

Operating Staff Council Meeting Minutes Wednesday, August 13, 2008

Members in Attendance: Ann Boylan, Slava Bruder (Vice Chair), Holly Hillsgrove, Matty Leighton (Chair), Patrice MacNevin, Laurrie Anne Malizia, Janice Pierson, Toni Searles, Brian Tobin (UNHM), Lisa Wilder

Members Not in Attendance: Jennifer Dube

Guests: Monique Couillard, Potential Council Member; Sharon Demers, Human Resources; Jodi Record, Campus Journal; Sandra Reynolds, Potential Council Member; Lonni Sattler, SPCC

Agenda Items

Approval of July Minutes – Matty Leighton

The minutes from the July meeting were approved by acclamation.

Introduction of Potential Members – Holly Hillsgrove and Matty Leighton

Holly introduced Monique Couillard, who has volunteered to take Holly's seat representing District 13. Holly is leaving the council because she is cutting back her appointment to 80% and going back to school. Monique has been at the UNH library for over twenty years and considers herself a "UNH lifer." As a long-term employee, she is interested in issues that affect staff members and looks forward to contributing to the council's activities.

Matty introduced Sandra Reynolds, who works at the Thompson School. Sandra's brother, mother, and grandmother all have worked at UNH, and she herself is a 2004 graduate (BA, English). After graduating, she worked in real estate but soon returned to UNH as an employee with the Alumni Association, where she worked for two years before transferring to the T School. Matty suggested that Sandra might take on District 9, Housing and Transportation, because they are physically close to her location in Cole Hall.

Sick Pool Changes - Sharon Demers

For the benefit of the prospective council members at the meeting, Matty recapped the proposed changes to the sick pool policy. The council has proposed that the university allow sick pool conversion twice per year, because some employees (especially those in UHS/Dining) use up their earned time hours during the mandatory shut-downs in December and January, leaving them no time to convert in May. Sharon reminded the council that sick pool makes sense for many employees because it can be used for many more purposes now, including extended maternity leave, family leave, bereavement leave, and leave to care for a family member who has been injured during military service.

Because the policy is system-wide, the proposed changes will need to go before the Systems Personnel Policy Council and then be approved by the trustees. The proposed language does not specify when the two yearly enrollment periods should be, which allows each campus to customize the timing to meet their own needs. We will need to identify a second time of year for the UNH campus; one time that has been suggested is October, in conjunction with open benefits enrollment.

Lonni asked Sharon if she felt that the trustees would approve the proposed change. She said that it probably would not be an issue, particularly since earned time that is converted into sick pool time cannot be cashed out upon termination or retirement. However, it could be argued that having two conversion periods would encourage more people to take time out of the office. Lonni suggested that this argument

could be countered by requiring people to choose the most convenient period each year, rather than allowing everyone to use both conversion periods. This would also keep the paperwork from doubling, since people would still convert their time just one time per year.

The next step is for Sharon to present the proposed change to the administration and get their opinion on it. If the UNH Durham administration is OK with the changes, then Lonn will submit the change to the SPPC.

Holiday Closings – Sharon Demers

Sharon told the council that the 2009 Holidays/Closings schedule was close to final approval. It will be very similar to this year's schedule, with the one-week closure taking place between Christmas and New Years' Day (the week of December 28 – January 1). Friday, December 25th, Monday, December 28th, Tuesday, December 29th, and Friday, January 1st will be university holidays, while Wednesday, December 30th and Thursday, January 31st will be closure days when employees must use earned time.

NOTE: The 2009 Holiday/Closings schedule is now approved and is available on the HR Website at <http://www.unh.edu/hr/holidays.htm>.

Consensus Language in Updated Bylaws – Janice Pierson and Matty Leighton

Matty asked Janice to summarize the consensus language that has been added to the updated bylaws. This language requires that a quorum (a majority, or no fewer than seven council members) be present before the council can meet and discuss council business. It further requires that decisions be made by consensus (agreement) among the members whenever possible. If the council cannot reach a consensus, then issues may be resolved by a vote. Matty noted that there has never been an issue before the council that was not passed by a large majority, so consensus decision-making is something that we can easily support. The bylaws with the updated consensus language are attached as Appendix A.

Slava moved to accept the bylaws as updated, Laurrie Anne seconded, and the motion was carried with nine votes in favor and none opposed. Matty will send the updated bylaws to President Huddleston for his approval.

Task Action Groups

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. During the July meeting, groups were formed for constituent communications, implementation of a 360-degree review process, and creation of a peer mediation review board. Each task group provided an update on progress since the July meeting:

Constituent Communications – Matty presented each member of the council with a sample business cards. The reception was generally good, but council members suggested that the design should include the web site address and the district number for each representative should be removed, since the districts are not meaningful to constituents. Matty will make these changes and make a supply of cards for each council member. Matty also shared a sample logo idea featuring a bridge and the motto "Building Bridges, Facilitating Communication." She encouraged other council members to submit ideas, and Laurrie Anne suggested that we might design a bridge for the logo that is made up of all the tools Operating Staff use to do their jobs. All design suggestions will be reviewed and voted on at a future meeting. Finally, Matty shared an information card she created for Patrice's district that lists the council's goals for the remainder of 2008. This was well-received, and council members asked that a) she turn it into an 8 ½" x 11" "mini poster" and b) that she provide both files to the council via e-mail. Additional projects include updating the web site and the communication boards.

Implementing a 360-Degree Evaluation Process – Laurie Anne Malizia did agree to head up the task action group for this goal. She did some research and found that there is a limited 360-degree evaluation process in place now for those employees who participate in the Supervising @ UNH and Managing @ UNH training programs. These programs are run by Ann Driscoll, an organizational development consultant. The evaluations are not part of the formal Performance Assessment process; instead, they are intended to facilitate the individual's personal and professional development. The reviews can be customized for the individual's specific job and are available in hard copy and electronic versions.

Matty commented that one of the concerns from our constituents seems to be accountability during the assessment process, so if 360-degree evaluations are added, then they have to be reviewed by the person's superior once they are completed. Otherwise they don't have much value or impact. Sharon Demers noted that what seems to have the most support is not a true 360-degree assessment, but an upward assessment, where supervisors are reviewed by their employees. This more narrow approach is more likely to win support from the administration, since it is less time and labor intensive and easier to implement.

The next step is to look at comparator institutions that have upward assessment processes in place. Sharon will provide Matty and Laurie Anne with a list of official comparator institutions, and Laurie Anne will contact them.

Creating a Mediation Board – Janice Pierson is heading up this task action group and she has been joined by Slava Bruder and Patrice MacNevin. The three of them have done a significant amount of research already.

In looking online, they have found that several universities have mediation boards in place, in some cases through their employee assistance programs (EAPs). They've also met with UNH's student peer mediation group, and learned about how their group functions and how the members are trained. And finally, they have chatted with members of the PAT council to make sure we aren't duplicating any of their efforts. The PAT council has not worked on this issue before.

The next step is to look at private employers. They asked council members who have contacts at large local employers such as Liberty Mutual, Goss, and Timberland to help them get in touch with the appropriate personnel there. They also asked council members to voice any concerns as early in the process as possible, so we can identify and respond to potential roadblocks now.

General Discussion

Several issues were raised during the last minutes of the meeting:

- Is there a way to nominate supervisors or managers for the Supervising @ UNH and Managing @ UNH programs?
- Matty asked the council to implement the "Bring a Friend" program for the next two council meetings. This idea was submitted earlier in the summer and is very simple – each council member invites an OS friend or acquaintance to a council meeting and encourages the friend to attend by walking over with them, sitting with them during the meeting, etc.
- The council has agreed to try meeting in a less formal, more congenial location. One suggestion was the Wildcat's Den, but apparently it is quite noisy. Monique Couillard volunteered to look in to locations in the library.
- Is it possible to roll over earned time hours in to the 401K plan? Matty will follow up with Sharon Demers.

Voting on New Council Members – Matty Leighton

Both Monique Couillard and Sandra Reynolds agreed to stand for election to the council. They were asked to leave the room and the council voted on each candidate. The results were:

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| Monique Couillard | 8 members in favor of election, 0 opposed |
| Sandra Reynolds | 8 members in favor of election, 0 opposed |

Monique will represent District 13. Sandra will represent District 9.

Adjournment

The meeting was adjourned at 2:30 PM.

The next OSC meeting is scheduled on Wednesday, September 10th at 1:00 PM in Dimond Library, Room 537 (on the fifth floor). 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

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 1st 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. August, 2008