
West Virginia University Staff Council Meeting Minutes

September 19, 2018

8:15 a.m. – 12:00 p.m.

Evansdale Library, Room 234

Name	Title	Department	Present
Baldwin, Joan	Nutrition Outreach Instructor	Extension Services	Yes
Bolin, Julia	Nutrition Outreach Instructor	Extension Service	No*
Bremar, Nancy	Nutrition Outreach Instructor	Extension Services	Yes
Browne, Thea	Administrative Assistant Senior	Main Library	Yes
Crabtree, Joan	Supervisor Campus Services	Facilities Management	Yes
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	Yes
Matuga, Amy	Administrative Associate	Physiology	Yes
May, Crystal	Office Administrator Senior	Microbiology	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: Lisa Sharpe, *Project Director, Shared Services Operations*

Cris DeBord, *VP for Talent & Culture*

Maria Mancini, *Director, Leadership & Organizational Development*

Katrina Graham, *Interim Director, Talent Strategy*

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

Lisa motioned for approval of the August minutes. Crystal seconded. All in favor and motion was carried.

Treasurer's Report

By Joan Crabtree, *Secretary/Treasurer*

Joan reported a beginning balance of \$4,588.80 with the following expenses:

-6.74 (Printing)
-15.99 (Staples/General Office Expense)
-34.10 (Enterprise Rental)
-72.99 (Office supplies/ink cartridges)
-21.20 (Phone)
-34.00 (Travel)
-19.68 (Travel)
-19.68 (Travel)
-11.98 (Office Expense)
= \$235.36 total expenses

That leaves an ending balance of \$4,353.44.

Crystal motioned for approval of Treasurer's Report. Joan B. seconded. All in favor and motion was carried.

Chair's Report

By Nancy Bremar, *Chair*

Thanks to Thea for agreeing to represent Staff Council on the Honorary Degree Committee per Provost McConnell's request of classified staff representation.

Thanks to Shirley for agreeing to represent Staff Council on the Most Loyal Mountaineer Committee.

Nancy continues to work with Jim, Rob Alsop, VP for Strategic Initiatives, and Cris DeBord, VP for Talent & Culture, on issues with Sodexo. She believes both Sodexo and WVU are really trying to working together to address concerns.

She has the results from the Staff Council Classified Staff Survey that was sent out to all classified in August. She and one of the deans at WVU Parkersburg worked for several hours

on collecting the data. Janelle will send out the results to the group via email. More on that under New Business.

Dixie and Paul Martinelli were honored by President Gee and presented with their Staff Emeritus plaques on September 8 at the Blaney House. They were very touched and honored.

She recently attended the quarterly breakfast hosted by President Gee at the Blaney House. There was around 50-60 classified staff members in attendance. One person asked about the raises and the other question was about PEIA which President Gee answered both.

Some Council members had mentioned they've not yet been invited. Lisa added that invitations for the quarterly breakfasts are sent out randomly. They used to be held monthly but they've come full circle so they now have them quarterly.

ACCE (Advisory Council of Classified Employees) Report

By Shirley Robinson, *Classified Staff Representative*

Shirley reported HEPC (Higher Education Policy Commission) Interim Chancellor Carolyn Long had come to their meeting on August 29. She is a very open person and they had a nice talk with her. She had offered to work with them as much as possible.

They also discussed the Blue Ribbon Commission and the annual market review update.

Trish Humphries, HEPC Vice Chancellor for Human Resources, updated them on the happenings on other campuses throughout the state; many of which do not effect WVU.

The next meeting is scheduled for September 24 at Marshall University in Huntington, WV beginning at 9:00 a.m.

BOG (Board of Governors) Report

By Lisa Martin, *Classified Staff Representative*

Lisa reported they've not met since June. They will meet tomorrow, September 20 and Friday, September 21 and she plans to follow-up on the Sodexo issues she communicated to the chair after last month's Staff Council meeting.

Committee Reports

Blood Partnership

By Barbara Griffin

Barbara reported she received a \$10 Amazon Gift Card from the American Red Cross for scheduling 2019 blood drives sponsored by Staff Council. She just donated it back to them in light of all the recent flooding.

The next blood drive is scheduled for October 29 at One Waterfront Place, Rooms 6115 & 6117 from 9:30 a.m. to 2:00 p.m.

Welfare Committee

By Amy Matuga, *Chair*

Amy had drafted an informational flyer for the coat drive the Welfare Committee had discussed during last month's meeting to benefit families of WVU and asked for the group's input.

Peggy added when they did the school supplies drive, she heard story after story about how families struggle to do these things so that is where this initiative comes from.

The group discussed unusable items, storage, and other specifics. It was decided the best way to conduct it would be to have a sign-up period so we know what is needed and possibly ask departments/people to sponsor for the purchase of the cold weather clothing. Also, we will check with student organizations and Faculty Senate to see if they'd like to join in.

The committee will convene and bring the final proposal to the President's meeting on September 28.

Athletic Council

By Joan Baldwin, *Classified Staff Rep.*

Joan does not have anything to report but they will be meeting in November

Transportation & Parking

By Terrence Dunson, *Classified Staff Rep.*

Terrence said they will be meeting on Friday. He and Yolanda will attend.

Lisa requested to ask about any plans to have Coliseum employees pay for parking.

Amber added some things they would have to consider would be having to enclose part of the lot for employees and have ticket writers working the lot.

Guest Speakers

Shared Services Update

By Lisa Sharpe, *Project Director, Shared Services Operations*

Lisa reported during the past month they've been talking to small groups for feedback – the libraries, Davis College, and HSC.

They plan to have some Campus Conversations which haven't been communicated just yet but they will be: October 5 at HSC; October 9 at the Lair; and October 15 at the Law School which will be webcasted and taped. They will also provide an updated FAQ sheet.

She will come again next month to give another update.

Third Annual Culture Survey

By Cris DeBord, *VP for Talent & Culture* and Maria Mancini, *Director, Leadership & Organization Development*

Cris shared this is our third year of conducting this culture survey.

Year one was about establishing the concept and gauging what our top three strengths and opportunities were. There was around a 50% participation of a sampling of 2,000 faculty and staff. The top three strengths were pride, student-focused, and the people are fun to work with. The three opportunities were recognition, empowerment, and coaching and feedback.

Year two further proved this tool was useful and was extended to all faculty and staff, or just over 7,000 employees. One difference in strengths was high performance expectations. The other concept they had been going for was that senior leadership effects culture. Every Dean and VP had a culture survey for their unit. They gave the senior leadership the results and talked to them about how to communicate it. He believes 25%-30% went out and communicated those results.

One person that comes to mind is Rob Alsop, VP for Strategic Initiatives. He took those to heart and asks on a regular basis how he can better engage with employees in his unit.

Javier Reyes, Dean and VP for Business and Economics, has also taken many strides with conducting himself as exemplary senior leadership. The number one user of the Go Beyond recognition cards is Javier.

This year will give them an idea of those who have moved forward and those who've moved backwards. They hope to have a 90% participation. Many misconceptions of the survey is that it will be used against that person. That is why they work with an outside vendor; they don't want individual data, just the aggregate.

He always refers to the 80/20 balance when talking about changing the culture – 80% is your relationship with your supervisor and 20% is the behind-the-scenes aspect such as compensation and recognition.

Maria has seen two full cycles of everything since coming back to WVU two years ago.

What we're seeing this year is the result of the feedback from the survey – merit increases based on performance and coaching and feedback.

Another item they've heard is engagement so they've revamped the New Employee Orientation experience which is now referred to as New Mountaineer Onboarding along with onboarding tool kits for both the supervisor and new employee.

They are working toward more market-competitive salaries for faculty and staff.

Classified staff employees voiced they'd like to give feedback on their supervisors as well. So she and Amber will be going around the main and divisional campuses to talk about Upward Feedback. This will be anonymous feedback and will be done in aggregate. They hope to roll that out next spring.

Code of Conduct is near finalization and will be forthcoming.

Nancy asked how they plan to address employees who don't have a computer taking the survey. Maria answered there are public access computers in both libraries and you can take the survey via your cell phone. If you cannot access a computer, reach out to your supervisor and if they don't know, then call her.

Lisa questioned the possibility of setting up computer banks in Facilities to increase participation for maybe the first 15 minutes after they clock in. Maria said they did that before with someone attending it and very few took advantage of it. Cris added they could try a few hotspots such as the Visitor's Center. Rusty said Facilities has computers set up in the break room so it's not an issue there. Someone mentioned Dining Services employees are the ones who really don't have access to computers.

Amy asked if they know the participation rate among faculty and staff. Cris said they have that data by group and unit. Maria added she knows the participation rate at a college by percentage of faculty and staff. They provide an update of the percentage rate of participation twice a week to the leaders of the colleges.

Cris said the HSC faculty have the least amount of participation.

When talking about empowerment, any items such as policy changes and what not that is discussed with this group along with multiple workshops and Campus Conversations, he hopes people see the transparency and anyone who wants their voice to be heard can do so.

With Upward Feedback, they could've had a questionnaire attached to the Performance Evaluations and called it a day but they are going to be talking to around 200-300 people University-wide before rolling it out.

Michael added he appreciates the transparency and agrees a more positive work environment will reflect on the impact we make to our students and the state. He questioned how they would view their influence on getting everyone on board with the new culture and if there are some leaders who don't make it a priority, how they would address them. Cris explained it is a delicate area. It takes either willingness or capability. Behind the scenes, they've been making influential moves on leaders. Those who do not live our Values should be concerned. Although, he feels the majority of leaders have good intentions.

Maria added we start building upon our already strong foundation. You can't change an entire culture, you just look for opportunities, that one thing that can impact others. Pride, for example, is one. WVU has a culture; Talent & Culture has a sub-culture – we embrace the Values and Code of Conduct.

They try their best to communicate the why and what they are going to do with that information – a "here's what you said, this is what we did."

Four years ago, Cris had people telling him they've never had their performance reviewed in the many years they've worked here. Currently, there are less than 20 employees who have yet to be reviewed. Some are on medical leave, some have left.

Maria added they are speaking to this group because they are the voice of all staff and she asked that they go and talk to their constituents about the survey to encourage participation.

The goal of the survey is to make WVU a better work environment for 8,000 people.

Paygrades listed in Job Postings

By Katrina Graham, *Interim Director, Talent Strategy*

Katrina was happy to meet with the group and introduce herself. She has been serving as the Interim Director for Talent Strategy for the past month. She and Nancy had discussed a few items recently and she agreed to come in to answer any questions.

Job postings for classified, non-exempt positions display the paygrade, however, not all positions list paygrades. The way their system is set up, the technology does not allow them to list some of the paygrades. When paygrades are listed, they must manually include it in the text portion of the job description. It is displayed after the first paragraph.

After the new WVU Hire system was rolled out in 2015, it completely changed the whole process from manual to electronic.

The job description, or requisition, is created in the system. They use a template and customized it as much as is allowed.

When a job is posted, it lists the summary, responsibilities, paygrade, and qualifications. At the very bottom, you will see some of the templated information which includes benefits eligibility, posting date, etc.

Joan C. faces issues with Facilities job applicants not being able to navigate the online system or don't have access to computers, so they come into her office and she assists them with applying. She asked if there is an opportunity for them to go to HR/Talent Strategy and have someone there to assist them and if it is advertised that they can do that.

Katrina explained they help people with that on a daily basis. There are desks with computers and they help those who ask for assistance. Back in 2015, they sent out communication to different colleges and EBO's on how to get logged in and get assistance. They've also advertised in the past where other public access computers are located.

Melanie asked if an existing employee applies for another position and they meet all the minimum requirements, if they automatically get an interview. Katrina confirmed it is not required. There could be a 100 applicants for a position and the hiring manager just can't interview all of them; there must be some parameters. Sometimes courtesy interviews occur when appropriate.

They provide a service and value to managers by refining the list and identifying those who possess what the hiring manager is looking for and provide the first round of applicants. If they aren't what they're looking for, then they provide another round of applicants.

Lisa asked if they are near sending out computer-generated rejection letters. She received an email from someone who said they've submitted 13 applications but only received two rejection letters. She believes each applicant should receive some form of notification regardless of the outcome.

Katrina explained it is not an automatic function, someone has to manually do that. They have templated letters of communication which can differ from job to job. They must be 100% sure they will not consider someone for the job before that letter is sent out. If someone is rejected for a position, the system does not automatically launch the rejection letter. They may not be the number one choice at the moment but could be their second or third choice and if their first choice doesn't work out, they don't want them to have already been given a rejection letter. When the recruiter and hiring manager are comfortable and the job is filled, that is when it's done for certain.

Thea asked if someone with a 15 paygrade is RIF'd, and they applied for a job that is a paygrade 12, would they be considered even when a salary adjustment may be needed and if they're given any priority for the job. Katrina answered that is not a factor in any decisions.

Amber further explained there isn't any priority for RIF'd employees. They are given tools and other services upon being RIF'd.

Amy questioned if there was a way to speed up the hiring process. She knows of some people who've applied and after three months of waiting to hear something, have taken another job somewhere else. Katrina understands the process can take a while. They work with the hiring departments to determine a timeline and there are various reasons why some jobs take longer to fill than others. Oftentimes, they have to go back and ask the hiring managers where they are with the process to push it along but cannot make them hire faster.

Michael thinks all classified staff positions should have paygrades listed. Katrina agreed and their team will address any classified, non-exempt positions which may have been overlooked. There are a few classified positions that are exempt which will not have paygrades listed.

She welcomes any questions, feel free to contact her directly.

Old Business

With regards to Performance Evaluations, Amber relayed supervisors are currently communicating them with employees this week and into next week. Subsequently, EBO's are working on getting the pay increase letters completed as the information is received.

Peggy shared she was informed that she would not be receiving the market adjustment or the merit increase. She questioned how that can be determined if the evaluation hasn't even been completed. There are others in her unit that were told the same thing. Amber will look into that.

Amber relayed any employee on payroll as of July 1 were eligible for a pay increase even if they did not receive a Performance Evaluation.

Michael respectfully suggested we don't reveal an employee's pay adjustment at the same time they have their evaluation. It can make one feel like their feedback is futile since they're going to get what they get. He suggested allowing some time in between supervisor/employee

discussion and when their pay increase is announced in the event the review and/or raise amount would be contested. Amber explained they were on a deadline to process raises by October 1. If there is debate between the supervisor and employee, it is always possible for them to make an adjustment on the raise process retroactively – after the employee gives their comments and the supervisor reviews it, they can make changes by contacting Employee Relations and they open the review back up. The Compensation unit would also need notified to determine if that would impact the overall raise.

Melanie said when she attended the Campus Conversation, they were told supervisors will be discussing compa ratios with employees. The letters from the EBO do not mention anything about compa ratios. Amber explained that not everyone attended the Campus Conversation and/or doesn't understand what it means so your EBO has that information upon request if a supervisor wishes to discuss it with the employee.

New Business

The printer in the Staff Council office has not been working well and is no longer scanning. Lisa advised to contact ITS regarding some prices as well as prices for ink cartridges. The group gave permission for Janelle to inquire about a new printer.

Amber shared Cris DeBord, VP for Talent & Culture, and Bob Richardson, Director, Compensation Administration, discussed a plan for future Performance Evaluations in which each employee will receive a statement listing their overall review rating, rate of pay, and compa ratio.

Robert "Bob" Driscole came in briefly so that the group could present him with his Staff Emeritus plaque as he is one of the first three classified staff retirees who have been honored with this title.

Michael shared the Staff Emeritus program was first discussed at the February 2014 monthly meeting by Joan Baldwin and Lisa Martin. There was then a committee formed that July with Joan B., Nancy, and Beth McCormick.

Nancy wanted to share that in between last month's meeting and this month's, they had planned to present the Staff Emeritus plaques to Paul and Dixie Martinelli, along with Bob Driscole, so she asked the Executive Committee to okay the purchase of the plaques which totaled \$90. She believes going forward, we should present each retiree awarded Staff Emeritus with a plaque.

Lisa questioned why Paul got a letter informing him of his Staff Emeritus but Dixie and Bob did not. Paul's letter came from the Office of the President but he was the very first person to be given this title. Lisa thinks they should be formally notified with a letter. Nancy made note.

With regards to the Staff Council Classified Staff Questionnaire/Survey, Nancy thinks we could've done things a bit differently but of the 394 people who responded, their feedback is as follows:

- Have you heard of Staff Council? Yes-94.2% No-5.8%
- Do you read the monthly minutes on our website? No-70.3% Yes-29.7%

- Have you attended a meeting within the last five years? Yes-20.6% No-79.4%
- Do you feel you can attend a Staff Council Meeting? No-70.7% Yes-29.3%
- Did you vote in the last Staff Council election? Yes-46.3% No-53.7%
- Would you consider running for Staff Council in the future? No-53% Yes-33% Maybe-14
- Which program of Staff Council have you utilized?
 - Children of Classified Staff----12%
 - Gave blood-----11%
 - Tuition Assistance-----4%
- Do you know your sector that your position falls under? Yes-97.9% No-2.1%
- Do you know the names of your Staff Council Sector Representative? Yes-24.2% No-75.8%
- Staff Council's primary role within the University
 - Advocate for classified staff-----27.2%
 - A voice for all classified staff----26.7%
 - Provide input regarding policy changes----11.1%
 - Liaison between staff and administration-----6.3%
 - Relay issues and concerns of classified staff to administration-----28.7%

The Survey comments are as follows:

- Not enough space to say what I need to say.
- Continue the good work.
- You need to handle all grievances.
- Help our children get into college easier.
- Free tuition for those with degrees.
- More surveys.
- No way to address concerns.
- Doing a good job.
- Your meetings are too long.
- Share news regarding changes.
- Announce the meetings ahead of time.
- Staff are not kept in the loop.
- Advertise what you do.
- Work with the Legislature to improve work conditions and pay.
- Be able to be a co-determinator of policy and pay scale.
- Post minutes sooner.
- More publicity about Staff Council.
- Great job—love the leadership.
- Keep staff informed.
- Other than service and tuition assistance, not effective.
- Provide actual updates/not talk about same topics/hold meetings with substance.
- Supervisor review by staff.
- More transparency.
- Post agendas sooner.
- Secure competitive wages.
- Let it be evident that staff council is representing classified staff.
- Send out minutes on the list-serv.

- Attach minutes to E-news.
- Let staff know what is going on by a message on E-news.
- Get everyone a raise.
- Less talk-more action.
- Encourage staff to be accountable for their actions.
- Cut the red tape-get rid of medical management.
- Classified Staff are not allowed to review the minutes-only the officers.
- Knowing they are there if I need them.
- Employees have sold out.
- Term limits on how long you can serve.
- Did not know of the minutes.
- Make the President listen.
- Too many reps from the same department.
- Get me more money.
- More staff appreciation in all sectors.

Amy said the group should hold a meet and greet type thing to give people information they really need to know and answer questions.

Joan C. added possibly providing more information during New Mountaineer Onboarding (NMO). But, there is a Staff Council info flyer included in each new employee's welcome packet.

Nancy mentioned asking to hold a Campus Conversation for Staff Council.

Dana shared she attended her college's Classified Executive Staff Committee, which is comprised of staff within the College of Education & Human Services, as a representative for Staff Council. She talked about merit raises, compa ratios, and Shared Services.

Melanie attended a NMO session for established employees and not once did they mention we are a Tobacco Free campus. Many members had shared they continue to see smoking and vaping on campus – and even vaping inside buildings.

Amy brought up the threat at the HSC and why no one was notified. They learned about it on social media. Lisa suggested that is a question for Chief Chedester, UPD. You also have the choice to email people with questions. Nancy will ask him to come to next month's meeting.

Peggy added they took every safety precaution and knew what was going on. There was not a direct threat to people at the HSC, the person was outside of the building. The court system granted him bail which is a person's right if they can pay it. That is about all she can talk about.

The President's meeting is scheduled for Friday, September 28, 2018 beginning at 11:00 a.m. at the Mountainlair, Blackwater Room. After discussion, agenda items were determined as follows:

- Increased Tobacco/Vape Free policy signage across campus
- The group discussed possibly conducting a Staff Council Campus Conversation where employees can ask questions and become more familiar with members as well as understanding their roles within the University.
- Blue Ribbon Commission update

Adjournment

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