

Ball State University Staff Council
Meeting #1
Thursday, September 17, 2009
Student Center Room 303

Present:

Jennifer Lawson, <i>President</i>	
Maria Bumbalough	Elaine Orr
Terry Burgess	Angela Pickett
Amanda Collins	Lynn Shipley
Cathy Cunningham	Lee Anne Shore
Marilyn Davis	Loretta Smith
Roger Hassenzahl	Judy Stearns
Kim Hiatt	Carol Terry
Janet Johns	Connie Tyner
David Kaufman	Delana Ulmer
Joyce Lewis	Marilyn Waldo
Sarah McKillip	Ted Workman
Julie Moody	Angela Zahner

Alternates Present:

Brenda Ayers	Nichole Flick
Marilyn Coleman	Bartley Hainz

Guests Present:

Elizabeth Anderson	Joy Willis
Judy Burke	Josephine Turner
Matt Wolfert	

Excused Absences:

Sandy Duncan	Coralee Young
Kathleen Harrold	

- I. **Call to Order** – President J. Lawson called the meeting to order at 1:15 p.m.
- II. **Welcoming of Guests** – J. Lawson welcomed new representatives to the council and everyone to a new school year. Lawson distributed a list of meeting dates and committee lists.
- III. **Guest Speaker** – L. Shipley introduced Matt Wolfert, associate athletic director for external affairs, in Intercollegiate Athletics.

Wolfert shared that he joined Ball State in January 2004. His position includes marketing and promotions, corporate sales, ticket sales, and game-day sponsors and promotions. Wolfert said the primary reason for their efforts is to raise funds for student athletes. He said the coaches are out making calls on donors and they do a lot of their own fundraising. The athletic department currently has 19 sports with 4 of those, football, men's basketball, women's basketball, and women's volleyball charging admission. Wolfert encouraged council members to attend sporting events and support the Cardinals. He also mentioned that staff may purchase official

sideline apparel by calling the Athletic Ticket Office and speaking with Adam Tschuor. Wolfert answered a few questions from council members then thanked the council for inviting him to speak with the group.

- IV. **Roll Call** – C. Terry called the roll of representatives and alternates. Roll call showed 25 representatives present, 3 excused absences, and no unexcused absences.
- V. **Approval of Minutes from June 18, 2009 Meeting** – The minutes of the June 18, 2009 meeting were unanimously approved, with a few minor corrections, on a motion by K. Hiatt and second by D. Kaufman.
- VI. **Committee Reports**
- a. **Employee Relations** – M. Bumbalough – no report.
 - b. **Public Relations** – A. Collins reported on the success of the last school supplies drive in which staff collected over 1,700 items for the Back to School Teacher’s Store. Collins read a thank you note from Jackie Johnston. Collins then asked to meet with her committee after the full council meeting to discuss other upcoming business.
 - i. **SCAN** – A new issue should be mailed within the next week or two.
 - c. **Elections** – L. Shore – no report.
 - d. **Hospitality** – L. Shipley – no report.
 - e. **Research** – C. Cunningham – no report.
Salary & Employee Benefits – L. Smith asked to meet with the Salary and Employee Benefits committee following the regular meeting.
 - f. **Special Committees**
 - i. **A. Jane Morton Award** – C. Young said the task force committee will meet on September 29 to start the initial planning process.
 - ii. **Employee Activities Committee** – J. Lawson announced the upcoming event at Hoosier Park. For more information on the event, contact Rhonda Small in University Development.
 - iii. **Angels for Life** – K. Hiatt shared thanks to everyone for their efforts with the 25th blood drive. She said 601 people came in to donate with 456 units being collected. We had 200 new donors to the Indiana Blood Center. She shared a flyer titled, *Separating Fact from Fiction*. The next blood drive will be held November 11 and 12 at Pruis Hall. J. Lawson thanked K. Hiatt, on behalf of council, for her tireless work with Angels for Life.
- VII. **Old Business**
- a. Follow-Up to RFI #34-2008/2009 -- Admissions criteria for staff personnel: *Assigned to Salary & Employee Benefits committee for further research regarding employee admission to Ball State.*

VIII. **Request for Information/Policy Change**

1-2009/2010: I am confused and having difficulty finding an answer as to why BSU offices cannot share information. Specifically we have an employee who has worked under two different payrolls (student and graduate assistant) and will soon be working under a third (temporary) in less than a year. We'll ignore the fact that the person has been and will be performing the same work for the same professor all during this time. What I'm inquiring about

here is why the employee has to go through multiple I-9 verification procedures. The employee been through two I-9 verifications (one for student payroll and one for the GA) and will now have to undergo a third I-9 processing to be added to the temporary payroll. Why can't the offices share the I-9 information already collected? Besides the inconvenience to the employee it seems an unnecessary duplication of paperwork and effort.

Response to RFI#1-2009/2010: *C. Young asked J. Burke to response to the RFI. Burke said many of the regulations for verifying employees for employment have changed and the university is now required to make copies of everything used for the proof of eligible employment. Documents used typically include driver's license, social security cards, and passports. In the past documents were reviewed and returned to the employee. However, they are now required to make copies. Also, documentation may be on file but is destroyed three years after no longer necessary. As an example, if a student were employed as a freshman, graduated, then a few years later, returned (hired) as a graduate student, documentation would need to be provided again since the original paperwork from the student's freshman year would have been destroyed.*

2-2009/2010: I am wanting to know why I am not able to add my partner of 18 years to my health insurance, but I am able to add him to my life insurance from MetLife. If he was a woman I could add him to my health insurance. I think I am getting discriminated against because I am not in a same sex relationship. I can't see why I can do one but not the other. Can you see if something can be done about this?

Response to RFI#2-2009/2010: *L. Smith asked Marie Kavanuagh to respond and Smith hopes to be able to share the response at the next meeting.*

3-2009/2010: At home, I received a Bold Campaign brochure. Whose decision was it to send this to Ball State personnel? In a year when there are no raises, higher parking fees, and possible cutbacks, we receive this very expensive catalog. If Ball State or the Foundation can spend money to send this extravagant publication, why are we being asked to contribute? Couldn't this money have been better spent? I understand you have to spend money to raise money, but we had already been asked to contribute. I can understand using the brochure for high-end donors, but not as a mass mailing.

Response to RFI#3-2009/2010: *C. Terry asked Phil Purcell, VP for Planned and Endowment Stewardship, BSU Foundation, to respond to the request.*

"Thank you for this opportunity to respond to your inquiry. We welcome, carefully consider and respond to all constructive questions and suggestions for improvement. Ball State University, in partnership with the Ball State Foundation, like other universities and related foundations throughout the U.S., conducts special fundraising campaigns on a regular basis in order to increase fundraising for strategic and priority needs. During these campaigns, properly approved budgets are typically increased to create and distribute special publications and other helpful resources to inspire philanthropy.

The brochure titled "Bold Moves: Investing In The Future Through Endowments" is one of approximately a dozen new brochures created for the Bold Campaign to educate and motivate donors. We have received many positive comments about the Bold Moves brochure which is favorably compared to similar publications by other leading universities. The Bold

Moves brochure was budgeted, researched and written over a three year period involving many Foundation and University staff, donors and others. Most of our brochures are sent to alumni, other friends, and faculty and staff (current and emeriti). U.S. mail is often used to assure delivery - but we are committed to the use of inter-campus mail to reduce costs. Ball State has been fortunate to receive significant philanthropic support from its faculty and staff over the years. We sincerely appreciate this support but do not take it for granted. Therefore, we share our educational and motivational brochures with faculty and staff on a regular basis. Many faculty and staff like to study and learn about all the endowment and planned giving options available to them. The purpose of our brochures is to help explain these options. Please do not hesitate to contact Phil Purcell, Vice President of Planned Giving and Endowment Stewardship at 5-7070 or ppurcell@bsu.edu, should you have additional questions or suggestions about the Bold Moves brochure.”

4-2009/2010: It appears certain that university employees will not be receiving salary increases for the next fiscal year. I would like to recommend that the university officials seriously consider eliminating the parking fee increase for the next school year. I think that if we cannot get a salary increase, the university officials should be generous enough not to increase the parking permit fees. As a second concern, how can the university remodel buildings, construct new buildings and parking lots but inform the employees that there is not enough money in the budget for salary increases?

Response to RFI#4-2009/2010: *C. Cunningham requested that Randy Howard respond to the request. Cunningham should have a response from Dr. Howard at the next meeting.*

5-2009/2010: A proposal was submitted by a constituent in the library to handle reimbursements for monies lost in vending machines in individual buildings rather than the Bursar’s Office as it has been done for 27 ½ years. The constituent feels that people would be more likely to seek the reimbursement and it would be more customer friendly. Each building would have a representative designated to collect the reimbursement sheets and deal directly with the vending representative when the machines are restocked.

Response to RFI#5-2009/2010: *C. Cunningham said the university has initiated a contract with a new vending company. Cunningham emailed Randy Howard and is awaiting a response.*

6-2009/2010: Since we did not receive wage increases this year and parking and insurance have all risen, it would be a great thing for the university to permit employees to attend the Emens’ events at a reduced rate. By that, I don't mean a discount of \$5.00, but a healthy discount. I don't have children, but several people at the university do. By reducing the prices for the Emens events, it would not only let BSU employees attend but they could also afford to take their children to many of the programs.

Response to RFI#6-2009/2010: *C. Cunningham contacted Bob Myers, director of Emens and Pruis Hall. Myers offered the following response:
“Fourteen performing arts and family attractions are extended to staff with a buy one adult/get one free offer. A brochure with a pink stick-on sheet defining this special value proposition was sent via campus mail to every BSU employee. Youth prices are generally \$5 or \$10 when*

8-2009/2010: Regarding the Roll Out the Red Campaign -- As we all know, nominations are taken for individuals on campus for their excellent roll out the red service. But what are we doing for those departments/individuals who are still not rolling out the red . . . they don't identify themselves by name on the phone, they are rude, not helpful, and continue to bounce our students around. Believe it or not – it's still happening everyday on campus. In order for this program to be effective, it involves more than just rewarding the most customer service oriented with a blanket and a picture-taking ceremony. That does not make it an effective program. HR should have some process in place where “suggestions” can be made or given to managers of departments by employees who are not offering good customer service.

Response to RFI#8-2009/2010: C. Young asked J. Burke to respond to the request. Burke said departments are still participating in Roll out the Red and it is going well. She suggested that staff members nominate others who are being a superstar. As for areas on campus that may not be doing their best, Burke has tried to discuss with the director and offered suggestions on how to best approach situations. She suggested ways to let Human Resources know of areas that are not in compliance, include talking to your HR representative, contacting Burke directly, or sending an email anonymously use your personal email account (not BSU) to HR-ADMIN@bsu.edu. Burke said President Gora is scheduled to attend a ROTR session in November. Burke encouraged faculty, staff, and students to work and focus on office-to-office customer service techniques. She also asked that employees encourage their students to watch the videos, specifically video number four.”

IX. New Business

Cunningham shared a couple of suggestions from a constituent. Lawson asked that the suggestions be added to next month's agenda for review by the Executive Committee and discussion at the council meeting.

X. Announcements

The October 15, 2009 meeting will be held in Worthen Arena Lounge. Our speaker will be Bob Myers, director, Emens and Pruis Hall.

XI. Adjournment

With no further business being presented, a motion to adjourn was made at 3:00 p.m.

(Note: The meeting lasted longer than expected due to an approximate 30 minute fire alarm in the Student Center during construction work.)

Respectfully submitted,

Carol Terry
Secretary, Staff Council