

Ball State University Staff Council
Minutes from Meeting #3
October 19, 2023
Location: Student Center Multipurpose Room (L28)
Time: 1:15PM

Members Present:

Sherry Boylan, Sherry Clark, Tiffany Edwards, Lisa Etchison, Hank Gerhart, Tasya Hannon, Nick Havranek, Krista Hayes, Dee Hoffman, C. Huffman, Melissa Hull, Steven Jennings, Monica Kappes, Bob Keck, Jodi Landreth, Ginger Mills, Courtney Quinn, Chris Raleigh, Cheryl Simpkins, Amber Spaw, Christine Sprunger, Coralee Young

Excused Absences: Alanna Lewis, Maija Thompson, Jeremy Waymire, Kathy Weaver

Guests:

Darrell Clark, Rachelle Spencer, Lydia Stanton-Roark, Kate Stoss

- I. **Call to Order** – The meeting was called to order at 1:18PM by Dee Hoffman, President.
- II. **Speaker** – Rachelle Spencer, Student Voluntary Services/Cardinal Kitchen
 - Cardinal Kitchen is a student-run food pantry located in SC L26-27 that any student can use without need-based requirements. It's open the last three Tuesdays of month from 5-8PM and students can receive up to 1-2 bags containing 12 food items and 6 toiletry items. They served 125 students during their past opening, returning to pre-COVID numbers. Their last day of operations for Fall 2023 will be December 12.
 - Donations of grocery bags, canned food, pasta, cereal, granola bars, fresh produce, fresh bread, peanut butter, oatmeal, oral health products, hair products, hygiene products, toilet paper and other items can be made to Student Voluntary Services in SC 136.
 - For questions about monetary donations to their Foundation fund, their One Ball State Day fundraising, or to receive a Spring 2024 poster advertising their services, you can reach out to cardkitch@bsu.edu or to the Associate Director of Student Life, Kara Westfall at klwestfall@bsu.edu.
- III. **Roll Call** – Melissa Hull called the roll of representatives who indicated their presence by announcing the number of grocery bags they'd donated to Cardinal Kitchen.
- IV. **Approval of Minutes from September 21, 2023** -- A motion was made and seconded (C. Quinn/H. Gerhart) to approve the September 21, 2023, minutes as presented. The motion carried.
- IV. **Committee Reports**
 - a. Employee Relations – Monica Kappes: No report.
 - b. Public Relations – Amber Spaw: No report.
 - c. Elections – Ginger Mills: No report.
 - a. Hospitality – Tasya Hannon:
 - The winners of the day's Cardinal Kitchen bag donation contest included Sherry Clark, Sherry Boylan, Melissa Hull, and Ginger Mills who offered additional donations. The Hospitality Committee will continue to propose fun incentives like today's bag contest to help the BSU and Muncie communities, as needs arise.
 - For Christmas, the Hospitality Committee proposes staff support the Guardian Scholars, a program on campus comprised of students who have been in foster care at some point

throughout their lives. By college, many of these students have aged out of the system and have little to no family support. In response, the program annually assembles around 40 winter break boxes (20 for the scholars from foster care, another 20 for students in independent circumstances like emancipation without the foster care component) comprised of non-perishable foods; household, first aid and cleaning supplies; blankets, hats, and socks; and gift cards for additional supplies, amongst other items. For more information, see their website: <https://www.bsu.edu/about/administrativeoffices/student-affairs/guardianscholars/support-our-scholars>.

- Staff Council still intends to support a Salvation Army family and are currently third in line for a family of parents and 4-5 kids (aged from early youth through teenager). We'll have confirmation of this family closer to Thanksgiving, then information will be distributed about who buys/collect what and for whom. If your area would have a preference, let Tasya know.
- d. Research – Nick Havranek: No report.
- e. Salary & Employee Benefits – Christine Sprunger: No report.
- f. Angels for Life – Lisa Etchison
- Next blood drive will be November 14-15, 2023.
 - Lisa has updated the volunteer instructions to include the color-coded stickers now used to distinguish donor types. Lisa will send updated instructions and flyer out.
 - For this drive, Michelle Jones, the Versiti rep, has asked Angels for Life to participate in the High Five Challenge to sign up five new donors.
 - Alanna Lewis has procured Texas Roadhouse coupons and the Committee will continue to try to procure other incentives.
- Public Safety –Jeremy Waymire: Absent.
 - Steven Jennings: The new police chief, John Foster, began Monday, October 16, 2023.
- Jane Morton Award – Dee Hoffman: No report.
- Women of Ball Family Leadership Legacy Fund – Dee Hoffman: No report.
- Traffic Appeals Committee – Jeremy Waymire: Absent
- Melissa Hull: Justin Smith has officially begun as Associate Director of Public Safety & Parking Services.

V. Old Business

RFI #23 2022-2023 1/19/2023 Assigned to Alanna Lewis; reassigned to Dee Hoffman and Monica Kappes (Employee Relations) 9/7/23 **TABLED UNTIL FEBRUARY 2024 BY MOTION 9/21/23**

Please reconsider the steps and policies in place when using SciQuest and or Chrome River. With the latest updates to funds/access and so on, the amount of hoops one has to jump through is outstanding in order to 'properly' submit a reimbursement, have it approved AND make sure that the FOAP is correct while then also submitting a form later in order to have the funds replenished in the foundation account.

RFI #2 2023-2024 6/14/2023 Assigned to Nick Havranek (Research)

Once summer hours began, why was it necessary to halt the delivery service of the Starship Robots? Do the "powers that be" not realize that our lunch break is reduced to 35 minutes in the summer? This delivery service would be very beneficial to those of us working on campus in the summer. It seems like it would be beneficial to dining services as well.

9/18/2023 Update from Nick Havranek

Awaiting a response from Karen Adkins (Senior Director, Auxiliary Services/Dining, Catering, Events).

9/21/23 – Motion made and seconded (C. Sprunger / T. Hannon) to leave this RFI open awaiting an official response from Karen Adkins. Motion carried.

10/4/2023 Update from Karen Adkins

Ball State University Dining is a member of the Division of Business Affairs and part of the Business and Auxiliary Services Team. University Dining is self-operated and a pure auxiliary, which means that University Dining is self-supporting based on revenue generated from food sales (primarily meal plan funds). Therefore, maintaining all of our University Dining locations along with the Starship Robots in the summer would require additional resources to supplement the lack of sales and resulting in increasing the food costs for all.

University Dining understands that there are customers that prefer to have their favorite and most convenient location open in the summer and that they may be disappointed that these locations will be closed until August. However, maintaining these locations along with Starship Robots would require additional resources to supplement the lack of sales and resulting revenue increasing the food costs for all. University Dining is committed to remaining progressive in meeting our customer's needs. We continuously follow and incorporate national college and university best practices and trends.

10/19/23 – Motion made and seconded (C. Raleigh / L. Etchison) to close this RFI. Motion carried.

RFI #3 2023-2024 6/22/2023 Assigned to Jeremy Waymire (Public Safety)

I am requesting that the visitor parking area be reassigned to the upper floor in McKinley parking garage and that staff be allowed to utilize the bottom level as was the practice in the Emens Parking garage. In RFI #8 2022-2023, the reason given by Nick Capozzoli was "When the Emens garage was torn down and replaced with the NY Ave. garage, visitor parking was intentionally assigned to the 1st floor to be consistent with the parking plans of the McKinley Ave. and Student Center garage". This line of thought gave no consideration to the Staff who are paying \$450+ to park in a garage every working day and prioritizes visitors who may utilize the garage a "few" times a year during the normal work day. This has also generated RFIs concerning handicap parking locations and number of spaces. An RFI concerning congestion around the Parking metering system was also generated. With the Foundational Science Building and Health Professions Building locations, McKinley Garage is the closest place to park for those individuals with disabilities. If this was changed, the only cost would be in changing the signage.

9/14/23 – Response from Rhonda Clark (Captain, BSU UPD)

Over the last couple of years, the need has been made clear that more visitor parking was needed around campus. To identify where parking should be implemented, parking services did a yearlong evaluation of both the McKinley and New York parking garage, and determined they were both under parked and that additional visitor parking could be added without reducing the number of permits sold. Making the ramps from the 1st to the 2nd floor metered parking was the logical solution as it was a natural continuation of the existing visitor parking in those garages. When the Emens garage was torn down and replaced with the NY Ave. garage, visitor parking was intentionally assigned to the 1st floor to be consistent with the McKinley Ave. and Student Center garage.

Parking Services will continue to monitor the usage of disabled spaces in the McKinley garage. Should a determination be made that more spots are necessary, they will be added. Should an employee need an accommodation to use disabled spaces on the 1st floor or the ramp, they should contact our office and we will work to accommodate them. Parking Services will continue to monitor parking garages and all parking lots under the direction of Justin Smith, the new Director of Parking Services.

9/21/23 – Motion made and seconded (G. Mills / A. Lewis) to close this RFI. After discussion and voting, the motion failed and this RFI will remain open.

- No new information was provided in the response. The question of a justification for maintaining uniformity across all parking garages was raised.
- Given the number of spaces on the fourth floor of the McKinley Garage, the suggestion was raised to designate that floor over the first as the primary visitor parking area, which would meet Parking Services' need for additional visitor parking made in reference to a similar RFI last fall. While it is understood that first floor visitor parking creates a positive image for the university, users of the area are more frequently students going to class or employees parking for work than visitors.
- There are still issues concerning handicapped parking in the McKinley Garage – number of spaces and accessibility.

10/19/23 – Motion made and seconded (D. Hoffman/C. Young) to table until January 2024. Motion passed.

This motion was tabled to allow Justin Smith time to orient to his role as new Parking Services Director before approaching him for additional information.

RFI #4 2023-2024 6/28/2023 Assigned to Amber Spaw (Public Relations)

It would be beneficial if when a person leaves or comes into a new position that a form would be available to fill out to let everyone know they will need access to in the system on a specific date to start so there will not be any flaws or interruptions in the transition. I have contacted Kevin Ginther and he says that access to Banner cannot be given to the new person until the old is out of the position. It makes sense but couldn't a form be created so that the last week of the previous person can fill out the form and put the date of the new person taking the position comes. At my previous position at a University the IT had a form that allowed for this transition. It was triggered by the AC and then HR confirmed the end date.

9/19/23 – Response from Todd Meister (AVP Information Technology/Chief Enterprise Architect)

IT consistently works towards automating access to systems and has developed a process called Permissions to Positions (P2P). This process automates granting permissions to systems for users based on their position. For a number of systems on campus we maintain a mapping of permissions to systems based on the position number. With systems that support a feed of users (automatic, generally each morning), we generate the list of users who should have access to the third-party system and what role that person (position) should have in the system. This file is driven by the HR system and specifically the position start/end date. Each morning a new file for the system is generated with the correct permissions for each user based on who is currently filling the position today.

Human Resources manages the start and end dates and this is a key component of the P2P process. In the past we have completely automated this process from end to end, granting new employees access to the new user on their start date and removing access on their end date. The removal process works well. However, we do have cases where users (or their supervisors) request access beyond the end date. However, some systems owners expressed concern by automatically granting access to systems on the start date. Our new approach to this is to provide a ServiceNow ticket to the supervisor prior to the employee being granted access. In most cases we are unable to grant access to the systems prior to their actual start date.

We believe automating processes like these increases efficiency and consistency and provides a thorough audit trail. We've also discovered that most system owners/supervisors would like to discuss system access and provide instructions prior to granting access. In these situations, the supervisor can wait to approve the ticket until they have a conversation with the new employee or until the new employee goes through training.

Here are some documents which explain account lifecycle management and system-level access:

Account Lifecycle Management

<https://ballstate.navexone.com/content/dotNet/documents/?docid=3348&public=true>

User Access to Systems

<https://ballstate.navexone.com/content/dotNet/documents/?docid=3573&public=true>

9/21/23 – Motion made and seconded (D. Hoffman / L. Etchison) to send this RFI back to the committee for more research. Motion carried.

- The assignment of access by position does not work the way they say it does.
- Selecting the correct Service Now forms and completing them is cumbersome, the labeling of systems needed is unclear, and the access timeline takes too long.
- Supervisors need a new employee access form that is based off the permissions and access the previous person in the position had.

10/13/23 – Update from Amber Spaw

I went back to Todd Meister with a list of questions that I gathered from the discussion at the last meeting. Todd responded that the system he explained in the original email grants permissions to systems for users based on their position. New employees would not need to use the ServiceNow form to select the systems and roles necessary to complete their job. I asked if it was a new system because in our experience new employees are still made to enter Service Now tickets for each system that they need access to. Todd reached out to some other folks in IT then gave the response below. Per Todd:

Short Story: The process I described is on hold for the moment, but we are in the process of bringing it back online.

Long Story: We started our P2P process several years ago. The goal is to “enroll” systems in the P2P process as we bring them online. This included associating permissions/roles for a system to a position number and then automatically applying changes as users move in and out of positions. This was in place for some systems until one area realized this was happening automatically. At that point we needed to reassess the process. The soon to be rolled out process will allow systems to pause the automation allowing a supervisor and/or a system owner to work with the new employee prior to granting access to the system.

I reached out again to see if there is a timeline for when this will be in place but have not received a response.

10/19/23 – Update from Todd Meister via Email to Amber Spaw

As IT is continuing to work on this, they’re hopeful the new automatic approval systems will be online automatically by the end of year.

10/19/23 – Motion made and seconded (A. Spaw / M. Kappes) to table until January 2024. Motion passes.

Staff Council will follow up to ensure that the process actually does go through at end of calendar year.

RFI #8 2023-2024 8/24/2023 Assigned to Christine Sprunger (Salary & Employee Benefits)

I’m questioning the closure of the Employee Quick Clinic. I know this has been brought to Staff Council before, and answers are referred back to previous responses, but I’m requesting that it again be looked into as to what options staff have for medical care. Can an agreement be worked out that employees can use the Student Health Center? Can an agreement be made with WellNow on McGalliard for discounted rate for BSU employees? Can The Workplace Health Partners on Tillotson be considered that the City of Muncie, Delaware County employees and Muncie Community Schools employees use (we partner with MCS and allow them to use BSU services). Is there another option that can be considered for us? This was a huge employee benefit, not only for the employee, but BSU. My doctor for example is out of town. When I make an appointment, I’m losing work time for travel to and from the doctor and the visit itself. In my case, this is at least 3 hours. With the Quick Clinic, I could be in and out in under 30 minutes. I’d just like to this to be reconsidered and an alternative found so BSU employees

have a medical care option that is close and affordable. Thank you for looking into this matter again. As an FYI- this RFI is being copied to Darrell Clark, Associate Vice President for People and Culture and President Mearns.

9/18/2023 Response from Melissa Rubrecht (Director, Employee Relations & Affirmative Action)

The Employee Benefits team in HR appreciates the feedback and is actively reaching out to local urgent care facilities exploring the possibility of obtaining a discounted rate for BSU employees, as no one but students have currently been using the Health Center.

9/21/23 – Motion made and seconded (L. Etchison / C. Young) to leave this RFI open until further information about partnerships with local urgent care facilities is available.

Motion carried.

Melissa Rubrecht will follow up with council as more information becomes available.

10/9/2023 Follow-up from Melissa Rubrecht

We anticipate it will likely be February before we can get back to this. We are gearing up for open enrollment and the benefits fair this month, then we have to implement the changes from open enrollment ahead of the January 1 effective date for changes in health care/benefits, then we have government year-end reporting in January.

10/19/23 – Motion made and seconded (A. Spaw / C. Simpkins) to table until February 2024. Motion passes.

VI. New Business

RFI #9 2023-2024 9/18/2023 Assigned to Nick Havranek (Research)

Who is the area that takes care of the vending machines on campus? They are hardly ever working. Since they changed to the card readers and don't take cash. It always states "card reader disabled". I tried to call the number on the machine but it was a huge run around and I don't believe it was ever resolved. The machines in Robert Bell, Letterman, Ball Communication, and Art and Journalism didn't work most of the summer and some still aren't working this semester.

10/11/2023 Update from Roger Hassenzahl (Interim Senior Director of Business Services for Purchasing, Printing, and Contracts/Director of Purchasing)

There was a known issue with the card readers during the summer that should have been fixed by now. If problems are still persisting beyond what seems reasonable, they will have a discussion with the supplier to let them know the situation is unacceptable. **Contact Roger Hassenzahl at 765-285-1537.** He will reach out to the supplier if the issues continue. North Dining Hall and Woodworth can provide whatever you were trying to receive from the machines. But even if they do give you what you were trying to get from a vending machine, still let Roger know as he is keeping track of all incidents to report to Pepsi.

10/19/23 – Motion made and seconded (N. Havernak / L. Etchison) to close this RFI. Motion passes.

While some machine still take cash, the trend is towards card readers. Some of the newer machines have QR Codes that you can scan for a refund, but any malfunctions should still be reported to Roger Hassenzahl so that he can track these and communicate with the supplier.

December Full Council meeting date change

Currently, the December full Staff Council meeting is scheduled for Thursday, 12/21/23. Dee Hoffman, Staff Council President, is proposing that the December full Staff Council meeting be moved up one week and occur on 12/14/23 instead. Per Staff Council's constitution, we must follow a certain

procedure with any changes to the constitution. While this is just a one-time change, we should follow the rules. (Sections of the Staff Council constitution regarding this are referenced below.) This statement serves as the “in writing” presentation and “informational” presentation. We will read the statement again and vote at the November full Staff Council meeting on Thursday, 11/16/23.

Article 8: Meetings

8.1: REGULAR COUNCIL MEETINGS

8.1.1: The regular meetings of the Council will be held during the afternoon on the third Thursday of each month from September through June. A quorum for transaction of business shall be fifty one percent of the Council membership.

Article 11: Amendment to the Constitution

11.1: PROPOSING AN AMENDMENT

11.1.1: Any member of the Council may propose an amendment to the constitution by presenting it in writing at any regular meeting of the Council. The amendment shall be referred to the Executive Committee for review and be presented to the Council for action at the next regular meeting.

11.1.2: The amendment shall be brought forward at two successive meetings; the first meeting will be for informational purposes, the amendment will be read and may be discussed.

11.1.3: At the second meeting the amendment will be read, discussed further if necessary and voted upon; approval by two thirds of the membership of the Council is required.

VII. **Announcements**

- **Cardinal Day of Well-Being**, Tuesday, October 31, 10AM-3PM, Student Center: Register online at <https://www.bsu.edu/calendar/events/administrative/working-well/2023/october/31/cardinal-day-of-well-being>
Kate Stoss noted that this will be paired with the Benefits Fair taking place in the Ballroom of the Student Center and will include internal/external vendors, as well as host sessions on improving credit scores, saving for retirement, laughing yoga, jump circles, etc. Swag bags with t-shirts will be available.
- **Fall Online Training Week**, November 6-9: More information available at <https://ballstate.sharepoint.com/:b:/s/StaffCouncil/ERuXJQQIqxxJuwpdTm4M7AwB3LXNYPaXDTEVc2bHeT6NEg?e=mHug84>
Kate Stoss also noted the positive response to this from last year, and that many of the sessions this year will be recorded, annotated and uploaded to Udemy.
- **Supplemental Payments from the President's Office**
Kate Stoss announced these one-time payments will be processed this week, and taxes will apply.
- **Coralee Young Retirement**
Coralee Young, Staff Council Vice President, indicated that she'll be retiring after this semester and will need, as a result, to be replaced as both a representative and officer. Nominations (for self/others) should be directed to Ginger Mills. The election will occur at the November Council meeting, and the new VP will begin in December. Coralee will be deeply missed.

VIII. **Adjournment**

A motion was made and seconded (T. Hannon/C. Simpkins) to adjourn the meeting.

Meeting was adjourned at 2:07PM.