

## **Operating Staff Council Meeting Minutes Wednesday, July 9, 2008**

**Members in Attendance:** Ann Boylan, Holly Hillsgrove, Matty Leighton (Chair), Patrice MacNevin, Janice Pierson, Toni Searles, Brian Tobin (UNHM), Lisa Wilder

**Members Not in Attendance:** Slava Bruder (Vice Chair), Jennifer Dube, Laurie Anne Malizia

**Guests:** Jodi Record, Campus Journal; Lon Sattler, SPCC

### **Agenda Items**

#### **Approval of June Minutes – Matty Leighton**

The minutes from the June meeting were approved by acclamation.

#### **Committee Liaisons – General Discussion**

There has been some concern that the council has not been receiving regular reports from its liaisons to various campus committees, such as the Transportation Policy Committee and the Central Budget Committee. Matty asked the council members if they felt the current procedure for committee liaisons needed to be changed. Currently the committee liaison (who is generally not a council member) reports back to a specific council member (a “point person”), who then conveys the information to the rest of the council. There are some liaisons who are doing a good job; Holly Hillsgrove, for instance, has served as both liaison and point person for the Library Council, and has kept the council apprised of that group’s activities. Overall, however, communication could be far better.

Matty noted that although most of the committees in question produce detailed minutes, it would be a burden for council members to review minutes from every committee. The consensus was that council members would like the OS committee liaisons to prepare a brief written summary of each meeting (one or two paragraphs, bullet-point format is acceptable) and forward it to their point person for distribution to the council, or deliver a brief oral report to the council (if the liaison’s schedule allows). The council members agreed that they would like to meet the liaisons and hear from them face to face. They also agreed to add the AOP committee to the list of committees, with Janice and Patrice sharing the duties of OS liaison, and Andrea Ange is no longer with the university, so Janice will fill in as OS liaison to the President’s Commissions.

#### **Survey Results - Matty**

Matty distributed results from two surveys: 1) The brief written survey distributed at the OS Council booth at the 2007 Benefits Fair, and 2) The more extensive online survey that was distributed to all operating staff in March. Both surveys indicated there are four core issues that operating staff feel are most important – Wages, Health Care Benefits Cost, Parking, and Professional Development/ Advancement Opportunities. Brian Tobin volunteered to create a synopsis of the March survey results to be distributed to constituents (attached as Appendix A). During review of the results, the following points were raised:

- The proposed parking fee increase is sure to be very unpopular with employees, although it is unclear if the Transportation Policy Committee has made a decision about implementing the increase. The council is concerned that employees such as single moms or individuals who are caretakers for family members will be hit hardest, because 1) They often have to drop off or pick up children or family members in locations that are not on the Wildcat Transportation routes, and therefore are unable to take advantage of public transportation in lieu of paying to park on campus, and 2) They are more

likely to be facing budgetary challenges already. Many of the council members felt that a tiered fee structure might be more fair. Under a tiered fee plan, employees wanting to park in the core area of campus could pay a significantly higher fee, while employees willing to park in outlying lots and take shuttles to campus could park for free or pay a very low fee. Lisa Wilder asked if it might be possible to add more remote parking at the Heidelberg facility west of campus. Remote parking with access to communal bicycles rather than shuttle buses was also mentioned as a cost-effective and sustainable solution.

- The council agreed that the open-ended design of the March survey made it difficult to tally and interpret results. In the future, it might be a good idea to research survey design principles before distributing any additional surveys. It probably will be some time before the council conducts another survey, since the time and effort involved in distributing the survey instruments and tallying the information gathered was considerable, while the results did not uncover much in the way of new or compelling information. In the future, the council may choose to focus surveys on a single topic, such as soliciting good ideas or seeking solutions to a particular challenge.
- It appears that most constituents are satisfied with the communication methods the council is using to distribute minutes and other important information. However, the council reaffirmed its commitment to reach employees who do not have computer access and will continue to seek new ways to reach constituents in areas such as UHS/Dining, Housekeeping, and Facilities.

### **Approval of Revised Bylaws/Matty's Dual Role as Chair and Recorder – General Discussion**

The council considered the question of whether it was appropriate for Matty to hold two offices, chair and recorder. After reviewing the bylaws, the council agreed that the bylaws did not specifically or by implication prohibit one person from holding two offices. However, the concern was raised that having Matty fill both roles might create an imbalance of power or a conflict of interest, resulting in a perception of impropriety. There was also the concern that minutes might appear censored or biased. Lonni pointed out that the minutes are always distributed to the entire council for review and revision prior to being distributed, eliminating any potential conflict of interest. Matty moved to approve the bylaws as revised without adding any language specifically addressing dual roles, Lisa seconded, and the motion was passed with seven votes in favor and none opposed. The council also agreed via voice vote that Matty would continue as recorder, with the provision that she will step down should another council member indicate an interest in assuming the office.

Note: Due to a scheduling conflict, Janice Pierson was not present during the approval of the by-laws, although she did arrive later in the meeting. She reminded Matty that the council had intended to add language regarding consensus decision making to the by-laws prior to approving the revisions, and this had not been done. The bylaws with the proposed consensus language in red are attached as Appendix B, and these additional revisions will be reviewed and voted on at the next council meeting.

### **Communication Boards – Matty and Patrice**

The communication boards have now been in place for about three months. Patrice reports that they are generating interest and people are reading the postings and taking away the handouts. Patrice is responsible for updating the boards in UHS/Dining with weekly Campus Journal information and monthly OSC minutes, and Ann is responsible for updating the boards in Housekeeping. Facilities declined to participate. Now that the boards appear to be working as planned, it's time to choose the next quarterly focus. Council members suggested:

- Information on how to use the tuition benefit – timely in light of the fact that the fall semester is approaching
- Instructions on how to sign up for benefits or make changes to your existing benefits using WISE

- An explanation of the full range of benefits (i.e., discounts at local businesses, meal plans through UHS/Dining, travel assistance service, employee assistance program, Wellness initiatives, credit union membership, gym membership reimbursement, etc.)

After discussing all three options, the council decided to produce a “benefits series,” posting tuition benefit information in late July, August, and early September, replacing that with information about open enrollment through WISE during the latter half of September and through the end of the October enrollment period, and then finishing with an information piece about the wide range of available benefits that will be posted from November – January. All three pieces will have a common title and graphic identity so they create a sense of continuity. Matty and Patrice will begin working on the first piece in the next week or two. They will provide each piece to Jody Record for inclusion in the Campus Journal and to council members for e-mail distribution to constituents.

### **Task Action Groups – Matty and Janice**

In January and February the council identified a list of goals for the year and took first steps towards creating “task action groups” to begin work on those goals. The four goals identified in February were:

1. Increasing parking options for essential personnel during curtailed operations
2. Finding a way to provide computer skills training for faculty and staff using existing resources and perhaps utilizing an unpaid intern. Janice volunteered to head up this task action group.
3. Hold face-to-face meetings with constituents. Matty indicated interest in heading up this group.
4. Hold “open forums” for OS. Jason and Patrice volunteered to work on this action item.

Since February, several additional action areas have been identified:

5. Implementing a 360-degree evaluation process
6. Creating an employee mediation board based on the Student Peer Conduct Mediation model
7. Revamping and re-launching the IDEA program. Patrice volunteered to start work on this action item.

The following items have been addressed, with varying degrees of success:

- Item 2. Janice talked with Chris Van Horn and looked into working with CIS and Web Solutions, but funding was not available. Discussion will continue with CIS and Web Solutions on this issue.
- Item 4. Two OS forums were held, with minimal turnout.
- Item 7. Patrice contacted Chris Van Horn about the IDEA program and was told that the program is being evaluated by administrators and was out of the council’s sphere of influence at this time.

Matty asked the council to review all the ideas that had been submitted throughout the goal-setting process and identify three or four goals it could commit to achieving by the end of the calendar year. The council agreed on the following three action items:

- Implementing a 360-Degree Evaluation Process – President Huddleston is willing to work with the council on this idea. What we need now is to do some research into how the 360-degree process works at other companies and institutions. Timberland and Delta Dental were mentioned as possible companies to look at. Laurie Anne Malizia has been very interested in this goal, but she was not present at the meeting. Matty will contact her and see if she will agree to head up the task action group for this goal.

- Creating a Mediation Board – Janice Pierson is interested in heading up this task action group and committed to gathering information on how the student board is structured and presenting that information at the next meeting.
- Implementing New Communication Strategies – Matty volunteered to head up this action group. Next steps include creating a logo and graphic identity; reviewing the revamped PAT web site for ideas; redesigning our web site to include representative photos and bios, minutes, info from the communication boards, dates and times of council meetings, current and archived minutes, etc.; creating business cards for representatives; and organizing face-to-face visits or “drop-by” sessions with constituents.

It’s important to note that Laurrie Anne, Janice, and Matty will require assistance from their fellow council members to achieve these goals. Ideally, each task action group will include 2-3 members.

During the goals discussion that council also noted that they would like to:

- Hold at least one more meeting at UNH Manchester before the end of the year.
- Implement a “bring a friend” initiative, where council members invite someone to attend a council meeting with them. This could be a co-worker from their own work area, a constituent, or a friend from elsewhere in the university who is an operating staff member. This might be an effective way to attract new council members and to create a high profile among our constituents.
- Continue to invite guest speakers to meetings. Lisa Wilder will be inviting Nancy Puglisi to speak to the council at one of the fall meetings. Other potential guests include Steve Pesci from Campus Planning (Patrice will contact Steve) and Dirk Timmons from Transportation (Matty will contact Dirk).

### **Announcements**

Dairy Bar – Patrice told the council that the Dairy Bar will be having a grand reopening/ribbon cutting ceremony in September. The building has been completely restored and remodeled (Patrice says it’s really beautiful), and the space now includes an indoor waiting area for Amtrak passengers and an outdoor service window that will offer ice cream in the summer and hot chocolate and other seasonal items in the winter. The menu will focus on sustainable foods.

### **Adjournment**

The meeting was adjourned at 2:30 PM.

The next OSC meeting is scheduled on Wednesday, August 13<sup>th</sup> at 1:00 PM 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>

## **Appendix A**

### **OS Survey Synopsis**

Here is a brief synopsis of the results from the 2008 Operating Staff survey based on the responses of 208 employees. Please note Question 1 (How long have you worked at UNH?) was omitted from the survey to ensure responses remained anonymous.

- The thing respondents like most about their job is the people they work with.
- The top three things that respondents would like to improve or change about their job are wages, parking, and advancement opportunities.
- A little over half of the respondents felt these changes and improvements to their job were not possible.
- Most respondents would not be willing to give up any benefits in exchange for the guarantee of higher wages and lower insurance costs.
- Most respondents felt the functions of the HR department at UNH are recruiting, hiring, retaining, and terminating employees.
- The top three creative alternative uses for union membership dues to benefit staff were reduce the parking fee or build a parking garage, reduce health insurance costs, and increase employees' wages.
- Most respondents felt university administrators and HR reps should continue what they are doing when it comes to sending out communications pieces.

**Appendix B**

**Proposed Changes are in RED**

BYLAWS of the  
OPERATING STAFF COUNCIL  
University of New Hampshire  
Durham, New Hampshire

**ARTICLE I STATEMENT OF PURPOSE**

Section 1 The Operating Staff Council (OSC) is a Standing Council of the Administration of the University of New Hampshire.

Section 2 The OSC serves in an informational and advisory capacity to the President, reporting directly to the President on concerns regarding the rights and responsibilities of the Operating Staff (OS), which may include but not be limited to, job classifications, pay scales, promotional opportunities, working conditions, benefits, retirement and other policies and procedures relating to employment at the University of New Hampshire.

**ARTICLE II DEFINITION OF OPERATING STAFF**

The OS are support personnel at the University of New Hampshire. The administrative, craft, technical, service and custodial employees included in this category are allied closely with the Faculty and Professional, Administrative and Technical staff in the execution of the University's mission.

**ARTICLE III STRUCTURE OF THE COUNCIL**

Section 1 The OSC shall consist of seventeen (17) voting members. Fourteen (14) of these members shall represent individual districts generally apportioned according to Business Service Centers. Three (3) others will be members at-large. One (1) of the seventeen (17) members shall represent UNH-Manchester.

Members of the OS who are appointed by the OSC to other councils or committees (for example: the Systems Personnel Policy Committee or the University Governance Communications Council) shall be considered ex-officio members of the OSC if not current councilors of the OSC. Ex-officio members have no voting privileges.

Section 2                   Members of the Council must be at least 50% time, status employees and have been employed by the University System for at least six (6) months.

Section 3                   Officers of the Council shall have served for at least six (6) months on the Council. The officers of the Council shall be: Chair, Vice-Chair, and Recorder. The officers shall be nominated during the November meeting and elected during the December meeting by the outgoing, continuing, and new council members. Officer nominees are not excluded from voting. Official terms for officers begin January 1<sup>st</sup> of each year.

**Chair.** This person will conduct meetings of the Council at least monthly, may call special meetings upon request, and will prepare and distribute the agenda for each meeting. The Chair will recognize members who are entitled to the floor and will expedite business in every way compatible with the rights of the members.

**Vice-Chair.** This person shall serve as co-chair of the Council, calling and chairing meetings in the absence of the Chair, or at his/her request.

**Recorder.** This person will record and maintain minutes of all meetings, distributing copies to the membership and other interested parties prior to the next scheduled meeting. A running attendance record of Council members at Council meetings will be kept by the Recorder. Also, the recorder will submit appropriate items and reports to the Campus Journal on a regular basis in the event that a reporter cannot attend the meetings.

If there is no available Council member meeting the six (6) month requirement, other members can be voted in by a majority of the Council.

Section 4                   Council vacancies, as a result of resignation or other cause, may be filled for the duration of the term by someone from the district vacated. This will take place by Council vote. If there is no available candidate from among the district's constituency, then any interested OS employee meeting the requirements of Article III, Section 2, may apply and be voted in by the Council.

**ARTICLE IV                   LENGTH OF TERM**

Section 1                   Council members shall be elected for two-year terms. The terms shall be staggered so that approximately one-half of the membership shall be elected each year.

Section 2 A council member is eligible for re-election to one consecutive term after which two (2) years must pass before he/she is again eligible, unless his/her first term was served to fill out less than half the unexpired term of some other Council member.

**ARTICLE V ELECTION PROCEDURE**

Section 1 Council elections will be held annually beginning the first week in September with ten (10) members (eight district and two at-large) elected in one year and nine (9) members (eight district and one at-large) elected the next year.

Section 2 The Nominations Committee is responsible for organizing the election process, publishing and mailing the nomination and ballot forms, and counting the ballots. The Nomination Committee is also responsible for providing the Recorder with the election results. The Recorder will insure the results are appropriately disseminated and published in the Campus Journal.

Section 3 During the first week in September, notices will be sent to all OS, requesting nominations for district seats up for election. Each candidate for a district or an at-large seat will be required to submit a nomination form to the Nominations Committee. It is not a requirement that a candidate be employed in the district he/she will represent.

Section 4 Election will occur for the first week of October. OS from each district will have the right to vote for one (1) person to represent their district as well as the right to cast one (1) vote for each open at-large seat.

Section 5 The person in each district and at-large seat with the greatest number of votes is elected.

Section 6 Newly elected Council members will attend the November and December meetings with the out-going and returning members. Official terms (with voting privileges) begin January 1, however, newly elected Council members may participate in the nomination and election of Council officers.

**ARTICLE VI MEETINGS**

Section 1 Regular meetings of the OSC will be held at least once a month. The Council will meet annually with the President at the request of either party. The Resident will appoint a member of his/her staff, or an appropriate administrator, to serve as a liaison to the Council.

- Section 2 Council meetings are open to all members of the OS and all staff have the right to speak with the permission of the Chair.
- Section 3 The Council shall proceed on a structured basis with its business, as established by the Chair.  
A quorum must be present before any meeting can take place to discuss Council business. A quorum will be a majority (more than half of the current membership or no fewer than seven council members).
- Section 4 **Decision Making**  
Robert's Rules of Parliamentary Practice shall govern the decision making of the Council for all cases in which they are applicable, and insofar as they are consistent with the Bylaws of the Council.  
Decisions of the Council will be made by a consensus of a quorum of the membership. Consensus values the ideas and understanding of all participants. The fundamental essence of consensus allows all members the right and obligation to express their ideas and feelings and assures the right of all members to speak and be heard. Consensus is defined as reaching a decision that is most beneficial for the group as a whole through considering all the many viewpoints and concerns of the group. Consensus implies that each individual within the group respects differences and is willing to reconsider their own position to move toward a position that everyone in the group can support.  
**Voting**  
If consensus cannot be reached on a question, assuming that a quorum of members is present, the membership may agree to vote. At least 51% of the members present must agree to change to a voting process. If this change is agreed upon, a decision can be made only with a 60% majority vote (in the event of a tie vote a motion requiring a majority vote will be lost since a tie is not a majority).
- Section 5 The Recorder shall be responsible for insuring the minutes are submitted for publication. The Campus Journal and the monthly minutes will be the primary vehicles for disseminating information. **Monthly minutes will also be posted on the OSC web site. .**
- Section 6 Each Council member is required to attend Council meetings, to assist in committee work, and to be responsible to the OS concerns on campus. In addition, Council members representing districts should meet, at their own discretion, with their constituents in general open meetings. Members at large should be available to assist with these meetings. **Each Council member is responsible for sending the monthly minutes and any other**

pertinent documents and correspondents to their respective district members.

Section 7 All Council members will be urged to provide a proxy to attend Council meetings in their absence. Any Council member who is absent or fails to provide a proxy for three (3) consecutive regular meetings, without extenuating circumstances, shall forfeit his/her seat and all Council appointments, if such is the consensus or vote of the Council.

## ARTICLE VII COMMITTEES OF THE COUNCIL

Section 1 The Council may establish committees as needed to carry out its functions. Such committees are directly responsible to the Council.

Section 2 Standing Committees of the Council:

**Executive Committee.** This committee shall be composed of the Council officers and the Chairs of all standing committees. It shall function as the clearinghouse for all proposals made to the Council and to act on behalf of the OSC between regular council meetings.

**Nominations Committee.** This committee shall develop and maintain a list of qualified and interested OS who would be willing to serve on the Council and the various committees of the University.

Additional duties shall include evaluation of the role of the US serving on the University and System committees to insure accountability of OS appointees to the Council and the OS as a whole. The Nominations Committee is also responsible for the initiations and publication of election procedures, organizing the election process (see Article V, Section 2), and the maintenance of district lists.

**Communication Committee.** The purpose of this committee shall be to raise the level of awareness of the OSC on the campus and to improve the flow of information and ideas between the Council and the OS constituency.

**Compensations and Benefits Committee.** The purpose of this committee shall be to review all matters of wage and salary and fringe benefits as they relate to OS. This committee shall also assist the Council with analyses of current trends involving these issues, and formulation of recommendations for salary increase and/or fringe benefit improvements.

**Professional Development Committee.** The Professional Development Committee shall identify areas where professional development is needed,

and work in conjunction with the Human Resourced Office to develop and present these programs.

**ARTICLE VIII      REVISION OF THE BYLAWS**

All changes to the Bylaws of the OSC require an exceptional (two-thirds) majority vote by the current Council members and approval by the President in order to be effected.

May, 1991  
Rev. May 22, 1995  
Rev. February 5, 1998  
Rev. May, 2000  
Rev. July 2008  
Rev. 2 2008 (underway)