

Ball State University Staff Council
Minutes from Meeting #2
September 21, 2023
Location: Student Center Multipurpose Room (L28)
Time: 1:15PM

Members Present:

Sherry Boylan, Capt. Rhonda Clark, Sherry Clark, Tiffany Edwards, Lisa Etchison, Hank Gerhart, Tasya Hannon, Nick Havernak, Krista Hayes, Dee Hoffman, Steven Jennings, Monica Kappes, Jodi Landreth, Alanna Lewis, Ginger Mills, Courtney Quinn, Chris Raleigh, Cheryl Simpkins, Amber Spaw, Christine Sprunger, Maija Thompson, Kathy Weaver, Coralee Young

Excused Absence:

Melissa Hull, Jeremy Waymire

Guests:

Darrell Clark, Melissa Rubrecht, Kate Stoss

- I. **Call to Order** – the meeting was called to order at 1:16PM by Dee Hoffman, President.
- II. **Speaker** -- Kendra Lowery, Associate Dean, Teachers College, and BSU Chair of United Way Campaign
 - BSU is committed to this campaign because of our Beneficence Pledge to engage in social responsibility, valuing the human dignity of all in our community.
 - All money donated during our campaign stays in Delaware County.
 - The campaign kicks off on Monday, September 25, 2023.
 - Kendra is appealing to Staff Council for help, along with departmental team captains, spreading awareness of the campaign and support the effort in your own divisions.
 - Just \$1 counts as participation. The goal this year is 30% employee participation (5% more than last year.)
 - UW's mission is to fight for the health, education and financial stability of every person in the surrounding communities.
 - The Ball Brothers Foundation will match up to \$75K across Delaware County employee campaigns. The Community Foundation of Delaware County will match up to \$13K for funds designated to the new equity advancement fund. Unrestricted increased gifts are matched dollar for dollar on the increased amounts. New donations are matched \$2 for \$1.
- III. **Roll Call** – Dee Hoffman called the role of representatives using an ice breaker. Roll call showed 23 present, 2 excused, and 3 guests. A quorum was established.
- IV. **Approval of Minutes from July 20, 2023** -- A motion was made and seconded (C. Raleigh/G. Mills) to approve the July 20, 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
 - Michelle Jones resigned her position on council and was replaced by Krista Hayes.
 - d. Hospitality – Tasya Hannon: No report.
 - e. Research – Nick Havranek: No report.

- f. Salary & Employee Benefits – Christine Sprunger: No report.
- g. Angels for Life – Lisa Etchison
 - Blood Drive Report: September 19 saw 36 registered donors, 13 first-time donors, 28 whole blood units collected, and 3 double red cells units collected for 6 products; September 20 saw 64 registered donors, 34 first-time donors, 44 whole blood units collected, and 5 double red cells units collected for 10 products. Overall, those 88 products will impact up to 264 local lives, making this the best two-day drive since September of 2022. Lisa, Alanna and Krista pass along their gratitude to everyone who worked and donated!
 - For future drives, there are two sandwich boards at Pruis (underneath the stairs, behind the black curtains) to put out on McKinley.
 - Lisa and the Angels for Life Committee are working with Versiti to revise check-in instructions to distinguish between donors with appointments and walk-ins via a color-coded sticker system.
- h. Special Appointments:
 - Public Safety – Rhonda Clark for Jeremy Waymire from September 18 meeting:
 - Chief of police search: There were 23 applicants. Last week they completed zoom interviews of 6 applicants. Next week there should be on-campus interviews with 3 or 4 of those applicants. Hoping by mid-October there will be a new chief named and in place.
 - Officer Shortages: UPD is down 6 officers at the moment. There is one in the academy right now and one in a hiring process but would not go to the academy until January if hired.
 - There are two hiring processes going on right now for new officers. One is for lateral transfers from other police departments, and one is for new hires with no experience. The lateral transfer process will remain open continuously until all positions are filled.
 - Justin Smith (current officer with UPD) was named the new parking director replacing Nick Capozzoli.
 - The fraternity houses on campus did a self-imposed month-long ban on alcohol. This is set to end at the end of September.
 - UPD and EMS completed active shooter training over the summer. They also completed fire rescue training with a foam pit at the Rec Center.
 - Jane Morton Award – Dee Hoffman: No report.
 - Women of Ball Family Leadership Legacy Fund – Dee Hoffman: No report.
 - Traffic Appeals Committee – Jeremy Waymire: No report

V. Old Business

RFI #23 2022-2023 1/19/2023 Assigned to Alanna Lewis

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.

2/24/23 – Update from Alanna Lewis

Amy is sharing the questions with Steven Wachtmann, Associate Vice President of Finance and Treasurer, and will have a response for staff council by the March meeting. There is a Foundation board meeting this weekend that they are preparing for and didn't have the time to prepare a response. They are aware of the challenges people are facing on campus and have been in contact with department heads about a solution.

2/16/23 – This RFI remains open.

3/13/23 – Response from Amy McClure (Controller, BSU Foundation)

It is important to note that the University and the Foundation are two separate entities. Both entities are required to follow the regulations and compliance rules established for each entity, including those relating to substantiation of expenses and withdrawals. The University (both the Controller and Budget Offices) and the Foundation have been working together to create automated processes to assist and expedite the withdrawal submission process.

3/16/23 – Discussion at Staff Council, we know they are working on it, we want more communication, and Alana will be speaking with the BSU Foundation.

04/19/2023 - Response from Missi Jones (Director, Accounts Payable)

Is it possible to get some examples of the specific issues/concerns for this one? We have many guides and trainings available online to assist with the proper submission of reimbursements, but if any of that needs clarification, we would be happy to know what those are so we can make them more useful to the end users.

04/20/2023 – Discussion at Staff Council: Alanna Lewis will coordinate a ZOOM meeting with Missi Jones to discuss specific examples that have been sent to Alanna.

05/15/2023 – Alanna is asking for detailed directions or a list of documents that the Foundation requires when submitting reimbursements.

06/13/23 – Update from Alanna Lewis

I'm working on a draft copy of instructions on how to submit paperwork to the Foundation for withdrawals.

07/20/23 – Update from Alanna Lewis

No conclusion. Alanna met with M. Jones. K. Stoss was asked to look into this as well.

08/17/23 – Update from Alanna Lewis

Stephan Wachtmann (Chief Financial Officer/Treasurer, BSU Foundation) has reached out to Lisa Bevans (Associate Vice President/University Controller) regarding this issue and we are awaiting word from them.

9/7/23 - RFI reassigned to Dee Hoffman and Monica Kappas (Employee Relations)

9/18/2023 Update from Lisa Bevans

We are very much engaged with the Foundation to get to a final solution. Once it is agreed upon, it will be widely communicated to the campus community.

9/21/23 – Motion made and seconded (C. Sprunger/L. Etchison) to table this RFI until February 2024. The motion carried.

VI. **New Business**

RFI #1 2023-2024 6/13/2023 Assigned to Monica Kappas (Employee Relations)

I respectfully ask that the university's vice presidents, along with the associate vice president for people and culture, strongly consider proposing to the BSU Board of Trustees changing the university's official office hours to 7:30 am to 4:00 pm year-round for one calendar year to see if the change improves employee retention. This change could also increase the number of qualified applicants applying for open professional and staff positions. It would be a major perk for employees without costing the university money. Thank you.

9/18/2023 Response from Kate Stoss (Executive Director, Human Resources)

Under our flexible scheduling policy, supervisors have the option of flexing an employee's schedule as long as the business needs of the operation are met. If an employee has a need for a flexible schedule, we encourage them to discuss the matter with their supervisor. There are a number of considerations when establishing a schedule, first and foremost being the needs of our students. In addition to business needs, we would need to consider the impact on other employee groups such as working parents whose children are not eligible for busing. During the summer break, this is not an issue, but it may well be during the academic year. I have forwarded this concept to Darrell Clark, AVP for People and Culture, to determine if there is a desire to conduct a further review.

- Allowing supervisors to be flexible among staff is better than trying to make everyone the same. There have been no complaints about this issue in HR and exit interviews don't show that work schedules are a problem.
- Some supervisors say no to all because they can't say yes to all. This is their choice for the operation of their department.
- HR will be including the importance of allowing flexible scheduling in their upcoming supervisor training.

9/21/23 – Motion made and seconded (C. Raleigh/N. Havranek) to close this RFI. Motion carried.

The University's policy on remote work and flexible schedules is defined in the Staff Handbook, found at this link: https://www.bsu.edu/-/media/www/departamentalcontent/human-resources/pdfs/teleworking-and-flexible-work-arrangement-guidelines-061920.pdf?sc_lang=en&hash=B831198C983195352F7073C3EFB95E8B958563FF

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.

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.

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.

RFI #5 2023-2024 6/30/2023

Can you tell me why Juneteenth is no longer on our holiday calendar? The university made such a big deal out of giving it to us in 2023. This is an excerpt from President Mearns letter regarding “In addition to approving our 2022: Days of Beneficence, the Board approved adding Juneteenth to our list of university holidays. Last year, Congress approved the observance of June 19th date in history that commemorates the emancipation of enslaved African-Americans as a federal holiday. With the addition of Juneteenth to our holiday calendar, our University will provide 10 paid holidays per year beginning in 2023.” Update to the calendar or explanation why it is no longer on our holiday calendar.

9/7/23 – Ginger Mills reported to Staff Council Agenda Committee that calendars have been updated to include the Juneteenth holiday on June 19, 2024.

9/21/23 – Motion made and seconded (C. Raleigh/L. Etchison) to close this RFI. Motion carried.

RFI #6 2023-2024 7/5/2023 Assigned to Monica Kappes (Employee Relations)

I am requesting someone look into transportation for staff member with a disability from a parking lot to the building they work in. Since all parking lots are being pushed to the outskirts of campus, getting to your office is getting much more difficult especially when you have a disability. Also, since R5 was cut in half, I was unable to get a spot in that lot for next year. This is the closest parking lot to my building (Bracken Library) and it's still a struggle to get to my office even from there. I am now told I have to park out in R2 which is down by North Dining. I cannot do that. I need help getting from the parking lot to my building and back to my car at the end of the work day. How else can this happen?

I reached out to Employee Relations. They are working with me, but need forms completed by my doctor who I do not see again until August. I'm trying to get transportation to start this summer. The best they can do is once I have turned in disability paperwork, they can try and get me in a lot closer to Bracken; however, like I said, that is still a struggle. I was also told to contact Parking Services to get the Charlie Charter service, however I was told that they only run from 6 pm to 1:30 am. I asked why. Was told "because shuttles run during the day". I said no shuttles run during the summer. The response "that's correct". So I asked what I was supposed to do for transportation. They suggested I contact Disability Services for the on-demand disability which I did. Found out one, it's only available for students and two, it doesn't run during the summer. They are going to add staff to the list starting this year, but I still need something now. I'm very surprised and disappointed that Ball State does not do more for staff with disabilities getting to and from the building they work in. I find it hard to believe that Ball State is being ADA Compliant.

9/12/2023 Response from Doug Jennings (Police Lieutenant, Public Safety)

I have spoken with several people about this and Rhonda Clark, who is a Captain with UPD and is currently managing Parking Services, has been working with John Bowers from Employee Relations on these types of employee issues. What they normally do is issue an emergency parking pass for the lot closest to the building, but she did not know what all information an employee has to turn in to Employee Relations in order for them to request the pass. I have emailed Mr. Bowers to see if I can get exactly what information an employee needs in order to get one of these passes. Unfortunately, he is out of the office until September 18.

9/12/2023 Response from Mike Hill (Supervisor of Bus Operations, FPM)

I have talked to Disability Services, and this person needs to contact them again and ask for Sharon [Harper]. Our disability bus is for students and staff. I think there was a misunderstanding on it when they talked to them the first time. I apologize for the inconvenience. As soon as they talk to them, they will get put on the list immediately and we will start picking them up. They will have to call every morning and schedule the pickup. We open at 7:00 AM and start service at 7:15 AM. That bus runs 7:15 AM to 11:00 PM Monday through Thursday, and 7:15 AM to 8:00 PM on Fridays. We run a second disability bus from 8:30 AM to 5:00 PM Monday through Friday. The other part is true about not providing service in the summer. We only operate the buses during the fall and spring semesters when school is in session. Any other concerns about buses, please feel free to reach out to me.

9/21/23 – Motion made and seconded (H. Gerhart/M. Thompson) to close this RFI. Motion carried.

Melissa Rubrecht shared some additional information as her office, Employee Relations, works with employees on accommodations like this.

- Employees in need of disability accommodation, including parking, should contact Employee Relations (AD 335; phone 765-285-1823) NOT Disability Services, which only serves students.
- Some special accommodations can be made for the summer on a case-by-case basis. Contact Melissa Rubrecht's office for assistance as needed.
- There is a Disability Shuttle that operates during the academic year on an on-call basis. Charlie's Charter operates as an escort following the Bracken Library schedule and is not used for disability purposes.

RFI #7 2023-2024 7/20/2023 Assigned to Christine Sprunger (Salary & Employee Benefits)

For a staff member to receive a meritorious performance raise, they must receive higher than a 3.5 on their performance appraisal. This information is not provided at performance appraisal time. I am confident that some Chairs and Supervisors are not aware of this detail when completing their appraisals and assigning scores. A score of 3 is considered satisfactory and 4 exceeds expectations. For a staff member to get anything higher than a 3, they must be exceeding expectations or

outstanding in some performance areas. Since the ratio is 30/70, the general increase for an employee is pennies per hour. A staff member who is scoring higher than satisfactory can receive a 7 cent per hour raise! Anything above a 3.0 average satisfactory performance should merit a salary increase which includes the 70% of funds that were allotted each year for meritorious performance. On behalf of my colleagues, I respectfully request that the Staff Council consider taking this issue to HR and the Board of Trustees to revise the minimum score required for a merit increase and require that the minimum score needed for merit increases be shared with Supervisors at the time the appraisals are requested. Thank you.

9/18/2023 Response from Kate Stoss (Executive Director, Human Resources)

When Human Resources sends out the notice to supervisors that staff evaluations are due, we include information in the email noting the scoring rubric used to determine salary increases. We want to ensure that supervisors are fully aware of how the scoring impacts an employee's raise consideration. Occasionally, managers have unknowingly provided scores that prevented a staff employee from receiving a merit increase. Those managers were allowed to update the scores as their intent was to provide the employee with a merit increase. The language included in the email is below:

“As established in the salary plan guidelines for exempt and non-exempt personnel, 70% of the total funding allocated by the Vice President to each of his/her areas must be utilized to reward meritorious service, while the remaining 30% is set aside for across-the-board increases. As a reminder, non-exempt and exempt staff must have an overall rating of 2.8 or higher to be eligible for the across-the-board increase and an overall rating of 3.5 or higher to be eligible for a merit pay increase. No salary increase shall be given to non-exempt or exempt staff with unsatisfactory performance at an overall rating below 2.8.”

Darrell Clark, AVP for People and Culture, has formed an HR policy review team and has agreed to include this particular policy in our agenda.

9/21/23 – Motion made and seconded (C. Raleigh/T. Hannon) to close this RFI. Motion carried.

HR is currently looking at new systems, and the performance appraisal process may change as those systems come on board.

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.

VII. **Announcements**

- Next full council meeting is Thursday, October 19, at 1:15PM in the SC Multipurpose Room (L28).
- The Staff Council website will be updated by the October meeting. There have been some technical issues with the transfer of permissions.

VIII. **Adjournment**

A motion was made and seconded (L. Etchison/C. Sprunger) to adjourn the meeting.

Meeting was adjourned at 2:40PM.