

Operating Staff Council Meeting Minutes
Wednesday, July 9, 2009

Members in Attendance: Janice Aviza, Ann Boylan, Monique Couillard, Carol Knox, Matty Leighton (Chair), Patrice MacNevin, Laurie Anne Malizia, Janice Pierson, Sandra Reynolds, Brian Tobin (Recorder), Lisa Wilder

Members Not in Attendance: Slava Bruder (Vice Chair)

Guests: Sharon Demers, HR; Lon Sattler, SPPC

Agenda Items

Approval of the Minutes – Matty Leighton

The minutes of the June OS Council meeting were approved by acclamation.

Budget – Matty Leighton

Matty received a fair number of inquiries from constituents about the budget situation, so she asked President Huddleston's chief of staff, Megan Davis, to update her on what is happening with UNH's funding now that the state budget has been approved. Megan told Matty via e-mail that the USNH board of trustees approved the budget and the administration is watching it very closely. The state budget included flat funding at FY09 levels for FY10 and FY11, but there is always a possibility of a rescission, where UNH is required to give back funds (which happened last year). The administration is also watching net tuition revenue very closely. Enrollments are up slightly beyond budgeted levels; however, so is financial aid at this point.

Sharon Demers also added that departments have been told they need to reduce their budget by a certain percentage. Each department has been given a target percentage for FY10 and FY11. So far all departments have met the FY10 targets and the deadline for FY11 is in October. In addition, the subject of furloughs was brought up. According to Sharon, furloughs currently don't result in the cost savings UNH needs, so for now they are off the table.

Report of PAT Council Liaison – Matty Leighton

Matty told the council that Jon Adams, PAT Council Liaison to the OS Council, is carrying an unusually heavy workload at this time and as a result can no longer serve as the PAT Council Liaison to the OS Council.

Promotion from within – Task Action Group

Matty and Sandra have been working on promotion from within, specifically the perceived inability of OS to be promoted into PAT positions. Right now the main question is, "Is this a reality or just a perception?" Matty and Sandra feel surveying people is the best way to determine if this trend is really happening or not. Matty would really like to get a handle on it and find out how many OS have applied for PAT positions and were unsuccessful. Is this issue a reality, what are some constructive ways to improve it? Is mentoring or additional training a possibility?

Sharon Demers mentioned she was hearing in our discussion that people want at least a chance to get an interview. That might be a good path for the OS Council to explore. Patrice MacNevin mentioned the idea of managers reaching out to internal candidates with appropriate skills/qualifications when a job is posted. For example, Toni's HR job was posted on the HR website and an email was sent to all Banner HR users about the posting.

Patrice also suggested (via email) that when a job opens up, the manager posting the job might do a write-up in the Campus Journal (CJ) explaining the job and the required experience/education. If managers were encouraged to submit PAT job opportunities in the CJ, more OS staff might apply. Patrice believes a good percent of OS do not even look at the PAT job openings on the HR website and using the CJ to advertise jobs will improve promote from within efforts.

Matty and Sandra will work on the survey questions and present them to the OS Council for feedback. Some suggestions for survey questions included:

- Did you apply for a PAT position?
- Did you get the interview?
- How many PAT positions have you applied for?

Janice Pierson mentioned there are not many entry-level PAT positions at UNH. She asked if people are changing their titles, since we are being asked to do more. In other words, are we seeing more reclassifications as job responsibilities change? Sharon Demers replied that the university is not seeing more reclassifications. It's the department's responsibility to support any reclassification.

Monique asked if PDQ's are going to be done on all OS positions. Sharon Demers explained people are being asked to do PDQs, but this doesn't mean job titles or classifications will change. This is just an update of PDQs in case an employee leaves and the position needs to be reposted accurately.

Constituent Response to Overtime Change – Group Discussion

There has been no constituent reaction to the overtime change. Most people understand the intent of this change, especially since it will help with implementing a telecommuting policy.

Upward Review – Laurrie Anne Malizia

Laurrie and another member of the task force created by Human Resources are working on getting some clarification and determining what model and commonalities we want for a multi-source performance review. Other departments already do things like this. President Huddleston and Dick Cannon do get multi-source performance reviews. Certainly if our upper-level management is participating in this sort of review, it seems like it would be appropriate for all supervisors and managers. The impression of those who have worked with managers who participate is that the system does improve the working environment.

Mediation /Tuition Reimbursement– Janice Pierson

The group working on the Mediation Program is still meeting regularly and is hoping to have some kind of draft/proposal prepared by the end of summer.

Janice also gave a quick update regarding the New Horizon training courses offered at the CIS training center. Right now we can't use non-credit tuition waivers for New Horizon classes. The dilemma is that CIS needs to determine continuing education unit values (CEUs) for each New Horizon course.

Professional Development & Training is offering some computer training courses and tuition waivers can be used for these courses.

Adding Containers on Campus for Compostable Materials - Matty

There is nowhere on campus to throw away compostable cups. Should we talk to the Sustainability department about this? Matty will soon be attending a pollution prevention training meeting involving the Sustainability department next week and will ask them about this.

E-Mail Communication for Housing/Dining/Facilities Staff – Group Discussion

Housing/Dining/Facilities staff will be required to get an e-mail address to complete the upcoming harassment survey. Patrice mentioned that not everyone in Dining will have the ability to check their e-mail daily, and Dining will not be supplying computers for employees to do the survey. Also, management has been clear that employees are NOT to do this survey on their free time or lunch hour. The survey is work-related and should be completed on work time.

Inviting New Employees to Council Meetings – Group Discussion

In order to connect with new OS, the council might benefit from receiving a report of new OS hires on a quarterly basis. From there an email or letter can be sent to OS new hires with the following info:

- Welcome
- Info about the OS Council
- Invite to meetings
- Who their OS rep is

Currently the reports the council receives from HR don't identify the new hires. Matty will communicate with Sharon Demers on this.

Wrap up/Adjournment

Sharon Demers gave a quick update about the recent HR survey. The results are going to be presented to the USNH cabinet soon and then will be distributed across campus. The results were mostly positive. Concerns mentioned in the survey included issues with communication and the feeling that some people were overworked.

Matty is emailing with Guy Eaton regarding the possibility of having a tri-council meeting this August. More details to come.

The next OSC meeting will take place from 1:00 – 2:30 PM on Wednesday, August 12 in the Trustees' Board Room in T-Hall. OS Council meetings are open to all operating staff.

OS Council web site: <http://www.unh.edu/os-council/>

PAT Council web site: <http://www.unh.edu/pat-council/>

SPPC web site: <http://www.usnh.edu/hr/sppc.html>

Attachment A

On-line Discrimination, Sexual and Discriminatory Harassment Prevention Program

Overview

- United Educators (UE), our insurer, invited USNH to participate with a few other schools in an on-line pilot project re: Discrimination, Sexual and Discriminatory Harassment Prevention.
- GOAL: To establish a baseline education program mandated for all USNH faculty and staff to prevent acts of discrimination and sexual and discriminatory harassment.
- Such universal education is a necessary best practice to reduce liability exposure in a complex area of the law, and may also support a reduction in USNH's insurance premiums.
- A team of USNH Human Resources specialists and Donna Marie Sorrentino, UNH Director, Affirmative Action and Equity, have evaluated on-line programs and selected *WORKPLACE ANSWERS* as the vendor, one of the better quality vendors of this subject matter offered in today's marketplace.
- *Workplace Answers* offers a commercial product which includes three web-based courses that reflect higher education working and learning environments. While this commercial product offers good scenarios and legally sound advice, in order to best utilize limited funding, USNH chose not to commit additional resources to altering the course appearance and presentation style of material or tailoring the courses to include UNH-specific context.
- Endorsed, fully supported and encouraged by all campus Presidents, the Chancellor, and our Trustees. Provost Mallory also supports this initiative.

Ambassador Pilot Group

- The Ambassador Pilot Group includes key faculty, staff and administrators who were selected for their ability to effectively assess and assist in dissemination of the on-line training.
- Asked to complete on-line course or courses prior to the campus wide distribution: July for Staff; October for faculty.
- Their purpose is to affirm the importance of this program to their fellow faculty, chairs, and directors and encourage their timely participation.

On-Line Program

- Courses are relevant to the higher education working and learning environment
- Case studies, relevant laws, sample situations.
- May read and respond, leave, and return to the program at your convenience.
- Can be taken on any computer with access to the internet.
- E-mail notification from *Workplace Answers*.
- The e-mail subject line will read *UNH Discriminatory Harassment Course Registration for [Your Name]*. You can access the course(s) anytime.
- Individuals are asked to complete their course(s) within 30 days of notification; reminders sent until the course(s) are completed.
- Content questions, contact Donna Marie Sorrentino, 862-2930 v/tty or dms@unh.edu.
- Link or technical problems, contact Christina VanHorn, 862-0519, or Christina.Vanhorn@unh.edu.

Attachment B

University of New Hampshire Discriminatory Harassment Prevention Web-based Training

Frequently Asked Questions

1. Why am I expected to take these course(s)?

The University System of New Hampshire is providing Faculty and Staff this interactive training program from *Workplace Answers** because education is the most effective way to provide a harassment-free working and learning environment. USNH does not tolerate unlawful discriminatory harassment including sexual harassment.

2. I deleted my e-mail and/or can't find the registration e-mail with the link. How do I access my course?

Contact your campus Human Resources (HR) training administrator: UNH Durham: Chris VanHorn, chris.vanhorn@unh.edu 862-0519 UNH Manchester: Stacey Silva, stacey.silva@unh.edu 641-4166.

3. After I have completed the course(s) will I be able to review or print the information?

Yes, this is an on-going resource for you. You may click the link that was sent to you with your registration email and regain access to your course(s). Use the left and right arrows to navigate the content. You will be able to review your responses and print the information.

4. After I have completed the course(s) will I be able to review or print the information?

Yes, this is an on-going resource for you. You may click the link that was sent to you with your registration email and regain access to your course(s). Use the left and right arrows to navigate the content. You will be able to review your responses and print the information.

5. Am I being graded or scored on the questions asked in the course(s)?

No, the objective of this training is to increase your awareness of the legal and policy issues related to this topic, so your responses are not being graded or scored.

6. Who will know if I have completed the course(s) or not?

HR and Affirmative Action and Equity Office (AA&EO) will know who has completed the training and you will continue to receive email reminders from *Workplace Answers* until you have completed your course(s).

7. Will anyone be able to see my responses?

No.

8. What are the courses being offered and who takes which course?

Faculty will take the *Unlawful Harassment Prevention–Faculty* version; Staff will take the *Unlawful Harassment Prevention-Staff* version. In addition, all Faculty and Staff in supervisory roles will take the *Unlawful Harassment Supervisor Supplement*.

9. Why do I have to take two courses and my colleague only has to take one?

All Faculty and Staff take a foundation course, either *Unlawful Harassment Prevention–Staff* or *Unlawful Harassment Prevention–Faculty*. Supervisors take an additional course called *Unlawful Harassment Supervisor Supplement*.

10. May I make suggestions for content changes?

No, this is a commercial product and further modifications are not available.

11. If I have more questions about discrimination or harassment whom do I contact?

Contact the Affirmative Action and Equity Office at 862-2930 V/TTY.

12. How long do I have to complete the course(s)?

You are asked to complete the course(s) within 30 days of receipt of your registration e-mail.

13. How long will it take to complete my course(s)?

It takes approximately 1½ hours to complete the faculty and staff foundation courses. The supervisor supplement will take an additional 45 minutes.

14. Will I receive reminders about completing the course(s)?

Yes, periodic e-mail reminders will be sent to you by *Workplace Answers* until you have completed the course(s).

15. What happens if I can't complete the course in one sitting?

It is not required that you complete the course in one sitting. You can start and stop the training as many times as you like, and you will be brought back to the place where you previously left off.

16. May I print out my certificate upon completion of the program, and do I need to mail a copy to HR or AA&EO?

Yes, you can print a copy of the certificate. No, it does not need to be submitted to HR or AA&EO.

17. If I have experienced discrimination or harassment whom do I contact for assistance?

Contact Donna Marie Sorrentino, Director, Affirmative Action and Equity Office at 862-2930 V/TTY immediately.

****Workplace Answers* is the vendor that developed the curriculum and hosts the web-site for the on-line training.**