

**Ball State University Staff Council**  
**Meeting #5**  
**Thursday, February 19, 2009**  
**Worthen Arena Lounge**

Present:

---

Coralee Young, <i>Vice President</i>	
Terry Burgess	Elaine Orr
Amanda Collins	Melissa Schafstall
Marilyn Davis	Debra Sheller
Sandy Duncan	Lee Anne Shore
Marilyn Folkerth	Lori Siefker
Vickie Hahn	Loretta Smith
Kim Hiatt	Carol Terry
Janet Johns	Vicki Tucker
Joyce Lewis	Connie Tyner
Julie Moody	Ted Workman

Excused Absences:

---

Maria Bumbalough	Marilyn Waldo
Cathy Cunningham	Eric Warner
Jennifer Lawson	Betty Welch
Lynn Shipley	Debra Worster

Alternates Present:

---

Robert Cope

Guests Present:

---

Judy Burke	Gene Burton
------------	-------------

- I. **Call to Order** – Vice President C. Young called the meeting to order at 1:15 p.m.
- II. **Welcoming of Guests** – C. Young welcomed and introduced Gene Burton, Director of Public Safety.
- III. **Guest Speaker** – Burton’s topic of discussion centered on “Safety on Campus.” He said that workplace violence, which includes things such as verbal and non-verbal threats, physical assault or contact, harassing conduct, or intentional damage to equipment, are all concerns of his department. Signs of workplace violence or symptoms of someone in need include new or increased stress, expressions of hopelessness, insubordinate behavior, a sudden fascination with weapons, and drastic performance. These symptoms can increase during uncertain economic times. Burton said it is important for employees to keep their eyes and ears open, be aware of their surroundings, and behavioral changes of others.

Burton said that the Office of the Dean of Students coordinates the CIRT (Critical Incident Response Team) and serves the university community by responding to isolated, yet serious, incidents that may affect individual BSU students and the university community. The team is composed of representatives from the Office of the Dean of Students, Public Safety, Housing

and Residence Life, Counseling Center, Student Organizations and Activities, Multicultural Center, Health Center, and University Communications. The mission of the team is to ensure appropriate, confidential notification, communication, and action among university departments when incidents of a critical nature have occurred involving individual members of the BSU community. The team has been very successful.

Burton also discussed the improved communications on campus, including text messaging, emergency email, the emergency voicemail system, a website strictly for emergencies, and said the tornado alert system has a voice feature.

Burton said one thing to remember is to remain calm. Most people are unable to function or react if they get scared. Burton said it is helpful to practice “projection” of thinking about or knowing what you are going to do in certain situations. He suggested that campus offices have a plan in place, a meeting place, if necessary, and a contact person in case of an emergency. Burton shared his email address ([gburton@bsu.edu](mailto:gburton@bsu.edu)) for any other questions related to safety on campus.

- IV. **Roll Call** – C. Terry called the roll of representatives and alternates. Roll call showed 21 representatives present and 8 excused absences.
- V. **Approval of Minutes from January 15, 200 Meeting** – The minutes were unanimously approved on a motion by K. Hiatt and second by M. Folkerth.
- VI. **Committee Reports**
  - a. **Employee Relations** – K. Hiatt indicated she received an inquiry regarding the grievance procedures.
  - b. **Public Relations** – K. Hiatt said the committee had nothing to report, per conversation with M. Waldo.  
SCAN –L. Goodpaster – no report.
  - c. **Elections** – S. Duncan said the constituent list will be distributed before the next meeting. She asked council members to review, update, and return the list.
  - d. **Hospitality** – J. Johns reported on behalf of L. Shipley and said the committee has been asked to assist with ushering for the Employee Recognition and Awards dinner. A sign-up sheet will be circulated to members.
  - e. **Research** – M. Folkerth – no report.
  - f. **Salary & Employee Benefits** – L. Smith – no report.
  - g. **Special Committees**
    - i. **A. Jane Morton Award** – C. Young said the committee will meet next week to review nominations.
    - ii. **Employee Activities Announcements** – Nothing to report.
    - iii. **Angels for Life** – K. Hiatt said the last blood drive on January 20-21 collected 174 units of blood. The next drive will be March 18-19. Hiatt asked for volunteers to help with the registration table. She also discussed the new donor point program and shared information on their website [www.donorpoint.org](http://www.donorpoint.org). The program has four different levels with special privileges available at each level, including special merchandise and VIP treatment during select promotions.

## VII. Old Business

No old business was presented.

## VIII. Requests for Information/Policy Change:

**22-2008/2009:** If the university promotes buildings getting LEED (Leadership in Energy and Environmental Design / "green" rating system) points and certification, why don't they have green roofs? By protecting roof membranes from extreme temperature fluctuations and ultraviolet radiation, a green roof can double the life span of a conventional roof and provide energy savings by reducing heating and cooling costs. The new wing at Ball Memorial Hospital will have a green roof and the Minnetrista Cultural Center already has one.

**Response to #22 and 23:** *M. Folkerth contacted Kevin Kenyon from Facilities Planning and Management and he offered the following response for RFI #22 and 23.*

*"We are a bit conservative when it comes to big changes on roof systems. A lot is at stake both with what's in the buildings and the impact even small leaks have on the building itself. I'm still looking for an ideal test case to install a green roof but it will likely be small and in a non-critical area. The concerns do include the costs but more so the track record for leaks and also finding and repairing leaks when they inevitably occur. A building usually has to be designed for the extra weight load on the roof so retrofits are probably unlikely in most places. It's on our radar screen but it will not become a standard until it is a proven system in Indiana. I have toured several green roofs in Michigan and Illinois over the past couple of years so I do know what they are all about. Some installations have been more successful than others and they all require some attention. Our climate might be a bit too severe for most sedums which are generally the plant used. The small installation at Minnetrista will probably provide some insight.*

*By all means, have your group send me ideas for energy conservation. I will triage and forward them to the right person(s). I may not be able to reply with a detailed response to every one but I can assure you I will read them and act appropriately on them. We are doing things every day to reduce energy costs and hopefully most of them are never noticed by anyone. That is when energy conservation is most successful. Much of the lighting we have installed the last couple of years is higher efficiency and on occupancy sensors for example. There are many other things we are doing. You might call attention to the geothermal project announced at the board meeting on Friday as an example of what has been going on."*

**23-2008/2009:** With the university's expense reduction, why doesn't the university work to promote turning off lights. They did it back in the 70's with the coal miners strike. Why can't they do it again? In addition, why do they have things done like restrooms cleaned in the middle of the day when they've hardly been used since the night custodian cleaned them? It would be one thing if it were a heavily used restroom (1st floor TC, Atrium, etc.), but it's not. Labor could be better used elsewhere and a save money.

**Response to #23:** *M. Folkerth contacted Kevin Kenyon of Facilities Planning and Management and he offered his response (listed above in RFI #22). An additional reply was received by Brenda Griffey, the Superintendent of Building Services. Her reply follows.*

*“We are. During the holiday break we aggressively shut off hallway and classroom lights in academic buildings after 6:00pm each day and only turned them on as necessary to clean throughout the night. The hallway lights were not turned back on until around 7:00am the next morning. Since school has resumed the 3<sup>rd</sup> shift custodians have been instructed to walk their buildings at the beginning of their work shift (10:30pm) and turn off hallway and classroom lights at the beginning of the shift. They turn on lights as necessary to clean and turn everything back on by 7:00am. Over the weekends we do as much as we can but have a very small weekend staff so we are not able to monitor the lights in all buildings over weekends.*

*We do the bulk of cleaning on 3<sup>rd</sup> shift and have a skeleton crew on days. When the day crew is not responding to emergency calls they have a routine of 1<sup>st</sup> floor restrooms, entrances and canteen areas that have been determined to be heavily used or has been requested to have additional cleaning. Whenever we receive emergency calls the day crew drops the daily assignment and immediately addresses the need of the emergency. What the day crew has not done is covered by the 3<sup>rd</sup> shift cleaning crew that night.”*

**24-2008/2009:** When is the McKinley parking garage going to have machines that will take the "new" \$5 bill? I mean the "new" bills have been out awhile. Could we please have the machines updated? Or better yet, maybe they could have machines that take debit cards or BSU I.D.'s! There has to be a better way.

**Response to #24:** *M. Folkerth contacted Nancy Wray of Parking Services and she replied.*

*“We are currently in the bid process for new machines in the garages. We are trying to get credit/debit card accessibility. The company that interfaces with our current parking system is of course higher so we are trying to build a case to get exactly what we need. Bottom line is yes we are working very hard to replace them and the sooner the better. They are a huge problem for customers as well as parking.”*

**25-2008/2009:** Several times throughout the year, e-mails go out from Payroll to “Kronos Coordinators” informing them of an upcoming payroll procedure or instructions on timecard completion. Although it usually states near the end of this lengthy information to “inform your employees,” it seems that these e-mails are of such important significance that they should go out as an ALL BSU. Some coordinators fail to pass on this information and, as a result, employees are not aware of deadlines, etc. I don’t see any reason why they can’t go out ALL BSU. (No confidential information is being disseminated.) That way everyone is aware of critical deadlines.

**Response to #25:** *L. Smith contacted Marie Kavanagh, Director of Payroll and Employee Benefits and she provided the following response.*

*“This is a good question and certainly highlights some of the inconsistent communication problems that many people deal with throughout the University. Unfortunately the “AllBSU” e-mail is not the magic bullet that will fix this problem and could create more problems.*

*The reasoning behind sending the communications on early deadlines, special holiday processing or other system wide changes to only the coordinators is to target the issue to those individuals responsible for the final processing of employees time. Since they should*

*know the Kronos system and closing process for their department better than any other person, they should understand the impact of our message with little explanation. When we send these e-mails, it is our expectation that the coordinators will communicate the information to all their employees, if applicable. As your note indicates this does not seem to be done universally which is a problem but not unusual from most organizations. Rarely does every person who gets a communication that requires an action, read and handle the communication appropriately. Knowing this we still have to address these e-mails to the group of people we believe will affect the largest number of people who are impacted by the information. If we send a mass e-mail to all employees with information on a biweekly deadline change for Kronos, for example, the result would not necessarily improve communications for everyone who is impacted. However, it would generate dozens upon dozens of e-mails from monthly paid employees asking for an explanation, how does this information impact them or complaining about getting these type of e-mails. If communications to a coordinator is not being shared with employees in their group, the problem needs to be raised locally first then escalated if the problem continues. This approach focuses accountability where it is lacking and should change behavior. In the meantime, employees who want to keep up on the deadlines associated with Payroll processing can go the Payroll and Employee Benefits website and click on the 2009 Payroll calendar to see the processing deadlines for at least 12 months.”*

**26-2008/2009:** Where can you find policies regarding the completion of time sheets? Every time I have a question and contact Payroll they refer me back to the department. However, our department does not have written guidelines regarding completion of timesheets and seem to change the rules depending on the person.

**Response:** *L. Smith asked Marie Kavanagh, Director of Payroll and Employee Benefits to respond to the RFI.*

*“Detailed generic instructions for both managers and employees on entering time into Kronos is available on the Payroll and Employee Benefits website under Kronos. This should provide enough basic information to answer most questions. However, if your question is related to a procedure specific to your department then the Payroll staff will refer you back to your department because we don’t know these internal procedures. If you feel there is an inconsistency in the way rules are applied in a department then you need to address the problem locally and if no change occurs, escalate the problem within your department or higher if necessary. Fortunately most problems are the result of faulty communications and can get resolved easily if addressed appropriately.”*

**27-2008/2009:** I would like to know if Human Resources has considered, due to the current budget shortage, letting staff/service employees VOLUNTEER to work 32 hours per week instead of the usual 40. This would save money, and hopefully, prevent future lay-offs for employees that need to work 40 per week.

**Response to #27:** *J. Burke, Director of University Human Resource Services said that working less than 40 hours per week would not allow employees to receive benefits from the university. Working 40 hours per week is a requirement of the current policy.*

**28-2008/2009:** What does it take for President Gora to close campus offices? I, amongst several others, find it ridiculous to have to come to work when the city of Muncie receives 12

inches of snow on Wednesday, January 28, and then again on Thursday, January 29. Then to come to work and not have our sidewalks plowed so we can make it to the doors of our building is quite aggravating to say the least. Those who had to miss are required to use vacation days. For what?

***Response to #28:** M. Folkerth contacted Tom Kinghorn, Vice President for Business Affairs, and he explained the circumstances regarding closing of the university.*

*“Decisions about closing the University are often among the most difficult. Providing for the instructional, housing and dining needs of the 18,000 students, most of whom live on or near the University, is the primary objective. Living in the Indiana climate occasionally means temporary inconvenience brought about by the reality of winter weather. The University is fortunate to have a dedicated group of grounds personnel who work tirelessly under difficult conditions to keep the sidewalks, roads and parking lots cleared during these difficult conditions. Since many weather events are unique, the decision process is adapted to the circumstance.*

*The following process or course of action is typically used when making weather related decisions:*

- *Overnight accumulating snowfall is monitored closely and the condition of campus sidewalks and parking lots are evaluated by 5 a.m.*
- *Decisions depend on:*
  - *the amount of snowfall*
  - *type of snow – damp and heavy or light and easily handled*
  - *projected duration*
  - *wind velocity and direction*
  - *temperature*
  - *ice*
  - *type of equipment available related to the type of snowfall*
- *Campus conditions considered necessary for "business as usual" are:*
  - *adequate access on campus roads and to parking areas*
  - *most sidewalks are plowed and salted (if appropriate), but not snow free*
  - *the ability for safe entering and exiting from all required buildings*
  - *access to fire safety devices*
  - *parking including space in parking garages or in parking lots other than assigned lots*
- *Factors that confuse the process are:*
  - *inaccurate weather forecasts*
  - *late snowfall*
- *University Communications and Marketing uses e-mail, BSU web page, text messaging, phone calls, voice messages, local TV and radio, and newspapers notification systems to inform the campus community if classes are canceled, offices are closed or services are curtailed.*

*The class cancellation several weeks ago occurred when weather conditions changed quickly and there was more snow than forecasted. When it was determined that the extent of the late snow accumulation was more than Facilities Planning and Management personnel could clear with available equipment, swift action was taken to cancel classes for the remainder of the day.*

*It is always the intent for the University to remain open. In isolated situations due to unusual weather circumstances, this has not been feasible and classes and/or the University have been closed.*

*On the other hand, the decision to travel to work by employees is an individual one. In unusual weather circumstances supervisors allow employees to take vacation days in order that they may remain in pay status.”*

29-2008/2009: I'm curious if there is a policy regarding bad weather (snow, ice, flooding, etc.) and non-essential staff personnel working from home. Is it a decision that is left up to each individual supervisor or do support staff have the option of working from home?

Response to #29: *J. Burke said that employees are allowed to work from home and it is up to each supervisor. However, she suggested the following ideas for thought:*

- *Can the work at home be monitored?*
- *Is there a department policy in place for working from home?*
- *Arrangements to work from home must be made beforehand.*
- *What is the duration of the arrangement?*
- *What will be the affect on others (ex. The receptionist may not be able to work from home, answering the incoming phone lines, however, others may be able to do so.)*
- *Shouldn't work from home to avoid using a vacation/sick day.*

*Burke said the departmental policy should be the same for all employees (professional, exempt, non-exempt staff).*

#### **IX. New Business**

No new business was presented to the council.

#### **X. Announcements**

C. Young announced that a position became available on the PERC committee and that J. Lawson appointed L. Smith as the council's representative.

J. Burke said "Roll Out the Red" training videos are on-line and suggested council members participate in the four training modules. She also urged staff to nominate people for the "Service Superstar" award and to nominate a department for the "Red Carpet Department" award.

#### **XI. Adjournment**

With no further business being presented, a motion to adjourn was made by M. Folkerth and seconded by V. Hahn. The meeting adjourned at 2:20 p.m.

Respectfully submitted,

Carol Terry  
Secretary, Staff Council