open to suggestions.

She and Peggy talked about asking a farmer's market for any excess food they may have that will be going bad within the week or so. Nancy pointed out there are safety regulations that we must consider.

They don't want to ask people how much they make or why they need help. There are people, single parents for example, who make a 'good living' but need help with food for their kids after paying all their bills.

Peggy suggested using a card swipe system where employees could swipe their id cards.

Nancy said she works with the Mountaineer Food Bank and you must first pay them for the food; it is low cost and if you use them, you must do intake as it is need-based per federal guidelines.

Jim thinks it's a good idea but advised to consider the scope of all this – it will take a lot of time and energy from volunteers. He suggested possibly working with an organization who already does this. Perhaps supplement their food pantry to service staff.

Jim and Amber advised to speak with the people who run The Rack/The Rack 2. Nancy suggested the committee set up a meeting with them along with Amber, or someone from her staff, to discuss this further.

Dana, along with the College of Education and Human Services, is coordinating the Mon County Back Pack Drive which is in its third year. The committee thought of collecting school supplies.

Amy thought of placing a few collection boxes around campus for school supplies for children of WVU families.

The group collectively agreed to hold a school supplies drive. Janelle, Crystal, Mike and Peggy will have boxes in their offices for donations. Janelle will put out communication to the University community via ENEWS and keep a running list of requests and names.

Guest Speakers

New Mountaineer Onboarding

Maria Mancini, *Director, Leadership & Organization Development*

Donald Barnes, *Training & Development Specialist Senior*

Maria shared that today is her two year anniversary of being back here at WVU. She had left some years ago and worked for WVU Medicine but felt like this was home.

The NMO was launched two weeks ago which is a revamping of the previous New Employee Onboarding and is still held every Monday. She, Jim and Amber appreciate the opportunity to have the Council here and welcome the group to the new room. This will be a brief overview of the 3 hour session.

When people walk into this room she wants them to feel like a Mountaineer and that they're part of something big. From the time they walk into NMO until they day they retire, she wants them to feel that they were treated fairly and equitably during their career at WVU – so much that they go on to teach OLLI (Osher Lifelong Learning Institute) classes; guest lecture; help students move in; or be ambassadors at football games.

This new process was a collaboration. They held focus groups and developed a team whom she credits: colleagues Donald Barnes; Emily Dennis, Talent Development Manager; and Donna Cummings, Office Administrator in Talent & Culture. They also worked with University Relations with the branding. She set out an example of a place setting that the new employee is given at NMO – a Mountaineers Values poster, a clear bag that is now required when entering any of our athletic facilities (each person will receive one today), and a mug, just to name a few.

Firstly, we are student-focused. The daily working relationship between an employee and supervisor affects the service we provide to our students. The NMO is designed to connect the employee with their supervisor. For example, a new employee is scheduled to attend a NMO session and before that is sent a welcome email from their supervisor along with the Mountaineer Values and how their team utilizes them. After attending NMO, they go to their supervisor's office so they know where they are located. This employee engagement process is linked directly to productivity and retention.

The whole process is a type of trilogy. The first part is their website. Many new employees are not from West Virginia so they want to inform them of all there is to do in our four seasons state.

It is also around their experience they have and about each supervisor using the tool kits they provide for the hiring manager and the supervisor which are designed to make their jobs run more efficiently. Electronic versions are also found on the website.

The program was also designed for employees to engage with one another. She recalls when she attended New Employee Onboarding two years ago, she met another woman, around her age, and they became good friends who still keep in touch.

One of the Go Beyond quotes featured in the presentation is from an employee who was a student on 9/11 and was in Professor Bob Bailing's class that day. The student spoke of how he helped them get through that morning. As a parent, your first instinct when something like that happens is to go and get your kid but when they are away at college, that isn't always possible. He took the time to comfort them and ease their worry. That is going beyond – making a difference and doing the right thing.

The presentation also introduces them to President Gee. He will be making a surprise visit at a NMO in the coming weeks. The Mountaineer will also make a guest appearance in the near future as well.

They want them to know they've made the right choice. We are in every county in the state with Extension Services. We are nationally known for doing amazing things. Our flying WV logo is one of the most nationally recognized logos in the country. Maria shared when she's traveling and wants to engage with others, she wears her flying WV baseball cap. No matter where she goes, when she wears it, people come up to her.

They also have the new employees participate in a trivia game together about WVU.

Donald explained they have them walk around the room to read the framed quotes (from our faculty and staff) which relate to our Values and pick one that they like the most and they have the choice to explain why that quote speaks to them.

They also invite them to hold the Let's Go flag and take a picture for our social media accounts which she invites the group to do so today.

Donald explained they designed a punch card that is handed out to each new employee and whoever gets their card completely filled first from visiting places on campus, such as the Rec Center, they get a special surprise.

Michael asked if they help direct them to opportunities to "Go Beyond". Maria said they advise them to visit the main website – the Faculty link for faculty and the Staff link for staff which provide a range of resources as well as providing information in their welcome folders.

Around mid-August, they plan to hold 3-4 sessions for established employees so they can have the experience and possibly learn a few more things they didn't know. She invites the Council to attend one of the sessions.

Shared Services Operations Update

Lisa Sharpe, Project Director, Shared Services Operations

Lisa last spoke to the group in May and wanted to give a brief update today. A small customer satisfaction survey had gone out last week to 3,000 random employees asking how satisfied they are with their EBO. They received 80 responses so far and a reminder is due to go out tomorrow. The deadline is July 23. They will be sharing the results with the University community.

The intended timeline was October 2017 through May 2019 which has not changed. They do not have the design and numbers laid out just yet because many of the validation sessions were

pushed back and they just completed those on July 11 (the deadline was supposed to be in April). The delay was due to the questions that people had.

There were over 300 process maps that were recorded in the last four months. The next step for the process maps is taking them to procedural documentation. The internal auditors are continuing to review them. External auditors are interested in having the process maps in place.

They identified different ways they were being processed so they found the single best way to process. They've discussed having the one main service center with storefronts across campus.

For example, Payroll is in every unit. The "waiting for the baton" phase will be replaced with the transactional work happening in the service center and will then be tracked.

The next step is looking at the size of the service center and staffing levels which will be based on the process maps. They will then determine the areas of the center such as customer service; postal work with grants management; dealing with reconciliation; and Payroll and Benefits.

The staffing process will take some time along with training. The location is yet to be determined but would like for it to be on campus.

Lisa offered to come back next month to provide another update.

Old Business

The group must review and vote for approval for Dixie Martinelli's Staff Emeritus. We have received all required documentation and Nancy read the recommendation letters from Ron Helmondollar, Extension Associate Professor, Ag and Natural Resources; and Terry Nebel, Assistant Director, ITS and former Staff Council member/officer.

Crystal motioned for approval for Emeritus Status for Dixie Martinelli. Julia seconded. All in favor and motion was carried.

Robert Driscole's Emeritus application and required documentation was received and reviewed by the Council during last month's meeting. The next part of the process is forwarding the documentation to the Office of the President for final approval.

Dana wanted to verify a question about the recent market raise. As she understands it, it was to bring people who were not at the 25th percentile of the chart closer to that midpoint. The merit raise is based on your Performance Evaluation. If someone received a market raise would they still be eligible for a merit raise? Jim confirmed they can.

Shirley asked if employees will be informed if they received a merit raise. Jim said it is determined by your supervisor how you are informed.

Peggy inquired about any updates from the PEIA Task Force. That will be an agenda item for the President's Meeting.

New Business

Amber relayed the time period for supervisors to submit their Performance Reviews/Evaluations has closed. They are preparing reports for VP's/Deans. They will then submit it to Class & Comp to begin the adjustments of adding the increases. They are looking at implementation taking place October 1.

Barbara asked what happens if your Performance Review is not submitted and your college does not have a Dean. Amber advised they will have report of those who did not receive a review which will go to VP's and Deans and they will be perceived as meeting the Valued Performer requirements as a default. They will continue to look for solutions for these instances.

Melanie asked what about if everyone in a unit has Substantially Exceeds but another division are Valued Performers no matter how many training classes one takes. Amber explained that is why they have VP's and Deans review these reports so they can identify anything eschewed.

Amber shared they are setting up focus groups for the upward feedback process for employees to rate their supervisors. Those should begin in August/September on each campus – downtown, Evansdale, HSC and regional campuses. Invites will go out University-wide soon.

The idea was to give developmental feedback to supervisors who have five or more direct reports but they realized they don't have many that fall into that category. If not enough participate in the survey, that is not adequate feedback. They also must consider employees' confidentiality.

The feedback received will help Maria Mancini and her team develop a more focused training plan as well as assisting VP's and Deans with identifying areas they need to look at with their team. The targeted implementation is January 2019.

Amber can give more information during next month's meeting as well as having Council serve as a focus group. Nancy asked to provide the information a few days before the meeting for everyone to look over and be prepared for discussion. Amber agreed.

Last year when Legislation passed regarding the definition of classified employees, it impacted IT related positions. It's also positions that may have impact on various parts of campus that are IT related. The ITS unit went through an organizational change and HR decided to delay any implementation until it was completed. Their position will now be non-classified; no change with their title or pay; but may increase their annual leave being it is more for non-classified staff. They are now ready to notify the 30-40 employees who will be affected by that transition and will begin August 1.

Jim gave an update pertaining to non-classified FEAP (Faculty Equivalent Academic Professional). At one time, we had around 1,000 in the system. Being we now have flexibility, we no longer have limitations on the amount of non-classified employees we have. A large number of those FEAPs moved to non-classified status and did not significantly affect their pay or title. As of July 1, there are 112 FEAPs remaining in the system. There's around 440 medical/dental residents that are still APs in the system; ITS cannot designate them any differently.

The deadline for Dining Services employees to decide whether they will stay a WVU employee or move to Sodexo per the less than 3 years/more than 3 years years of service stipulation, was July 16. Per the numbers Jim has, of the 202 total employees, 109 employees went to Sodexo and 93 remain WVU employees. There were some who resigned or retired.

As Julie recalls back in January, per David Friend, Director of Dining Services, there were 220 full-time, benefits-eligible employees, including classified staff and managerial. During this past spring, they had many leave. She was told the 70-80 people with less than 3 years didn't have a choice and those with more than 3 years was 2/3 of the total.

Jim said it was approximately 77 employees with less than 3 years; 12 employees left which leaves 65 and 5 were non-benefits eligible, 60 were benefits-eligible and all 65 switched over to Sodexo.

Jim explained the total \$5,000 transitional bonus offered to employees with 3 or more years of service by Sodexo:

- They receive a \$1,000 transition bonus upon signing;
- January 2019 they will receive a \$2,000 retention bonus;
- July 2019 they will receive an additional \$2,000 retention bonus

Employees with less than 3 years of service receive \$1,000 upon transitioning.

In addition:

- All hourly employees will receive \$850 benefit credit per year in increments of three due to the difference in cost;
- All salaried employees will receive \$2,400 benefit credit per year in increments of three because their benefits are more expensive

WVU Dining Services employees may choose to switch over to Sodexo at any time but will not receive any transitional bonus; that window is now closed.

Julie was surprised by the number of people who chose to stay with WVU considering Sodexo's incentive plan/transitional bonuses which equaled out to be an additional \$5,000 in just 12 months. She chose to sign on with Sodexo mainly due to that reason although she still feels in the dark about definitive dates. Subsequently, Julie will no longer serve on Staff Council once she formally begins her employment with Sodexo. Nancy asked her to come back in six months to give us an update. She agreed to do so.

Julie added Sodexo employees will have to make arrangements for parking. Jim confirmed they are working with Clement Solomon, Director of Parking Management, for a solution.

Melanie asked where the Sodexo HR partner will be located and if Sodexo is hiring internally for the advertised General Manager positions. Jim believes they will be located at Towers. They've hired one position for a GM and he's coming from Texas. Julie added they advertised for two director positions – one for Director of Retail & Catering Operations and one for Director of Residential Dining.

Amy had recently learned that a group of employees at the Rec Center, both classified and non-classified, clean trails around the county; clean the Ronald McDonald and Rosenbaum Houses;

and do not take annual leave. We were told if we want to do volunteer work during our working hours, we must use annual leave.

Michael feels we are an advisory council, not a separate department. We must abide by the rules and regulations and set an example. Nancy suggested to say something to them.

Amy questioned how some departments can have big parties for someone who retires and others can't. Amber verified there is no central funding for retirement parties; it varies by departmental budgetary allowances.

Thea shared her department sometimes draw from their Foundation funds for retirement parties. The only people they can have a big to-do for are administrative personnel. Most of the time they have potlucks.

Julie added in Student Life, they hold a reception for a list of retirees twice a year, in June and December.

Julie shared the Tobacco Task Force had its second meeting. There are around 35 people serving on it, including herself. The next meeting is Monday, July 23; it will be a 3 hour long meeting. They are hoping to have something implemented by the beginning of the school year.

The President's Meeting is scheduled for Friday, August 3 beginning at 11:00 a.m. at the Mountainlair, Greenbrier Room. Items on the agenda were determined as follows:

- Could we look into possibly reducing fees for WVU Classified Staff employees who are pursuing their first undergraduate degree through our Staff Council Tuition Assistance Program?
- Update on PEIA Task Force
- Blue Ribbon Commission update and suggested talking points
- We'd love to hear how your summer tour has been going.

Adjournment

Michael motioned to adjourn. Thea seconded. All in favor and meeting adjourned at noon.