Labor-Management Council Minutes

Meeting Date: September 14, 2016

Cochran Room, Kilcawley Center

**In Attendance:** Dr. Martin Abraham, Provost and Vice President, Academic Affairs and Council Co-Chair; Dr. Kevin Ball,Associate Provost for Academic Programs Planning;Allan Boggs, Director, Labor Relations; Dr. Annette Burden, Council Co-Chair (President, YSU-OEA); Dr. Mary Lou DiPillo (Faculty Relations); Ms. Connie Frisby, President of ACE; Hillary Fuhrman, Director, Assessment; Lonnie Gentry (ACE); Attorney Holly Jacobs, Vice President and General Counsel; Jacci Johnson, Vice President of APAS; Neal McNally, Vice President, Finance and Business Operations; Tyler Miller-Gordon, Student Government President; Kevin Reynolds, Chief Human Resources Officer; Dr. Stephanie Smith (Director, Faculty Relations); Dr. AJ Sumell, Vice President, YSU-OEA; Mr. Gary Swegan, Associate Vice President, Enrollment Planning and Management; Lt. Shawn Varso, YSU-PD; and Brittany Bowyer, Office of VP for Finance and Business Operations.

**Meeting Topics:**

**Enrollment Update –** Mr. Swegan provided the group with a double sided print out comparison for overall registration for fall 2016 freshman verses fall 2014 and 2015. He said the numbers show a 2.27% increase in head count and a 3.45% increase in FTE. He felt there were two reasons for the increases, the first being the freshman full-time class count was up and second the increase in students taking more credit hours, since the bulk rate changed from 12-16 hours to 12-18 hours. He said about 1,900 hours are being taken at the 17-18 hour range this semester. He also stated that GPA’s and ACT scores were up as well as increases in total new freshman at 4.4% and Honors College freshman at 54.86%. He said the handout was self-explanatory, but if anyone had questions, they could call or email him.

He went on to say enrollment applications were up 60%, but not every student would be accepted. He mentioned the Department of Education had recently changed the FAFSA availability date from January 1 of each year to October 1. Meaning prospective students could apply for financial aid and receive the awards in December, which should have a positive effect on our enrollment numbers for Fall 2017. Overall the numbers look good and he hopes to see a continuing upward trend.

Dr. Burden asked if YSU was doing anything to reach out to any of the ITT students, since ITT recently closed. She mentioned Eastern Gateway was aggressively going after these students. Mr. Swegan would like these students to come to YSU, but more or less students might have to start at square one, because ITT is not accredited. Dr. Abraham said at the last Dean’s Council meeting he asked three college Deans (Joe Mosca (HHS), Kris Blair (CLASS) and Wim Steelant (STEM)) to figure out what credits from ITT would be accepted for programs in their college. He figures each student would be evaluated individually and their ITT credits assessed to see which ones would be accepted. He would like to have a plan of action by mid-October, to possibly start students in the spring. He figures there might be a handful of students that would be able to transfer.

Dr. Burden mentioned that she was aware of an option used at other institutions, in which faculty are given a stipend of $75 or more to evaluate and analyze credits to see what could be accepted. Dr. Abraham said this could be a potential option to utilize.

**Update on the Campus Climate Survey** – Ms. Fuhrman came to talk about the results from the spring 2016 campus climate survey. The survey was sent out to a random sample of 800 participants. The participants were comprised of 600 full-time faculty, administration, exempt professional staff (including IT staff) and non-exempt staff and 200 part-time faculty members. She said the classifications based on HRSOC codes were not the same as YSU’s bargaining unit categories.

All participants were asked to answer questions from various categories, such as job satisfaction, professional development, communication, and benefits to be answered on a scale of strongly agree to strongly disagree. Ms. Fuhrman used a PowerPoint presentation to go over the survey results and passed out a handout for reference (see attached).

The survey called, *The Chronicle of Higher Education’s “Great Colleges to Work for” Survey* was administered by research firm Modern Think. This survey is used by over 1,000 institutions and the results are collected and analyzed to be used as a benchmarking tool to see how YSU fairs among other institutions using the same survey. She mentioned YSU did two other surveys in 2007 and 2014, but those surveys were produced internally so that results could not be directly compared.

During the presentation, Dr. Burden voiced concern over the number of full-time faculty survey responses being overstated, as the OEA membership has less than 370 full-time faculty and this particular chart listed 410. Dr. Abraham said department chairs made up the difference and also noted the survey was given in spring semester 2016 and not the current semester, making the full-time faculty count higher. Dr. Burden noted that the number she gave was from her spring documentation.

Ms. Fuhrman continued her presentation referring to page five of the handout to discuss the color key used for rating percentages of positive and negative responses to the 15 themes in the survey. The colors ranged from dark green being excellent or very good to red or dark red being poor or acute. She returned to page four and briefly reviewed the results of the top five theme responses involving supervisors/department chairs, job satisfaction/support, pride, professional development and facilities. She returned to page five to read the bottom five themes being collaboration, communication, shared governance, faculty, administration & staff relations and senior leadership. By looking at both pages you can compare YSU’s responses to YSU peer benchmark results, Carnegie Master’s and Control Public by color and percentages.

She continued on to pages six and seven that summarized 240 responses from 280 respondents to qualitative questions asking ‘*What do you appreciate most about working at this institution?’* and the other being ‘*What would make this institution a better place to work?’.* Ms. Fuhrman and a colleague coded the responses, then compressed into comments. The overall responses to the first question were positive, however, responses for the second question indicated a sense of concern, lack of value, trust and negative feelings, indicating things could be better or done better at YSU, especially with regards to pay and senior leadership.

Concluding her presentation, Dr. Abraham thanked Ms. Fuhrman and proceeded to tell the council about upcoming forums scheduled for September 19 through 21 that are open to all faculty, staff and students. The forums will have a presentation about the survey and the results similar to the one given to the council today, followed by a Q&A session. A moderator and note taker will be present at each forum and he would like everyone to attend at least one forum to gather feedback on possible solutions to resolve any of the negative survey results. He said to change the negative results, the campus community needs to work together to come up with helpful solutions and would like to see the worst areas be addressed first. He believes some solutions might be more difficult, costly and might take some time to be realized, but that some solutions could be easy, cost little to no money and can be done right away.

He also told the council that Academic Senate would be doing a few academic focus groups and one non-academic group meetings by October 15 and stated a student focus group would be held as well. Dr. DiPillo asked if the groups would be for a limited number of participants. He replied that participation would be by invitation only.

Dr. Burden asked if the feedback collected from the forums and focus groups would be shared with the campus community and was concerned with rumors if this information was not shared. Dr. Abraham stated he was not sure how they would go about analyzing the responses and disseminating it, but most certainly would like to share the feedback once compiled and assessed. He thought if people came to the forums or were involved in the focus groups that there would be talking among people. He said a campus wide email would go out on or around November 1 with the compiled feedback results.

Ms. Fuhrman said an anonymous feedback form would be available for anyone who cannot make the forums or would rather not talk openly at the meetings. The form will not be linked with a name or email address. Ms. Johnson indicated that she and others that travel and are out of the office for days or weeks at a time would not be able to attend the forums. She said she could utilize the anonymous feedback form, but stated she would like people to know it came from her. Ms. Fuhrman said inserting a name can be put on the form, but is optional. Ms. Johnson was also concerned with offering only one non-academic focus group. Dr. Abraham said it would be helpful if others could schedule a time that would work for mostly everyone and then let him or his office know the potential date to get the focus group finalized for another non-academic staff focus group. He and Ms. Fuhrman said other meeting options could be utilized such as scheduling a time for later in the evening, on a weekend or even by Skype. Ms. Johnson thought skype might work best for her and others that are traveling. Mr. McNally was concerned that people using the anonymous feedback form might respond with more negative or personal type matters. Ms. Fuhrman said they would carve out the difference between suggestions versus complaints during their coding.

Dr. Sumell asked when the next survey would be administered and Dr. Abraham said this coming spring 2017. Ms. Johnson thought it would a good idea to research what things make a best workplace. Dr. Abraham indicated he would like to see YSU among the top 100 great universities listed in *The Chronicle of Higher Education* one day, so maybe we could use those top current schools as possible resources. His biggest concern is the amount of help needed to find resolutions and implementing solutions. He hopes to see some improvements in the results with the 2017 survey and would like YSU to continue measuring performance and to keep improving. Dr. Smith thought the survey might be better administered during fall semester versus spring, thinking maybe a fresh start/school year would provide more positive responses and also would give us time to see if any solutions have been realized. Ms. Fuhrman stated the survey is nationally administered only in March and April and if we want to select a different date it would cost us money to do so. She also mentioned we would not be able to compare ourselves to our past results and to the results of other institutions that utilized the same survey.

Dr. Abraham indicated qualified volunteers (faculty or staff) that had knowledge in coding would be greatly appreciated to help the Assessment Office in coding the feedback as the forums and focus groups take place, to get it all compiled and analyzed quicker. Dr. Burden asked if Ms. Fuhrman could send out a skillset list to find possible volunteers and she responded that she would. Atty. Jacobs said the forums are intended for attendees to provide helpful comments and solutions that will benefit the university and to help make YSU better to survive, but she state she is afraid of contention. Dr. Abraham said he is afraid there would be low attendance at the forums. Ms. Johnson said she was worried attendance would be good, but that no one would speak up. Dr. Abraham said the moderators are there to encourage people to talk during the Q&A session. Ms. Johnson thought that discussion at the forums would be good, but worries not everyone knows what shared governance and other terms used in the survey or presentation mean or mean to them as an employee. Ms. Fuhrman thought it might be a good idea to provide an educational handout to the employees at the forum to give context to topics being discussed. Mr. Boggs thought it would be a good idea if supervisors encouraged employees to attend the forums and Dr. Abraham agreed saying a memo could go out to the supervisors to allow employees to attend, but not to disrupt the total function of the office or department.

In addition to the handout provided by Ms. Fuhrman all documents related to this survey and the results, as well as information about the upcoming forums can be viewed by visiting <http://cms.ysu.edu/ysu/campus-climate> or you can [access the survey results and other information here](http://cms.ysu.edu/ysu/campus-climate). On the left hand side of the webpage under Campus Climate Survey Results, please click on any of the links or you can click on the fourth link to get the detailed results via the YSU OneDrive. YSU login credentials are required.

**Budget Update** – Mr. McNally stated that for the year-end budget for June 30, 2016, revenue exceeded expenses in the general fund by $1.2 million, ending FY16 in the black with no operating deficit. He attributed this to prudent fiscal management, including the budget reductions implemented from last spring. He also indicated that healthcare claims were lower than budgeted and lower than the prior year’s actual healthcare expenses, speculating this was partially the result of healthier workforce and/or fewer individuals being enrolled in YSU’s healthcare plan. He said the FY16 financial report and other information presented during the September Board of Trustees Finance and Facilities Committee meeting could be found on the website at <https://cms.ysu.edu/board-trustees/board-agendas-september-6-7-2016> or you can [access the financial report here](https://cms.ysu.edu/board-trustees/board-agendas-september-6-7-2016).

For the current fiscal year 2017, revenue is on target and the increase in enrollment is expected to have a positive impact on tuition revenue of about $1 million. He would like to see higher revenue numbers, but this is good news for now. Typically, the type of enrollment increases Mr. Swegan described would have resulted in greater revenue increases. However, there are new factors that have changed the University’s revenue model. The College Credit Plus program, for example, has a state reimbursement rate of just $40 per credit hour; and the increase in the bulk rate, as mandated last year by the Chancellor, enables students to take more credit hours per semester at no additional cost. While these are positive indicators in terms of enrollments, these factors have reduced the University’s revenue per student FTE. Ms. Frisby asked if savings from the bookstore and steam plant have been calculated into the current year budget and Mr. McNally replied yes.

**Check-in and Announcements:**

**ACE Picnic** – Ms. Frisby told the group that over half of the membership showed up for an annual ACE union picnic held in August.

**CTO Position** – Ms. Frisby mentioned she heard the CTO position would not be posted and asked who the acting person is and if they will be permanent. Mr. McNally said Jim Yukech is the current acting CTO for a six month period, during this time an evaluation will be done on the position and IT operations.

**Job Redistribution** – Ms. Frisby indicated the CLASS Dean, Kris Blair, wants to redistribute work duties among the classified support staff in the college. Dr. Abraham indicated these changes were more of a job restructuring to rebalance workloads. He said nothing should be changed until the Dean talks with HR and gets feedback from the faculty and staff within the college. He thinks it would be helpful to identify strengths within the department as the administrative assistant position has numerous duties and that one or two people might become experts in working with travel or purchasing functions more than the other. Ms. Frisby said she would be meeting with Dean Blair in the upcoming week to work with her.

**Concur Travel** – Dr. Smith asked if assistants do the travel entries for travelers and felt that the person traveling should do their own reports. Dr. Burden told the group some faculty have begged for Concur travel training, especially after trying to use the step-by-step ‘How to’ documents for Concur that were not helpful. She had reached out to Rosalyn Donaldson who told her Procurement does travel training. She spoke with someone in Procurement who said they would have to get back to her, but she still hasn’t heard from anyone. Mr. McNally indicated Concur travel training would be provided by Procurement Services. He assured Dr. Burden that Sue Beiling, interim director of Procurement, would be happy to follow-up with her. He mentioned due to the recent leadership change, being short staffed, year-end closing of FY16 books and the current work being done with the financial audit, Ms. Beiling and other staff just haven’t had the time to call Dr. Burden back with training times.

Dr. Smith applauded Ms. Beiling with her help in resolving travel questions, but thought the 1-1 help over the phone has to be highly inefficient and time consuming for her. She feels Concur is difficult to use, especially for those individuals who only travel once or twice a year, stating people forget how to use Concur and it becomes very frustrating for that traveler to navigate through all the areas. She said some people have even threatened grievance actions because of Concur.

**Dependent Eligibility Verification** – Mr. Reynolds stated the dependent eligibility verification submission deadline was today. As of eight o’clock this morning the company hired to conduct this verification, HMS, said 84.1% of employees had submitted documentation for verification of their dependents. He said HMS expected at least a 75% compliance rate, and we exceeded their expectations. Those who have not yet submitted verification documents would be contacted by HMS. He said as of right now HMS found eight dependents to be removed and he was happy to know the cost of hiring this company has already paid for itself with this finding.

Someone had mentioned they had received a follow-up letter from HMS saying their paperwork had not been received yet, but the person already submitted them. Mr. Boggs thought the follow-up letter was probably due to lag time between when paperwork was submitted by the employee and when HMS printed and sent out the letter. Dr. Smith stated the follow-up letter was unfriendly and HMS needed to work on their bed-side manners. Dr. Burden submitted her paperwork twice, by mail and fax, and both were lost and she had to spend an hour on the phone with them. Dr. Abraham indicated he had no problem uploading his documents straight to the website and received email verification shortly after. However, he stated the webpage wasn’t really user friendly. Atty. Jacobs said she and HR are looking into doing things differently, like working on how to communicate and build a better relationship with employees.

**FLSA Changes** – Atty. Jacobs mentioned with the upcoming FLSA changes, Mr. Reynolds and HR Classification and EEO Officer, Jennifer Gavalier, would be contacting managers to work on a resolution regarding comp-time for the December Board of Trustees meeting by the end of the month. She said there would also be training offered in October and November for employees and managers.

**Adjournment:**

The meeting adjourned at 10:40 a.m.

**Next Labor Management Council Meeting: Tuesday, November 1, 2016, 9:00 a.m.**

**Kilcawley Center, Cochran Room, 2020**

**Labor Management Council**

**2016 Meeting Schedule**

Updated 05/20/16

~~Tuesday, January 5~~ ~~9-11am KC, Cochran Room~~

~~Tuesday, March 1 9-11am KC, Cochran Room~~

~~Tuesday, May 3 9-11am KC, Cochran Room~~

~~Tuesday, July 5 9-11am KC, Cochran Room~~

~~Wednesday, September 14 9-11am KC, Cochran Room~~

Tuesday, November 1 9-11am KC, Cochran Room

Respectfully submitted, Brittany Bowyer, Recorder