

Operating Staff Council Meeting Minutes Wednesday, January 9, 2008

Members in Attendance: Slava Bruder, Jennifer Dube, Holly Hillsgrove, Matty Leighton (Vice Chair and Recorder), Patrice MacNevin, Laurrie Anne Malizia, Doreen Palmer (UNHM), Toni Searles, Brian Tobin (UNHM), Lisa Wilder, Jason Brodeur (Chair)

Members Not in Attendance: Janice Pierson

Guests: Lonn Sattler, SPCC

Agenda Items

Welcome/Approval of Minutes – Jason Brodeur

The December minutes were not available.

Brainstorming Issues/Goals for 2008 – Jason Brodeur & Council Members

Jason asked the council members to bring up any and all ideas for issues or goals the council might address during the coming year. The following ideas were submitted:

- Bring bereavement leave for OS into line with leave accorded to PAT
- Change sick pool policy so employees don't have to use any PTO before they are allowed to access sick pool leave
- Find ways to improve computer skills training and network; perhaps find people with high skill levels using particular applications who are willing to serve as resources for others
- Institute 360-degree evaluation (yearly performance evaluation process where employee also evaluates the supervisor)
- Foster a culture of "customer service" in interactions with students, parents, and the public. Strategies might include:
 - Giving a survey to graduating seniors that allows them to rate all areas/departments
 - Sending out "Secret shoppers"
 - Using fewer voice processing applications in phone systems
 - Delivering customer service training using a variety of methods to reach learners of all types
- Improve shift differential pay
- Improve treatment of non-status employees (pay, benefits, curtailed ops, etc.); eliminate potential exploitative practices
- Participate in United Way Day of Caring. Since it's impossible for the whole university to take the day off to do volunteer work at the same time, strategies might include:
 - Having a floating "Day of Caring" that employees could use when they choose (with supervisor approval)
 - Participating by department or by college
 - Participating during times when the students are not at the campus
- Investigate perceived bias against hiring OS into PAT positions and OS advancement in general. Some things to consider:
 - What is the barrier?
 - How can we address the issue constructively?
 - How do we deal with the fact that many OS employees "outgrow" their jobs and perform far above the level at which they are compensated, taking on many extra responsibilities? Is there a career path that accommodates this? Is job reclassification an option?
- Advocate for more professional development opportunities for UNH-M employees (are there some creative solutions? Suggestions included:
 - Providing USNH-sponsored transportation for UNH-M employees who come to events at the Durham campus
 - Bringing courses to Manchester when an adequate number of employees express interest

- Including Granite State College in offerings to justify cost of holding AOP-type events away from the Durham campus.
- Providing a “bank” of substitute employees who can fill in for employees who are normally not allowed to leave the Manchester campus because of staffing issues.
- Holding a future council meeting in Manchester to demonstrate support for employees there.
- Investigate improving employee dental insurance
- Implement some new constituent communication strategies:
 - List meeting times/places on web site
 - Have a photo of the group and photos of the individual representatives on the site
 - Have face-to-face visits or “drop-bys” with constituents
 - Jason says that when he hears from a constituent, he tries to encourage communication by asking what the employee does, as well as what the employee likes best about the job and what is most challenging. He has had good success with this approach.
 - Create business cards that can be customized and printed out by each representative
 - Create a logo (maybe a bridge?) and a graphic identity
 - Hold a few “get-to-know-you” luncheons or open houses. If you feed them, they will come . . .
 - Mail a web card to constituents encouraging them to go to our web site and respond anonymously to a survey. This can drive traffic to the site
- Investigate situation with time off when a worker is injured on the job; currently workers are required to use earned time for a percentage of the time missed
- Advocate for better access to parking during times when the students are not on campus (for example, right now shuttle service from West Edge to main campus runs only by appointment and only from 8:00 to 1:00; after that employees must pay \$4.00 for a shuttle)
- Invite the following guests to a meeting:
 - President Huddleston
 - Web Solutions
 - The Browne Center
 - Representative Jim Splaine (co-sponsor of the civil union law)
 - Nancy Puglisi
 - Wanda Mitchell
 - Brad Larrabee from EmCor (to speak on the Co-Gen Plant)

Adjournment

The meeting was adjourned at 10:00 AM. The next OSC meeting is scheduled on Wednesday, February 13th at 1:00 PM in the Trustees’ Board Room, Thompson Hall.

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

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