



## Classified Staff Council

Draft Meeting Minutes  
July 16, 2008  
Firelands Campus

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### **CALL TO ORDER**

Earl Lisk opened the meeting by welcoming everyone to campus.

Chair Faith Olson called the meeting to order at 10:00 a.m. Faith welcomed all and spoke about the knowledge we all need to move forward and make the 08-09 CSC year successful. Each CSC representative was presented with a notebook for organizing CSC information and activities.

### **ROLL CALL**

*Members Present:* Judy Amend, Cheryl Bookenberger, Robin Bruning, Diane Coyler, Tamara Corpe, Teresa Coss, Kelly Jennings (sub Kathy Dean), Chris Muckenthaler (sub Connie Dipuccio), Judy Hagemann, Sharon Hupp, Laurie Konard, Earl Lisk, Katherine Najacht, Faith Olson, Loretta Peugeot, Glenna Rufo, Violet Serrato, Scott Spaulding, Sandy Tolbert, Dee Dee Wentland, Sara Zulch-Smith

*Members Absent:* Excused: Maria Dander, Rob Fleshman, Cyndi Patterson, Mary Zuzik.

*Guest(s):* Lorrie Sawaie/OSCHE Rep

### **APPROVAL OF MINUTES**

**A motion to approve the June 18, 2008 minutes was made by Judy Hagemann, seconded by Glenna Rufo. Motion approved.**

### **PROFESSIONAL AND PERSONAL DEVELOPMENT**

There was a video presentation of "212 Degrees" followed by discussion.

Guest speaker, Robert DeBard, addressed the subject of shared governance with the group. He stressed that this was an opportunity not an obligation for both the University and the many groups represented on campus.

The Council participated in a "Get to know one another mixer" with prizes awarded for the most correct answers.

CSC representatives distributed pens, post-its and cookies to classified staff on the Firelands' campus. Recipients were pleasantly surprised.

### **BUSINESS**

#### **Treasurer's Report**

The CSC Treasurer's Report was submitted by Judy Hagemann. Judy questioned which format option members would like to use when reviewing the budget: 1) by activities and programs or 2) by expense category.

**Cheryl Bookenburger motioned to approved option #1 by activities and programs, seconded by Glenna Rufo. Motion passed.** Judy stated she will reformat the report for presentation and discussion at the August meeting.

### **CSC By-Laws**

Diane Coyler reviewed the CSC By-Laws.

Faith Olson discussed changing the election of new officers from the June to the July meeting because new members do not have voting rights until their terms begin in July. She also discussed limiting the Executive meetings to one per month. The scheduled meeting would be the week before the Council meeting. Judy Amend remarked that the elections were changed from July to June a few years ago because not enough representatives came to the CSC meeting at Firelands, which is normally held in July. It was brought forward that By-Law changes must be forwarded to Human Resources who will then submit them to the Broad of Trustees for approval. Judy Amend questioned if there was a policy & procedure written for changes to the Handbook and By-Laws, she suggested that we may want to consider writing one.

### **CSC Theme**

Faith Olson distributed a list of possible themes for the upcoming year – discussion followed.

The chosen theme with 16 votes was “The strength of the team is the individual member....the strength of the each member is the team.”

### **CSC Handbook**

Judy Hagemann explained how to access and maneuver the CSC Handbook on-line. Violet Serrato added that there are links from the Handbook to different sites of interest such as Workmen’s Compensation.

### **Ohio Revised Code Presentation**

The presentation by Jay Samelak of the Ohio Revised Code was postponed to a later date.

### **BGSU Committees**

Violet Serrato addressed the members regarding the following committees and their vacancies/new appointments:

#### **University Standing Committees**

*Equal Opportunity Compliance* – Teresa Coss and Cheryl Buckenburger

*Health, Wellness, and Insurance* – Judy Amend and Faith Olson.

*Information Technology* – Kathy Dean

*Insurance Appeals* – Sharon Hupp and Laurie Konard

*University Parking* – Mary Zuzik

*University Union Advisory* – Robin Bruning

### Neutral Committee/List

The following individuals have been added to the *Neutral Committee/List* – Lorrie Sawaie, Kate Najacht, Scott Spalding, Cheryl Bukenburger, Violet Serrato, Teresa Coss, and Tammy Corpe.

### University Committees

*University Planning* – Stacie Enriquez will serve until 2011.

### CSC Standing Committees

*By-Laws* – 2 vacancies

*Committee on Committees* – Violet Serrato, Faith Olson,

*Election* – Robin Bruning, Connie DiPuccio, Karen Schwab, Diane Coyler, and Betty Blair.

*Outstanding Service Award* – Peg Jarrett, Barb Garay, Tammy Corpe, Scott Spalding, Cheryl Burgenberg, and Violet Serrato.

*Parking Appeals* – 1 vacancy (meets every other Tuesday)

*Personnel Welfare* – Lorrie Sawaie and Margaret Barbour

*Professional Development* – Sue Frost no longer member of Committee

*Salary Compensation* – vacancy

*Scholarship* – vacancy

*Campus and Community* – Diane Coyler, Sandy Tolbert, Connie DiPuccio, Robin Bruning, Faith Olson

*Spirit of BG Award* – Cheryl Harouf, Susan Orwig, and Lynn Houtz (confirm if still appointed to Committee)

*Team Award* – 2 vacancies (possibly)

### CSC Executive Committee

The following members have been appointment to the CSC Executive Committee:

Finance and Administration – Judy Amend

Student Affairs – Laurie Konrad

Part-time – Connie DiPuccio or Sharon Hupp

Firelands Campus – Earl Lisk or Lori Peugot

University Advancement – Judy Hagemann

Provost – Kathy Dean or Cyndi Patterson

Executive Vice President – Mary Zuzik

**Motion made by Judy Hagemann, seconded by Dee Dee Wentland to allow a member from Executive Vice President to be on the Executive Committee although not a one-year member. Motion passed.**

Judy Hagemann recommending reinstating the Ad Hoc Committee for grievances and stated she would contact the former members to see if they were interested in resuming.

### CSC Goals

Faith Olson suggested that the Council refine and enhance communication between themselves and University committees.

Judy Hagemann recommended a better handle on the Compensation Policy such as clarification and improvements to the policy.

Robin Bruning believes Classified Staff should have more information on continuing education and professional development opportunities.

Dee Dee Wentland discussed creating an informational newsletter to provide more communication.

**Chair/Chair-Elect Reports:**

Presidential Search Update: Committee is in the process of determining the personal qualifications of potential candidates. CSC representatives are being asked to submit their preferences to Faith. A consulting firm will be selected soon to move the process forward.

Dobb/Ferguson Meeting: July 13, 2008, McFall Chartroom

1. Faith Olson, Chair CSC, distributed the CSC meeting schedule (locations, dates and times) for the current fiscal year as well as the agenda for the July 16, 2008, meeting at Firelands.
2. Q. Concern of positions being targeted for elimination because of years of service of staff.  
A. Becca Ferguson stated the elimination of positions is due to operational needs not years of service. Becca stated that since she has been employed at BGSU, all positions that have been eliminated were due to budget cuts or a grant ending.
3. Q. The concern of classified positions becoming administrative positions was also discussed, i.e., ITS positions.  
A. Changes have to adhere to the rules of the Ohio Revised Code. If there is a classified state job description, then the position cannot be made administrative staff. Becca indicated that 2 classified positions were made administrative and 2 administrative were made classified. Becca will verify this from the HR hire spreadsheets.
4. Q. Discussion was brought to the forefront on the practice of working part time staff 38 and 40 hours without benefits for weeks at a time.  
A. Judy indicated that part time can only work so many weeks without getting benefits. Becca asked Judy to send her the ORC that addresses this.
5. Q. Faith asked about the staff member who came back from disability and could not take a vacant position because there was not enough dollars to fund the position as full time.  
A. Discussion was made on whether the position could be funded in another way. Funding alternatives will be discussed at a later meeting.
6. Q. The 360° Evaluation Implementation  
A. This is being supported by Provost Baugher. Becca indicated that HR was also willing to support this. Judy Hagemann indicated that the library already does this and is willing to share their process. Further discussions on development and implementation will be held as well as how to do evaluations without considering personalities.

7. Q. There is a need for supervisory training.
  - A. Robin Bruning said that University Dining Services promotes professional development through the “manage your manager” and other programs being offered by Continuing Education. Becca stated that the only program mandatory for supervisors at this time is “preventing sexual harassment”.
8. Q. Some universities/state agencies are moving to 4 – 10 hour work days as a cost saving opportunity and asked Becca if she was aware of BGSU considering this.
  - A. Becca stated she didn’t know and to ask Linda. HR encourages anything that continues to meet operational needs. Another suggestion was to eliminate the second or third shifts. This would not promote job layoffs, but put employees in close proximity to share the work load.
9. Q. Merit increase to those in probationary status.
  - A. Becca brought a spreadsheet to explain why the University merit percentage is not given to those in a probationary status.
10. Q. Are University granted increases withheld from classified staff if they are in a probationary period?
  - A. Becca brought a worksheet specifying that classified staff employees in a probationary period are not eligible for the University increase even if they were granted one by their college. This will be discussed further.
11. Faith made a public records request for a retention point report to be posted on classified staff’s website. Becca will do this.

### **Committee Reports:**

To save time during CSC meetings, Faith Olson is requesting that those who would be making reports submit electronically their reports to the CSC secretary prior to the completion of the minutes.

Lorri Sawaie recently attended the OSCHE Summer Conference. There was discussion from Columbus State that they have a Flex fund which rolls over and St. Clair which provides 2-7% based on the boss’ discretion along with a 4% merit increase.

Catastrophic Leave Bank: Document is in its final draft. Once this is completed, it will be forwarded to General Counsel, then returned to the Constituent Groups, then to the President’s Cabinet and finally to the Board of Trustees for approval. The process should be completed by December 2008.

ASC Representative Report: Sara Zulch-Smith will be representing ASC this year to CSC.

**Good of the Order**

Sunshine Award – An envelope was distributed to collect money for family emergencies.

**Motion made by Judy Hagemann, seconded by Dee Dee Wentland to approve the Resolution for Dr. Rebeau. Motion passed. Faith will write a letter to ASC leadership regarding this approved motion.**

Faith Olson discussed inviting Board of Trustee members, University Administration, faculty to CSC meetings along with offering professional and personal development at each meeting. The personal/professional development information sessions will be scheduled from 10:00-10:30 a.m. of each meeting. A list of potential topics and presenters was included in the CSC notebook.

Faith Olson thanked everyone for attending and adjourned the meeting.



## Classified Staff Council

Draft Meeting Minutes  
August 20, 2008  
BGSU Main Campus

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### **CALL TO ORDER**

Chair Faith Olson called the meeting to order at 10:00 a.m.

### **ROLL CALL**

*Members Present:* Judy Amend, Cheryl Bookenberger, Robin Bruning, Diane Coyler, Tamara Corpe, Teresa Coss, Kathy Dean, Connie Dipuccio, Rob Fleshman, Sharon Hupp, Laurie Konard, Katherine Najacht, Faith Olson, Cyndi Patterson, Loretta Peugeot, Dee Dee Wentland, Sara Zulch-Smith, and Mary Zuzik.

*Members Absent:* Excused: Judy Hagemann, Violet Serrato, Scott Spaulding, and Sandy Tolbert. Un-excused: Maria Dander, and Glenna Rufo

### **APPROVAL OF MINUTES**

July minutes were not available.

### **TREASURER'S REPORT**

July's report not available

### **PROFESSIONAL AND PERSONAL DEVELOPMENT**

David Kielmeyer, Senior Communications Director with the Office of Marketing and Communications, presented a discussion on "How to communicate with our constituents and how they can communicate with us". Some suggestions for better communication with constituents is to ask them questions, keep it simple and timely, admit when you don't know something, and give the whole truth/story – good or bad.

### **GUEST**

Chris Sexton, a representative for the University Retirement Association voiced concern that more employees are not joining the retirement association. Also, it is a perspective of the URA that people are not seeing BGSU as a place to retire from or with the potential of outsourcing of jobs would create less funding in the pension programs. Such activities would adversely affect every OPERS retiree. There seems to be a change of culture with the addition of the new Provost. There was discussion on how CSC can help encourage retiring Classified Staff to get involved with the University Retirement Association. Microsoft contract did not include retirees' purchase of software for \$10. CSC will follow-up on this.

## **Ohio Revised Code**

Jay Samelak provided a presentation on the Ohio Revised Code (ORC) and the Ohio Administrative Code (OAC). Highlights of the presentation include:

- The ORC are laws enacted by the State Legislature (General Assembly) and organized by topic.
- The OAC are written statements of law adopted by an administrative agency pursuant to authority granted by the General Assembly to carry out the policies and intent of a statute (law) enacted by the General Assembly.
- Both codes are available on the Ohio state website – [www.ohio.gov](http://www.ohio.gov).
- Laws concerning state colleges and universities can be found at ORC – Title 1: State Government, Chapter 124, Section 14, Paragraphs (F)(1) & (2).

## **Action Items**

**After discussions there was a motion by Mary Zuzik, seconded by Connie DiPuccio to schedule an Executive Team meeting only the Wednesday before the CSS meeting. Motion passed.**

**Motion made by Judy Amend, seconded by Connie DiPuccio to change the election of officers from the June to the July CSC meeting. Motion passed with one abstention.**

## **Chair/Chair-Elect Reports**

Dobb/Ferguson Meeting – none held with Linda Dobb leaving BGSU. Remainder of 2008-09 meetings will be rescheduled

Tri-Chair Meetings: July 24 and August 5, 2008, by Faith Olson

July 24, 2008,

In attendance: Ellen Williams, chair of Faculty Senate, and Kim Fleshman and Beverly Stearns, co-chairs of Administrative Staff Council, and Faith Olson, chair of CSC

Common issues

1. Support all efforts of constituent groups to maintain shared governance, in part, through open communication
2. Catastrophic Leave Policy – will be reviewed by all constituent groups after being reviewed by general counsel
3. University Compensation Committee – clarify role of this committee to which all constituent salary/compensation committees provided a presentation for salary increases for 2008-09
4. Exit interviews – what are the processes for each constituent group?
  - ASC – forms that are filled out go to Institutional Research – working on revising this policy
  - FAC SENATE - working on it. No current policy in place
  - CSC - What is our practice? – Sharon Brinker – HR
    1. Reason for leaving form – goes in personnel file



2. Clearance form is signed by areas like Bursar, parking, keys, etc. Form is returned to Sharon
3. Sharon talks about health care coverage, etc.
4. Six page questionnaire that goes back to Institutional Research – see attached

August 5, 2008

E. Williams learned of another longtime administrative staff member being given a non-renewal

E. Williams will put the Ribeau Mutual Resolution on the next Faculty Senate agenda in time to present to the Board of Trustees at the October 3<sup>rd</sup> meeting. CSC voted to support this via a letter written 7/16/08.

Point to consider: In the Administrative Staff Handbook, there is a policy that includes a member of Human Resources to serve on a panel when disputes arise. The findings of the panel are final when the HR panel member writes the letter. ASC Handbook, page 26

Future issues: Ombuds training

Will meet September 10, 2008, 9:00 am

Meeting with President Carol Cartwright – July 30, 2008, by Faith Olson

Topics covered at meeting by CSC Executive Team:

1. History of CSC from web site
2. Importance of Share Governance
3. Goals of CSC are being refined to be aligned with University initiatives
4. Creating a positive environment
5. CSC'S theme for 2008-09
6. Professional Development Program for all classified staff employees
7. HB 187 – changes are to be done in a consultative, controlled and incremental manner -- Catastrophic Leave & Political Restrictions forum
8. Concerns of classified staff employees
9. Items presented to Dr. Cartwright:
  - a. CSC info card from 2007-08 – once goals are completed and CSC representatives names, email address and phone numbers will be divided into their divisions before distribution. Dr. Cartwright will receive an up-to-date card.
  - b. List of CSC;s professional development oppportunities
  - c. List of themes
  - d. 212 degree book
  - e. new CSC pen and note pad
  - f. piece of cake – how you serve something/everything makes the difference

Dr. Cartwright explained that the Change Team (she liked Strategic Planning Readiness Group name better) took many strategic plans and distilled the big themes. These big themes will be presented at 10 town hall meetings between September 8-12, 2008, as well as on a web site. These meetings will help the campus community determine what the big themes/main goals are for BGSU. Once clarified, the

remainder of the University can then align their planning with these themes/goals. Dr. Cartwright requests classified staff employees be active participants in the process not only to keep informed but add their ideas to the pool of information.

Dr. Cartwright said, "THIS IS THE MOMENT!" The moment for all to be involved in the future of BGSU.

Dr. Cartwright invited classified staff employees to Opening Day, August 22, 2008, in the Grand Ballroom. She would like to see standing room only. She asked what topics she would need to be sensitive to during her Opening Day remarks. We indicated job security as our number one concern.

She indicated that Dayton, Cincinnati, and Columbus are our growing corridors and BGSU is working with a consulting firm to improve enrollments from these areas.

#### ASC meeting – August 7, 2008, by Violet Serrato

- Donna Wittwer invited staff (and spouse and parents) to come to a presentation on October 7<sup>th</sup> and October 8<sup>th</sup> concerning Long Term Health Care. A letter will be sent out and staff will need to register.
- Robin Bruning, Dining Services, distributed information for the new Commons Marketplace establishment "Salads by Design – formerly Chilys". You can choose from the following menu: Italian, Orchard, Asian, Southwestern or Greek. All salads are made fresh while you wait and are available with choice of romaine lettuce, baby spinach or iceberg romaine mix. The salads are reasonably price at \$4.95. Chicken, steak or ham and pepperoni for an additional \$1.50. They will also have crusted bread.
- The ASC Exec Committee has been working on developing a mechanism for exit interviews (who needs to do them and when they should be done).
- The status of a "Flexible Scheduling Memo" which will allow employees who work more than 40 hours a week the flexibility to serve on committees, etc. was sent to Human Resources for review. Human Resources is trying to locate the memo.
- Health Insurance update – Good time to consider alternate health care coverage?
- Jill Carr, Dean of Students, has been charged with establishing a presidential profile. The target date for naming a new president will be in the spring with a start date of July 1, 2009. There are 3 candidates interviewing the week of August 11.
- ASC is continuing to work on the 2009 goals. The BGSU Administrative Staff "Points of Pride" was shared with President Cartwright.
- ASC Co-chairs met informally on July 24 with chairs of all groups to support goals of all three groups in shared governance.
- ASC Officers meeting with Dr. Cartwright was held on July 30. Dr. Cartwright reiterated that she is fully empowered to get work done. She would like ASC to get ready for "shaping the umbrella" plan which is being prepared through the Change Team, or as Dr. Cartwright likes to refer to it, the "Strategic Planning Readiness Group". Dr. Cartwright views the students as desperately seeking unification or anchoring.
- There is an Administrative Staff specific Town Hall meeting forum scheduled for August 14 from 1:30-3:30. ASC are invited to attend and come with perspective on the roles administrative staff have.
- CSC agreed at their July 16 meeting to adopt the "Mutual Resolution" for President Sidney Ribeau.
- Jean Langendorfer stated that the Administrative Staff Ombudspersons would like to submit a monthly report similar to the report that is submitted monthly by Classified Staff

Ombudspersons documenting the number of contacts, hours spent on resolutions and the current status of each contact. She indicated the estimated hours spent last year was 100.

- HR will create an information link to literature concerning 360° evaluations.
- The Provost's response to faculty concerns has been posted on the Provost's website.
- The next meeting of the Retirees Association will be on September 17. There are four board meetings per year. The majority of the members are faculty.
- Michael Marsh has encouraged staff to "make your voice known" with any concerns administrative staff may have. If not comfortable doing this directly, it was suggested to use ASC as a platform.
- The Proclamation for Clarence Terry Memorial was passed and there will be a request for it to be read at the October 13 football game.
- The new cell phone policy can be found on the Office of the CIO website.
- Sara Zulch-Smith attended the CSC Firelands meeting on July 16 as the ASC Liaison.
- Violet Serrato, CSC liaison, gave a report on the CSC officers meeting with Carol Cartwright on July 30, the Dobb/Ferguson meeting held on July 13 and shared the CSC Goals for 2008-2009.

### **Committee Reports**

Change Team or Town Hall Forum: Dee Dee Wentland suggested everyone received an invitation with their parking passes. Recommendations for Town Hall Forum sessions included collaborative dialogues and on-line options.

There was also discussion on ways to inform staff the importance of participation.

Campus and Community Committee Report: Diane Coyler, Chair, presented a report of the Campus and Community Committee. As part of the report, the Committee was recommending that every CSC member obtain one donation of some type for the June 5, 2009 golf outing. After discussion, the CSC decided that due to time constraints they would not participate in Faculty/Staff Appreciation game originally scheduled for September 6, 2008. The CSC will pass out pom-poms and candy at the Holiday Parade on November 22, 2008.

(need electronic copy?)

Health, Wellness, and Insurance Committee Report: Notes by Dee Dee Wentland

Report submitted to the CSC for review. Highlights of the report include: Human Resources has been reviewing several ideas for plan changes for the 2009 benefit year and will present information to the CSC at its September meeting; 2,500 employees are eligible to participate in flexible spending account program, but only 600 are participating; and Open Enrollment for the 2009 plan year has been set for October 27 – November 21, 2008 at 5:00 p.m.

(need electronic copy)

### **Good of the Order**

Strategic Planning: Cheryl Tyson attended the pilot for the Town Hall meetings. This experience provided an opportunity for a diverse group to work together on how to have input into the future of BGSU. Those in attendance broke into small groups to brainstorm various topics, such as, Mission Statement, Landscape, Vision, and Goals. Many ideas were discussed with each idea voted upon individually. CSC representatives were encouraged to visit the Strategic Planning section of the BGSU website and click on the Sneak Preview.

**Misc. Business**

The new Ombudsperson report was distributed to the CSC.

Sara Zulch-Smith reviewed the "Points of Pride" handout that was presented to Dr. Cartwright during ASC leadership's visit.

A Committee Chair was sought for gathering information for 360 Degrees evaluation. No volunteers came forward.

Violet Serrato announced she was updating the website.

There was discussion regarding distributing "gotcha cards" to everyone that would completed and then placed in box for prize drawings. No final decision was made by the CSC.

A snap survey was recommended regarding a car pooling group.

A recommendation was made to form a Committee to review the possibility of a four-day work week. No volunteer came forward.

Faith gave all the CSC members the book "Aim for the Heart" she explained that we are to following the instructions on the inside of the book.

Faith Olson thanked everyone for attending and adjourned the meeting at 12:00 p.m.



## Classified Staff Council

Meeting Minutes  
September 17, 2008  
206 BTSU

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Because of the large attendance, the CSC meeting was moved from 206 BTSU to the BTSU Theater  
10:15 – 10:45 a.m.      “Advantages of Flex Spending Accounts & Changes in Health  
Care Plan,” Donna Wittwer

For more information, please refer to the CSC website under Resources:

<http://www.bgsu.edu/organizations/csc/>

10:30-12:00 p.m.      Sheri Stoll, Vice President for Finance and Administration

For complete notes of her discussion, please refer to the CSC website under CSC Happenings:

<http://www.bgsu.edu/organizations/csc/>

### ROLL CALL

Members Present: Judy Amend, Cheryl Bookenberger, Robin Bruning, Diane Colyer, Tammy Corpe, Teresa Coss, Maria Dandar, Linda Meek for Kathy Dean, Connie Dipuccio, Rob Fleshman, Judy Hagemann, Sharon Hupp, Laurie Konard, Earl Lisk, Kate Najacht, Faith Olson, Cyndi Patterson, Glenna Rufo, Violet Serrato, Scott Spaulding, Bob Mason for Sandy Tolbert, DeeDee Wentland, Sara Zulch-Smith, Mary Zuzik

Due to the length of the meeting with Sheri Stoll, Vice-President for Finance and Administration, no other CSC business was conducted.



**Classified Staff Council Meeting  
October 15, 2008 10:00 a.m. 308 BTSU – ROOM CHANGE**

Chair Faith Olson called the meeting to order at 9:35 a.m.

**ROLL CALL**

*Members Present:* Judy Amend, Cheryl Bookenberger, Robin Bruning, Diane Coyler, Tamara Corpe, Teresa Coss, Maria Dandar, Kathy Dean, Connie Dipuccio, Sharon Hupp, Laurie Konrad, Katherine Najacht, Faith Olson, Cyndi Patterson, Lori Peugeot, Violet Serrato, Scott Spaulding, Bob Mason (for Sandy Tolbert), Dee Dee Wentland, Mary Zuzik, and Sara Zulch-Smith (ASC representative)

*Members Absent:* Excused: Judy Hagemann, Rob Fleshman

**APPROVAL OF MINUTES** -- see web site  
<http://www.bgsu.edu/organizations/csc> Meeting Minutes and Information

July minutes approved – motion made by Kathy Dean, seconded by Mary Zuzik  
August minutes approved – motion made by Dee Dee Wentland, seconded by Cyndi Patterson  
September minutes approved – motion made by – Cyndi Patterson, seconded by Lori Peugeot

**TREASURER'S REPORT**

July, August, and September reports not available.

**PROFESSIONAL AND PERSONAL DEVELOPMENT**

Postponed until November Meeting

**CHAIR/CHAIR ELECT REPORTS** -- see web site  
<http://www.bgsu.edu/organizations/csc> CSC Officers/Exec Team Meeting Notes 2008-09

- \* Tri-Chair's Meetings – notes by Faith Olson – 9/10/08 & 10/8/08  
**Faith discussed the option of going to Columbus to receive retirement info and whether you would be paid for making the trip, clarification was requested.**  
Answer from Rebecca Ferguson below:

BGSU does not cover time or mileage for employees to go to Columbus to talk to OPERS. That would have to be approved Vacation, Personal leave or if appropriate Comp Time. It would be up to the employee to request paid leave time through the normal approval processes.

BGSU has been fortunate in the past to have OPERS representatives come to our campus and do one-on-one sessions for our employees. As you know the appointments are usually 45 minutes in length – and since those are here and the employee can leave work and get back to work – supervisors have been encouraged to allow employee time or the ability to flex their schedule to attend the session.

Hope these clarifications assist answering the question. If there are additional questions please let us know. Thanks Becca

Rebecca C. Ferguson  
Assistant Vice President, Human Resources

- \* Meetings with HR – notes by Violet Serrato/CSC Leadership Team 9/15/08 & 10/13/08  
**A discussion took place regarding the Retention Point Report received from Human Resources and sent out to classified staff. There were concerns from employees on why everyone was able to see everyone's info. Also concerns about lay-offs. Faith stated that she would release a statement explaining that our intent was to inform the staff and make them aware of their rights, nothing else. Clarification of flex time will occur at the next meeting with HR.**

There was a brief discussion about comp time record keeping – departments are not all following the handbook. Becca will be working with these departments. Clarification was made that anything over 40 hours in a week can be taken as comp or overtime. The choice is the employee's not the supervisor's. Cashing in of comp time is also determined by the employee.

- \* Board of Trustee presentation – Faith Olson

### **COMMITTEE REPORTS** -- see web site

<http://www.bgsu.edu/organizations/csc/> CSC Committee Reports 2008-09

- CSC Spirit Award Committee – Judy Amend  
Judy requested that a provision be added to the CSC Spirit Award information stating that an employee may win only once every 12 months, the group approved.
- Change team – DeeDee Wentland
- HWI – DeeDee Wentland
- OMBUDS report – Stacie Enriquez

Other reports: These can be viewed on the CSC web site under Resources and then click on CSC Committee Reports 2008-09: <http://www.bgsu.edu/organizations/csc/>

- Vacancy and reclassification reports
- OMBUDS Report
- Retention Point Report
- SNAP survey results – find action items, i.e. update CSC web site

**GUEST** - Dr. Shirley Baugher, Provost and Vice President for Academic Affairs

1. Q. Please update us on the status of the international students who were affected by the removal of tuition fee waivers. Many classified staff work directly with students, international and otherwise, and what were the affects of these decisions on enrollment and the budget?  
**Answer: In an attempt to increase international student enrollment International Programs was basically offering fee waivers to all international students without any need or merit based criteria. In doing this they were spending way more than the allocated budget. Due to this practice there is up to a \$10 million deficit in rolling monies being carried from year to year. To deal with this issue current policy is being enforced as well as using a recruiting program to bring in full paying students. Unfortunately, the recruitment program currently limits the University to primarily Asian based students. The goal is to return to offering fee waivers based on need and merit to draw students from many countries.**
  
2. Q. In an open forum, you stated that no faculty lines would be cut because the deficit would be made up through fee waiver deduction. Please clarify this further.  
**Answer: A\$ 4.5 million deficit was the target given to each division. Through reducing fee waivers for graduate and under graduate students, out-of-state students, cohorts, etc., a portion of the \$4.5 million deficit can be met. All areas of campus are responsible to help reduce that deficit. This does not impact the employee/spouse/family fee waiver benefit.**  
  
**The College of Arts and Sciences is working on meeting a rolling deficit of 3 million dollars. Each College was given all the information they needed to look at their real needs and to adjust according to declining enrollment. Example; There was no money allocated for the BG experience classes.**
  
3. Q. How close is the administration to determining the future configuration/focus of Bowling Green State University? What impact will this have on units and programs within the Colleges? And what impact will the new configuration have on classified staff positions?  
**Answer: No conversation at this time.**
  
4. Q. Many classified staff work with graduate students. Rumors of reduced or limited stipends could impact programs and classified positions. Would you please clarify the rumors and address the stipend reduction.  
**Answer: First there was no reduction in stipend monies that were promised to graduate students. The Graduate College was carrying a million dollar surplus for the last five years. This was removed and reallocated, so there is no impact on the graduate program at this time. The way the stipend program currently operates is a graduate student working any amount of time on a graduate student contract receives fee waivers for each semester including summers even if not employed during the summer. This is not a fair practice and needs to be changed. I also feel that overall the stipends are too low and need to be increased. We need to make our pricing competitive for each program.**
  
5. Q. The last time you visited with Classified Staff Council, we had a discussion about information that students shared with classified staff and some of their reasons for discontent. You thought there would be an opportunity for classified staff to assist you in some fact finding. How can we be of service?  
**Answer: I met with a group of students, set-up by Kathy Dean and discussed why they come here, what they need and what they are getting. I feel we need to continuously be aware of our diversity on campus. Making the campus more inviting to all groups.**



### Questions from Council and Guests:

Why isn't the Arts and Science deficit included in the 4.5 million? **Answer: In the past A&S's deficit was covered by the University, they are now being held responsible.**

What is the 4.5 million from? **Answer: We having a rolling deficit of 1.5 million plus our loss of income due to declining enrollment as well as pay increases raised the deficit.**

Was each Department asked to cut 15%? **Answer: This was given as a starting point. Each department in A&S are deciding what cuts are needed in their areas.**

As there been any discussion of doing away with employee fee waivers? **Answer: Not at this time.**

### Dr. Baugher's closing remarks:

**Many areas are being looked at to assist in moving forward with a long term plan for the University. Things to consider: Doing away with out of state tuition, addressing the myth that a higher GPA means better retention – coming up with a formula that indicates what combination makes a successful student. Our first year programs should address retention, not all of our programs are designed to do that at this time. We also must look at our second and third year programs loss of students. This is not acceptable. We are all responsible for how we move forward. More communication among all groups to address student success is very important.**

### CSC Initiatives:

- Building Blocks to the Future – first 3,000 card costs are being paid by the College of Education and Human Development and Office of Administration
- Judy Hagemann need volunteers to establish an ad hoc committee for compensation policy under the Salary Compensation Committee
- A volunteer is needed to the Committee on Professional Affairs (CPA). Becky Paskvan, former CSC representative to CPA, indicated this committee deals with budget information from Columbus. See Violet Serrato.

Issues facing classified staff employees – see HR meeting notes 10/13/08

- HB 187 Political Activity Resolution & Catastrophic Leave Bank
- Retention Point Report
- Comp time record keeping – law vs directives
- Comparison of HR self-study 2004 to 2008
- Clarification of outsourcing vs hiring outside contractors – prevailing wage
- HR is utilizing the Federal Government's FMLA form which requires additional information. How will the campus community be informed of the changes in requested information?
- Status of training for those who want to do a reclassification

Good of the Order

- Handout of NW State Community College dining services study – can BGSU Dining Services partner with these colleges? **Robin Bruning will forward.**
- Game tent -- have to have 20 tickets at \$11 = \$220 + tent rental **This may rule out more groups in the future from participating.**
- How is the book forwarding process progressing? **No one has received their book back yet.**

Meeting adjourned 11:45 am



## Classified Staff Council

Meeting Minutes  
November 19, 2008  
BGSU Main Campus

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### **CALL TO ORDER**

Chair Faith Olson called the meeting to order at 10:10 a.m.

### **ROLL CALL**

*Members Present:* Judy Amend, Robin Bruning, Diane Coyler, Tamara Corpe, Teresa Coss, Maria Dandar, Kathy Dean, Connie Dipuccio, Judy Hagemann, Sharon Hupp, Laurie Konrad, Katherine Najacht, Earl Lisk, Faith Olson, Cyndi Patterson, Glenna Rufo, Violet Serrato, Scott Spaulding, Dee Dee Wentland, Sara Zulch-Smith, and Mary Zuzik. Guest: Stacie Zamarripa

*Members Absent:* Rob Fleshman and Cheryl Bookenberger

### **APPROVAL OF MINUTES** ADD WEB LINK

October Minutes - Robin Bruning Motion to approve – Kathy Dean

### **TREASURER'S REPORT**

July's, August, September, and October reports – Judy Hagemann

Judy highlighted the following items:

\*\*\*Question of what to do with the \$380.00 Stamper's charge for the "Building Block" cards, Faith stated that this cost would be covered by another source.

\*\*\*There have been no expenditures to the Scholarship fund.

\*\*\*The green fees still need to come out of the Campus events fund.

\*\*\*Status of Professional Development funds – received in the past from Dr. Dobb in the operating budget. Will we receive these monies in the future and if so from where?

\*\*\*Judy H. requested that we close the Pam Konipinski memorial fund, everyone agreed.

Motion to approve Glenna Rufo seconded by violet Serrato

### **NOTES**

1. Job audits are not affected by the hiring freeze. They will go forward. Classes offered on "How to fill out a job audit" filled up fast, they may offer more classes.
2. Classified staff may NOT bump outside the employee's classification or series unless the employee has been in his/her position less than 3 years. Then he/she may bump back to his/her former classification. Pay grades are not used in the bumping formula.
3. Dr. Cartwright wanted administrative and classified staff employees to understand that the reason faculty positions were not frozen is because reductions in their area were already being addressed at the Provost level.

### **CHAIR/CHAIR ELECT REPORTS** ADD WEB LINK

Chair/Chair-Elect Report – The following reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09: <http://www.bgsu.edu/organizations/csc>

- Meeting with President Cartwright – notes by Faith Olson – CSC's Questions October 30, 2008

- a. What criteria were used to determine the constituent groups that would be impacted by the hiring freeze?
- b. In your experience at Kent State and then Bowling Green State University, what are the positive and/or less positive aspects of working in a shared governance environment verses a collective bargaining environment?
- Tri-Chair Meetings – notes by Faith Olson – November 12, 2008
  - a. Renaming of President’s Academy
  - b. Collective Bargaining View Points
  - c. Public Records Open Forum
  - d. AlertBG issues
  - e. Commonly shared handbook review
- Meetings with HR – notes by Violet Serrato – November 17, 2008
  - a. Rules governing flex time - What is the status of flex time, etc. in Continuing Education.
  - b. Putting the 10/24/08 retention report on the CSC web site. Update every 6 months?
  - c. Clarify break in service and retention point accumulations. Affect on vacation and/or sick leave balances?
  - d. Update on Job Audit training courses – 1 session will be held at Firelands
  - e. Christmas Eve day closing at noon?
  - f. Status of Political Reform request. Catastrophic leave will go to the Board of Trustees in February. Why not sooner?
  - g. Discussion on campus safety protocol on November 7, 2008
  - h. Major reorganization in the Academic Affairs area?
  - i. Years of service recognition – result of survey?
  - j. Deadline for student verification in health care plan.

### **Committee Reports**

Committee reports – no more than 5 minutes each - The following reports/meeting notes can be found on the CSC web site under Resources and then click on CSC Committees Reports 2008-09:

<http://www.bgsu.edu/organizations/csc>

- OSCE Report – Lorrie Sawaie

- OMBUDS report and strategic plans – Stacie Enriquez
- Campus/Community Committee – Diane Colyer – Holiday Parade update
- Union Advisory Board – Robin Bruning

### **QUEST SPEAKER**

#### **Dr. Ed Whipple, Vice President for Student Affairs, and three students from different organizations on campus**

The students introduced themselves and gave examples of the interactions with classified staff. Adam, Michelle, and Scott all shared stories of positive encounters with classified staff. The discussion turned to campus housing with Dr. Whipple giving an explanation of what apartments are actually consider on campus housing and who qualifies to live there. Over the last 4 years the need for additional housing as varied, in 2004 we rented 4 buildings in comparison to renting 1 in 2008.

Questions for Dr. Whipple:

1. What criteria are being used for future re-organization plans within the Student Affairs area (including Dining Services)? **Different studies from both on and off campus sources are being conducted to help determine the needs and values of the university and what direction each department should be headed for the good of all. Example of areas being studied: Review of Programs, Budget, State contribution. The bottom line is that we have to do less with less or do things differently.**
2. What are the plans for residence halls because of the lower student enrollments and the affect these plans would have on classified staff employees? Do any of these plans allow for graduate student housing, faculty housing, non-traditional student housing, and potential senior citizen housing? **They do not want to close entire halls but are looking at closing wings because there has been a 27 percent loss of freshman. Because the resident's halls were not made for the current demand they are looking for other housing options. Alternative options include apartments and rentals that are already available. Buying the Haven House was considered but the expense was too high.**
3. How can classified staff assist further in recruitment and retention of students? (Perhaps your students could help answer this.) **The students all stated that they felt that classified staff needed to continue to do what they are doing.**

Questions from the Audience:

1. Question: There is a rumor going around about a signed contract to outsource Dining Services. Is this true?  
**Answer: This rumor is not true. No contracts have been signed to outsource Dining Services.**
2. Question: How are restructure of different departments being handled? **Answer: The Assistant V.P. of each department is to work on their areas.**

Closing Statements:

- The budget will be decided at the end of June.
- Discussion of whether or not tuition and fees will be allowed to be increased by the state.
- There will be no decisions in Dining Services until the summer.

CSC Initiatives:

- Building Blocks to the Future – first 3,000 card costs are being paid by the College of Education and Human Development and Office of Administration (Bryan Brenner)
- Judy Hagemann needs volunteers to establish ad hoc committee for compensation policy under the Salary Compensation Committee

**Good of the Order**

Good of the Order

How is the book being passed forward working? **Everyone is to check on the status of their books.**

CSC Reports: These can be viewed on the CSC web site under Resources titled CSC Committee Reports 2008-09:  
<http://www.bgsu.edu/organizations/csc>

- Vacancy and reclassification reports
- OMBUDS Report
- Retention Point Report
- SNAP survey results

**Misc. Business**

ANNOUNCEMENTS

1. Yolanda Flores, a classified employee in the Office of Multicultural and Academic Initiatives, received the Miguel Ornelas Award. That is a great honor! Congratulations to her for going above and beyond her job responsibilities and serving so many people in so many ways!!!
2. Vicki Seifert, Curriculum Resource Center of the Jerome Library, received the September Spirit of BG Award. Congratulations!!
3. Thank you to Teresa Coss, Stacie Enriquez, Sharon Hupp, Katherine Najacht, Genna Rufo, and Lorri Sawaie for volunteering to be part of the President's Expanded Cabinet to help take the University to the next step in the strategic plan process.
4. Thank you to all those who volunteered to serve on CSC and University standing committees. All positions have been filled. This never could have been completed without all of you.
5. Classified staff employees who may be looking toward retirement are encouraged to visit the OPERS web site <http://www.opers.org/seminars/members> to take on-line seminars. There are also workshops

scheduled in Perrysburg for January and then in May. Those dates may be accessed at <https://www.opers.org/counseling/schedule.shtml>.

6. CSC survey on Classified Employees Perceptions of the Office of Human Resources was distributed on November 10, 2008. Respondents had one week to respond – November 17, 2008. Results will be made available by the December 2008 CSC meeting.
7. The Presidential overview is available on the President's web site. Read it to know the type of individual that is being sought to lead B.G.S.U.
8. January 22, 2009 a Faculty Senate sponsored forum will be discussing the "Advantages and Disadvantages of Collective Bargaining." More information later.

SPECIAL NOTE: See 11/13/08 CSC Minutes list serve announcement for copies of the forms.

The BGSU Police Department is conducting a Mock Active Shooter Event on January 5, 2009. We are looking for anyone that would like to volunteer to be a victim for the event. I the information on the event, including the consent form if you wish to volunteer, was distributed on the CSC Minutes List serve on 11/13/08. This is going to be a great training event for our department and county wide.

Thanks,

Officer Shelley Horine

Bowling Green State University Police Department

**MEETING ADJOURNED AT 12 NOON**



## Classified Staff Council

Meeting Minutes  
December 17, 2008  
BGSU Main Campus

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### CALL TO ORDER

Chair Faith Olson called the meeting to order at 10:10 a.m.

### ROLL CALL

*Members Present:* Judy Amend, Robin Bruning, Diane Colyer, Tamara Corpe, Maria Dandar, Connie Dipuccio, Laurie Konrad, Bob Mason, Katherine Najacht, Faith Olson, Cyndi Patterson, Glenna Rufo, Scott Spaulding, Dee Dee Wentland, and Mary Zuzik. Guest: Stacie Zamarripa

*Members Absent:* Rob Fleshman, Cheryl Bookenberger, Teresa Coss, Judy Hagemann, Kathy Dean, Sharon Hupp, Violet Serrato and Sara Zulch-Smith

### APPROVAL OF MINUTES      ADD WEB LINK

November Minutes - Robin Bruning      Corrections noted  
Corrected minutes approved: Cyndi Patterson      seconded: Judy Amend

### TREASURER'S REPORT

No report available

### CSC ACTION ITEMS AND UPDATES

The Catastrophic Leave Bank/Program and the Political Reform Proposal are in the Office of General Counsel and have been for several months. Faith had a conversation with Sean FitzGerald, Assistant to the President (who will become the general counsel for BGSU when the Ohio Bar approves him) at the December 3, 2008, Board of Trustee meeting, concerning the status of these two documents. Mr. FitzGerald requested information on these two documents. Faith provided HB 187 along with the proposed documents to Mr. FitzGerald the same day. Hopefully, these can move forward to the Board of Trustees at their next general meeting – January or February 2009.

CSC Survey on the services of HR to classified staff - it is currently in draft form. Once all revisions are completed by Dr. Mark Earley, Associate Dean and research/statistics faculty member in the College of Education and Human Development (EDHD), and Eric Roth, graduate student in the Dean's Office of EDHD, the document will be placed on the CSC web site.

**CHAIR/CHAIR ELECT REPORTS** – The details of these reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09 (only the highlights are noted in the minutes: <http://www.bgsu.edu/organizations/csc>)

- I. Board of Trustee Report – by Faith Olson – December 3, 2008
- II. Tri-Chair Meetings – notes by Faith Olson – December 16, 2008
  - a. University's financial status and potential ramifications
  - b. Collective Bargaining View Points
  - c. Commonly shared handbook review
- III. Meetings with HR – notes by Violet Serrato – December 16, 2008
  - a. Flex time update in Student Financial Aid Office. Can cabinet time be used to inform the campus of Fair Labor Standards Act and what the law requires of employers/supervisors? How does the SFA and CEE flex time/comp time/etc correspond to each other and the law?

- b. Are individuals on non-student letters of appointment entitled to vacation/holiday/sick leave pay through flex time accumulation or otherwise? Are there guidelines that specify these benefits or restrictions? If this is not a recorded benefit, how is the University being protected if there is a Workman's Comp issue or liability problem?
- c. BGSU's 2 floating holidays impact on permanent part-time staff. Can/should permanent part-time employees be entitled to the holiday pay if the "original" holiday falls on their normally scheduled work day?
- d. Simplifying of evaluation and reclassification forms?
- e. Success Challenge job eliminations – if more than one classified staff in the same classification are experiencing job elimination at the same time – how does the bumping rights work? I.e., if three Secretary 2's jobs are eliminated and they all have higher retention points than the bottom three in that classification, would (or should) the employee with the highest retention points have the right to select from the 3 potential bumped positions? How is this decision made?
- f. CSC Survey on the services of HR to classified staff

**NOTE** - Discussions took place regarding bumping rights and how to follow the process, flextime time verses varied time, and holiday pay for part time employees. Refer to HR minutes for detailed information.

**Committee Reports** – no more than 5 minutes each - The following reports/meeting notes can be found on the CSC web site under Resources and then click on CSC Committees Reports 2008-09: <http://www.bgsu.edu/organizations/csc>

- 1. Campus/Community Committee – Diane Colyer – Holiday Parade updates – Candy donations were wonderful. Thanks to all who contributed. Need more volunteers. CSC may combine with Administrative Staff for next year.
- 2. HWI – Dee Dee Wentland  
An additional 132 classified staff enrolled in the pre-tax flex spending account program  
Projects for 2009-10  
Budget information – Projected BGSU insurance costs for 08-09 may be \$22 million  
Upcoming and suggested Staff Enrichment workshops  
MRSA Alert
- 3. Flex schedules for Administrative Staff – Sara Zulch-Smith - see handout

### **QUEST SPEAKER**

#### **Dr. Carol Cartwright, Interim President of Bowling Green State University**

- 1. Q. Following the distribution of your speech for Faculty Senate to classified staff and comments from Mr. Harbal, President of the Board of Trustees, are you able to clarify what measures will be taken to reduce expenses at BGSU in these difficult and challenging economic times?
  - A. The Governor made a public statement about Ohio's economic situation just before the Faculty Senate meeting and I felt that I needed to comment He stated that there would be an additional deficit of over \$600 million. He sent out a power point and met with all involved to walk them through it. Because of this information, our plans had to be adjusted. Up to this point, state funds for higher education had not been cut (State Share of Instruction was not reduced, but line item funding for Success Challenge and Canadian Studies has been reduced), but we won't know if there are higher education reductions until later this fiscal year. We know we will have budget



reductions for the next fiscal year (beginning July 2009). Each division has been given a target for reducing expenses. They will bring their proposals to the Cabinet, who will cross check all the information. Any administrative staff changes must be handled by the end of December because of our notice policy. Elimination of vacant positions may occur as well as reduction of 12 month contracts to 9-10 month contracts. There appear to be about the same number of contract changes as in previous years. I will continue through letters to provide information as it becomes available.

Things that we must consider as we look forward:

\*\* Our revenue is driven by enrollment, because of this we need to make budget decisions based on declining enrollment and possible cuts in state support.

\*\* Higher education should be available to anyone who wants the opportunity. It's very important to keep a BGSU education affordable so we must be cautious about any tuition increases.

2. Can you give a sampling of the responses to your request to the campus community on cost-saving initiatives? Additional suggestions below:

Operationally:

Q1. Close the University between Christmas and New Year's or to January 5, 2009? January 1 – 5 would give a 4 day down time for energy savings.

A1. There would be very little savings due to the needs for availability of our facilities. BGSU is a residential campus and the requirements are 7 days a week, 24 hours a day. Energy savings may be reduced in closing, but personnel costs are accrued if staff are called in during holiday or scheduled shut-downs.

Q2. Is there a potential for 4 – 10 hour work days? Close the buildings for minimum of 3 days a week.

A2. Same answer as above.

Q3. Shut off lights! On a 3 days weekend, \$3,000 to \$3,500 could be saved.

A3. We are looking into state funds for energy savings programs like retro fitting lights and temperature switches for automatic settings. There is always a savings when individuals shut off lights.

Personnel:

Q1. Is there any substance to classified staff receiving a reduction in their hourly pay rates?

A1. No plans at this time.

Q2. Is there any discussion about buyouts for faculty or staff?

A2. Typically buy-outs don't save money, especially in the short term. However, because we have received this idea from many people it is being modeled to determine feasibility.

3. What would you like classified staff employees to do to assist further in the recruitment and retention of students?

A. Continue doing what you're doing. Recruitment and retention is everyone's business.

### **Questions from audience**

Q. There is a department asking for names of faculty for possible buy-outs.

A. They are using this information for the buy-out model.

Q. Are there plans for the evaluation of Res Life and Dining Services by the consulting firms – WTW and Porter were cancelled?

A. I am not aware of that, you would need to check with Dr, Whipple.

Note: Information was received after the meeting that the consulting firms will be on campus the second week of January to begin work on the master plans for Res life and Dining Services.

Q. Has the Governor considered cutting the number of higher education institutions in Ohio?

A. The 10 year plan that Chancellor Fingerhut has put together does not include eliminating any universities.

Q. Have you considered limiting the number of general class's required here at BGSU?

A. Those classes are there to provide a broader education and to cover the fundamental 21st century skills that our students will need and employers look for.

Q. If there are classified staff lay-outs, when will we know?

A. Everyone will be notified at the same time. We won't know until probably early spring if there will be lay-offs.

### **Closing Statement**

I understand that this is a challenging time for all of us and I pledge to keep you informed every step of the way. The Governor is expected to wait until after the new President is sworn in to complete the budget. There is hope that state funds for education will not be cut and that there may be monies available for energy saving projects.

### **CSC Initiatives**

Building Blocks to the Future update – more and more forms are being requested. We hope that each classified employee will receive at least one card this year.

Book status – Board of Trustees, Dr. Cartwright, and Dr. Shirley Baugher  
Mr. Voll, Board of Trustee member, will forward is book soon. Dr. Cartwright has heard about it and is waiting to receive her copy. Dr. Baugher has two of them already.

### **Good of the Order**

CSC Reports: These can be viewed on the CSC web site under Resources titled CSC Committee Reports 2008-09: <http://www.bgsu.edu/organizations/csc>

- Vacancy and reclassification reports
- OMBUDS Report
- Retention Point Report
- SNAP survey results

Noon: Holiday luncheon for CSC Representatives and Dr. Cartwright in 207 BTSU (Mylander Room)



## Classified Staff Council

Meeting Minutes  
January 21, 2009  
BGSU Main Campus

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### CALL TO ORDER

Chair elect Violet Serrato called the meeting to order at 10:15 a.m.

### ROLL CALL

Not taken

### APPROVAL OF MINUTES      <http://www.bgsu.edu/organizations/csc>

December Minutes - Robin Bruning      Corrections noted  
Corrected minutes approved: Dee Dee Wentland      seconded: Glenna Rufo

### TREASURER'S REPORT

No report available

**CHAIR/CHAIR ELECT REPORTS** – The details of these reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09 (only the highlights are noted in the minutes: <http://www.bgsu.edu/organizations/csc>

III. Meetings with HR – notes by Violet Serrato – January 20, 2009

a. Layoff plans

1. How many classified staff have been laid-off?                      **Two**
  2. What is the process for notification? Time line? Etc.      **Handled by H R, timeline depends on whether other bumping is involved.**
  3. How many classified are funded by Success Challenge dollars?      **H.R. doesn't know.**
  4. Is there a list of these individuals and do they know they are funded in this manner?      **H.R. will work on this.**
- b. Explanation of ORC 145.297 and 145.298 – **if 50 or more classified staff employees are placed in lay-off status, these ORC requires a buyout.**
- c. Define hiring units on the BGSU campus, etc. – **Because displaced classified staff employees can bump into any same classification or within series across campus, the hiring unit is HR.**
- d. How does HB 187 affect the Political Reform Proposal and the Catastrophic Leave Bank – **According to the Assistant to the President, Sean FitzGerald, revising of the restrictions placed on classified staff employees in partisan politics will need to be done at the State level. See his report below. No word on the Catastrophic Leave Bank.**
- e. Evaluation form and process redesign? Set a deadline – **Put on hold because of all the projects that are occurring.**
- f. Further discussion on part-time classified being paid for holidays when University is shut down **did not address this**

**Please note: Answers listed above are an abbreviation of the January minutes. The entire transcript is available on the web site.**

Classified Staff Issues:

Further discussion on part-time classified being paid for holidays when University is shut down  
Discussed how this is handled in different departments

Dining Services RFP perspective from Robin Bruning and Laurie Konrad  
An explanation was given on what an RFP is and how it may affect Dining Services  
"Request for Proposal" is an article put out by the purchasing, asking vendors to bid on a varied range of services. An RFP may be specific or general in nature. The affect this will have on Dining Services is yet to be determined.

**Committee Reports** – The following reports/meeting notes can be found on the CSC web site under Resources and then click on CSC Committees Reports 2008-09: <http://www.bgsu.edu/organizations/csc>

- Campus/Community Committee – Diane Colyer – Award Ceremony date is April 16, 2009
- HWI – Dee Dee Wentland
- OSCE update – Lorrie Sawaie

10:30 a.m. Sean FitzGerald, Assistant to the President in the General Counsel's Office, will give update on Political Reform Proposal

**(Handouts available) Summary: Sean stated though HB 187 allows for some latitude the proposal would provide for more privileges than the law allows. The existing policy follows the law. Larry commented that the law protects employees from undue influence. You may display your personal political views with buttons, signs, etc, but you may not run for political office in a partisan election.**

11:00 a.m. Sheri Stoll, Vice President for Finance and Administration

1) Update on BGSU's financial status - **Summary: Sheri gave an overview of how the University budget works vs. the State – BGSU is on a yearly budget and the State runs on a biannual budget. Throughout the last 6 months the State has had to adjust their budget due to the economy, but at this point the State Share of Instruction (SSI) has not been cut. There are others lines of monies that have been cut 100%. Most State agencies were asked to cut between 10-20%. At this point the Governor is waiting as long as possible before implementing further cuts. He will address the budget in His State of the State address on January 28<sup>th</sup>. The Governor hopes to have budget adjustments made by the middle of February.**

**In regards to cuts here at BGSU, all programs are being looked at one by one. Each department was given a percentage that they were asked to cut, their proposals were due January 16, 2009. They are now in the process of sorting through all the information. The plan is to have a budget to finalize in June, if lay-offs occur we will know then.**

2) RFP for dining services **Summary: The RFP for dining services is not for a complete out source. It is to fill the Director position and to partner with another group to use their expertise in food purchasing, menu management and management training. Sheri stated that this would be a good opportunity for us to gain more purchasing to keep food cost low and help with new ways to increase cash sales. It was brought to her attention that Kent State spent a million dollars more on food last year than BGSU. There was also concern that many of the ideas that an out source company would come in with have already been suggested and rejected so why should we think it will be any different. She understands the importance of utilizing any sources we would contract**

**with. Two of the biggest concerns from the audience were whether or not a new ordering and menu management system they would eventually replace the existing support staff and why we are spending thousands of dollars for reviews from Porter and NACUFS and not waiting for the results before we put out the RFP. Sheri stated again that the only position listed in the RFP was the Director position and that the RFP was still a draft.**

Violet thanked Sheri Stoll for spending time with us and answering our questions

Meeting adjourned: 12:35 pm



## Classified Staff Council

Draft Meeting Minutes  
February 18, 2009  
BGSU Main Campus

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### CALL TO ORDER

Chair Faith Olson called the meeting to order at 10:10 a.m.

### ROLL CALL

Members present: Judy Amend, Robin Bruning, Keane Colyer, Tammy Corpe, Kathy Dean, Rob Fleshman, Judy Hagemann, Sharon Hupp, Sub for Laurie Konrad – Cheryl Weber, Bob Mason, Kate Najacht, Faith Olson, Cyndi Patterson, Lori Peugeot, Glenna Rufo, Scott Spaulding, Dee Dee Wentland, Sara Zulch-Smith, Mary Zuzik  
Absent: Cheryl Bookenberger, Maria Dandar, Connie Dipuccio, Violet Serrato Guest: Lorrie Sawaie

Chris Sexton, CSC's retiree representative, "Retirement assistance to staff through the Bowling Green State University Retirees Association **Summary: The BGSU Retirees Association has started a group called the "Retirement Information Volunteers." At this time, there are 4 volunteers that will assist BGSU employees through the retirement process by reviewing options, filling out paperwork, and meeting time lines without the expense of going to Columbus. Chris stressed the importance of becoming involved with the organization to help insure existing and future retiree benefits. First year membership is free. Cost of a lifetime membership is \$150.00. At this time, the Association is advocating for a change in the amount of Social Security a retiree from the University may receive while being paid OPERS or STRS benefits. The change would be to receive 100% of earned Social Security benefit and 100% of OPERS/STRS retirement benefits.**

Alaina Kantner, representative for Dance Marathon - **Alaina described the event and how it benefits St. Vincent Mercy Children's Hospital. She explained that there are many ways to get involved and encouraged all of us to do so in some way. Questions can be answered by visiting [www.bgdancemarathon.com](http://www.bgdancemarathon.com) or 417 BTSU**

### APPROVAL OF MINUTES <http://www.bgsu.edu/organizations/csc>

January minutes were distributed to counsel, everyone that was present at the January meeting was asked to e-mail any corrections to Robin Bruning. If response is not in the majority, the vote will be taken at the March meeting.

### TREASURER'S REPORT <http://www.bgsu.edu/organizations/csc>

Motion by– Kathy Dean Seconded – Glenna Rufo to approve treasurer's report submitted by Judy Hagemann, motion passed. Judy stated that although there has been a universal financial investment downturn, CSC's scholarship fund, endowed many years ago, is in good shape. The Foundation will not release the available dollars for next year's awards until April 1, 2009.

### **CSC Action Items & Updates**

1. A replacement is needed for Teresa Coss, who recently became an Administrative Staff employee.
2. Violet Serrato will represent classified staff employees on the Provost's Search Committee

Chair/Chair-Elect Report – The following reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09: <http://www.bgsu.edu/organizations/csc>

- Meetings with HR – notes by Violet Serrato – No meeting with HR in February 2008  
Note: HR will be providing the following services in a 3-prong program
  1. Resumes, cover letters, interviewing, job search techniques
  2. Financial management
  3. Dealing with stress in difficult times

**CHAIR/CHAIR ELECT REPORTS** – The details of these reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09 (only the highlights are noted in the minutes: <http://www.bgsu.edu/organizations/csc>)

Classified Staff Issues:

1. Political Reform Proposal – turning this over to OSCHE – from Lorrie Sawaie – The proposal was brought before our State organization, OSCHE, which meets quarterly. Because OSCHE's parliamentarian resigned due to the loss of his job at OSU, a new one was appointed from OSU. One of the duties of the parliamentarian is OSCHE's liaison to Chancellor Fingerhut, the Ohio Board of Regents and would be the link to Senator Gardner as well. Because of the transition period between the two parliamentarians, the review process for the Political Reform Proposal will be slow. All emails on this topic have been forwarded to Tim Howard, president of OSCHE. CSC will be informed of any movement on this issue. Lorrie has requested that all OSCHE universities provide information on their policies. We are moving forward with this but have nothing new to report yet. Lorrie gave a brief overview of what was discussed at the Winter OSCHE meeting.
2. Catastrophic Leave Bank Proposal – Faculty Senate Officers will be discussing this with Dr. Cartwright on Monday.
3. Severe Weather Policy Implementation - received handout explain policy – <http://www.bgsu.edu/organizations/csc>
4. Layoff – Ogg Library is still open and will be for the rest of the semester. All classified staff who worked shifts at Ogg Science Library work at Jerome Library and simply took shifts at the Science Library. A Secretary 2 position in Legal Studies was eliminated. The classified staff employees was placed in Aerospace Studies
5. Further discussion on layoff procedures - There is no additional information on upcoming lay-offs. There was a discussion regarding bumping. Reminder - bumping can occur across campus. Bumping will occur first within classification and second within series. The retention point report is divided by series.
6. CSC leadership will meet with Dr. Cartwright on March 18, 2009. Potential topics are indicated below:
  1. Layoffs – how CSC is being proactive
  2. HR Survey conducted by CSC
  3. Suggestions on spousal rule – less than 55 years old and insurance
  4. Topics/questions are requested from CSC and all classified staff

**Committee Reports** - The following reports/meeting notes can be found on the CSC web site under Resources and then click on CSC Committees Reports 2008-09: <http://www.bgsu.edu/organizations/csc>

- Campus/Community Committee – Diane Colyer – Award Ceremony date- April 16, 2009. Golf Outing – each CSC representative is asked to support this effort by obtaining one donation. Donations should be delivered to Diane.
- HWI – Dee Dee Wentland- Discussed the change in spousal health insurance coverage if spouse is less than 55 when BGSU employee retires. The question was asked if the University would consider covering all or part of the spouse's insurance costs until he/she is eligible for State coverage. This would allow the employee to retire and provide the University with salary savings. It was also asked if a husband and wife are both employed by the university and the spouse, with the primary insurance coverage is laid-off, can that be switched to the spouse that is still employed. The answer is yes and enrollment can occur during the year if there is a significant change in status. It was mentioned that allowing the staff to use the Health center may be a way to reduce insurance costs. Dee Dee will take these questions back to the HWI committee and Faith will pose them to Human Resources.

OSCHE update – Lorrie Sawaie – Lorrie's term is expiring, a discussion followed in regards to filling the seat. More information will be sent to Classified Staff Council representatives.

Union Advisory Board Committee update – Robin Bruning handed out minutes from February's meeting.

CSC Initiatives:

Note: In an email from Jennifer Nyiri on 1/29/09, she suggested that CSC be proactive by providing BGSU classified co-workers who may be displaced with information that would benefit them in difficult times. She followed up with some web sites. Copies of the information found on these web sites are being copied and will be shared with our constituents and Dr. Cartwright.

CSC Executive team members also suggested that there is a Wood County program called “No Wrong Door” that has information that would be helpful. Copies of the information flyer about this program have been requested and should be available to CSC representatives as well as our co-workers. The persons that were contacted about the “No Wrong Door” program provided the following additional information. The Department of Job and Family Services of Wood County has a Job Solutions Program under the direction of Mary DeWitt. This program will help any entity (public and/or private) who is downsizing, with information centered on the topic, “The Next Step,” to those who are displaced. Faith has informed Marsha Serio of this program, because she felt any request for such services should come from Human Resources. Marsha Serio will follow-up. It was suggested that we invite Mary DeWitt to speak at a CSC meeting.

Good of the Order

Robin Bruning and Cheryl Weber briefly described the preliminary results of the NACUFS review of dining services. Their overall impression of the management team and operations was very positive.

CSC Reports: These can be viewed on the CSC web site under Resources titled CSC Committee Reports 2008-09:  
<http://www.bgsu.edu/organizations/csc>

- Vacancy and reclassification reports
- OMBUDS Report
- Retention Point Report
- SNAP survey results
- CSC Survey on the services of HR to classified staff

Meeting adjourned – Faith Olson – 12:20 pm





## Classified Staff Council

Meeting Minutes  
March 18, 2009  
BGSU Main Campus

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### CALL TO ORDER

Chair Faith Olson called the meeting to order at 10:00 a.m.

### ROLL CALL

Members present: Judy Amend, Robin Bruning, Diane Colyer, Tammy Corpe, Marie Dandar, Kathy Dean, Connie Dippuccio, Rob Fleshman, Judy Hagemann, James Hjortsberg, Sub for Laurie Konrad – Cheryl Weber, Bob Mason, Faith Olson, Cyndi Patterson, Sub for Glenna Rufo – Betty DeSilvio, Violet Serrato, Scott Spaulding, Dee Dee Wentland, Sara Zulch-Smith, Mary Zuzik Absent: Kate Najacht Guest: Karen Donaldson

A motion was put forth by Judy Amend to approve James Hjortsberg to replace Teresa Coss for the remainder of her term. Seconded By Scott Spaulding Motion passed

### APPROVAL OF MINUTES <http://www.bgsu.edu/organizations/csc>

Motion to approve January Minutes – Judy Haggmann Seconded by Mary Zuzik and DeeDee Wentland Motion passed

Motion to approve February Minutes – Kathy Dean Seconded by Cyndi Patterson Motion passed

### TREASURER'S REPORT <http://www.bgsu.edu/organizations/csc>

Judy stated that she is checking into an unidentified \$325.00 encumbrance. Contributions to the scholarship fund typically add to the fund's endowment because of the down market, she suggested that donors to the scholarship fund designate their gift to the spendable side of the fund.

Motion to approve Treasurer's report – Violet Serrato Seconded by Connie Dippuccio motion passed

### **CSC Action Items & Updates**

1. Karen Donaldson, Scholarship Committee – **Karen presented two proposals to the Counsel for consideration:**

**Proposal 1 Requesting that the net proceeds from the 2008 Golf outing of \$2110.33 be placed into the spendable earnings of the Scholarship Foundation account.**

**Proposal 2 Requesting that the future proceeds from the Sponseler Ride and the Gold Outing be placed into the spendable earnings of the Foundation account.**

**A motion was set forth to approve Proposal one with an annual review and to approve Proposal two with the approval of the Sponseler Ride Group by DeeDee Wentland and Judy Amend Seconded by Faith Olson**

2. Faith Olson will serve on the Enrollment Management Team
3. Catastrophic Leave Bank Proposal – small changes are being worked out.  
Vote should come to the Board of Trustees in April 2009
4. Owens going to 4-day work week – how does CSC feel about this?
5. Additional ombuds representatives – ASC using volunteer retirees

- **Chair/Chair-Elect Report – The following reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09: <http://www.bgsu.edu/organizations/csc>**
- **HR Meeting – March 16, 2009**

Notes by Faith Olson

1. **Questions about layoff of classified staff employees**

- **Status of List of Questions and Answers for Separated Employees** – Marsha stated that she did not incorporate all the requests for answers to specific questions that were submitted because some of them are explained at the meeting of employees who are involved in a job change or lay-off. One that was incorporated was the question was about continuing of health benefits if the spouse of the laid-off employee works for BGSU. Individual employees are asked to contact the Benefits Department for clarification of their situation.

NOTE: Component of the question above: if a classified staff employee is laid-off and his/her spouse is also employed full-time at BGSU and is enrolled in the health care plan, the health insurance coverage could be changed because the layoff would constitute a qualifying event.

The lists of questions and answers are available upon request from Marsha Serrio.

- **Layoff vs. separation – please clarify definitions** - Layoff – remains on a recall list for one year. Separation – could be permanent if an employee retires or resigns. Or, if an employee goes on disability retirement or military call-up, he/she can return to BGSU if the return date is within three years of the disability retirement or military call-up.
- **Retention point accumulation for those in layoff status and those in separation status due to military call-up or disability retirement.** Those on military call-up or disability retirement may return to BGSU employment within three years. They not only retain all their initial retention points, but receive all the retention points they would have earned had they remained in an active pay status during their temporary separation from BGSU.
- **What prevents laid-off employees from getting unemployment benefits?** Declining a job offer.

**NOTE from 3/18/09 CSC Meeting:** The following information was shared during the CSC meeting. Declining a like job while moving into layoff or while on layoff could impact an individual's unemployment benefit. But there may be exceptions.

One that was mentioned by an individual in the audience explained the following situation. An individual could refuse a job offer if it were greatly varied from the job they lost i.e., if an individual was making \$50 per hour and is offered a job at \$7.00 per hour, the job could be declined without affecting the unemployment benefits.

However, **the following caution is given** because of the number of layoffs that are occurring throughout the area there may be some changes to the rules. If a BGSU employee is offered employment at \$7.00/hour and he/she made \$50/hour at BGSU, verify the status of unemployment benefits with an unemployment specialist at the Department of Job and Family Services. A requirement may be that the job that is offered must be taken and the difference between the hourly rate and the unemployment

benefit would be made up through the Unemployment Office. Becoming informed on the rules before a choice has to be made will save a lot of headaches.

- **Tuition benefit to those being laid-off. Number of credit hours allowed? Time limit? Family benefit?**  
Tuition benefit for family and laid-off employee will be for 3 semesters. Family benefit includes full-time enrollment. Although employees have been restricted on the number of hours they could take during a three-semester time frame, Becca believes if an employee is laid-off and wanted to enroll full-time that the hour limitation would be lifted.

**CHAIR/CHAIR ELECT REPORTS** – The details of these reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09 (only the highlights are noted in the minutes: <http://www.bgsu.edu/organizations/csc>)

Good of the Order

Faith talked about her concern for families that may be displaced and suggested bringing items to the awards ceremony, a discussion followed.

CSC Reports: These can be viewed on the CSC web site under Resources titled CSC Committee Reports 2008-09: <http://www.bgsu.edu/organizations/csc>

- Vacancy and reclassification reports
- OMBUDS Report
- Retention Point Report
- SNAP survey results
- CSC Survey on the services of HR to classified staff

Meeting adjourned – Faith Olson – 11:57 am



## Classified Staff Council

Meeting Minutes  
April 15, 2009  
BGSU Main Campus

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### CALL TO ORDER

Chair Faith Olson called the meeting to order at 10:00 a.m.

### ROLL CALL

Members present: Judy Amend, Cheryl Bookenger, Robin Bruning, Diane Colyer, Sub for Tammy Corpe – Staci Zamarripa, Marie Dandar, Kathy Dean, Connie Dipuccio, Rob Fleshman, Judy Hagemann, James Hjortsberg, Sharon Hupp, Sub for Laurie Konrad, Bob Mason, Kate Najacht, Faith Olson, Cyndi Patterson, Lori Peugeot, Glenna Rufo, Violet Serrato, Scott Spaulding, Dee Dee Wentland, Sub for Sara Zulch-Smith – Kim Fleshman, Mary Zuzik  
Guest: OSCE Representative Lorrie Sawaie, OMBUDS Representative Stacie Enriquez

### APPROVAL OF MINUTES <http://www.bgsu.edu/organizations/csc>

March minutes are under review

### TREASURER'S REPORT <http://www.bgsu.edu/organizations/csc>

The Team Award and Outstanding Service Award will be covered by CSC budget. The fund at the Foundation for the team award will be reserved in the event that the University budget can no longer cover it. The Scholarship fund was determined to be under water as a result of the market. A motion was made by Faith Olson to close the professional development fund and move the monies to the operating fund, seconded by DeeDee Wentland. Council took action to apply the golf outing proceeds to the spendable side of the scholarship fund. Judy also informed council that the proceeds from the Mike Sponsler benefit ride will be deposited in the spendable side of the scholarship fund.

Motion to approve Treasurer's report – Violet Serrato Seconded by Connie Dipuccio motion passed

### **Guest: Mr. John Harbal, Chair of the Board of Trustees**

#### **Summary**

**Mr. Harbal stated that the Board has an obligation to assist in the construction of the budget. He feels that the administration has put together the most comprehensive budget they have had in the last 8 years. They (the administration) have made the hard decisions and are now moving forward. In regards to lay-offs he stated that it looks like there will be no additional lay-offs for this year or in 2010 according to the budget he saw on April 15<sup>th</sup> (that morning). He spoke about the Master Plan and some areas that the University would be working on in the future, examples; developing a comprehensive plan to guide students through their 4 year plan and expanding programs for non-traditional students. Mr. Harbal addressed the question – "What does it mean to be a member of Board of Trustees?" They are there to help with overall strategies and budget planning. They are not involved in the day-to-day operations. Closing statement; " I would be remiss without saying how much classified staff are appreciated and that all positions are needed to make the University perform at it's best".**

#### **CSC Action Items & Updates**

- ✿ OSCE representatives needed – 1 voting member and 2 alternates (Lorrie Sawaie, Peg Jarett & Kathy McBride are going off) Self-nominations thus far: Lorrie Sawaie, Katherine Najacht and Gloria Pizana **Council voted and Lorrie Sawaie will be the voting representative with Kate Najacht and Gloria Pizana as alternates.**
  
- ✿ A vote will be needed on the following issue. Please be prepared to discuss how you feel about this. Hypothetical situation: If an area with representation on CSC is in need of two new CSC representatives and there are 4 individuals nominated for those two seats – How many votes should classified staff employees from that area be granted, 1 or 2 (one vote for each vacancy)? **Judy Hagemann made**

**a motion to allow one vote for every vacancy in each area, Violet Serrato seconded it. Motion passed**

- ✿ The information on the new CSC Helping Hands Initiative for classified staff employees who have been laid off or displaced will be **available on the CSC Website.**
- ✿ Kathy Dean's replacement for May and June 2009 – Sallee Dildine from Global Village  
**Kathy is not resigning at this time and will keep her position on Council until June 30, 2009.**
- ✿ Cyndi Patterson's replacement for June 2009 is Connie Allison – add to CSC list proc conniea@bgsu.edu  
**Retirement party for Cyndi – April 30<sup>th</sup> 12noon Math/Science 459**

Chair/Chair-Elect Report – The following reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09: <http://www.bgsu.edu/organizations/csc>

- **Meetings with HR – notes by Faith Olson– April 13, 2009 9:00 am CP**

1. Status of the layoff plans

Eighteen positions were either eliminated or reduced from 12 months to 9 months and/or full-time to part-time. There are no future initial eliminations or reductions scheduled at the present time. There may be as many as 12 layoffs when the bumping process has been completed. Retirements will reduce the number of layoffs. To be certain that everyone understands the terminology, initial elimination would mean the process for job elimination or reduction has begun again. If the words second round or second phase are used, this indicates that the displacement phase (bumping) has begun.

When directors/vice presidents/etc. are in the planning process for cost savings measures and have selected positions to either be eliminated or reduced from 12 to 9 months usually inform Human Resources at the time they want to put their plan into action.

2. Number of vacant classified staff lines – especially those from non-student letters of appointment

The vacant report that is provided to Classified Staff Council by Human Resources lists only those positions that have been posted/advertised. There is currently no method for retrieving vacant non-posted lines from the HCM component of the PeopleSoft System. Once the University implements the position control component in HCM, the vacant positions may be more readily available for review. Becca is checking on the time table for position control implementation.

3. How many classified staff employees are there really? 935? 931? 758? 786? 894?

Information from Institutional Research web site.

Becca will check with Bill Knight to help determine which numbers are accurate between the several reports that are on the web site. The reports on the Institutional Research web site are always done in October. Because the numbers are always changing, being specific is sometimes difficult.

4. The new listing of classified staff employees #'s on a 3/18/09 report to CSC Election

Committee includes whom? As of 3/18/09 there were 894 classified employees. There were 58 fewer classified staff employees from the same report dated 4/14/08 (952– 894=58)

A report from Human Resources to the CSC Election Committee on March 13, 2009, when compared to the year before, classified staff numbers are down by 58 individuals. Becca will try to determine why the variance is and get back to us.

5. Severance pay for those displaced? – two weeks?  
There is no severance pay for classified staff employees. Classified staff employees whose positions have been eliminated or they are being displaced through the bumping process are not given a severance pay. The two weeks mentioned in news reports is the time each classified staff employee may stay in their current positions before moving to a different position or being laid off.
6. Status of classified staff funded by former Success Challenge dollars?  
Becca will check into this. She currently has no information.
7. Reporting of layoffs from January 2009 through the present round of job eliminations. Is there a spreadsheet that shows each individual whose position was eliminated and which category (bump/retire/layoff) they chose? If they bump, does the spreadsheet show where their new assignment is and what happened to the person they displaced? Also, does it list positions that were changed from 12 to 9 month?  
There is such a spreadsheet. It will be shared with the leadership of Classified Staff Council once the process has been completed, but will not be made available to the general public because of the privacy of those affected by the process.
8. If an individual goes from a 12 month to a 9 month position, how is their health care covered in the summer when they have not prepaid their health care premiums?  
Individuals who work 9-month classified positions and are part of the University's health care plan, their health care premiums are prorated to meet the amount needed to carry them over the summer. Individuals who may be changing their employment from 12 month to 9 month will be considered on an individual basis. Health care premiums will be accelerated before and/or after the conversion to 9-month status until the premium payments are on a regular 9-month payment schedule.
9. What happens to individual's Flex accounts when they are laid off?  
Becca will check on this and get back to us.
10. Refining of Handbook clarification processes  
Any changes made by Human Resources to the classified staff handbook will be communicated to Classified Staff Council leadership. Any changes initiated by Classified Staff Council will be given to Human Resources once approved by the Board of Trustees. Any changes that do not require action of the Board of Trustees and are mutually agreed upon by Human Resources and Classified Staff Council will be made through collaboration and communicated to classified staff employees through the CSC list serve.
11. Would it be possible for CSC to receive a revised retention point report once the layoffs are completed? If so, how will it be different? Will those who have been laid off still be on the report?  
HR provides CSC with two reports a year – April and October. This time line will remain in affect for the time being. Those individuals who have been laid off will not be on the report. They are listed on a Recall List.
12. Status of the second Student Service Counselor position in Finance and Administration that was vacated when the employee was hired into a Scholarship/Grant Coordinator.  
Becca will check on it.

13. What will happen to Dr. Smith's area when he leaves? How can there be an area called "Other" on the apportionment list?  
Becca will check with Dr. Cartwright about this. Faith will place this question on a list for Dr. Cartwright when all the constituent groups meet with her on Thursday, April 16, 2009.
14. When does the order of layoff come into effect? Probationary part-time, permanent part-time; probationary full-time; permanent full-time?  
If a large number of individuals are being laid off in the same area, this layoff order would be put into affect.

Good of the Order

Judy Hagemann moved to allow the election committee to use the SNAP program for voting in the upcoming elections, seconded by Cyndi Patterson. Motion passed

We still need prizes for the golf outing.

June Meeting will be held at Firelands.

Dr. Cartwright will speak at the May meeting

CSC Reports: These can be viewed on the CSC web site under Resources titled CSC Committee Reports 2008-09:

<http://www.bgsu.edu/organizations/csc>

- Vacancy and reclassification reports
- OMBUDS Report
- Retention Point Report
- SNAP survey results
- CSC Survey on the services of HR to classified staff

Meeting adjourned – Faith Olson – 12 noon



## Classified Staff Council

Meeting Minutes  
May 20, 2009  
BGSU Main Campus

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### CALL TO ORDER

Chair Faith Olson called the meeting to order at 10:07 a.m.

### ROLL CALL

Members present: Judy Amend, sub for Cheryl Bookenberger, Robin Bruning, Diane Colyer, Tammy Corpe, Marie Dandar, Connie Dipuccio, Judy Hagemann, James Hjortsberg, Sharon Hupp, Laurie Konrad, Bob Mason, Faith Olson, Cyndi Patterson, Scott Spaulding, Dee Dee Wentland, Sara Zulch-Smith, Mary Zuzik Absent: Rob Fleshman, Kathy Dean, Kate Najacht, Glenna Rufo, Violet Serrato Guest: OMSBUD representative Stacie Enriquez

### APPROVAL OF MINUTES <http://www.bgsu.edu/organizations/csc>

March minutes are under review

April minutes are under review

### TREASURER'S REPORT <http://www.bgsu.edu/organizations/csc>

The amount spent for scholarships is \$2000.00 this is for 8 scholarships, no other changes from last month. Motion to approve Treasurer's report – DeeDee Wentland Seconded by Tammy Corpe motion passed

### GUEST SPEAKER Dr. Carol Cartwright

Dr. Cartwright reviewed the power point presentation of the strategic plan for the university. The plan is available on the university web page. She stated that the plan is an ever evolving document and will continue to change as we move forward. We were the last group that she presented to and is awaiting our endorsement of the plan. Once the plan is approved it will be distributed to all areas to begin working on implementing the strategies. Dr. Cartwright also mentioned that Chancellor Fingerhut would be on campus Tuesday, May 26<sup>th</sup> and she would be presenting our designated "Centers of Excellence", which are as follows; Arts, Education Prep, Health & Wellness, Business start-up and Sustainability.

### **CSC Action Items & Updates**

The Strategic Plan – Strategies will receive a formal vote at the June 17, 2009, CSC Meeting

The Awards Ceremony went well. Faith will use the glowing light object lesson during her presentation at the Board of Trustee June meeting to present CSC accomplishments. CSC representatives were asked to email Faith what they felt were CSC accomplishments this past year.

The CSC Information Notebooks that were distributed to the CSC representatives at the July 2008 meeting will be utilized again for the 2009-10. If any representatives are not returning, but have a notebook, their notebooks should be returned to Faith for redistribution at the July meeting. Representatives that are staying on CSC should remove the 2008-09 contents and prepare their notebooks for the 2009-10 year.

Faith will write a letter to the VP's who should have received some of the little books on building teams asking them if they have received any books and if so, to please have them returned to the CSC representatives whose names appear in the front of the book. CSC representatives can then share/keep their book.

Judy Hagemann will represent CSC on the rewriting/revising of the Severe Weather Policy. She served on the committee that developed the current policy. This historical background should assist everyone on understanding why the policy was written the way it was.

The first Helping Hands distribution took place on May 14<sup>th</sup>. We received many donations and had several people take advantage of the service. The remaining items were taken to St. Thomas Moore, the Bowling Green Christian Food Bank and the Human Society. The pick-up process is being evaluated for the next distribution date which is June 11<sup>th</sup>.



CSC will make a formal request to H. R. for an updated retention point list.

During a discussion of sick leave and FMLA two questions were asked;

1. Is it true that you are not able to use sick leave for an adult child?
2. Are you required to go on FMLA if you are off for a workmen's comp claim?

FYI: Because the CSC By-laws are for operating purposes and do not require the Broad of Trustees approval, they have been removed from the CSC handbook. Thus, any changes to the CSC By-laws remain under the control of CSC.

Chair/Chair-Elect Report – The following reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2008-09: <http://www.bgsu.edu/organizations/csc>

● **President's Panel – notes by Dr. Richard Hebein – April 16, 2009**

Questions from Faculty Senate:

1. General Education Status
2. Student Registration Problems
3. Layoffs this academic year: Will there be another wave of classified or administrative staff? If so, what can faculty do to help with staff morale?

Questions from Administrative Staff Council

1. With FY 2010 budget reduction mandates either completed or underway, what budget reduction measures (e.g., program closures, contract non-renewals, layoff are being discussed among the University administration?
2. Would you please provide an update on the status of the Catastrophic Leave Program?
3. With the reinstatement of the hockey program for another year, how will that part of the budget shortfall be made up? Will other sports and/or other employee positions be affected?

Questions from Classified Staff Council

1. How do you define Business Units when relating to Bowling Green State University?
2. Request for a letter of support for the Classified Staff Handbook.
3. Have you received any requests to extend/increase the fee waiver benefit for those who are placed in unemployment status? If so, was the request approved? If no requests have been received, what is your inclination for approval?
4. For CSC election purposes, what will happen to the "Other" area when Dr. Smith leaves?

● **Tri Chair Meeting – notes by Faith Olson – April 4/23/09**

1. Severe Weather Closing Memo of 3/31/09
2. Records Forum
3. The Leave Bank Program
4. Helping Hands Initiative
5. Strategic Plan
6. Layoffs
7. Flex time/flex schedules
8. Recognition Ceremonies for administrative staff, classified staff and faculty

● **Meeting with HR – notes by Faith Olson– May 18, 2009 9:00 am CP**

1. Status of any additional layoffs in June or July
2. Number of vacant classified staff lines – especially those from non-student letters of appointment
3. How many classified staff employees are there really?
4. The number of classified staff employees on a 3/18/09 report to CSC Bylaws Committee was 58 lower than the year before. Where did these 58 classified staff employees go?
5. Status of classified staff funded by former Success Challenge dollars?

6. What criteria is used to determine who is bumped if two or more employees in the same classification have identical retention points?
7. Please discuss the rationale for placing a former team leader into a custodial position with the same pay as a team leader.
8. Extended sick leave questions:
  - a. Can a job be abolished while an employee is on an FMLA?
  - b. What is an individual's recourse if job is abolished while on an FMLA -- layoff – bumping? Will the job be held during the FMLA period?
  - c. What happens to the individual who was to be bumped?
  - d. If an employee is on paid sick leave for an extended period and the job is abolished with no displacement path, can the individual finish the paid sick leave or does this benefit end?
  - e. Is this individual permitted to use sick leave during the FMLA period and then go onto layoff?
9. Explanation of sick leave usage for immediate family – CSC will present this
10. De-escalation of problem situations – how best to defuse. Discuss this with HR.

**Issue to consider: The BGSU Classified Staff Handbook has been approved by the Board of Trustees to describe the policies, procedures, benefits and services to FT and permanent PT classified staff employees. How do other handbooks in various campus areas compare to our handbook? Are they in compliance with the CS Handbook? These questions do not include union contracts.**

Good of the Order

\*\*Golf outing update: We still need prizes for the golf outing. The prize list will be sent out on the list proc., and please bring your desserts to Diane Colyer on June 4<sup>th</sup> at College Park or Robin Bruning at Commons on June 5<sup>th</sup>.

\*\*Faith discussed the lay-off bumping process and shared that it paid off for us to be involved with H. R. during the process because mistakes were made, but we had the opportunity to make sure they were corrected.

\*\*Judy Hagemann reminded everyone that we still do not agree with the universities definition of a “Unit” and that we need to keep investigating this area because it may play a role in our future.

CSC Reports: These can be viewed on the CSC web site under Resources titled CSC Committee Reports 2008-09:  
<http://www.bgsu.edu/organizations/csc>

- Vacancy and reclassification reports
- OMBUDS Report
- Retention Point Report
- SNAP survey results
- CSC Survey on the services of HR to classified staff

Meeting adjourned – Faith Olson – 12 noon



**Classified Staff Council**  
Meeting Minutes  
June 17, 2009  
BGSU Firelands Campus

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**CALL TO ORDER**

Chair Faith Olson called the meeting to order at 9:44 a.m.

**ROLL CALL**

Attendees: Connie Allison, Judy Amend, Diane Colyer, Tamara Corpe, Maria Dandar, Connie DiPuccio, Rob Fleshman, Judy Hagemann, Jim Hjortsberg, Sharon Hupp, Earl Lisk, Bob Mason, Nancy McQuillen, Kate Najacht, Faith Olson, Violet Serrato, Scott Spaulding, Lorrie Sawaie, Nancy Vanderlugt, Dee Dee Wentland, Mary Zuzik.

Absent: Robin Bruning, Kathy Dean, and Laurie Konrad excused, Glenna Rufo.

**OBJECT LESSON**

Faith Olson had placed a candle wick, glass jar with lid, pencil and a yellow piece of paper on the table for each Classified Staff Council representative. Faith asked each person to remove the lid off the glass jar and wrap the wick around the yellow pencil provided and place the pencil across the jar with the wick dangling in the jar. Throughout the meeting we added a couple of colors of soy wax that will not burn black. Each layer of the candle represents the tools that Faith has provided over the past year for all Classified Staff Council Representatives. These tools provided the opportunity for each member to learn and excel to be the best CSC representatives for our staff.

Faith explained that Robin Bruning and Laurie Konrad would not be able to attend today due to a meeting with Chartwells. Sharon Hupp and Tamara Corpe talked briefly about a meeting held yesterday by Mike Paulus from Chartwells for the Dining Staff.

1. All future Dining Services employees hired will be Chartwells employees.
2. Current BGSU Dining Services employees will have a meeting with Chartwells in the future to discuss opportunities to become a Chartwells employee.
3. Part-time employees will be working 20 hours per week.
4. Full-time employees will be working 32-35 hours per week.

**APPROVAL OF MINUTES**

March 18, 2009 minutes approved by Violet Serrato and seconded by Jim Hjortsberg, April 15, 2009 minutes approved by Judy Hagemann and seconded by Violet Serrato. May 20, 2009 minutes approved by Judy Hagemann with an addition from Earl Lisk III and corrections then seconded by Maria Dandar.

**TREASURER'S REPORT**

Judy Hagemann talked about the ending balance for operating will be \$7264.98 after a transfer for Golf Outing expenses from the Foundation Special Events Account. She provided an explanation for the Foundation spendable accounts.

1. Any profit from the CSC Golf Outing will be transferred into the Foundation Special Event Account.
2. Foundation Team Award Account is a reserve account if the CSC Operating Account is not able to fund the Award.
3. The Foundation Professional Development dollars were moved to the operating account as of September 2009.
4. The Treasurer's Report was approved by Scott Spaulding and seconded by Connie DiPuccio.

### **CSC ACTION ITEMS - UPDATES**

**Immediate Family definition Proposal & Vote:** Faith Olson passed out a copy of a letter drafted to President Cartwright. After a group discussion some additions were provided, Judy Hagemann made a motion to approve the document with the changes and Jim Hjortsberg seconded. Faith will make the changes and forward the document to President Cartwright.

**Strategic Plan Strategies:** The group reviewed the letter drafted to President Cartwright and a group discussion raised the following questions:

1. Judy Hagemann had concerns about the reward section. With the wide variety of trained and non-trained supervisor's on campus how will this be consistent for all Classified Staff employees?
2. Classified Staff Council asked the Board of Trustees to involve them when working on the fair reward section of this policy.
3. Faith explained that it is very important that the council take this process very serious.
4. The drafted memo addresses the concerns that Classified Staff Council has as Charting Our Future Strategic Plan moved forward in this process.
  - a. Strategy #6 – What is in place for Classified Staff employees at this time?  
Administrative and Faculty have a component in their contract. Classified Staff would like this changed. We would like it to be all inclusive to all constitute groups – needs to be consistent. Faith Olson explained that Miami University has a program in place that rewards all staff that takes a class or supports their job.

### **“Leading to Building Great Team, Aim for the Heart,” by Tom Matthews:**

1. Book Status – Passing of CSC notebooks from those not returning. Faith will write a letter to all Vice President's asking them to return the books to the proper owner.

**Helping Hands Program** is going well. Donations are down, but we did have staff with families that were able to get items from the program. BG Christian Food Bank, Cocoon Shelter, St. Thomas Moore Food Bank, and the Humane Society will receive the remaining items. VP Student Affairs has a place in its weekly web site page encouraging staff to help the program. A thank you note from Bowling Green Christian Food Pantry was passed for all to read.

**CHAIR/CHAIR-ELECT REPORTS** – The details of these reports can be found on the CSC web site under Resources and then click on CSC Officers/Exec Team Meeting Notes 2009-10 (only the highlights are noted in the notes: <http://www.bgsu.edu/organizations/csc>)

#### **Tri Chair Meeting** – May 27, 2009 meeting

This was a meeting of new officers to discuss what was accomplished over the past year with the chairs of Administrative Staff Council, Classified Staff Council and Faculty Senate. Everyone will meet in July to discuss next year's agenda.

#### **Meetings with HR** – June 15, 2009 meeting

1. Copy of data that was given to Sheri Stoll by HR for buyouts/furloughs. A Furloughs meeting will be held tomorrow 1 o'clock 402 Education with Sheri Stoll and Rebecca Ferguson.
2. Is there a Supervisor's Handbook and is Supervisory training required?
  - a. Answer: NO, Supervisory training required NO.
3. Exchanging of the CSC Handbook definitions of “Immediate Family” to OAC definition.
4. Proof of dependency required? If yes, what is required to prove fee waiver privileges?

- a. Answer: Yes, to meet the IRS requirement.
- 5. Status of Severe Weather Policy Committee?
- 6. Status of restructuring and/or elimination of academic units or programs?
  - a. Answer: Human Resources reported that they haven't received thing. Faith Olson was talking with a member of Faculty Senate that thought something would be announced in the next two weeks.

**COMMITTEE REPORTS** – The following reports/meeting notes can be found on the CSC web site under Resources and then click on CSC Committees Reports 2008-09: <http://www.bgsu.edu/organizations/csc>

- a. **Health Wellness and Insurance** – Dee Dee Wentland reported no meeting this month.
- b. **Golf Outing** – Diane Colyer
  - a. Sixteen teams, 6 sponsors, Great day! Diane believes we may have made approximately \$2000.00.
  - b. Cindy Hendrick purchased the parking space at the silent auction.
  - c. All items were delivered to the winners.
- c. **OSCHE** – Lorrie Sawaie reported the next meeting is scheduled for tomorrow and her Power Point presentation will be available on the above website.
  - a. Lorrie asked Classified Staff Council to sponsor the 2010 Summer OSCHE Conference at BGSU a two-day event. OSCHE will celebrate the 20<sup>th</sup> year Anniversary for the organization. Bob Kreinkamp, classified staff retiree from BGSU was one of the founders and the first meeting was held at BGSU. Council will receive the registration funds from OSCHE to help pay for the event. Faith Olson made a motion that we support the conference and we received lots of seconds from the group. Lorrie will start a committee to help plan the event anyone interested please contact her by email.

#### **CSC INITIATIVES – REFLECTION, EVALUATION AND PLANNING OF CSC 2008-2009 ACTIVITIES**

#### **SUGGESTIONS FOR 2009-2010**

**CLASSIFIED STAFF COUNCIL 2008-2009 – the group divided into groups of 5-6 people to discuss the following topics:**

- a. What did CSC do well this year?
- b. What needs improvement? What types of things would help with these improvements?
- c. Professional Development – continues?
- d. Monthly Rewards – do we continue?
- e. What types of Professional Development would we like to see in the future?

#### **PASSING OF THE GAVEL:**

Faith Olson passed the gavel to Violet Serrato as the 2009-2010 Chair of Classified Staff Council. Violet presented a plaque to Faith Olson thanking her for the commitment to classified staff and for all of her hard work this past year.

Violet started to discuss some of the common themes that the groups identified as goals that Classified Staff Council met in 2008-2009 and areas that need some improvements in 2009-2010:

#### **Met expectations:**

- a. The Classified Staff are better informed
- b. Helping Hands Program
- c. Helping staff through the layoff process
- d. Building Blocks

- e. Guess Speakers
- f. Object lesson for BOT – light
- g. Know Your Rights emails

**Improvements needed:**

- a. Professional Development – time frame
- b. Include night staff in a meeting each year
- c. Redefine the Compensation Policy
- d. Improve the Reward System
- e. Involve all staff – movie night
- f. Better communication – other than email, what are some additional ways to communicate with Classified Staff?

**CSC Reports:** These reports can be viewed on the CSC website under Resources titled CSC Committee Reports 2008-2009: <http://www.bgsu.edu/organizations/csc>

- a. Vacancy and reclassification reports
- b. OMBUDS Report
- c. Retention Point Report
- d. SNAP Survey results
- e. CSC Survey on the services of HR to classified staff

Meeting adjourned—Violet Serrato 1:30 p.m.

## Dobb/Ferguson Meeting: July 13, 2008, McFall Chartroom

1. Faith Olson, Chair CSC, distributed the CSC meeting schedule (locations, dates and times) for the current fiscal year as well as the agenda for the July 16, 2008, meeting at Firelands.
2. Q. Concern of positions being targeted for elimination because of years of service of staff.  
A. Becca Ferguson stated the elimination of positions is due to operational needs not years of service. Becca stated that since she has been employed at BGSU, all positions that have been eliminated were due to budget cuts or a grant ending.
3. Q. The concern of classified positions becoming administrative positions was also discussed, i.e., ITS positions.  
A. Changes have to adhere to the rules of the Ohio Revised Code. If there is a classified state job description, then the position cannot be made administrative staff. Becca indicated that 2 classified positions were made administrative and 2 administrative were made classified. Becca will verify this from the HR hire spreadsheets.
4. Q. Discussion was brought to the forefront on the practice of working part time staff 38 and 40 hours without benefits for weeks at a time.  
A. Judy indicated that part time can only work so many weeks without getting benefits. Becca asked Judy to send her the ORC that addresses this.
5. Q. Faith asked about the staff member who came back from disability and could not take a vacant position because there was not enough dollars to fund the position as full time.  
A. Discussion was made on whether the position could be funded in another way. Funding alternatives will be discussed at a later meeting.
6. Q. The 360° Evaluation Implementation  
A. This is being supported by Provost Baugher. Becca indicated that HR was also willing to support this. Judy Hagemann indicated that the library already does this and is willing to share their process. Further discussions on development and implementation will be held as well as how to do evaluations without considering personalities.
7. Q. There is a need for supervisory training.  
A. Robin Bruning said that University Dining Services promotes professional development through the “manage your manager” and other programs being offered by Continuing Education. Becca stated that the only program mandatory for supervisors at this time is “preventing sexual harassment”.
8. Q. Some universities/state agencies are moving to 4 – 10 hour work days as a cost saving opportunity and asked Becca if she was aware of BGSU considering this.

- A. Becca stated she didn't know and to ask Linda. HR encourages anything that continues to meet operational needs. Another suggestion was to eliminate the second or third shifts. This would not promote job layoffs, but put employees in close proximity to share the work load.
9. Q. Merit increase to those in probationary status.
- A. Becca brought a spreadsheet to explain why the University merit percentage is not given to those in a probationary status.
10. Q. Are University granted increases withheld from classified staff if they are in a probationary period?
- A. Becca brought a worksheet specifying that classified staff employees in a probationary period are not eligible for the University increase even if they were granted one by their college. This will be discussed further.
11. Faith made a public records request for a retention point report to be posted on classified staff's website. Becca will do this.



CSC Officers Meeting with Human Resources, Monday, September 15, 2008  
Those in attendance: Becca Ferguson, Marcia Serio, Faith Olson, Violet Serrato, Judy Hagemann, and Robin Bruning  
Notes by CSC Leadership Team

Issues facing classified staff employees:

1. Retention point report – missing staff and sort criteria – convert to EXCEL file?
  - a. Becca will check on report criteria to determine why some classified staff are missing
  - b. Asked if sort criteria could be changed from listing classified staff under each job classification alphabetically to listing by highest accumulated points to fewest number of accumulated points -- Becca said this wasn't possible because of the way the report was programmed
  - c. Asked if the report could be sent to us as an Excel spreadsheet. The answer was NO so the integrity of the report could be assured.

Becca will get back to us with the information

2. CSC Handbook updates on web site
  - a. Agreement was reached that the CSC Handbook on the HR web site should be the correct version, with the Handbook link from the CSC web site linking to the HR site. Currently, the CSC Handbook on the CSC web site is updated and formatted to more easily accommodate searches.
  - b. Violet will work with Lori Smith to get the CSC handbook updated and then all the links will point toward the published version.
3. Potential of administrative staff being placed in eliminated classified staff position(s). Is advertising required and what about pay grade?
  - a. Transfers within Vice-Presidential areas can occur.
  - b. The one example of this issue is where three classified positions were eliminated and an administrative staff individual has been transferred into the area. The administrative individual will receive some of the duties performed by each of these classified staff employees.
  - c. To determine if a vacancy should be categorized as a classified or administrative position, the job responsibilities are compared utilizing the Fair Labor Standards Act: Administrative Duties Test.
  - d. Because the administrative staff person is bringing his/her own salary, a cost savings will still be realized by the area. Concern for CSC is that this is TRUE FOR b. (ABOVE) BUT WILL IT ALWAYS RESULT IN COST SAVINGS?
  - e. Becca indicated that two of the three classified staff employees are or will be retiring, thus allowing for the transfer. It is the consensus of those on Classified Staff Council who know the individuals whose jobs were eliminated that the retirement would not have occurred expect for the

elimination of their positions. All would have continued to work if given the opportunity. The stand of CSC leadership in this situation or another where there is a potential for classified staff positions to be eliminated, why weren't there opportunities for retraining, etc., rather than elimination?

- f. Becca stressed that this was legal – there is no argument on legal, but ethical. Individuals who have worked for BGSU for over 30 years should be given the opportunity to upgrade skills to provide a means of meeting area demands without job elimination.
  - g. No resolution in this situation for classified staff employees
4. What does HR use as criteria for tuition benefits? What documents are required or will be required? Validation of information.
- a. A dependent must be under the age of 24 (changing to 25 in 2009) and claimed on the employee's income tax forms and validated on health care enrollment, admission and/or financial aid forms.
  - b. This dependent cannot be a grandchild or a niece or nephew or other relative unless determined by a court of law that the BGSU employee is the legal guardian of the child who has to be under the age of 18. Court document indicating such is required.
  - c. The description of what is needed to claim a dependent as written in the handbooks, may need to be revised to clarify what other qualifications are required to allow for exempted fee waivers of dependents.
5. Status of reclassification workshop to be conducted by HR on tips/criteria for filling out reclassification paperwork. Information from ORC and Ohio State Job Classification listings should be included in presentation. How long? Possibility of doing it prior to a CSC meeting?
- a. Marcia will check on the possibility of scheduling such a workshop. She will get back to us before the end of September.
  - b. ORC and Ohio State Job Classification listings will be included
  - c. Such a meeting would require one to one and a half hours
  - d. A discussion followed on the problem of requiring the applicant to suggest what position he/she believes the applicant should fill. Becca said a job audit request should never be rejected if this information is not included on the paperwork.
  - e. Becca suggested CSC have a committee to review the applicant and determine for what position the applicant qualifies. This review process is not acceptable to CSC leadership. Determination of how job criteria fit into various job descriptions is HR's responsibility.
6. HR sponsored longevity dinners – status?
- a. Staff award gifts and dinners cost \$22,000.
  - b. Last years' events were paid by Dr. Dobb and Dr. Whipple
  - c. Staff award dinners and gifts are on hold because there is no funding

7. Ramification to OPERS if out-sourcing is considered.
  - a. OPERS has so many contributing members making the fund secure.
  - b. Increase in number of individuals losing their positions in the State government because of a 4.5% cut by the Governor, plus other job reduction strategies are still a concern and could have an impact on OEPRS.
  - c. Other concerns is the insurance rates that new retirees have to pay when other retirees have their insurance coverage for free
  - d. Find BGSU Book Store study to see why it stayed internal
  - e. Have to ask, "What's working? What's not? How can things be done differently? Why is something good or bad?"
  - f. There are many methods of self-study evaluations that should be considered before job elimination
  
8. Updated list of classified emails by division? Need this for SNAP survey.
  - a. The one we got in January 08 has not changed very much.
  - b. A new list is not available.

Human Resource Meeting  
Monday, October 13, 2008  
410 Psychology Conference Room

1. The Political Activity Resolution is in the General Counsel's office being reviewed. The new B.G.S.U. General Counsel, Sean Fitzgerald, who starts his position today, will give his interpretation as to whether or not the Board of Trustee at B.G.S.U. can change the law under HB 187 reform.
2. Catastrophic Leave Bank is also at General Counsel and going through the process of being approved. Becca will be meeting with Sean Fitzgerald tomorrow afternoon at 4:00 and will provide feedback on both of these items to Faith on Wednesday.
3. The Retention Point Report will be published on CSC's website as soon as it is ready for review. The Office of Human Resources has a Power Point presentation concerning retention points that is available for viewing. Becca has offered to run the Retention Point Report quarterly, bi-annually or when needed upon request.
4. Comp Time Record Keeping was discussed. The right to use additional time worked as overtime or compensatory time is at the discretion of the employee. This is not to be decided by any supervisor or anyone else but the employee. This is a state law and has to be adhered to.
5. A SNAP survey will be sent out to classified staff employees, using the self-study survey that was done in 2004 as a guideline, for feedback concerning the quality of the services that are provided by the Office of Human Resources.
6. The clarification of outsourcing vs. hiring outside contractors using prevailing was discussed. What is known is that the University hires outside contractors according to value and quality of goods/services. The outsourcing clarification may need to come from Sheri Stoll.
7. HR is utilizing the Federal Government's FMLA form as of January 1, 2008 as per the recommendation of the Department of Labor. This form is more detailed than the previous form that was utilized for this purpose by HR. For more information on this, go to: <http://www.bgsu.edu/offices/ohr/benefits/page11364.html> and for a copy of the new FMLA form, go to: <http://www.bgsu.edu/downloads/execvp/file42866.pdf>
8. Marsha Serio has slides ready for training for those who are interested in doing a reclassification and will be sending this information out to classified staff to schedule for the sessions when completed.

The link for the Classified Staff Council website is:  
<http://www.bgsu.edu/organizations/csc/>

CSC Exec Team and HR Meeting  
Monday, November 17, 2008  
Psychology Building

Faith Olson, Violet Serrato, Robin Bruning, Becca Ferguson, Marsha Serio

1. Rules governing flex time – What is the status of flex time, etc. in Continuing Education?
  - a. Since overtime is governed under federal law for classified state employees, BGSU must be in complete compliance with the rules. As stated, overtime and/or comp time is earned by an employee who works more than forty hours in one Sunday to Saturday work week. It is solely the employee's choice to have the hours worked over 40 taken as either compensatory time or overtime.
  - b. Time can be “flexed” in a 40 hour Sunday to Saturday work week per the following guidelines: The time worked has to be 40 hours or less. The supervisor must give the employee reasonable notice and explanation of the hours changed in a specific time period.
  - c. The Dining Services handbook is more detailed than CS handbook and was written in support of the CS handbook.
  - d. HR is always available for questions and answers concerning this policy.
2. Putting the 10/24/08 retention report on the CSC website. Update every 6 months?
  - a. Becca thought the idea of putting the Retention Point list on Classified Staff's website was “brilliant”. HR will run this report every October 1 and February 1. The updated versions will be placed on the CSC website.
3. Clarify break in service and retention point accumulations. Affect on vacation and/or sick leave balances.
  - a. If an employee's service has been discontinued for more than 30 days, meaning they are no longer considered an employee of BGSU, their retention clock starts all over again once they are rehired. Once an individual is no longer employed by BGSU, vacation gets paid out and sick leave stays on the books for 10 years unless the individual retires.
4. Update on Job Audit training courses – 1 session will be held at Firelands.
  - a. Three have been scheduled for main campus and one scheduled for Firelands. All training sessions are currently filled, with 4 people remaining on a waiting list.
5. Christmas Eve day closing at noon?
  - a. This decision is made by the department/area supervisors because of the varying needs of each unit.
6. Status of Political reform request. Catastrophic leave will go to the Board of Trustees in February. Why not sooner?
  - a. As far as Becca knew, the Catastrophic leave did not have a determinable time when it would be going to the Board of Trustees. Status of Political Reform request is still in General Counsel's office.
7. Discussion on campus safety protocol on November 7, 2008

- a. Some people did not know anything was going on. It was suggested that the next time something happens; the area to avoid should be made more descriptive. There was some confusion as to where the alleged gun shots fired had actually been fired. Some people were advised not to come into work until there was an “all clear” issued. Becca said the employees would not get paid for the time they were not at work, but could take vacation, personal, or comp time.
  - b. How were people notified if they did not sign-up for the alert or did not have text messaging capabilities on their phones? Each department should have a call sheet for emergencies and this protocol should be followed. (Ask your department).
8. Major reorganization in the Academic Affairs area?
  - a. Becca has not heard anything concerning this.
9. Years of service recognition – result of survey?
  - a. A survey was taken at last year’s award banquet. The results were that people would like to have just a dinner or gift. Currently, there are no funding available for either. Becca will handout certificates to the VPs to distribute.
10. Deadline for student verification in health care plan.
  - a. Send an email or phone HR for information. This is the only area that can be a little flexible during the enrollment period.

CSC Officers and HR Meeting  
Tuesday, December 16, 2008  
College Park Office Building Room 1

Faith Olson, Violet Serrato, Robin Bruning, Becca Ferguson, Marsha Serio

1. Flex time update in Student Financial Aid Office. Can cabinet time be used to inform the campus of Fair Labor Standards Act and what the law requires of employers/supervisors? How does the SFA and CEE flex time/comp time/etc correspond to each other and the law?
  - a. In very general terms, the supervisor has the authority to vary an employee's schedule. The supervisor is required to give adequate notice of such a change and the flexing of hours must occur in the same week as explained by the Ohio Revised Code. An employee has the right to request a flex to their schedule (for a doctor's appt. etc.) with approval of the supervisor. If there are any questions, individuals are asked to contact HR and Becca will help educated supervisors of the laws that govern this process.
  - b. If a classified employee is required to work more than 40 hours in one week, he/she has the choice to take comp time or overtime pay for those additional hours. It is up to the employee to decide.
  - c. Marsha clarified how comp time can be paid. She stated in an email the following: "Regarding the "rules" on requesting a comp time pay out, I contacted Jan Cruz in the Payroll Office. She explained that an employee may request a comp time pay out on each payroll, if he/she wishes."
2. Are individuals on non-student letters of appointment entitled to vacation/holiday/sick leave pay through flex time accumulation or otherwise? Are there guidelines that specify these benefits or restrictions? If this is not a recorded benefit, how is the University being protected if there is a Workman's Comp issue or liability problem?
  - a. Marsha responded that the above mentioned benefits are not provided to those who are on non-student letters of appointment. Marsha researched the questions and followed-up with this answer: "Regarding the benefits available to individuals on Non Student Letters of Appointment, the agreement itself states...'The University will provide the appointee with workers compensation and, unless exempt, from membership, OPERS or STERS.' There are no other benefits identified. Further, the agreement distinguishes the employee as '...not faculty, administrative staff, classified staff or student'".
3. BGSU's 2 floating holidays impact on permanent part-time staff. Can/should permanent part-time employees be entitled to the holiday pay if the "original" holiday falls on their normally scheduled work day?
  - a. It depends on when the permanent part-time employees are scheduled to work. If the manager does not schedule the employee to work that day, then the employee does not get paid.

4. Simplifying of evaluation and reclassification forms?
  - a. A committee should be formed to work on this. Becca indicated that for the evaluation form she would like to see two supervisors, two classified staff and two HR staff make up the change team. The reclassification process and form have some restrictions because the information requested (in particular, how percentage of time is spent) must be a part of the form and the process. Becca would like to see classified staff have a peer review process like administrative staff. Further discussions will be required.
5. Success Challenge job eliminations – if more than one classified staff in the same classification are experiencing job elimination at the same time – how does the bumping rights work, i.e., if three Secretary 2's jobs are eliminated and they all have higher retention points than the bottom three in that classification, would (or should) the employee with the highest retention points have the right to select from the 3 potential bumped positions? How is this decision made?
  - a. As way of explanation, HR did the below scenario to help clarify:

Jobs being eliminated:

Secretary 2 (450 retention points)

Secretary 2 (330 retention points)

Secretary 2 (670 retention points)

The three lowest Secretary 2 positions available:

Secretary 2 (120 retention points ) First one to be laid off – replaced by Sec 2 with 670 retention points

Secretary 2 (153 retention points) Second one to be laid off – replaced by Sec 2 with 450 retention points

Secretary 2 (175 retention points) Third one to be laid off – replaced by Sec 2 with 330 retention points

Note: Employees being laid off, depending on the number of retention points, may bump back into their former classification if it has been less than 3 years.

HR is available for any questions or further clarification.

6. CSC Survey on the services of HR to classified staff.

A draft of the survey results are being written. Becca requested that HR have the opportunity to look at the survey before it is distributed to CSC. Request granted.



CSC Officers and HR Meeting

Tuesday, January 20, 2009

College Park Office Building Room 1

Information by color: Blue – responses by HR; black – questions and CSC comments;  
red – information that should be given special notice.

Faith Olson, Violet Serrato, Robin Bruning, Becca Ferguson, Marsha Serio

1. Layoff Plans

a. How many have been laid off?

So far this academic year there have been 2 classified employees laid off.

b. What is the process for notification? Time line? Etc?

Layoffs are coming but the exact numbers are not known at this time. We expect less than 50. Budgets are still being looked at. Becca will inform CSC Chair before the lay-off bumping process starts. The notification will go to the affected employee and his/her supervisor. If there is an available position for the displaced employee, he/she is entitled to wait 5 days before making a decision. Some Vice Presidents have requested they be part of the notification process. If the VPs are not available, area Deans may want to be a part of the process. EAP will be available for counseling, if needed.

HR is holding on to vacant positions to utilize when the lay-off process starts.

If a 12 month position is downgraded to a 9 month position, the 12 month employee has a right to a 12 month job. HR is examining if an employee has a right to waive their 12 month position for a 9 month position.

If an employee takes a position and needs training, there will be support to get the training he/she needs.

The laid-off employee has the right to keep the fee waiver option for a year.

Retention points of affected individuals will be hand checked.

c. How many classified are funded by Success Challenge dollars?

The numbers are not known at this time.

d. Is there a list of these individuals and do they know they are funded in this manner?

HR will research this.

- e. What happens to sick leave hours, vacation time and comp time when classified are laid-off?  
Vacation time and comp time are paid out, but sick leave stays.
2. Explanation of ORC 145.297 and 145.298. Define hiring units on the BGSU campus, etc.  
HR believes the hiring units are categorized by VP area but they don't know for sure. If 50 or more classified employees are laid off, HR does not know yet how this will come into play. Becca has asked Office of General Counsel for an answer.
3. Evaluation form and process redesign? Set a deadline.  
This will be discussed at next month's meeting.
4. Further discussion on part-time classified being paid for holidays when University is shut down.  
If the part-time employee is scheduled to work that particular holiday, they will be paid. If they are not scheduled to work, they will not be paid.
5. Political Reform Proposal and Catastrophic Leave Bank Proposal  
CSC reported that the Office of General Counsel indicated the Political Reform Proposal cannot move forward because the ORC section that restricts participation by classified staff in various aspects of patrician elections (see page 102 of the Classified Staff Handbook) was not included in HB 187. This reform is being carried to OSCE by Lorrie Sawaie to be considered at the State level.  
  
The Catastrophic Leave Bank Proposal is still under review by the Office of General Counsel. Several members of CSC and HR are searching for the Code that affects participation in such an endeavor.
6. A probationary employee in a promoted position was terminated.  
HR stated an employee in a probationary period can be terminated if the new position necessitates a probationary period and the employee doesn't make the grade. This occurred recently on campus.

NOTE from Faith Olson: Following the meeting, research into the Ohio Revised Code and the Ohio Administrative Code produced these results: OAC section 123:1-23-12 (E) *Time limit for filling position; probationary period; removal or demotion* specifies that "If an employee accepts an intra-agency (within the same over-all appointing authority) promotion and is found to be unsatisfactory in the advanced position, the employee shall be demoted to the position from which the employee was promoted or to a similar position." It is the opinion of the CSC leadership team that this code section specifies what action should be taken in this situation. On-going discussions with HR concerning this situation are occurring.

1. **Questions about layoff of classified staff employees**

- **Status of List of Questions and Answers for Separated Employees** – Marsha stated that she did not incorporate all the requests for answers to specific questions that were submitted because some of them are explained at the meeting of employees who are involved in a job change or lay-off. One that was incorporated was the question was about continuing of health benefits if the spouse of the laid-off employee works for BGSU. Individual employees are asked to contact the Benefits Department for clarification of their situation.

NOTE: Component of the question above: if a classified staff employee is laid-off and his/her spouse is also employed full-time at BGSU and is enrolled in the health care plan, the health insurance coverage could be changed because the layoff would constitute a qualifying event.

The lists of questions and answers are available upon request from Marsha Serio.

- **Layoff vs. separation – please clarify definitions** - Layoff – remains on a recall list for one year. Separation – could be permanent if an employee retires or resigns. Or, if an employee goes on disability retirement or military call-up, he/she can return to BGSU if the return date is within three years of the disability retirement or military call-up.
- **Retention point accumulation for those in layoff status and those in separation status due to military call-up or disability retirement.** Those on military call-up or disability retirement may return to BGSU employment within three years. They not only retain all their initial retention points, but receive all the retention points they would have earned had they remained in an active pay status during their temporary separation from BGSU.
- **What prevents laid-off employees from getting unemployment benefits?** Declining a job offer.

**NOTE from 3/18/09 CSC Meeting:** The following information was shared during the CSC meeting. Declining a like job while moving into layoff or while on layoff could impact an individual's unemployment benefit. But there may be exceptions.

One that was mentioned by an individual in the audience explained the following situation. An individual could refuse a job offer if it were greatly varied from the job they lost i.e., if an individual was making \$50 per hour and is offered a job at \$7.00 per hour, the job could be declined without affecting the unemployment benefits.

However, **the following caution is given** because of the number of layoffs that are occurring throughout the area there may be some changes to the rules. If a BGSU employee is offered employment at \$7.00/ hour and he/she made \$50/hour at BGSU, verify the status of unemployment benefits with an unemployment specialist at the Department of Job and Family Services. A requirement may be that the job that is offered must be taken and the difference between the hourly rate and the unemployment benefit would be made up through the Unemployment Office. Becoming informed on the rules before a choice has to be made will save a lot of headaches.

- **Tuition benefit to those being laid-off. Number of credit hours allowed? Time limit? Family benefit?** Tuition benefit for family and laid-off employee will be for 3 semesters. Family benefit includes full-time enrollment. Although employees have been restricted on the number of hours they could take during a three-semester time frame, Becca believes if an employee is laid-off and wanted to enroll full-time that the hour limitation would be lifted.

A question was asked if a laid-off employee could take classes at Owens Technical College. There may be an opportunity through Job Solutions. This is a question that we should ask Mary DeWitt.

**Note from 3/18/09 CSC Meeting:** Job Solutions would pay up to \$6,000 per year for two years, if a displaced individual were enrolled in a two-year degree program. This includes Owens Tech and some programs at other colleges and area universities. Job Solutions would also assist with computer classes and apprenticeships programs.

- **What is the timetable for layoff counting?** A rolling six month period. This means since the first layoff occurred in January 2009 and if the number of layoffs reaches 50 or more within a Business Unit over the next six month (June 2009), then the University would be required to provide a retirement buy-out. Any employee whose position is eliminated and he/she is offered a vacant line or begins a bumping process is counted in this rolling six month period because each individual is considered laid-off until they accept another position or actually go onto layoff. Becca mentioned that the management/administration considers the Business Units of the University to be each VP area. There seems to be some discrepancy with this philosophy since layoffs, bumpings and filling of vacant lines can occur across VP areas. Main campus and Firelands are considered separate entities and displacements cannot occur between these two BGSU campus.
  - **If pay grade is the same within a series of two classifications, how is the bumping determined?** The motto of HR is “do the least amount of harm.” When there are two classifications in 1) the same series with 2) the same pay grade, the individual with the least retention points within these two classifications could be displaced through the bumping process.
  - **At ASC, Becca mentioned that she has some preliminary listings for layoffs – please clarify.** Becca indicated that the list is still a draft. She tries to delay the deadline to allow for more vacant lines to appear. Placement in vacant lines is the first step in any layoff, with bumping to follow once all the vacant lines are filled. The deadline for major layoffs will begin in less than two weeks and continue for more than three weeks. If a person is laid-off or displaced, he/she may stay in his/her position for 14 days before the move.
2. **CSC is strongly encouraging HR to restrict the advertising of upcoming classified positions to on-campus only.** The only positions to be advertised are those that cannot be filled through recall rights because there are no laid-off BGSU employees within the classifications being advertised. Individuals who are on recall can apply for BGSU advertised positions for which they are qualified. Most positions are initially advertised on-campus with all classified employees having the right to be interviewed if they meet the qualifications of that position. If a position is to be advertised on and off-campus at the same time, the position will undergo additional scrutiny. PT secretarial positions (9 and 12 months) and UNIX system administrator are a few of the positions that are filled through off-campus advertising because of a lack of internal candidates. Individuals on lay-off may consider upgrading their skills through education to qualify for such positions.
  3. **Clarification on restricting funds from a position eliminated for budget cuts.** When a position is eliminated, the duties from this position may be distributed among the employees remaining in that area or the duties were not necessary. The funds from the eliminated line cannot be used to fund another position for at least a year.
  4. **If there is more than one person in the same classification in the same office, what criteria is used to determine whose position is eliminated?** The position eliminated should be based on the Director’s decision of functions or funding of the job. Retention points are not part of the formula in determining which position to eliminate. Positions get eliminated not people. Retention points go with the employee.

5. **CSC is offering its assistance to HR to keep the CSC web site resources up-to-date.** An example would be to have ONE link to the **CSC handbook**. This would prevent multiple copies of the handbook being available on BGSU's web pages. Faith will help facilitate Violet and Lori getting together to put in the approved changes by the Board of Trustees. Because the CSC Bylaws are an appendix to the handbook, they do not require Board of Trustee approval. The Bylaws will be placed on the CSC website.
6. **Two classified staff employees were recently transferred to administrative staff contracts. Are degrees required? If not, what is the impact on salary compensation?** All positions (classified and administrative staff) are evaluated using the criteria identified in Fair Labor Standards Act. Not all administrative positions require a degree. Compensation is based on where the position falls on the administrative pay grades.
7. **Formal request for list of retired classified staff that have been rehired on Non-Student Letters of Appointment.** CSC provided HR with the names of five retired classified staff who have returned to BGSU to work part-time on non-student letters of appointment. CSC is asking HR to verify that these individuals (and/or others) are being funded through transfers from funded vacant classified staff lines. Since the law requires that vacant lines are filled first in a layoff situation, then every vacant funded classified staff line should be utilized. Becca will inform us of the information she collects.

## Meetings with HR – notes by Faith Olson– April 13, 2009 9:00 am CP

### 1. Status of the layoff plans

Eighteen positions were either eliminated or reduced from 12 months to 9 months and/or full-time to part-time. There are no future initial eliminations or reductions scheduled at the present time. There may be as many as 12 layoffs when the bumping process has been completed. Retirements will reduce the number of layoffs. To be certain that everyone understands the terminology, initial elimination would mean the process for job elimination or reduction has begun again. If the words second round or second phase are used, this indicates that the displacement phase (bumping) has begun.

When directors/vice presidents/etc. are in the planning process for cost savings measures and have selected positions to either be eliminated or reduced from 12 to 9 months usually inform Human Resources at the time they want to put their plan into action.

### 2. Number of vacant classified staff lines – especially those from non-student letters of appointment

The vacant report that is provided to Classified Staff Council by Human Resources lists only those positions that have been posted/advertised. There is currently no method for retrieving vacant non-posted lines from the HCM component of the PeopleSoft System. Once the University implements the position control component in HCM, the vacant positions may be more readily available for review. Becca is checking on the time table for position control implementation.

### 3. How many classified staff employees are there really? 935? 931? 758? 786? 894? Information from Institutional Research web site.

Becca will check with Bill Knight to help determine which numbers are accurate between the several reports that are on the web site. The reports on the Institutional Research web site are always done in October. Because the numbers are always changing, being specific is sometimes difficult.

### 4. The new listing of classified staff employees #'s on a 3/18/09 report to CSC Election Committee includes whom? As of 3/18/09 there were 894 classified employees. There were 58 fewer classified staff employees from the same report dated 4/14/08 (952– 894=58)

A report from Human Resources to the CSC Election Committee on March 13, 2009, when compared to the year before, classified staff numbers are down by 58 individuals. Becca will try to determine why the variance and get back to us.

### 5. Severance pay for those displaced? – two weeks?

There is no severance pay for classified staff employees. Classified staff employees whose positions have been eliminated or they are being displaced

through the bumping process are not given a severance pay. The two weeks mentioned in news reports is the time each classified staff employee may stay in their current positions before moving to a different position or being laid off.

- 6. Status of classified staff funded by former Success Challenge dollars?**  
Becca will check into this. She currently has no information.
- 7. Reporting of layoffs from January 2009 through the present round of job eliminations. Is there a spreadsheet that shows each individual whose position was eliminated and which category (bump/retire/layoff) they chose? If they bump, does the spreadsheet show where their new assignment is and what happened to the person they displaced? Also, does it list positions that were changed from 12 to 9 month?**  
There is such a spreadsheet. It will be shared with the leadership of Classified Staff Council once the process has been completed, but will not be made available to the general public because of the privacy of those affected by the process.
- 8. If an individual goes from a 12 month to a 9 month position, how is their health care covered in the summer when they have not prepaid their health care premiums?**  
Individuals who work 9-month classified positions and are part of the University's health care plan, their health care premiums are prorated to meet the amount needed to carry them over the summer. Individuals who may be changing their employment from 12 month to 9 month will be considered on an individual basis. Health care premiums will be accelerated before and/or after the conversion to 9-month status until the premium payments are on a regular 9-month payment schedule.
- 9. What happens to individual's Flex accounts when they are laid off?**  
Becca will check on this and get back to us.
- 10. Refining of Handbook clarification processes**  
Any changes made by Human Resources to the classified staff handbook will be communicated to Classified Staff Council leadership. Any changes initiated by Classified Staff Council will be given to Human Resources once approved by the Board of Trustees. Any changes that do not require action of the Board of Trustees and are mutually agreed upon by Human Resources and Classified Staff Council will be made through collaboration and communicated to classified staff employees through the CSC list serve.
- 11. Would it be possible for CSC to receive a revised retention point report once the layoffs are completed? If so, how will it be different? Will those who have been laid off still be on the report?**

HR provides CSC with two reports a year – April and October. This time line will remain in affect for the time being. Those individuals who have been laid off will not be on the report. They are listed on a Recall List.

**12. Status of the second Student Service Counselor position in Finance and Administration that was vacated when the employee was hired into a Scholarship/Grant Coordinator.**

Becca will check on it.

**13. What will happen to Dr. Smith's area when he leaves? How can there be an area called "Other" on the apportionment list?**

Becca will check with Dr. Cartwright about this. Faith will place this question on a list for Dr. Cartwright when all the constituent groups meet with her on Thursday, April 16, 2009.

**14. When does the order of layoff come into effect? Probationary part-time, permanent part-time; probationary full-time; permanent full-time?**

If a large number of individuals are being laid off in the same area, this layoff order would be put into affect.



## Meeting with HR – notes by Faith Olson – May 18, 2009, 9:00 am CP

1. Status of any additional layoffs in June or July.  
There is one grant funded position that is coming to an end. When this occurs, HR will contact Faith with the time and place for the displacement meeting. There are no definite job eliminations at this time. When and if any additional job eliminations occur, HR will inform the Chair of CSC.
2. Number of vacant classified staff lines – especially those from non-student letters of appointment.  
HR and CSC concur that there are currently 5 such positions, but not certain when the non-student letters of appointment will end. According to Becca, once these individuals leave, the non-student letters of appointment will not be renewed. Also, the vacant classified line that is funding the non-student letter of appointment the position may be eliminated. This will be determined on a case-by-case basis. Robin informed everyone that there is a classified position that is currently filled by an individual on a non-student letter of appointment, but will soon be placed on the job list.
3. How many classified staff employees are there really?  
The biggest problem with trying to determine the exact number of classified staff employees is the date when the data is gathered. Because there is constant movement in the number of classified staff employees, the data is never constant. The information on the Institutional Research site is taken on approximately the same date each year. This gives a constant date for comparison purposes.
4. The number of classified staff employees on a 3/18/09 report to CSC Bylaws Committee was 58 lower than the year before. Where did these 58 classified staff employees go?  
See the attached sheet from HR for the explanation.
5. Status of classified staff funded by former Success Challenge dollars?  
Success Challenge dollars have been folded into the regular University budget (SSI), thus reducing the potential of job eliminations for classified staff employees because these positions are no longer considered soft funded.
6. What criteria is used to determine who is bumped if two or more employees in the same classification have identical retention points?  
An agreement was made between HR and CSC leadership that the first determiner will be actual date of hire and then second (if the hiring date is the same) to use the last 4 digits of the individuals' social security numbers, with the highest number being placed above the individual with the four lower numbers on the retention point report.
7. This question was changed to "What is the process to follow if a classified staff employee is removed during a probationary period from a position to which he/she was promoted?"  
OAC section 123:1-23-12 (E) *Time limit for filling position; probationary period; removal or demotion* specifies that "If an employee accepts an intra-agency (within the same over-all appointing authority) promotion and is found to be unsatisfactory in the advanced position, the employee shall be demoted to the position from which the employee was promoted or to a similar position." CSC acknowledges the difficulty in compliance if the University is simultaneously experiencing layoffs and displacements. CSC will work with HR to ensure compliance.

8. Extended sick leave questions: ANSWERS FROM HR IN CAPITAL LETTERS
- a. Can a job be abolished while an employee is on an FMLA? – YES
  - b. What is an individual's recourse if their job is abolished while they are on an FMLA? Can they be laid off or exercise their bumping right? THEY WILL GO THROUGH THE SAME PROCESS AND HAVE THE SAME RIGHTS AS EVERYONE ELSE WHEN THEIR JOBS ARE ELIMINATED. Will the job be held during the FMLA period? YES
  - c. What happens to the individual who was bumped by the individual on an FMLA – can this person stay in their current job until the FMLA individual has completed their FMLA? NO, THE PERSON WHO IS DISPLACED WILL BE GIVEN THE TWO WEEKS NOTICE.
  - d. If an employee on paid sick leave for an extended period and his/her job is abolished and the employee has no displacements rights, can the individual finish the paid sick leave or does this benefit end? BENEFITS END
  - e. Is this individual permitted to use sick leave during the FMLA period and then go onto layoff? LAYOFF IS LAYOFF – INDIVIDUALS CAN UTILIZE SICK LEAVE OR UNPAID LEAVE UNTIL LAST DAY OF EMPLOYMENT.
9. Explanation of sick leave usage for immediate family – CSC will present this. Judy explained that sick leave (according to the CS Handbook) indicates care for an immediate family member. This may include time in the courts, social services office, etc. The purpose for bringing this forward was the result of a problem of misinterpretation of this policy. HR and CSC leadership recommends all individuals in any situation where there may be a misinterpretation of information to HAVE A CONVERSATION with their supervisor. A discussion to clarify facts could help eliminate any discrepancies or misinformation and keep a situation from becoming problematic.
10. De-escalation of problem situations – how best to defuse. Discuss this with HR. The first step is to GET THE FACTS STRAIGHT!!! Then HAVE A PRODUCTIVE CONVERSATION with the involved parties!
11. Robin mentioned that 14 individuals in Dining Services received a rating of “1” for their attendance. The problem was that the disciplinary process as outlined in the CSC Handbook was not consistently applied. The process is VERBAL WARNING → WRITTEN WARNING → REMOVAL/DEMOTION --> SUSPENSION. **Employees have the right to grieve actions and/or remove any letters of warning from their files if the discipline is not progressive in nature.** (Refer to pages 57-59 of the Classified Staff Handbook)

Issue to consider: The BGSU Classified Staff Handbook has been approved by the Board of Trustees to describe the policies, procedures, benefits and services to FT and permanent PT classified staff employees. How do other handbooks in various campus areas compare to our handbook? Are they in compliance with the CS Handbook? This question does not include union contracts.

## Meetings with HR – notes – June 15, 2009 1:30 pm CP

1. Copy of data that was given to Sheri Stoll by HR for buyouts/furloughs.  
**Answer:** A Furloughs meeting will be held tomorrow afternoon 1 o'clock room 402 Education Bldg with Sheri Stoll and Rebecca Ferguson.
2. Is there a Supervisor's Handbook and is Supervisory training required?  
**Answer:** No! Supervisory training is not required
3. Exchanging of the CSC Handbook definitions of "Immediate Family" to OAC definition  
**Answer:** This has been completed
4. Proof of dependency – is any required? If yes, what is required to prove fee waiver privileges?  
**Answer:** Yes, to meet the IRS requirements. Birth dates and social security numbers are required.
5. Status of Severe Weather Policy Committee?  
**Answer:** The committee is being the meeting process.
6. Status of restructuring and/or elimination of academic units or programs?  
**Answer:** Human Resources reported that they haven't received anything. Faith Olson was talking with a member of Faculty Senate that thought something would be announced in the next two weeks.
7. What does HR use to determine that classified staff employees are subject to the Hatch Act?  
**Answer:** BGSU considers classified staff to be protected under the ORC and OAC. Any different view of staff would put the protections classified staff have in jeopardy.

Health, Wellness, and Insurance Committee  
Meeting Summary  
Monday, August 11, 2008

Meeting minutes of June 9, 2008 were approved with minor corrections.

Human Resources/Benefits modeled several ideas for plan changes for the 2009 benefit year, at the request of Sherideen Stoll, CFO, and presented them to the President's Cabinet. Factors that led to the need for a plan change are as follows: decreased enrollment at BGSU; budget deficit; an increase in large health care claims; and, the wage and salary increase for faculty and staff. The new employee/employer contribution amounts are being finalized and will be available soon on the HR/Benefits website at <http://www.bgsu.edu/offices/ohr/benefits/index.html>.

Donna Wittwer, Associate Director, HR, will present the new plan design to CSC and its constituents at the September CSC meeting along with information on Flexible Spending Accounts (FSA's). In February, she'll return to provide tips on how to save money as health care consumers. Donna will also be speaking to the staff in Facilities Services and Dining Services. Donna is available to come and answer questions for small group meetings and departmental meetings.

There are approximately 2,500 employees eligible to participate in the flexible spending account program. Only about 600 are participating. There will be an effort this year to educate employees on this wonderful benefit.

Open Enrollment dates for health care the 2009 plan year have been determined as Monday, October 27<sup>th</sup> through **Friday, November 21, 2008 at 5:00 pm.**

Committee members had questions regarding the differences between Flexible Spending Accounts, Health Savings Accounts (HSA) and Health Reimbursement Accounts (HRA). Donna gave a brief explanation of each. Look for more discussion of HSA's at BGSU in the near future. They provide the benefit of rollover from year to year.

One of the major plan changes for 2009 is dependent eligibility - Unmarried children older than 19 will be eligible for coverage **only if they are full-time students** through the end of the calendar year they turn 24. The HR/Benefits Office has information on plans for those dependents who will no longer qualify for coverage through BGSU.

A list of projects that HR/Benefits and the HWI Committee will be working on for 2009 was distributed. They include the medical plan, prescription plan, dental plan, possible vision plan, life insurance, the flex plan, and the stop loss insurance.

New committee members were welcomed. Brian Benner, Facilities Services, joined the committee in place of Linda Hamilton (retired). Other committee members continue for next year.

The next meeting date was set for Monday, Sept. 8<sup>th</sup> at 2:30 on main campus.

**HEALTH, WELLNESS AND INSURANCE COMMITTEE MINUTES**  
**September 13, 2008**

**Present:** Ellen Naderer, Donna Wittwer, Pat Kelly, Chris Haar, Faith Olson, Janice Twork, Maria Rizzo, Christine Cucciarre, Bryan Benner, Deb Wells, John Stewart, and DeeDee Wentland

**Absent:** Judy Amend, Terri Schaller, and Judy Jackson May

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The meeting started at 2:37 PM. Ellen started the first topic, which was the review of the minutes. After a few recommendations, the minutes were approved.

Ellen asked if any new individuals could introduce themselves. Deb Wells, who replaced Linda Hamilton on the committee for ASC did so.

The agenda item was choosing a new chair. Faith and Bryan nominated and seconded Ellen again for the 2008-2009 year.

The next topic was an open enrollment update. Donna has visited Classified Staff Council, Administrative Staff Council, Faculty Senate Executive Committee and the CFO direct reports. Scheduled are meetings with Firelands College, Facilities Services, Chemistry Department, Financial Aid, CMAI, the bookstore and Math and Sciences

Jan brought up the flexible spending account and that you can use this fund to pay back mileage from doctor appointments at \$ 0.27 per mile. Donna said that she uses the explanation of benefits (EOB) and a map and sends in to FlexSave. Also, she explained a bit more and said that over the counter needs, such as aspirin, allergy medications, and antacids can be paid for through the flexible spending account. It was suggested that if you need to call FlexSave, that you should take notes including date, who that spoke with, and all information asked and answered. Lastly, it was noted that acupuncture and weight watchers (\$39.95/month) can be paid for through the account as well with appropriate documentation of why from your physician.

Open Enrollment was the next topic. The Office of Human Resources is working to finish up the process.

- The post card going out to homes is finished and going out next week.
- Also, there will be an announcement email providing an overview of the process.
- The same week, the information will be posted to the BGSU website
- Targeted emails will go out the specific groups, including employees covering spouses primary on BGSU's healthcare plan, employees covering children, etc.
- By 5 PM, November 21<sup>st</sup>, all employees who cover spouses primary, must have returned the Spousal form. Also, all children aged 19-24 must have verification that they are enrolled full time in school.

The benefits in brief that is out on the BGSU website will be updated in late December 2008 to reflect the changes that will occur January 1, 2009.

DeeDee asked about children ages 19 and up. Will they come off of BGSU healthcare if they are not full time students in some type of program? Yes, they will come off of BGSU's plan. The Office of Human Resources will audit this list twice a year. The form that HR developed (Full time Status form) was given to BGSU's office of Registration and Records for input since they get these kind of forms to complete for other health care plans.. It was noted that full time status will be based on the student's institution/organization definition of full time and not BGSU's standard.

Members of the committee asked Donna what they could do to help. One suggestion was to send out a weekly reminder through CSC or ASC. Donna asked if the groups would not go into details since we had issues last year. If they could send out messages as a reminder to read benefits information that would be helpful. HR plans to send out a number of targeted and general email reminders.

Donna closed with asking for feedback in regards to the forms. Are they easy to fill out? If not, please let HR know. HR did review and change some forms this year, however are open to make the forms better by accepting your suggestions.

Faith mentioned that BGSU was now utilizing the department of labor form for FML. Faith felt that the new form requires more information and would have liked an update that Human Resources was changing forms. HR did not want to do a mass email because some employees would not be eligible for the program and it could have caused more confusion.

Donna asked if everyone would check and update your address, if necessary. This can be done through the self service on the portal. You will see this request again in December as BGSU gears up to print W2 forms for all employees.

What do employees need to return to HR by November 21, 2008 by 5 PM?

- Spousal Form *if* employee is covering a spouse primary on BGSU's healthcare
- *If* an employee is covering a child aged 19-24, the student form will be needed to verify that the child is a full time student
- Enrollment Form *if* the employee is dropping someone off of their coverage
- Entering into a spending account; you will need to return the form

Chris mentioned that spending account guide cannot be typed on because of the format. HR will take that into consideration.

Another information piece, this one from Caremark will show all employees what prescription drugs they have used in the last year and show how the employee paid, how the plan paid, and if any better fiscal options exist (e.g. mail order?). The point is education and to show that perhaps employees can save money. Also, prescription drugs can be paid for through a spending account.

A question was asked regarding pharmacies out there that advertise filling certain generics for \$4. Donna said that the employee would pay \$4, if the drug is on the list. Many generic drugs are not on the list and therefore, the payment would be \$6 for BGSU employees on January 1, 2009. Also, if a generic drug does not cost \$6, the employee would be charged the lower price, whatever the cost.

Life insurance packets again will be mailed to employees, using everyone's salary as of 9-1-08. If someone would like to change something with their life insurance, fill out the form and send it in.

BGSU is collaborating with Miami University for vision. This is slated to go into effect either April or July 2009. Miami is leading the charge on this.

Long term disability came up quickly. Currently, the benefit is part of a package that is included in administrative and faculty hires. Those employees must pay part of the cost. At this point, it is not offered to classified staff except as a optional benefit through SunLife.

The committee briefly discussed the long term care meetings and the potential options. It was suggested that everyone review the plans carefully, as some plans offer the ability to withdraw money or include inflationary rates as part of the plan. The plans are so diverse that if questions arise from any employees, the best advice is to contact the provider.

Faith asked about a bone density test. If the test was requested because of disease, it will be charged toward the healthcare. She also asked how someone would know if a specific doctor practiced under a specific hospital. It was suggested to call MMO before a procedure was scheduled to make certain that is covered as the employee intends.

#### Projects for 2009

- HR is beginning to work on these project highlighted at the last meeting. HR is working on the Tax deferred annuity plan document in consultation with external counsel. Because of law changes, all providers have to be in compliance by January 1, 2009.
- are looking into faculty pay plans where nine month faculty are paid for 12 months. The federal IRS laws state that work performed in a calendar year should be paid in that same year. Academic proponents are looking to exempt higher

For traveling outside of the country, it was suggested that you use a credit card solely for medical expenses and bring back everything incurred to be turned into MMO.

The motion to adjourn was started at 3:44 PM by DeeDee and seconded by Janice. Ellen thanked everyone who attended.

**THE NEXT MEETING WILL OCCUR ON DECEMBER 8<sup>TH</sup> FROM 2:30-4 PM IN CPOB,  
#1**

Health, Wellness, and Insurance Committee  
Meeting Summary – 12/8/2008  
Prepared by DeeDee Wentland

#### Open Enrollment Update

Enrollment into spending accounts increased. For classified staff, an additional 132 people enrolled in spending accounts this year, bringing the total of classified staff up to 301.

Administrative staff participation in spending accounts decreased by 5.

There are 170 dependents coming off the plan due to the change in eligibility for age 19 and over.

#### Projects for 2009-10

The Benefits Office will be renegotiating contracts for health care, dental, and prescription drug coverage for 2010. The Flexible Spending Plan, Stop Loss insurance, and Life Insurance rates will also be under negotiation. Vision insurance is still being looked at for later this year, with the possibility of entering into a partnership with other universities in Ohio.

The University continues its five-year plan to gradually increase the contribution for health insurance plans paid by employees to 15% (up from 9-12% in 2008).

#### Budget Information

The budget situation at BGSU is grim for the upcoming year. HR/Benefits is being asked by the administration to continue look at ways to reduce costs.

BGSU is experiencing very high health insurance claims due to catastrophic illnesses. The projected cost for 2008 is 22 million dollars.

#### Upcoming and Suggested Staff Enrichment Workshops

Donna Wittwer will present on how to be a smart health care consumer and how to file claims under the flexible spending account.

Faith Olson suggested we invite a representative from PERS to come in and talk about annuity (457) plans.

#### HSA (Health Spending Account) information

A new program like the "Know your Numbers" wellness campaign will be offered this spring.

#### MRSA Alert

The virus MRSA is spreading. It is not just found in hospitals anymore. It is spread through communities. The best defense is frequent hand washing with soap and warm water.



Health, Wellness and Insurance Committee  
January 20, 2009  
Notes by Faith Olson

“Know Your Numbers” update

BGSU, partnering with Medical Mutual, will again be running the program “know your numbers”. Eligible BGSU employees will be tested so they can know their numbers. The program will be held on February 23 at Firelands, and on main campus February 24, 25, and 26, 2009. Eligible employees will be full-time and part-time faculty, administrative staff and classified staff. The testing and reporting of the numbers (height, weight, blood pressure, waist measurement, and blood testing from a finger prick) will be completed in rooms 1, 2, and 3 of the College Park Office Building. Using your numbers gained from the testing, eligible employees can complete an online risk assessment.

Those who complete the online health risk assessment will earn \$47 towards their healthcare contributions for the plan year 2009 (for those who have BGSU health insurance). The credit will be applied in one month sometime before the end of 2009. More than 600 individuals participated last year.

Open Enrollment update – dependents, online by open enrollment hopefully fall 2009 for the 2010 plan year, starting 1/1/2010. 180 dependents between the ages of 19-23 were removed from the health care plan because they are not students. 30 are having their student status verified. These students use the full-time student status form.

Prescription drug comparison

Caremark is owned by CVS. All eligible health care plan holders received a discount card from CVS. This can be used at the closest CVS pharmacies (Monroe or Findlay) for discounts on purchases other than prescription drugs.

Buck Consultants have been hired conduct a financial analysis between our current Caremark vendor and the Ohio Rx collaborative.

Healthcare RFP update

Findley Davies are in process of developing questions as part of the process of the Request for Proposal for claims administration of our medical plan and also new plan opportunities. The RFP is schedule to be sent to vendors at the end of January.

Donna – meeting w/CSC on Wednesday

Donna will be presenting on “How to be a better health care plan consumer”.

### Homework

Each member of the HWI committee is being asked to do some research on Health Savings Accounts and Health Reimbursement Plans. These are not spending accounts .....

### Questions

Because of changes in IRS regulations as they relate to 403 (b) plans, some of the vendors opted not to continue to be in the business of voluntary 403 9b) plans and other vendors were not able to comply with the new regs. Therefore, at this time 7 vendors are on the BGSU list. For an updated list, please see- <http://www.bgsu.edu/offices/ohr/benefits/page12567.html>

Next meeting will be Feb 9, 2009 from 2:30 – 4:00 pm.

## **Health, Wellness, and Insurance Committee**

### **Meeting Summary – 3/16/2009**

Prepared by DeeDee Wentland

#### WellAware Screening Update

Almost 700 employees participated (Main Campus and Firelands). The screenings ran smoothly. As a follow up, the BGSU Health Center offered fasting blood tests for glucose and lipids for \$20 for those whose numbers were high.

#### Prescription Drug Plan Update

A financial analysis is being conducted to compare the “Rock” and Caremark. The “Rock” is a consortium with OSU, OPERS, STRS, and other state employees.

#### RFP for Third Party Claims Administrator

A Request for Proposal has been sent out for a Third Party Claims Administrator for 2010-2013. Donna Wittwer is helping to score the answers to the written questions.

#### Vision Plan

A new vision plan will be offered for the 2010 benefit year. The plan is with VSP.

#### Peoplesoft Benefits Administration

The Benefits Office will be implementing the new Peoplesoft Benefits Admin system this year.

#### Catastrophic Leave Bank Proposal

The language is being tweaked by the BGSU General Counsel’s office. The current timeline for possible donations is August 2009.

#### Tax Deferred Annuities

There is a change in vendors for tax deferred annuities (403B plans) due to tax law changes. More vendors will be added.

#### Employee Health Coverage Data

Of the roughly 2,500 employees who are eligible for health insurance coverage through BGSU, 2,392 elect coverage. BGSU insures roughly 4,900 people (employees, their spouses and dependents).

#### Change in COBRA

Effective March 1<sup>st</sup> with the new legislation passed, the government pays 65% of the premium for COBRA for 9 months for employees who were involuntarily separated between 9/1/2008 and 12/31/2009. Employees are eligible for COBRA for 18 months after separation.

Health, Wellness and Insurance Meeting  
May 11, 2009

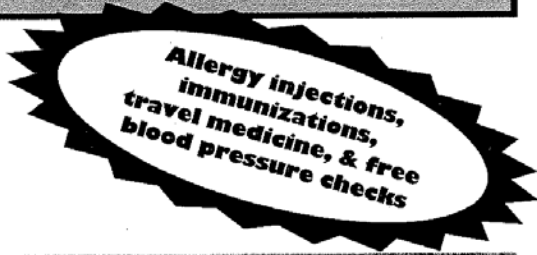
Notes by Judy Amend:

Minutes from the April Meeting will be sent out in the near future. Donna Wittwer has not had time to review them for distribution.

Donna Wittwer discussed the following updates:

1. Prescription pricing for 2010. Human Resources has a meeting today with VP Stoll to discuss the pros and cons to moving our prescription program to The Rox-- The Rox is a consortium group made up of STRS, OPERS, SERS, and Ohio State. Chancellor Fingerhut has told all Ohio Institutions to be a part of a consortium like The Rox in 2011.
2. BGSU Human Resources is reviewing the information received for our RFP for Health Insurance. Owens Community College, The University of Toledo is reviewing RFP's for 2010 as well. This group has had discussions about going back to receive larger group pricing.
3. Delta Dental will be up for renewal in 2010. BGSU will continue to look at cost saving by joining sister institution on all future benefits packing.
4. The attached flyer was distributed to the Health Wellness Insurance Committee with benefits available through the BGSU Student Health Services for all employees.
  - a. The Health Center is a Caremark Network Pharmacy -- summer hours 9 am to 4:30 pm.
    - i. BGSU employees may call 419-372-7443 to have prescriptions transferred for you and your dependents.
    - ii. Free on campus Prescription delivery is available.
  - b. The Laboratory is a Medical Mutual Network Provider
    - i. Blood tests drawn – bring your doctor's orders and insurance info to Health Services. These tests will be billed to your insurance company.
  - c. Allergy injections, immunizations, travel medicine, & free blood pressure check is also available.
5. Vision Benefits will be available starting January 1, 2010 through VSP.
6. Human Resource are working on the following projects:
  - a. On-line benefits enrollment for next year.
  - b. Krono leave reporting for all staff.
    - i. A pilot program (Human Resources, Payroll, ITS, and Facilities Services) will be put in place in the future.
7. The HWI Committee will meet June 8<sup>th</sup> if there are particular items of importance that would require discussions. This committee will definitely meet on July 20<sup>th</sup> to discuss the outcomes of a meeting on rates and philosophy that will occur between the Benefits Office and BGSU Administration.

Summer Hours Monday-Friday  
 Clinic: 9:00 a.m. - 4:30 p.m.



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1. **Bring your Doctor's orders** and insurance info. These tests will be billed to your insurance company.
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  - We have a selection of tests that can be requested without a doctor's order at discounted pricing.
  - These tests are paid for up front and not submitted to your insurance plan. See the back side for options and pricing.

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**SELF-ORDERED TESTS**

**Wellness Profile** **\$30.00**

(Please fast for 12 hours. Take all medication with water.)

\* A profile of 22 tests to include a complete cell count, kidney, liver and thyroid function, glucose, sodium, potassium, cholesterol, triglycerides, HDL & LDL, and blood pressure check.

**Other Individual Tests:**

<b>(Fasting) blood sugar</b>	<b>\$5.00</b>
<b>(Fasting) Lipid profile</b>	<b>\$15.00</b>
<b>Liver profile</b>	<b>\$15.00</b>
<b>PSA</b>	<b>\$25.00</b>
<b>TSH</b>	<b>\$15.00</b>
<b>Strep Throat rapid test</b>	<b>\$10.00</b>

**QUESTIONS: Call 419-372-7442**

## **Health, Wellness, and Insurance Committee**

### **Meeting Summary – 6/8/2009**

Prepared by DeeDee Wentland

#### Dental Coverage for 2010

Dental Coverage for 2010 will continue to be provided by Delta Dental with no increase in premiums for BGSU. There has been discussion of the possibility of separating the dental plan from the health care plan to allow those in with no dental plan (spouses) to opt in.

#### Vision Plan

VSP will be the vendor for the new vision plan which will be offered for the 2010 benefit year. Premiums for the plan are locked for 4 years.

#### Medical Plan Update for 2010

The RFP (Request for Proposal) for the medical plan is still out. We are looking at combining with Owens and UT to save money. The claims administration fees with Medical Mutual of Ohio are very attractive. Owens is currently with Aetna. UT has multiple vendors because of the complexity of the medical school.

#### Prescription Drug Plan Update

A second financial analysis has been conducted to compare the RxOC and Caremark. This analysis favored the RxOC but omitted some data. Donna is finding out why some of the data wasn't used in the analysis. The RxOC is a consortium with OSU, OPERS, STRS, and other state employees.

#### Health Care Costs to Increase

The University is self-insured, meaning we pay all our own claims from the money we collect from employee premiums and the BGSU contribution. Because health care costs continue to rise in the double-digit percentages, the University is anticipating an additional \$1 million in expense in the upcoming plan year. Because of the budget situation, the administration says that the University is unable to bear the burden of the increase alone and employees will need to contribute more toward health care. Employees should expect to pay more in premiums, deductibles, and co-pays next year for the same type of coverage they have now.

#### Mental Health Parity Act

This is a bill before Congress. If this act passes, we can expect additional increases in health care costs.

Explanation of the bill:

“The MHPA may prevent your large group health plan from placing annual or lifetime dollar limits on mental health benefits that are lower - less favorable - than annual or lifetime dollar limits for medical and surgical benefits offered under the plan” from

[http://www.cms.hhs.gov/healthinsreformforconsume/04\\_thementalhealthparityact.asp](http://www.cms.hhs.gov/healthinsreformforconsume/04_thementalhealthparityact.asp).

Summary of remarks made during CSC's meeting with Sheri Stoll, Vice President for Finance and Administration.

Questions were obtained in two ways: 1) those provided by CSC to Sheri Stoll prior to the meeting; and, 2) audience participants' asking their questions during the meeting. Both types of questions are included in the document.

Responses by Sheri Stoll

Commentaries were written by Faith Olson, chair of Classified Staff Council, and are included at the end of each question section. The Executive Team concurs with the written commentaries.

### **Question 1.**

**Please clarify the 185% increase in unemployment compensation payments per #11 of the Explanatory Notes to E & G Budget Summary. The concern for classified staff is due to the wording "anticipated workforce changes."**

Response:

It pretty much means that we're thinking there will be positions eliminated to help remove B.G.S.U.'s 4.5 million dollar deficit. Most division heads are aware of this and asked to formulate a potential plan for reductions. That doesn't mean all the positions eliminated will be from positions where there is currently someone employed. Whenever we anticipate position vacancies (whether through resignations, retirements, etc.), we need to evaluate when - or even whether - to post the positions or to use those funds to reduce the deficit.

Regarding the demographics relating to traditional 18 yr. old students, the numbers in Ohio are declining, and in the year 2011-2012 we bottom out. Unless those traditional students can be replaced with non-traditional students, we'll have fewer students, and thus, less state support. Ohio tends to enter economic downturns more slowly than other states, but it also tends to come out of it more slowly as well. Higher education has traditionally been one of the first cuts made by the governor, but it was just announced that the State's share of instruction (SSI) will not be cut. However, other areas (success challenge, research challenge, etc.) that have provided funding lines to Ohio universities will become part of a 4.75 million dollar cut from July 1, 2008-June 30, 2009.

It should be noted that that 185% increase does not translate into the 4.5 million dollar deficit. Historically, BGSU seems to have budgeted very low (approximately \$20,000) for unemployment funding, then should more funds become necessary, the difference would come from other benefit budget pools (like workman's comp or Medicare). I would rather budget a more accurate dollar amount in the actual category where we expect the expense to be charged, so that is part of the increase. The other part is in anticipation of job losses. So the 185% number is my best guess judging from past/historical information combined with anticipated funds needed for unemployment.

*Clarification provided after the forum: The amount referenced of 185% represents an increase to the budget over the amount actually spent in the prior year - not an increase compared to the amount budgeted in the prior year.*

*\$191,140 was expended in 2007-08 (rounded to \$200,000) X 185% = \$370,000. This would appear to be the amount allocated for "anticipated workforce changes."*

### **Question from the audience:**

**Lower-paying classified jobs often seem to get cut before faculty or administrative staff. Why not cut a few higher-paying faculty or administrative staff positions instead of many classified?**

Response:

With regards to faculty, you have to consider tenure. Additionally, they're the ones who are directly preparing our "product," which is the student, so you want to try to retain them. Plus, there are more classified positions overall on campus. At my previous institution, I first looked at my administrative positions. It's important to re-evaluate how you're organized, structured, etc. You need to evaluate your management structure, then the individuals under those managers.

Vacant faculty lines have to be examined and the needs and student demands will help determine whether or not those lines should be filled. We need to look at the major or the academic discipline to see if that position is crucial.

**Question from the audience:**

**Administrative work generally creates more work for classified staff, yet there is concern that cuts will be made to classified staff across the University.**

Response:

The work climate has changed and continues to change, and maybe we need to expect more from our administrative staff than we have in the past. For example, there was a time when a secretary would have prepared all my memos for me; today, I key my own memos. We need to gain productivity from our entire workforce, regardless of what classification individuals fall into. As far as our administrative people, we want and need folks who are creative, able to see the big picture, and are able to redesign workflow processes to be more productive.

**Question from the audience:**

**How do upcoming retirements figure into the financial plan?**

Response:

The Office of Human Resources is predicting that there will be a significant number of retirements in the next 5-7 years. However, I am not looking 5 years out, because I don't have that luxury. The problem is now, and we need to find a solution now. The issues are too urgent, so we can't wait 5-7 years for the solution.

*Commentary by Faith Olson: Caution should be paramount when deciding which positions (vacant or filled, faculty or staff – classified or administrative) are expendable because there is no solidification of the future focus for Bowling Green State University within the Ohio University System. Can such permanent decisions be made without that vision?*

**Question 2.**

**Several areas within F&A have indicated there is a commitment from your office that once a classified line becomes vacant, it will be filled with an administrative staff person. Please address as to whether or not that statement is true and if so, what is the rationale for doing so. How does this fit into the Fair Labor Standards Act: Administrative Duties Test?"**

Response:

I've made it clear that whenever a position becomes vacant, I don't want to have a vacancy announcement automatically sent to my office with the expectation that the position can be advertised and filled in the exact same manner as it had been previously. Rather, that's the time I want the position to be re-evaluated. If changes need to be made, we want to do it while the position is vacant and an employee is not affected whenever possible.

*Commentary by Faith Olson: Every position has to be evaluated on its own merits and necessary skill sets. All positions (administrative or classified) descriptions are evaluated against the Fair Labor Standards Act: Administrative Duties Test to determine into which group the position best fits. CSC encourages all University offices to forecast what skills sets will be necessary in the future and provide opportunities for classified staff employees to obtain/enhance the required skill sets.*

**Question 3.**

**The potential of outsourcing is again catching the attention of management with ramification to staff. Are the results of the program reviews being utilized in the decision-making process? If program reviews have not been conducted in the last five years, what criteria will be used to help guide the decision-making process?**

Response:

First I need to explain that I don't think outsourcing magically solves all our problems – it is not a panacea. What it DOES do is allow me to gain the type of management expertise that I don't have and can't get from within the institution itself. For instance, at a previous institution I used "outsourcing" in the area of dining services. But what that really means is that I used an outside company to come in and provide us with their management skills, but the rest of the workforce remained the same.

I believe there were only 3 employees who were affected initially in the management section of dining services. By outsourcing to an external company, we had access to more data and research information than we did before, and they were able to provide us with specific, targeted information we could use to improve, as well as better buying power so we got more value for our dollar. Not only were there increases in buying power, but the management team had access to



large zip code data bases that helped determine the eating preferences of students. This information was used to develop menus that are attractive to students.

In the bookstore, a few of the positions were initially outsourced and over a 10-year period when positions were vacated by resignations or retirements, those positions were migrated over to the external firm. At the end of the 10-year period the entire workforce was external.

Custodial positions were outsourced at my previous institution, but in my opinion, I view facilities as one of the hardest things to outsource. To explain, when you outsource a “maintenance repair” position, for example, you get ONLY a maintenance repair person, and not an ounce more. In-house people working at the university under that classification often have additional skills and capabilities that they can and do use on a fairly regular basis. As far as I know, the only thing we’re looking at is the management-type thing that was done at Kent State as far as outsourcing goes.

*After the meeting, Faith was approached by a classified staff employee inquiring as to what other areas may be considered for outsourcing besides dining services. During Sheri’s presentation, this individual heard that purchasing, payroll and accounts receivable and payable could experience this transition.*

*Sheri’s response:*

*In regard to other outsourcing - I am not aware of any other areas currently considering outsourcing of entire departments or functions. But I should have cautioned the group today that we often use the term "outsourcing" in its generic sense. For example, we "outsource" W-2 and 1099-T printing. We are probably going to "outsource" our 990 tax preparation. We are assessing whether or not we can "outsource" our tuition refunding as ACH direct payments to students (as opposed to the current printed checks that must be delivered individually). But I don't think that is what most people are thinking of when they use the term outsourcing. In regard to A/P, Payroll, Purchasing, A/R, etc. - any outsourcing that is being discussed in any of those areas would be of the generic variety I just described above - not an outsourcing of an entire department or unit.*

*Commentary by Faith Olson: CSC encourages any areas that are being considered for these types of changes, to take the opportunity and complete a self-evaluation, for two reasons: 1) many of the items suggested in the discussion (i.e., dining services are doable or already being practiced in-house, and 2) many employees in tenuous positions should have the opportunity to apply creative imaginings in how to do things more efficiently to provide cost savings. For individuals who have an increased workload because of FMS/PeopleSoft, we are encouraged that a meeting between members of Sheri’s office and Oracle may help to resolve some of the issues we currently face.*

Closing comments:

When asked about the impact job losses at the University would have on the surrounding community/ies, Stoll said it’s imperative that we keep the University’s mission in mind, because that is the critical component. She explained that we have to ask ourselves, “Why is BGSU here? Is it here to train students or is it here to provide jobs to the people of Wood County?”

Additionally, Stoll noted that we are a public institution, so everything we do is open to public scrutiny. She added, “No one employed at BGSU should have to do a public records request. We’re all employees here; if you need information and can’t get it, pick up the phone and ask.”

**Below is a message from Dr. Joseph Oravec concerning Dining Services**

Robin & Laurie ~

Per our conversation this afternoon, please see below. Thanks again for meeting and let me know if there are further questions.

Thanks.

JAO

I appreciate having the opportunity to meet with Robin Bruning and Laurie Konrad this afternoon. As we discussed, the departure of Gail Finan as director has provided the Division of Student Affairs an opportunity to examine our dining services business systems, operations, management, and practices. Thus, we are moving forward to examine thoroughly all options, including a variety of dining service models such as self-operation, outsourcing, and blended concepts.

Please be aware that at this time no decisions have been made whatsoever as to what specific direction we will be moving on. However, it is the desire of Dr. Whipple and me that we will have identified a director for dining services by the end of April, 2009. As we move forward, working closely with the UDS management team, it is my expectation to provide periodic updates, as well as opportunities for interested individuals to provide input and feedback. If you have any questions, please feel free to contact me.

\*\*\*\*\*

Joseph A. Oravec, Ph.D.  
Associate Vice President for Student Affairs

## President's Panel Discussion Topics

Thursday, October 30, 2008

- 1. Reducing graduate full-time status from 12 credit hours to 9 credit hours** (Graduate Student Senate) An instructional graduate teaching assistant teaches 20 hours a week and must take 12 semester hours to be considered full-time. Graduate Student Senate is asking that 9 semester hours be considered full-time for two reasons: reduce the time commitment outside the classroom assignment and total number of hours to graduate. At 12 semester hours per semester, graduate students accumulate more credit hours to graduate than necessary. This proposal will be analyzed further to determine the impact to the University with this reduced requirement – State funding issues.
- 2. What criteria were used to determine the constituent groups that would be impacted by the hiring freeze?** (Classified Staff Council)  
Because the State of Ohio has experienced declining revenue, budget cuts were made in January and September 2008. The State share of instruction for higher education has not been impacted by these cuts, but there may be some requirement to reduce spending at BGSU if tax revenues continue to decrease because of layoffs. Dr. Cartwright wanted administrative and classified staff employees to understand that the reason administrative staff and classified staff positions were frozen was due to the fact that faculty reductions were already being addressed at the Provost level.
- 3. Status of Presidential Search** (Faculty)  
The 18 page Institutional and Leadership Profile has been posted to the BGSU home web site for everyone to read. The consulting firm of Witt/Kieffer are actively working to gather a pool of candidates who want to be at BGSU. The goal is to find the best match. There will be an open forum at the Wood County Library on November 13 at 7:00 pm. Public is welcome.
- 4. There is growing concern regarding a potential upcoming reduction in the workforce, particularly in administrative staff positions, given the current fiscal crises at BGSU and at the state level. Please comment.** (Administrative Staff Council)  
Whenever there is a challenging financial environment, employees become concerned about workforce reductions. The hiring freeze is a proactive step toward preventing layoffs. Although there is no guarantee that this won't occur, preventing layoffs is a key priority/concern. The administration is asking employees to give ideas about revenue development and/or cost saving measures. There will be a web site established for this effort.
- 5. More course offerings: evening and online** (Graduate Student Senate)  
This is one of the top 10 concerns of Graduate Student Senate. As there is a decline in enrollments, there has been an increase in online enrollments. There is

a control enrollment pattern so that online courses do not compete with those courses on campus. Development of weekend and evening courses is also being considered to maximize the utilization of current facilities and to increase accommodation of non-traditional students. A suggestion was made to offer a course for graduate students that would teach them how to develop online courses and teaching skills to enhance such courses.

**6. In your experience at Kent State and then Bowling Green State University, what are the positive and/or less positive aspects of working in a shared governance environment versus a collective bargaining environment?**  
(Classified Staff Council)

There are differences. In a shared governance environment, it takes longer to get things done and it can be more challenging to lead and manage in this open environment. But without this, there is minimal input from the constituent groups and decisions are made with less information. Efficient - but effective? Faculty Senate is holding an open forum on this topic later this year.

**7. Status of Strategic Planning** (Faculty)

We are at the stage of giving concreteness to the working framework. Expanded Cabinet will temporally increase from 24 to 48 individuals to refine the working framework of the University sense of vision, mission, values and goals. The goal is to have the process completed in February 2009. There is a tool kit that will be used by these individuals to complete the tasks. Individuals may also complete the kit and send the information forward for inclusion in the process. Graduate and Undergraduate Student Senates will look at the finalized document and provide input.

**8. Is the Catastrophic Leave Process still moving forward within the original time line for implementation?** (Administrative Staff Council)

Currently under review by the new General Counsel and should go to the Board of Trustees in February 2009.

**9. Financial Information from the State** (Faculty)

This is still being determined. In the meantime, BGSU has to determine: 1) What is the debt? 2) Where is it? 3) What is its impact? And 4) What are we going to do about it? Faculty Welfare Committee of Faculty Senate is proposing a budget primer in the hopes of answering and addressing the questions listed above.

**10. Is there new information regarding the state funding model?** (Administrative Staff Council)

Answered earlier

**11. Potential Cut Backs** (Faculty)

Answered earlier

- 12. Why is BGSU the only public institution in Ohio showing a decrease in enrollment numbers? On an individual level, we all assume a role for increasing enrollment, but what initiatives are being considered at other levels to rectify this problem?** (Administrative Staff Council)  
Historically, BGSU is up 12.5%. With the help of Noel-Levitz, a professional enrollment-management consulting firm, we are evaluating over commitment to student financial aid packages/scholarships, developing locations where potential student populations have increased (Dayton, Columbus, Cincinnati areas); and evaluating students who have the potential for success at BGSU.
- 13. What tangible efforts can be made by students, staff, faculty and administrators to move forward together in a positive direction during this time of crisis at our university?** (Faculty)  
Be positive.
- 14. Is it a priority to attract non-traditional and online learners? If so, what directives are being given to academic deans and to Marketing & Communications to recruit and market to these groups?** (Administrative Staff Council)
- 15. There remains confusion in the staff populations regarding modifications to the fee waiver benefit. Please clarify again which fee waivers will be affected?** (Administrative Staff Council)  
Changes in graduate student fee waivers, some grants and cohorts are being developed. Employee and family fee waivers will not be affected. The only affect to these may be the sequence because of PeopleSoft. Instead of Summer, Fall, and Spring it may be listed Spring, Summer, Fall. There will be a discussion with the constituent groups concerning this sequence.
- 16. The perception exists that administrative staff numbers are growing. If this is true, where? Data recently provided by the Office of Institutional Research (revised October 2008 Salary Expenditure and Positions by Category) seems to conflate “administrator” with “administrative staff.”** (Administrative Staff Council)  
Bill Knight and Becca Ferguson will be asked to sit with Administrative Staff Council to clarify what data they would like to have and how the wording above could be clarified.

## **Student Union Advisory Committee Minutes**

Monday, November 3, 2008  
1:00 pm

Bowen-Thompson Student Union  
Room 307

Present: Robin Bruning, Jill Carr, Lessie Cochran, Michael Ginsburg, Kim Jacobs, Terrell Johnson, Sarah Lafferty, Johnnie Lewis, Scott Loehrke, Kenneth Thompson, Bob Wu

Absent: Deborah Tell and an Alumni Association representative

### Meeting called to order at 1:05 p.m. by Kim Jacobs

Kim welcomed the members and introductions were made. A membership listing and the agenda were distributed.

### Charge of the committee

Kim read the charge of the committee, as stated on the agenda. Membership of the committee is clearly defined by Faculty Senate.

### Election of a Chair

Ken Thompson agreed to serve as chair of this committee for 2008-2009.

### Approval of Minutes from April 9, 2008

The committee reviewed the minutes from the last meeting. The minutes were approved, with one abstention.

### Director's Report

- Kim informed the committee of the art and photography pieces that were purchased since last April for the Student Union.
- Maintenance items that have been accomplished in the Student Union include: the installation of new carpeting in the Greenery; the replacement of bathroom stalls on the first and second floors; the re-tiling of the paint and poster room floor; and the painting of accent walls in meeting rooms on the third floor.
- The Falcon's Nest is now open for breakfast and Mac and Founders students can use meal plan funds for breakfast in the Nest.
- Wendy's also has a new breakfast menu now. Flex funds are the only way residential students can purchase breakfast, not with their meal plan dollars.
- The outside steps on the west side, near the Pub entrance, have been replaced, at no cost to the Student Union.

- A steel Falcon's head has been mounted on a wall in the Student Union lobby area on first floor.
- A new clock has been installed in the Falcon's Nest.
- The chiller motor in the Student Union has broken down and will be replaced at a cost of approximately \$20,000+.
- Staffing: The Student Union Director position is currently being filled by Gale Swanka, Senior Associate Director for Operations, and Kim Jacobs, Associate Director for Programs and Services. A nationwide search will be done next Spring for the Director's position. There are also 1 ½ custodial positions vacant at this time in the Student Union which will not be filled because of the hiring freeze.
- Because of the budget situation on campus, the Student Union is looking for ways to generate revenue. Any ideas are appreciated.
- The annual ACUI (Association of College Unions International) conference will take place on Nov. 7-9, 2008. The Student Union will be sending four undergraduates, two graduates, and five staff members to the conference.
- The Student Union's annual orientation of student employees took place in August. The orientation included the customer service video and a presentation by the Humanities Troupe.
- Auxiliary Improvement Projects (AIP's) for 2008-09:
  - Security gates by Starbucks will be replaced.
  - The Ballroom floor will be replaced in December 2009 (cost: \$120,000). This is the original floor from the old Student Union.
  - Carpeting will be replaced in the TV Lounge on first floor, and on the ramp and steps leading from the mezzanine.

### UAO Report

- Scott reported that a UAO delegation just recently returned from the National Association of Campus Activities conference in Peoria and that it was a very good and worthwhile conference.
- UAO has gone through a re-structuring to reach a more diverse range of students. It is now more of a hierarchical structure, and has increased its membership from 30 to 70. There are now seven different program teams, which will be more effective than the past structure.
- Upcoming programs include a comedian (Alexandra McHale), the continuing Pub series, and Tunes at Noon (in various residence halls). UAO movies are now themed, with other events planned. Sibs 'N Kids Weekend was planned and implemented by UAO.

### Other

Kim talked about election day and the fact that the Student Union is a polling location. Polls will be open 6:30 a.m. – 7:30 p.m. Eighteen booths will be set up in Room 228 of the Student Union. BGSU police will provide security. It has been announced to student groups that no campaigning activity can be done within 100 ft. of the building.

The Student Union is now offering a dry cleaning service, which appears to be doing well.

The cost of painting a ceiling tile in the Black Swamp Pub has been reduced: the cost for student groups is now \$25; for departments, \$40.

Ken suggested marketing pieces of the Ballroom floor as a way to increase revenue. Kim will check further into that idea.

The question was asked about the length of Wendy's contract. Their contract expires in 2011; bids will then be re-opened.

There were concerns about the Pub, service there, and the marketing of it. It was reported that prices are comparable there, and the two-drink limit is a myth.

Schedules of committee members will be collected by Diana. It is hoped that another meeting will be scheduled this semester, before Thanksgiving, and then two more meetings during the Spring Semester.

The meeting adjourned at approximately 1:50 p.m.



Meeting with Dr. Cartwright, March 18, 2009  
Notes by Faith Olson, CSC Chair

1. Severe Weather Policy Implementation – lessons learned, potential changes  
Dr. Cartwright indicated that a draft of non-policy changes to the severe weather policy is being written as a result of discussion with members of the President’s Cabinet. Improvements in the document have to do with lessons learned concerning the timing of notification by better utilizing up-to-date weather and road information through BGSU’s Police Chief as he communicates with surround community law enforcement agencies. The bar will be raised in the expectations of who should report to campus and clarification of classes cancelled vs. campus closed. Clarifying of who would be considered essential employees will also be a part of the document. Any changes to the policy will occur through dialogue with representatives of all the constituent groups: Faculty Senate, Administrative Staff Council, Classified Staff Council, Graduate Student Senate and Undergraduate Student Senate.

2. Layoffs

a. Concerns

Dr. Cartwright said no layoffs occur until she gives her approval. The process has been continually delayed because such timing allows for lines to become vacant through retirements/resignation/etc. This results in fewer layoffs. There is a list of potential job eliminations, but the list provides reduction scenarios not actualities. Within the next two to three weeks, the time delay will not be extended and layoffs will occur.

Much of what will occur depends on the financial status of the State of Ohio, the installation of a new funding model for State support, the recruitment and retention rates at BGSU, increase costs of doing business, etc. Dr. Cartwright felt that we could meet the challenges of 2010, but 2011 may really test us unless the economy dramatically turns around.

b. How CSC is being proactive

Dr. Cartwright was presented with a folder distributed by Holly Robertson on Wednesday during her presentation of “What do I do after I am Laid-Off?” as well as a brochure entitled, “No Wrong Door, Help Wherever You Turn”. The folder contained lots of information for individuals who may be displaced and the services offered by Job Solutions, a department within the Wood County Family and Job Services Department. The major responsibility of this unit of the county government is to help individuals return to work. One of the programs offered by Job Solutions to help individuals reach this goal is to pay up to \$6,000 a year for a two-year degreed program. The degree must be completed within those two years. This State agency will also pay for apprenticeships, training program, etc. All the services offered by Job Solutions are free and an individual does

not have to live in Wood County. The programs and services offered by Job Solutions focus more on helping individuals after they are separated from their jobs.

A copy of a booklet available on the web entitled, “2009 Workplace Survival Guide, 40 Ways to Work Smart When Times are Tough,” was also given to Dr. Cartwright.

In addition to the above information, plans are being proposed and developed by classified staff through Classified Staff Council on how to assist and support our co-workers who experience layoffs. Dr. Cartwright encouraged us to work with Dr. Whipple and others in this effort.

3. **CSC’s Survey of Human Resources**  
CSC leadership team encouraged Dr. Cartwright to review the survey. Observations indicate that since Dr. Cartwright began oversight of the Office of Human Resources improvements have been made in how individuals are dealt with in that office. We thanked Dr. Cartwright for her example and mentoring. Mention was made of how important it is for HR to know and adhere to the laws that govern classified staff, especially given the years of experience by those in positions of leadership in HR. Dr. Cartwright thought that was a reasonable expectation.
4. **Where are we headed as a University and the impact of that vision on hourly employees?**  
Very soon the strategic plan will be available for constituent group review. During the strategic plan process clusters, themes and prioritized surfaced that will guide the University in its next phase of change. The changes will focus on the development of the uniqueness of BGSU. This will be accomplished by applying the necessary resources to move the process along, as well as strengthening this uniqueness through merges of program offerings (inside and outside of the academic arena) through merges, focus change, etc. Because this is a working document, the processes will continue to evolve but the time has come to do something. Attracting and retaining a portion of the student body whose dynamics are different from what is considered the traditional college students is one component of that change. This will require adjustments to class schedules with more evening and week-end classes being offered along with more on-line courses. Another high priority is to develop and offer a distinctive undergraduate experience through combining of curricular and extracurricular opportunities. To accomplish this, a mechanism is being developed to help students engaged in activities that enhance their educational experience by combining it with community involvement. Changes in the practice of operations by all constituent groups will need to be made to attract such students to BGSU. This will allow for enhanced utilization of flex schedules. Dr. Cartwright is asking everyone to endorse the principles that are being set forth and offer suggestions where needed.

5. Removal of summer hours – which areas still allow summer hours? Which constituent groups will be required to comply – faculty, administrative staff, classified? Rationale for change? Comparison to Owens Tech with 4 day weeks for cost savings?

The perceptions that the words “summer hours” conjures up are not positively received by the legislature, the town community, or perspective students and their parents. The phrase should be “We are open.” We need to be open and offices covered to meet the demands of student inquiries during the summer months. Dr. Cartwright is asking everyone to use flexible scheduling to accomplish this. Dr. Cartwright gave an example of viewing several offices on the same floor on Friday afternoon. The office that is open on a Friday afternoon is determined on a rotating basis. She said, “Take turns. Students workers may answer the phones, but they are not to be left alone. There still needs to be a BGSU employee in charge. Final determination of how areas work on this flexible scheduling (operating with a skeleton crew, but operating) is left to the discretion of the VP’s, Deans, Directors, supervisors, etc. In the future, flexible scheduling will become more important to better meet the needs of the new type of student who will attend BGSU.

A rumor that BGSU would close on Friday and employees would work 32 hours a week with 8 hours of LWOP was shared. Dr. Cartwright is not looking at any pay cuts in 2010 and would not earmark one constituent group for a pay cut without considering all groups.

6. Problems with trust

We thanked Dr. Cartwright for her example of being forthright with us, the University community, and the community outside the University. When mention was made about the information that appears in the Sentinel-Tribune and other places that concern the future of BGSU employees and various other topics of concern, Dr. Cartwright encouraged us to be cautious. Her statement, “Do not take it to the bank until she says to do so.”

An email from one of our constituents was read about what has promoted mistrust in the past. Dr. Cartwright clarified that any reference to past activities should not be considered, because that is not the way it is now. We were able to share how some individuals in current leaderships/managerial positions speak disrespectfully and thoughtlessly to others within the University community. She made note that such behavior is not acceptable.

7. New health care eligibility rule for spouses effective January 1, 2011.

The rule would require spouses of retirees who are under the age of 55 as of January 1, 2011, to cover 100% of their monthly insurance premiums until they reach the age of 55. We inquired if it would be possible for the University to cover those costs from salary savings from the salary line of the employee who retired. Dr. Cartwright responded that the administration is considering a variety

of incentives and looking at best practices to reduce costs while meeting the demands of the University community. More information on such plans will be forthcoming.

7. If there are items that Dr. Cartwright would like CSC leadership to discuss, email the topics to Faith Olson, chair CSC. There were none. Time was up.

## **Classified Staff Council Survey**

*Administered: September 24, 2008 – October 1, 2008*

*Contents of Report include:*

Section 1: CSC Logo Opinions	pg. 2
Section 2: Prioritizing CSC Concerns	pg. 3
Section 3: CSC Ombudsperson	pg. 4
Section 4: CSC Website	pg. 5
Section 5: CSC Activity Involvement	pg. 6
Appendix	pg. 8-18

Report Compiled & Submitted by:  
Faith Olson, CSC Chair 08-09  
Eric Roth, Graduate Assistant  
October 7, 2008

## **Classified Staff Council Survey**

### ***Participants:***

The CSC Survey was made electronically accessible under the College of Education and Human Developments SNAP 8 Profile. Prior to sending out the final copy of the CSC survey, a pilot of the survey was sent to the CSC Executive Team and CSC Representatives, upon which recommendations were made to improve the quality of the survey. The final revised edition of the survey was sent on September 24th, 2008 to all classified staff employees. Classified staff employees were given until October 1st, 2008, approximately one week to submit their responses to the survey. There was a total of 965 emails sent with 244 participants responding to the survey (Response rate: 25.3 %) which was collected on October 2nd, 2008.

### ***CSC Logo Opinions (Section 1):***

The first question in the first section of the survey “Should the current logo remain with the arrows pointing down and to the right?” received input from 225 staff employees. There was a total of 59 (24.2 %) employees who said “Yes” to this question, and 166 (68 %) of the 225 employees said “No” to the current logo. There were open-ended comments concerning question one of section one, which can be found in the Appendix on page 8.

The second question of the CSC Logo Opinions section asked “Should the current logo be amended to include arrows pointing up, down, left and right?” received responses from 226 classified staff employees. There were 147 (60.2 %) employees who said “Yes” to this question, and 79 (32.4 %) employees said “No” to amending the current logo. Comments regarding the second question of the CSC Logo Opinions can be found in the Appendix on page 8.

***Prioritizing CSC Concerns (Section 2):***

This section contained four questions, which asked participants to prioritize CSC concerns in the order in which they felt was of most/top priority down to what they felt was the least/lowest priority. The first question of this section asked classified employees to “Prioritize the issues that they would like to see CSC accomplish this year” which included:

- 1st Concern: Improve the professional lives of CS, boost CS morale, and improve equity across the University with job duties, responsibilities and classifications.
- 2nd Concern: Improve communications with human resources, constituents, management, and other classified staff members.
- 3rd Concern: Gain a better understanding of where leadership is headed (Classified Staff and University).
- 4th Concern: Follow up on last years issues, while also establishing and meeting New goals.
- 5th Concern: Implement rewards/recognition for staff longevity, and to those Who go “above and beyond”.
- 6th Concern: Keep up with current issues and political activity at all levels.

Question 2: Prioritize the expectations of the CSC leadership team.

- 1st Concern: Help better the work place for classified staff and help with Campus changes.
- 2nd Concern: Provide guidance, leadership, and support.
- 3rd Concern: Inform and educate classified staff. Allow classified staff to represent themselves and encourage them to participate in strategic planning.
- 4th Concern: Work with Administration Staff Council on issues brought forth By CSC.

Question 3: Prioritize the expectations of CSC as a representing group.

- 1st Concern: Improve/advance classified staff standing on campus, take responsibility of our own futures at BGSU, and help modify practices and procedures.
- 2nd Concern: Be supportive of the leadership of CSC, of all classified staff, and educate classified staff on opportunities that are available.
- 3rd Concern: Communication with the rest of campus about what we are doing, with BGSU leadership, and among the classified staff group.
- 4th Concern: Work as a team by sharing ideas and reaching solutions in a timely Manner.

Data collected on these prioritizations can be found within the Appendix beginning on page 9.

Question 4: List what you believe are the top three job concerns (Limit to 10 words).

1. Security, employee retention, stability (36 respondents)
2. Replacements, understaffed, layoffs, downsizing, job elimination (24 respondents)
3. Equity (21 respondents)
4. Classified Staff input, communication, active participation by classified staff (17 respondents)
5. Cost of insurance increasing (16 respondents)
6. Benefits, benefits for PT classified staff (14 respondents)
7. Staff morale (13 respondents)
8. Outsourcing (10 respondents)
9. Training (3 respondents)
- 9a. Retirement (3 respondents)
- 9b. Unionize (3 respondents)
- 9c. Classified job losses while administration positions are continuously added (3 respondents)
10. Job Classification (2 respondents)
- 10a. Reliable information (2 respondents)
- 10b. Future university leadership (2 respondents)
- 10c. Provide guidance (2 respondents)
11. Human Resources department – need trust and those who work with employees (1 respondent)
- 11a. Opportunity (1 respondent)

***CSC Ombudsperson (Section 3):***

This section of the survey contained four questions regarding classified staff ombudspersons. The first question of this section “Do you know the services that the ombudsperson provides?” received responses from 241 classified staff employees. There were 145 (59.4 %) employees that said “Yes” they do know the services the ombudsperson provides and 96 (39.3 %) of the employees said “No” they do not know the services the ombudsperson provides. The open-ended comments received for this question can be found in the Appendix on page 14 of the report.

The second question of this section “Do you think there is a need for an ombudsperson for classified staff?” received 210 total responses. There were 178 (73 %) staff employees that reported “Yes” they do think there is a need for an ombudsperson, while 32 (13.1 %) of employees said “No”. Comments regarding question two of the ombudsperson section can be found in the Appendix on page 14.

The third question of the third section of the survey asked classified staff if they “Know the ombudsperson they can contact for support?”. There was a total of 234 responses collected from the classified staff employees with 115 (47.1 %) stating “Yes” they do know the ombudsperson they can contact and 119 (48.8 %) stating “No” they do not



know the ombudsperson they can contact for support. Open-ended comments regarding this question can be found in the Appendix on page 15 of this report.

The fourth and final question of the third section asked employees if they “Have ever read the ombudsperson charge on the CSC website”. There were 236 employees that responded to this question, with 82 (33.6 %) employees stating “Yes” they have read the charge on the website and 154 (63.1 %) reporting “No” they have not read the charge. The open-ended comments regarding this question from classified staff employees include: “Who has the time?”, “I did not know it was there”, and “I did not know CSC had a website”. More comments regarding this question can be found in the Appendix on page 15.

#### ***CSC Website (Section 4):***

The CSC Website section of the survey contained four questions for classified staff employees. Three questions within this section were multiple choice questions and one question was open-ended. The first question of the section asked classified employees “How often they visit the CSC website?”, which received responses from 241 classified staff employees. Employees had five options to choose from regarding this question including:

- 110 (45.3 %) browsing the website “Once every couple months”,
- 61 (25.1 %) “Never” visiting the website,
- 45 (18.5 %) “Once a month”,
- 18 (7.4 %) visiting the website “Once a week”, and
- 7 (2.9 %) visiting the website “A couple times a week”.

Comments regarding this question are displayed in the Appendix on page 16.

The second question of the fourth section asked classified employees if “They believed the site contained useful, up-to-date information?” which received 179 responses from those who participated in the survey. There were 144 (59.3 %) respondents who said “Yes” they believed the website contained useful and up-to-date information, while 35 (14.4 %) of respondents reported “No”. Comments regarding this question can be found on page 16 within the Appendix.

Question three of the fourth section was an open-ended question that asked respondents “What other information they would like to see displayed on the CSC Website?”. The suggestions given by classified staff for the website included:

- Hot topics discussed
- Volunteer information
- Classified staff projects and accomplishments
- Links to: Retention Point Report, Know Your Rights Information, what is in “The Works”, financial status of certain departments, health insurance meeting minutes, wellness minutes
- Holiday schedule/academic calendar, schedule of meetings
- House Bill 187 and what rights were lost/gained

- Include the contact person for website updates and corrections
- “Inside Scoop” section – explain/dispel rumors
- Professional Development opportunities
- Awards and accomplishments of classified staff
- A way to communicate through Blackboard

The fourth and final question of section four asked classified staff employees “What other ways would best keep Classified Staff informed of news and information”, where respondents were given seven different choices to choose from. There were a total of 232 participants submitting a response to this question, which was composed of:

- 74 (30.3 %) stating “All” the choices,
- 61 (25 %) denoting the “Classified Staff List Serve”,
- 39 (16 %) choosing the “Classified Staff Newsletter”,
- 36 (14.8 %) stating the “Campus Update”,
- 15 (6.1 %) denoting the “Monitor”, and
- 2 (0.8 %) choosing “None” of the options would best keep Classified Staff informed.

Comments regarding this question can be found on page 17 within the Appendix.

#### ***CSC Activity Involvement (Section 5):***

The final section of the survey consisted of three questions directed toward classified staff’s activity involvement, both within and outside the university. The first question of the section five asked respondents how often they “Volunteer without compensation within the University” per month, which received 227 responses. Classified employees were given six options to choose from when answering this question which included:

- 99 (40.7 %) respondents selecting “None”,
- 93 (38.3 %) selecting “1-4 Hours”,
- 20 (8.2 %) denoting “5-9 Hours”,
- 10 (4.1 %) denoting that they spend “15 or More Hours”, and
- 5 (2.1 %) selecting “10-14 Hours” per month volunteering within the University without being compensated.

Examples of volunteering within the University without pay included: loosing/not taking vacation hours, athletic events, and helping out with move-in.

The second question of the final section of the survey asked respondents how often they volunteered within the University with compensation. There were 196 classified staff employees who responded to this question, with six options for employees to choose from. There were:

- 92 (37.9 %) of participants stated “None”,
- 75 (30.9 %) choose “1-4 Hours”,
- 22 (9.1 %) depicted “5-9 Hours”,
- 5 (2.1 %) of respondents choose “15 or More Hours”, and
- 2 (0.8 %) stated “10-14 Hours” per month that were spent volunteering within the University with compensation.

Examples of volunteering with compensation within the University include: committees, President’s Day, campus picnic, etc.

The final question of the fifth section asked respondent how many hours they donate to activities and events outside BGSU per month. Respondents were given the same hour increment options given in the first two questions of this section. There were 237 classified employees who responded to this question, with:

- 100 (41.2 %) selecting “1-4 Hours”,
- 60 (24.7 %) depicting “None”,
- 41 (16.9 %) volunteering “5-9 Hours”,
- 21 (8.6 %) stating they volunteer “10-14 Hours”, and
- 15 (6.2 %) depicting that they spend “15 or More Hours” per month donating their time to activities and events outside the University.

Tables depicting the data above can be found on page 18 of the Appendix for questions 1-3 in section five.

## Appendix

**CSC Logo Opinions (Section 1):**

Question 1:

**Should the current logo remain with the arrows pointing d...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	59	24.2	26.2	26.2
	No	166	68.0	73.8	100.0
	Total	225	92.2	100.0	
Missing	System	19	7.8		
Total		244	100.0		

Open-Ended Comments regarding Question 1:

- What is the significance of the arrows? Get rid of arrows and have only lines.
- Why limit our service?
- Don't like to logo – old or new.
- Felt this question was a waste of time.
- Arrows should be up only. Arrows should be up and to the right.
- Why is “Classified” separate from the rest of the phrase? “Classified” should be put with “Staff Council”.
- There should be a circle around the logo with an arrow extending from the circle pointing up.
- Arrow point down could be viewed as negative.
- Expense concerns of amending the current logo.

Question 2:

**Should the current logo be amended to include arrows poin...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	147	60.2	65.0	65.0
	No	79	32.4	35.0	100.0
	Total	226	92.6	100.0	
Missing	System	18	7.4		
Total		244	100.0		

Open-Ended Comments regarding Question 2:

- The amended meaning is better representative of CS and our role on campus.
- Don't care for arrows. Just have lines.
- Question the meaning of arrows. Downward arrow could be viewed negatively.
- Need new logo all together.
- Too busy. Looks awkward. Looks a little messy.
- Much better look. Encompasses it all. Seems all inclusive this way.
- This is not a high priority. Decision on logo could have been made without asking staff.

- What about adding below the logo: “Member OSCHIE” (Ohio Staff Council of Higher Ed.)

***Prioritizing CSC Concerns (Section 2):***

Question 1:

**Improve communications with human resources, constituents...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	55	22.6	22.6	27.6
2	65	26.7	26.7	54.3
3	53	21.8	21.8	76.1
4	32	13.2	13.2	89.3
5	12	4.9	4.9	94.2
6	13	5.3	5.3	99.6
two	1	.4	.4	100.0
Total	243	100.0	100.0	

**Follow up on last years issues, while also establishing a...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16	6.6	6.6	6.6
1	24	9.9	9.9	16.5
14	1	.4	.4	16.9
2	39	16.0	16.0	32.9
3	43	17.7	17.7	50.6
4	59	24.3	24.3	74.9
5	44	18.1	18.1	93.0
6	16	6.6	6.6	99.6
three	1	.4	.4	100.0
Total	243	100.0	100.0	

**Improve the professional lives of classified staff, boost...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9	3.7	3.7	3.7
1	114	46.9	46.9	50.6
13	1	.4	.4	51.0
2	43	17.7	17.7	68.7
3	25	10.3	10.3	79.0
4	22	9.1	9.1	88.1
5	20	8.2	8.2	96.3
6	8	3.3	3.3	99.6
one	1	.4	.4	100.0
Total	243	100.0	100.0	

**Gain a better understanding of where leadership is headed...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	50	20.6	20.6	25.5
12	1	.4	.4	25.9
2	50	20.6	20.6	46.5
3	44	18.1	18.1	64.6
4	41	16.9	16.9	81.5
5	31	12.8	12.8	94.2
6	14	5.8	5.8	100.0
Total	243	100.0	100.0	

**Implement rewards/recognition for staff longevity, and to...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16	6.6	6.6	6.6
1	15	6.2	6.2	12.8
11	1	.4	.4	13.2
2	36	14.8	14.8	28.0
3	21	8.6	8.6	36.6
4	30	12.3	12.3	49.0
5	55	22.6	22.6	71.6
6	69	28.4	28.4	100.0
Total	243	100.0	100.0	

**Keep up with current issues and political activity at all...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	7.0	7.0	7.0
1	13	5.3	5.3	12.3
10	1	.4	.4	12.8
2	16	6.6	6.6	19.3
3	34	14.0	14.0	33.3
4	29	11.9	11.9	45.3
5	47	19.3	19.3	64.6
6	86	35.4	35.4	100.0
Total	243	100.0	100.0	

Question 2:

**Inform and educate classified staff. Allow classified st...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	13	5.3	5.3	5.3
1	66	27.2	27.2	32.5
2	64	26.3	26.3	58.8
3	62	25.5	25.5	84.4
34	1	.4	.4	84.8
4	36	14.8	14.8	99.6
7	1	.4	.4	100.0
Total	243	100.0	100.0	

**Help better the work place for classified staff and help ...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	101	41.6	41.6	46.5
2	56	23.0	23.0	69.5
3	45	18.5	18.5	88.1
4	27	11.1	11.1	99.2
8	1	.4	.4	99.6
9	1	.4	.4	100.0
Total	243	100.0	100.0	

**Provide guidance, leadership, and support.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	70	28.8	28.8	33.7
2	65	26.7	26.7	60.5
3	63	25.9	25.9	86.4
4	32	13.2	13.2	99.6
9	1	.4	.4	100.0
Total	243	100.0	100.0	

**Work with Administration Staff Council on issues brought ...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16	6.6	6.6	6.6
1	21	8.6	8.6	15.2
10	1	.4	.4	15.6
11	1	.4	.4	16.0
2	44	18.1	18.1	34.2
3	45	18.5	18.5	52.7
4	114	46.9	46.9	99.6
8	1	.4	.4	100.0
Total	243	100.0	100.0	

Question 3:

**Communication with the rest of campus about what we are d...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	7.4	7.4	7.4
1	36	14.8	14.8	22.2
11	1	.4	.4	22.6
2	56	23.0	23.0	45.7
3	67	27.6	27.6	73.3
4	65	26.7	26.7	100.0
Total	243	100.0	100.0	



**Improve/advance classified staff standing on campus, take...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	12	4.9	4.9	4.9
1	135	55.6	55.6	60.5
1+++++++	1	.4	.4	60.9
12	1	.4	.4	61.3
2	33	13.6	13.6	74.9
3	31	12.8	12.8	87.7
4	29	11.9	11.9	99.6
7	1	.4	.4	100.0
Total	243	100.0	100.0	

**Be supportive of the leadership of CSC, of all classified...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18	7.4	7.4	7.4
1	29	11.9	11.9	19.3
13	1	.4	.4	19.8
2	89	36.6	36.6	56.4
3	62	25.5	25.5	81.9
4	43	17.7	17.7	99.6
5	1	.4	.4	100.0
Total	243	100.0	100.0	

**Work as a team by sharing ideas and reaching solutions in...**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	11	4.5	4.5	4.5
1	52	21.4	21.4	25.9
14	1	.4	.4	26.3
2	51	21.0	21.0	47.3
3	54	22.2	22.2	69.5
4	73	30.0	30.0	99.6
6	1	.4	.4	100.0
Total	243	100.0	100.0	

**CSC Ombudsperson (Section 3):**

Question 1:

**Do you know the services that the ombudsperson provides?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	145	59.4	60.2	60.2
	No	96	39.3	39.8	100.0
	Total	241	98.8	100.0	
Missing	System	3	1.2		
Total		244	100.0		

Comments regarding Q1:

- Most staff do not know
- Need a professional lawyer
- Computer access is limited for some
- Would like to hear a regular update from these individuals
- What is that? What do they do?
- A flyer could/should be sent out to help educate classified staff

Question 2:

**Do you think there is a need for an ombudsperson for clas...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	178	73.0	84.8	84.8
	No	32	13.1	15.2	100.0
	Total	210	86.1	100.0	
Missing	System	34	13.9		
Total		244	100.0		

Comments regarding Q2:

- Need to have more time available
- Lack of trust in Human Resources department
- If unionized, we would not need an ombudsperson
- Yes, especially now we need the support
- Yes, but the ombudsperson need to be well informed
- I had a bad experience with an ombudsperson, and would never seek help again
- If they actually would help and are willing to help

Question 3:

**Do you know the ombudsperson you can contact for support?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	115	47.1	49.1	49.1
	No	119	48.8	50.9	100.0
	Total	234	95.9	100.0	
Missing	System	10	4.1		
Total		244	100.0		

Comments regarding Q3:

- I know 2 or 3, but I am not sure which/who represents certain areas/divisions.
- Some are more helpful than others
- They did not help me, I never received a follow up
- Very helpful and supportive
- I don't know, but I could find out
- The ombudsperson should meet with every area on campus, this would reinforce the notion that there is someone there to help if needed

Question 4:

**Have you ever read the ombudspersons charge on the CSC we...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	33.6	34.7	34.7
	No	154	63.1	65.3	100.0
	Total	236	96.7	100.0	
Missing	System	8	3.3		
Total		244	100.0		

Comments regarding Q4:

- A long time ago
- Who has the time?
- Didn't know it was there.
- Can this be printed and handed out?
- The position needs to be re-evaluated.
- I didn't know CSC had a website.

**CSC Website (Section 4):**

Question 1:

**How often do you visit the CSC website?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A couple times a week	7	2.9	2.9	2.9
	Once a week	18	7.4	7.5	10.4
	Once a month	45	18.5	18.7	29.0
	Once every couple months	110	45.3	45.6	74.7
	Never	61	25.1	25.3	100.0
	Total	241	99.2	100.0	
Missing	System	2	.8		
Total		243	100.0		

Comments regarding Q1:

- Not always easy to navigate
- Not always current
- Need meeting minutes posted much quicker
- Now that I know it exists I will check it out
- With all that I have to do, its not a priority
- I prefer emails from the Chair
- I have no time, I am too busy
- CSC appears most interested in Relay for Life – stop being a fundraising group and start working for our benefit
- Just to read the minutes
- Only when there is a topic of concern
- Only when prompted

Question 2:

**Do you believe the site contains useful, up-to-date infor...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	144	59.3	80.4	80.4
	No	35	14.4	19.6	100.0
	Total	179	73.7	100.0	
Missing	System	64	26.3		
Total		243	100.0		

Comments regarding Q2:

- Most classified staff do not take the time to get on the computer (Paper information would be better).
- Not always up to date (\*Especially the Minutes)
- More information on job elimination – How about a “Rumor Mill and FAQ’s” section?

- Can always be improved
- Hard to find information.
- Mostly appropriate for BGSU main, not always for Firelands.

Question 4:

**What other ways would best keep Classified Staff informed...**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monitor	15	6.1	6.5	6.5
	Campus Update	36	14.8	15.5	22.0
	Classified Staff Newsletter	39	16.0	16.8	38.8
	Classified Staff List Serve	61	25.0	26.3	65.1
	All	74	30.3	31.9	97.0
	None	2	.8	.9	97.8
	Other	5	2.0	2.2	100.0
	Total	232	95.1	100.0	
Missing	System	12	4.9		
Total		244	100.0		

Comments regarding Q4:

- Monitor does not get read because it is on the web. Hard copies from time to time would be beneficial.
- Newsletter would be great
- Weekly email with updates and links
- Every other month have nightly meetings – classified staff on 3rd shift are sometimes forgotten
- Campus mail, for those who do not/cannot check email
- Firelands classified staff need regular meetings
- A listserve where classified staff can individually comment and respond to posts from other classified staff members

**CSC Activity Involvement (Section 5):**

Question 1:

**Volunteer without compensation (i.e., losing/not taking vacation hours, athletic events, move-in, etc.)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	99	40.7	43.6	43.6
	1-4 Hours	93	38.3	41.0	84.6
	5-9 Hours	20	8.2	8.8	93.4
	10-14 Hours	5	2.1	2.2	95.6
	15 or More Hours	10	4.1	4.4	100.0
	Total	227	93.4	100.0	
Missing	System	16	6.6		
Total		243	100.0		

Question 2:

**Volunteer with compensation (i.e., committees, President's Day, campus picnic, etc.)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	92	37.9	46.9	46.9
	1-4 Hours	75	30.9	38.3	85.2
	5-9 Hours	22	9.1	11.2	96.4
	10-14 Hours	2	.8	1.0	97.4
	15 or More Hours	5	2.1	2.6	100.0
	Total	196	80.7	100.0	
Missing	System	47	19.3		
Total		243	100.0		

Question 3:

**Volunteer service outside BGSU.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	60	24.7	25.3	25.3
	1-4 Hours	100	41.2	42.2	67.5
	5-9 Hours	41	16.9	17.3	84.8
	10-14 Hours	21	8.6	8.9	93.7
	15 or More Hours	15	6.2	6.3	100.0
	Total	237	97.5	100.0	
Missing	System	6	2.5		
Total		243	100.0		

# Human Resources Customer Survey Report

January 8, 2009

## Abstract

Obtaining feedback from classified staff members of services in various areas allows departments to utilize information and maintain or improve the services provided to campus employees. The purpose of this survey was to study the quality of services provided by the Office of Human Resources to classified staff members. Classified Staff Council distributed a survey to all classified employees, using a survey similar to the one administered by the Office of Human Resources in 2004. After observing the data, participants in section one presented a majority (73.3%) of positive responses, the majority (64.2%) of statements in section two received neutral responses, and within section three (the open-ended section of the survey) most responses stated specific concerns and/or suggestions for improvement. The high percentage of neutral responses in the second section of the survey may suggest that the specific services were not necessarily important to classified employees; whereas the subjects and areas that were explicitly stated in the third section of the survey are of great interest to the participants.

### *Survey Compiled and Analyzed by:*

Dr. Mark Earley – Associate Dean, EDHD

Eric Roth – Graduate Assistant

### *Survey Requested by:*

Classified Staff Council – CSC Chair, Faith Olson

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### **Overview of Study**

This study was designed to examine the quality of services provided by the Office of Human Resources to classified staff at Bowling Green State University. In 2004, the OHR conducted a study which examined the quality of services provided by their office to 222 selected participants. OHR's study contained three sections: the first section listed fifteen statements targeting the information distributed by the OHR and also HR staff members, the second section listed fourteen statements with responses targeting the use of products/services and the satisfaction of these products/services, and the final section contained five open-ended questions. The study requested by Classified Staff Council regarding the quality of services provided by the Office of Human Resources utilized the same survey questions.

The survey was administered electronically through the survey software Snap 8. The survey was also sent out for those classified staff members who work the second and third shift, who did not have access to the electronic version of the survey.

Classified staff members were sent email invitations on Monday, November 10, 2008 and were given one week to respond to the survey. All electronic responses were imported the following Monday, November 17, 2008, while those participants who utilized the paper-based format were collected on Tuesday, November 18, 2008. The electronic and paper-based data were analyzed using SPSS 15.0 statistical software.

### **Participants**

An email invitation was sent to 929 classified staff members. Of the total 929 classified staff members emailed 238 classified staff members participated in the study, which resulted in a response rate of 25.6 percent. Of the 238 classified staff members who participated in the survey 224 (94.1 %) were full-time employees and 14 (5.9 %) were part-time employees. There were 228 (95.8 %) classified staff members who participated electronically and 10 (4.2 %) classified staff members who participated by submitting their responses in hard copy form.



### **Analysis of Section One**

There were fifteen statements within Section One of the survey: five inquiring about the information provided by HR, eight questions concerning HR staff members, one question concerning HR presentations, and one regarding OHR influence. Participants were asked to rate the statements on a five point scale ranging from “Strongly Disagree” to “Strongly Agree”, with “Neutral” being an option.

Several statements (73.3%) within the first section received at least 50% of the respondents either agreeing or strongly agreeing with the statements, which is a positive attribution. Those statements receiving at least 50% *agreeing or strongly agreeing* include:

<b>Statement</b>	<b>Percentage</b>
HR staff members are courteous and friendly	67.7%
Information is distributed by HR in a useful format	67.6%
The information from HR meets my needs	63.4%
Information from HR is dependable and accurate	63%
HR staff members are available and approachable	61.7%
Information is provided by HR in a timely manner	61.3%
HR staff members have the appropriate knowledge and skills to meet my needs	59.2%
Information provided by HR is clear and understandable	56.8%
HR staff members handle information with discretion and preserve confidentiality	54.6%
HR staff members listen and make an effort to understand their customer’s needs	54.2%
HR staff members demonstrate integrity and ethical behavior	51.3%

Those statements that received a high percentage of *neutral* responses included:

<b>Statement</b>	<b>Percentage</b>
HR staff members demonstrate creativity and initiative	48.3%
I would recommend HR presentations, training/development, and services to others	39.9%
HR staff members show interest in receiving feedback and improving performance	34.5%

There was one statement in particular that seemed to have a wide spread of responses with a great deal of participants either being neutral (33.2%), disagreeing/strongly disagreeing (28.5%), or agreeing/strongly agreeing (38.2%). This statement included: the office of HR has had a definite positive influence upon BGSU.

### **Analysis of Section Two**

The second section of the survey listed fourteen statements that were composed of two parts: the first part asked respondents how often they have used the product/service stated

and the second part asked respondents how satisfied/dissatisfied they are with the product/service.

Several of the products/services offered by the Office of Human Resources were reported to be seldom or never used. Since many products/services are *never or seldom used* by classified staff members, the satisfaction for many of these products/services was neutral, neither satisfied nor dissatisfied. These products/services included:

Statement	Percentage
Mailing labels	90.3%
Focus reports generated by HR off of AHRS	88.2%
Classified special leave	85.3%
Violence prevention training	80.7%
New employee orientation	79%
Employee/employer relations advice or guidance	77.8%
Retirement benefit sessions	76.9%
Classified job audit process	76.1%
Performance evaluation training	65.1%

There were a couple services that were *used occasionally* by classified staff members which include the:

Statement	Percentage
Receiving information during telephone calls, e-mails, or walk-in office visits	39.1%
Classified staff hiring process	34.9%
Health care open enrollment information sessions	34.5%
Links to health related web sites	30.3%

Of the four services listed above, the one that received the highest (12.2%) dissatisfied/very dissatisfied remarks was the service of receiving information during telephone calls, e-mails, or walk-in office visits.

One service seemed to be utilized by classified staff members occasionally/often, was the human resources web site (84%). This service received a majority (66.4%) of classified staff members either being satisfied or very satisfied with this service.

### **Analysis of Section Three**

The third section contained five open-ended questions that consisted of: What do you feel are the strengths of the Office of Human Resources? What could or should the Office of Human Resources do differently? What are the areas for improvement for the Office of Human Resources? List in order of priority the three things that are most important to you when dealing with the Office of Human Resources? and Additional Comments and/or Suggestions. In the analysis of the open-ended questions, all answers to questions were placed into categories after which the categories were tallied and ranked from most prevalent response to least prevalent response.

The first open-ended question posed to classified staff members concerned the strengths of the Office of Human Resources, where 141 responses were reported which include:

- Knowledge (of the State/University system), Accuracy, A place to obtain information – 28 responses
- Classified staff are helpful, supportive – 27 responses
- Classified staff are friendly, courteous – 22 responses
- Meetings and information related to benefits such as health care, OPERS, and retirement – 21 responses
- Concern for employees/Listening to employees – 7 responses
- Professional – 6 responses
- Good Staff – 6 responses
- Comprehensive Website – 5 responses
- Quick turn-around, receive information in a timely manner – 5 responses
- Availability – 4 responses
- Respectful – 3 responses
- Fair – 1 responses
- Patient – 1 responses
- Access to data – 1 responses
- Energized – 1 responses
- Posting of Jobs – 1 responses
- Privacy – 1 responses
- Experienced – 1 responses

The second open-ended question asked classified staff members what could or should the OHR do differently, where 97 responses were stated which include:

*Positive perceptions:*

- OHR is doing a fine job, no issues to speak of, fine as is – 7 responses

*What could or should the OHR do differently:*

- Practice better customer service, be nicer, be less condescending/defensive/rude, get rid of the negative attitude/tone – 17 responses
- Offer more training programs/more workshops, offer more guidance – 11 responses
- Maintain confidentiality – 10 responses
- Be more representative of employees, set policies that reflect common goals – 10 responses
- Simplify processes, eliminate forms where possible – 8 responses
- Be more accessible, to 2<sup>nd</sup> shift/3<sup>rd</sup> shift, Firelands campus – 7 responses
- Be more knowledgeable about Classified Staff jobs, acquire new/different job descriptions, job reclassification process – 5 responses
- Website/technology access, re-organize website, update employment opportunities on website, remember not everyone has computer access or computer skills – 5 responses

- Be more neutral, less biased – 5 responses
- Provide accurate information – 4 responses
- Provide more timely responses – 4 responses
- Audits (general), notify individuals in advance – 4 responses

The third question asked classified staff members the areas of improvement the Office of Human Resources should hone in upon, which received 80 responses including:

- Improve “people skills” (friendliness, approachability, respect) – 11 responses
- Be more neutral, not bias, not always on the side of the University, not always on the side of the administration; Grievance/Disciplinary issues to ALL sides, not just management – 10 responses
- Increase privacy (especially at the reception area), increase confidentiality, increase trust – 8 responses
- Simplify the hiring process and job audit process, be more compassionate/friendly during the job audit process – 7 responses
- Require more professional attire (especially for those working the front desk) – 6 responses
- Increase communication, increase follow-ups – 6 responses
- Be more quick with responses messages (telephone, e-mail) – 4 responses
- Treat staff with respect/kindness/compassion, sensitivity training for some – 3 responses
- Improve records maintenance, paper work tends to get lost – 3 responses
- Relaying correct information, be more careful not to make mistakes on paperwork – 3 responses
- Be more available, especially to third shift employees (possibly open at 6:00am one day of the week) – 3 responses
- FMLA – 3 responses
- Take more responsibility for hiring people at BGSU, have more experienced selection committees – 2 responses
- Offer more training opportunities (such as resume building) – 2 responses
- Update job descriptions, update hiring procedures – 2 responses
- Eliminate foul language in the work place – 1 response
- More promotions – 1 response
- Make the homepage of the website more welcoming – 1 response
- Establish health care incentive programs – 1 response
- Sick leave policy – 1 response
- Advancement for employees (ensure those individuals who meet the minimum standards are interviewed) – 1 response
- Establish rules and regulations that are the same across the board – 1 response

The fourth question of the open-ended section asked classified staff employees to list the three things that are most important to them when dealing with the Office of Human Resources, where 309 responses were submitted which included:

- Helpful/Informative meetings concerning insurance information, retirement information, fee waiver information, etc. – 51 responses

- Courtesy, sincerity, respect, friendliness – 46 responses
- Timeliness, prompt replies, follow-ups, staying in contact – 41 responses
- Confidentiality, honest, trustworthiness – 39 responses
- Accuracy, knowledge of handbook, supplying correct information – 31 responses
- Knowledgeable about the rules and procedures, job openings – 23 responses
- Answering questions when called, responding to questions, supplying correct answers – 10 responses
- Fairness – 10 responses
- Professional Integrity – 9 responses
- Availability, convenience – 8 responses
- Employee relations, approachable, customer service – 7 responses
- Help with job audits – 6 responses
- Have the necessary paperwork on hand, paperwork easy to access and fill out, possibly have forms and FAQ's online – 5 responses
- Job protection/security – 4 responses
- Adhere to equal opportunity employment practices, hiring staff according to qualifications – 4 responses
- Benefits – 3 responses
- Employee Advocacy – 3 responses
- Patience – 2 responses
- Remaining Unbiased – 2 responses
- Attention – 1 response
- FMLA – 1 response
- Personal leave for medical reasons – 1 response
- Well trained staff – 1 response
- Communication – 1 response

The final question of the open-ended section was reserved for additional comments and/or suggestions, where 43 responses were imported:

- The Office of Human Resources is doing a good job, I am happy with the way HR is working, excellent service, never a problem, helpful and friendly – 13 responses
- Some HR representatives are doing good, others are not – 6 responses
- Improve respectfulness, be more thoughtful, improve courteousness – 6 responses
- Need new/better computers in areas for classified staff (especially in Centrex Building) – 4 responses
- Not happy with the role Human Resources plays for me as an employee – 4 responses
- Benefits, free programs, memberships, retirement ease – 3 responses
- Availability of human resource representatives, of paperwork, of forms (especially for those working 3<sup>rd</sup> shift) – 2 responses
- Need different leadership – 2 responses
- Need to remain unbiased – 1 response

- There are no HR representatives to turn to at the Firelands campus – 1 response
- Keep the website up-to-date and current – 1 response

### *Concluding Remarks/Suggestions*

The first and second sections of this survey depicted specific services and areas of interest. Survey participants displayed positive remarks in section one of the survey concerning HR information and HR staff members. For example, in section one participants identified eleven services with which they were positive, three services with neutral responses, and one service with a balance of opinion from negative to positive. Within the second section of the survey, participants did not seem to have a great deal of experience or interest with the OHR services or the topics covered. In section two, respondents identified nine services they seldom/never used, another four they occasionally used, and only one that was used occasionally/often (the HR website). This seems to account for the high percentage of neutral responses in regard to satisfaction of those specific services and areas of interest.

There were many comments in the third section that did not remain neutral. For example there were seventeen responses denoting the need for “the OHR to practice better customer service, be nicer, be less condescending/defensive/rude, get rid of the negative attitude/tone” and there were seven responses denoting “the OHR is doing a fine job, no issues to speak of, fine as is”. The third section comments address more general HR Office issues rather than simply discussing specific services as in sections one and two. This suggests classified staff employees are overall satisfied with the services, but have issues with how the services are delivered. Those areas targeted by classified staff members in the third section suggest there is room for improvement in a couple OHR divisions. These specific areas targeted by classified staff could be used to guide further investigation into the quality of services provided by the OHR to classified staff employees.

The appendix of this report contains the raw data from sections one and two and the open-ended comments obtained from participants. Due to the confidentiality rights of all individuals, all personal names were removed from the open-ended comments section. Three comments from section five of this appendix were completely removed in order to protect the confidentiality of survey participants and campus employees.

Appendix**Human Resources Customer Survey  
Administered by Classified Staff Council**

*This survey is based from an existing survey conducted by the Office of Human Resources during 2004*

**Classified Staff Council is interested in your feedback concerning the quality of services the Office of Human Resources provides to classified staff employees. This survey consists of three sections: The first section contains statements with responses ranging from "Strongly Disagree-to-Strongly Agree". Section 2 contains statements with responses ranging from "Very Often-to-Never" and "Very Dissatisfied-to-Very Satisfied". Section 3, the final section, contains five open-ended questions. This survey should take no more than 10 minutes to complete. This survey does not require personal information such as name, BGSU username, P00#'s, or any other personal identification. Job status, rank, etc. will not be affected by completing or not completing this survey.**

**Please complete and submit this survey by midnight on Monday, November 17th. Your time and consideration in this matter are greatly appreciated!**

### Section 1

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Information received from Human Resources meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information received from HR is dependable and accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information is provided by HR in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information is distributed by HR in a useful format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided by HR is clear and understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend HR presentations, training/development, and services to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Office of HR has had a definite positive influence upon BGSU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members are courteous and friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members are available and approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members handle information with discretion and preserve confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members demonstrate integrity and ethical behavior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members demonstrate creativity and initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members have the appropriate knowledge and skills to meet my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members listen and make an effort to understand their customers' needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members show interest in receiving feedback and improving performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Section 2

**1 I have used this product/service...**

	<i>Very Often</i>	<i>Often</i>	<i>Occasionally</i>	<i>Seldom</i>	<i>Never</i>
Classified Staff Hiring Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Employee Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Job Audit Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Benefit Sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Care Open Enrollment Information Session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources Web Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links to Health Related Web Sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Evaluation Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence Prevention Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus Reports generated by HR off of AHRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mailing Labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee/Employer Relations Advice or Guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Special Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2 I am \_\_\_\_\_ with this product/service.**

	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neutral</i>	<i>Satisfied</i>	<i>Very Satisfied</i>
Classified Staff Hiring Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Employee Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Job Audit Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Benefit Sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Care Open Enrollment Information Session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources Web Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links to Health Related Web Sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Evaluation Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence Prevention Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus Reports generated by HR off of AHRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mailing Labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee/Employer Relations Advice or Guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Special Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section 3

1 What do you feel are the strengths of the Office of Human Resources?

2 What could or should the Office of Human Resources do differently?

3 What are the areas for improvement for the Office of Human Resources?



- 4 Please list *in order of priority* the 3 things that are most important to you when dealing with the Office of Human Resources.

- 5 Additional Comments and/or Suggestions:

- 6 Employment Status:

- Part-time  
 Full-time

**Thank you for your participation in this survey. Your time and effort in this process are greatly appreciated! Now that you are finished you can click on the SUBMIT button found on the bottom of this page.**

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*Statements Posed with Responses Ranging from “Strongly Disagree” to “Strongly Agree”*

**Information received from Human Resources meets my needs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	3.8	3.8	3.8
	Disagree	17	7.1	7.1	10.9
	Neutral	61	25.6	25.6	36.6
	Agree	130	54.6	54.6	91.2
	Strongly Agree	21	8.8	8.8	100.0
	Total	238	100.0	100.0	

**Information received from HR is dependable and accurate**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	4.6	4.6	4.6
	Disagree	32	13.4	13.4	18.1
	Neutral	45	18.9	18.9	37.0
	Agree	130	54.6	54.6	91.6
	Strongly Agree	20	8.4	8.4	100.0
	Total	238	100.0	100.0	

**Information is provided by HR in a timely manner**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	16	6.7	6.7	6.7
	Disagree	21	8.8	8.8	15.5
	Neutral	55	23.1	23.1	38.7
	Agree	120	50.4	50.4	89.1
	Strongly Agree	26	10.9	10.9	100.0
	Total	238	100.0	100.0	

**Information is distributed by HR in a useful format**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	3.8	3.8	3.8
	Disagree	20	8.4	8.4	12.2
	Neutral	48	20.2	20.2	32.4
	Agree	144	60.5	60.5	92.9
	Strongly Agree	17	7.1	7.1	100.0
	Total	238	100.0	100.0	

**Information provided by HR is clear and understandable**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	9	3.8	3.8	3.8
Disagree	33	13.9	13.9	17.6
Neutral	61	25.6	25.6	43.3
Agree	122	51.3	51.3	94.5
Strongly Agree	13	5.5	5.5	100.0
Total	238	100.0	100.0	

**I would recommend HR presentations, training/development, and services to others**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	9	3.8	3.8	3.8
Disagree	19	8.0	8.0	11.8
Neutral	95	39.9	39.9	51.7
Agree	92	38.7	38.7	90.3
Strongly Agree	23	9.7	9.7	100.0
Total	238	100.0	100.0	

**The Office of HR has had a definite positive influence upon BGSU**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	26	10.9	10.9	10.9
Disagree	42	17.6	17.6	28.6
Neutral	79	33.2	33.2	61.8
Agree	79	33.2	33.2	95.0
Strongly Agree	12	5.0	5.0	100.0
Total	238	100.0	100.0	

**HR staff members are courteous and friendly**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	12	5.0	5.0	5.0
Disagree	27	11.3	11.3	16.4
Neutral	38	16.0	16.0	32.4
Agree	113	47.5	47.5	79.8
Strongly Agree	48	20.2	20.2	100.0
Total	238	100.0	100.0	

**HR staff members are available and approachable**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	14	5.9	5.9	5.9
Disagree	32	13.4	13.4	19.3
Neutral	45	18.9	18.9	38.2
Agree	111	46.6	46.6	84.9
Strongly Agree	36	15.1	15.1	100.0
Total	238	100.0	100.0	

**HR staff members handle information with discretion and preserve confidentiality**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	20	8.4	8.4	8.4
Disagree	20	8.4	8.4	16.8
Neutral	68	28.6	28.6	45.4
Agree	101	42.4	42.4	87.8
Strongly Agree	29	12.2	12.2	100.0
Total	238	100.0	100.0	

**HR staff members demonstrate integrity and ethical behavior**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	15	6.3	6.3	6.3
Disagree	34	14.3	14.3	20.6
Neutral	67	28.2	28.2	48.7
Agree	98	41.2	41.2	89.9
Strongly Agree	24	10.1	10.1	100.0
Total	238	100.0	100.0	

**HR staff members demonstrate creativity and initiative**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	7	2.9	2.9	2.9
Disagree	20	8.4	8.4	11.3
Neutral	115	48.3	48.3	59.7
Agree	75	31.5	31.5	91.2
Strongly Agree	21	8.8	8.8	100.0
Total	238	100.0	100.0	

**HR staff members have the appropriate knowledge and skills to meet my needs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	10	4.2	4.2	4.2
Disagree	24	10.1	10.1	14.3
Neutral	63	26.5	26.5	40.8
Agree	119	50.0	50.0	90.8
Strongly Agree	22	9.2	9.2	100.0
Total	238	100.0	100.0	

**HR staff members listen and make an effort to understand their customers' needs**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	23	9.7	9.7	9.7
Disagree	34	14.3	14.3	23.9
Neutral	52	21.8	21.8	45.8
Agree	101	42.4	42.4	88.2
Strongly Agree	28	11.8	11.8	100.0
Total	238	100.0	100.0	

**HR staff members show interest in receiving feedback and improving performance**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	23	9.7	9.7	9.7
Disagree	34	14.3	14.3	23.9
Neutral	82	34.5	34.5	58.4
Agree	81	34.0	34.0	92.4
Strongly Agree	18	7.6	7.6	100.0
Total	238	100.0	100.0	

*Statements regarding the use of products/services offered by the Office of Human Resources, with responses ranging from "Very Often" to "Never"*

**Classified Staff Hiring Process**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very Often	5	2.1	2.1	2.1
Often	15	6.3	6.3	8.4
Occasionally	83	34.9	34.9	43.3
Seldom	82	34.5	34.5	77.7
Never	53	22.3	22.3	100.0
Total	238	100.0	100.0	

### New Employee Orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	4	1.7	1.7	1.7
	Often	7	2.9	3.0	4.6
	Occasionally	38	16.0	16.0	20.7
	Seldom	114	47.9	48.1	68.8
	Never	74	31.1	31.2	100.0
	Total	237	99.6	100.0	
Missing	System	1	.4		
Total		238	100.0		

### Classified Job Audit Process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	4	1.7	1.7	1.7
	Occasionally	53	22.3	22.3	23.9
	Seldom	77	32.4	32.4	56.3
	Never	104	43.7	43.7	100.0
	Total	238	100.0	100.0	

### Retirement Benefit Sessions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	2	.8	.8	.8
	Often	5	2.1	2.1	2.9
	Occasionally	48	20.2	20.2	23.1
	Seldom	50	21.0	21.0	44.1
	Never	133	55.9	55.9	100.0
	Total	238	100.0	100.0	

### Health Care Open Enrollment Information Session

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	12	5.0	5.0	5.0
	Often	24	10.1	10.1	15.1
	Occasionally	82	34.5	34.5	49.6
	Seldom	62	26.1	26.1	75.6
	Never	58	24.4	24.4	100.0
	Total	238	100.0	100.0	



### Human Resources Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	42	17.6	17.6	17.6
	Often	78	32.8	32.8	50.4
	Occasionally	80	33.6	33.6	84.0
	Seldom	26	10.9	10.9	95.0
	Never	12	5.0	5.0	100.0
	Total	238	100.0	100.0	

### Links to Health Related Web Sites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	16	6.7	6.7	6.7
	Often	33	13.9	13.9	20.6
	Occasionally	72	30.3	30.3	50.8
	Seldom	70	29.4	29.4	80.3
	Never	47	19.7	19.7	100.0
	Total	238	100.0	100.0	

### Performance Evaluation Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	8	3.4	3.4	3.4
	Often	16	6.7	6.7	10.1
	Occasionally	59	24.8	24.8	34.9
	Seldom	71	29.8	29.8	64.7
	Never	84	35.3	35.3	100.0
	Total	238	100.0	100.0	

### Violence Prevention Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	5	2.1	2.1	2.1
	Often	2	.8	.8	2.9
	Occasionally	39	16.4	16.4	19.3
	Seldom	78	32.8	32.8	52.1
	Never	114	47.9	47.9	100.0
	Total	238	100.0	100.0	

**Focus Reports generated by HR off of AHRs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	3	1.3	1.3	1.3
	Often	2	.8	.8	2.1
	Occasionally	23	9.7	9.7	11.8
	Seldom	32	13.4	13.4	25.2
	Never	178	74.8	74.8	100.0
	Total	238	100.0	100.0	

**Mailing Labels**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	1	.4	.4	.4
	Often	7	2.9	2.9	3.4
	Occasionally	15	6.3	6.3	9.7
	Seldom	27	11.3	11.3	21.0
	Never	188	79.0	79.0	100.0
	Total	238	100.0	100.0	

**Employee/Employer Relations Advice or Guidance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	2	.8	.8	.8
	Often	6	2.5	2.5	3.4
	Occasionally	45	18.9	18.9	22.3
	Seldom	58	24.4	24.4	46.6
	Never	127	53.4	53.4	100.0
	Total	238	100.0	100.0	

**Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	6	2.5	2.5	2.5
	Often	34	14.3	14.3	16.8
	Occasionally	93	39.1	39.1	55.9
	Seldom	61	25.6	25.6	81.5
	Never	44	18.5	18.5	100.0
	Total	238	100.0	100.0	

**Classified Special Leave**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	2	.8	.8	.8
	Often	4	1.7	1.7	2.5
	Occasionally	29	12.2	12.2	14.7
	Seldom	58	24.4	24.4	39.1
	Never	145	60.9	60.9	100.0
	Total	238	100.0	100.0	

*Statements regarding the satisfaction of products/services offered by the Office of Human Resources, with responses ranging from “Very Dissatisfied” to “Very Satisfied”*

**Classified Staff Hiring Process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	8	3.4	3.4	3.4
	Dissatisfied	27	11.3	11.3	14.7
	Neutral	103	43.3	43.3	58.0
	Satisfied	91	38.2	38.2	96.2
	Very Satisfied	9	3.8	3.8	100.0
	Total	238	100.0	100.0	

**New Employee Orientation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	5	2.1	2.1	3.4
	Neutral	125	52.5	52.5	55.9
	Satisfied	88	37.0	37.0	92.9
	Very Satisfied	17	7.1	7.1	100.0
	Total	238	100.0	100.0	

**Classified Job Audit Process**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	15	6.3	6.3	6.3
	Dissatisfied	40	16.8	16.8	23.1
	Neutral	135	56.7	56.7	79.8
	Satisfied	42	17.6	17.6	97.5
	Very Satisfied	6	2.5	2.5	100.0
	Total	238	100.0	100.0	

### Retirement Benefit Sessions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	5	2.1	2.1	3.4
	Neutral	166	69.7	69.7	73.1
	Satisfied	52	21.8	21.8	95.0
	Very Satisfied	12	5.0	5.0	100.0
	Total	238	100.0	100.0	

### Health Care Open Enrollment Information Session

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	11	4.6	4.6	5.9
	Neutral	101	42.4	42.4	48.3
	Satisfied	104	43.7	43.7	92.0
	Very Satisfied	19	8.0	8.0	100.0
	Total	238	100.0	100.0	

### Human Resources Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	20	8.4	8.4	9.7
	Neutral	57	23.9	23.9	33.6
	Satisfied	130	54.6	54.6	88.2
	Very Satisfied	28	11.8	11.8	100.0
	Total	238	100.0	100.0	

### Links to Health Related Web Sites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.4	.4	.4
	Dissatisfied	3	1.3	1.3	1.7
	Neutral	130	54.6	54.6	56.3
	Satisfied	88	37.0	37.0	93.3
	Very Satisfied	16	6.7	6.7	100.0
	Total	238	100.0	100.0	

**Performance Evaluation Training**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	6	2.5	2.5	2.5
	Dissatisfied	16	6.7	6.7	9.2
	Neutral	142	59.7	59.7	68.9
	Satisfied	65	27.3	27.3	96.2
	Very Satisfied	9	3.8	3.8	100.0
	Total	238	100.0	100.0	

**Violence Prevention Training**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	1.7	1.7	1.7
	Dissatisfied	5	2.1	2.1	3.8
	Neutral	158	66.4	66.4	70.2
	Satisfied	59	24.8	24.8	95.0
	Very Satisfied	12	5.0	5.0	100.0
	Total	238	100.0	100.0	

**Focus Reports generated by HR off of AHRS**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	4	1.7	1.7	2.9
	Neutral	206	86.6	86.6	89.5
	Satisfied	18	7.6	7.6	97.1
	Very Satisfied	7	2.9	2.9	100.0
	Total	238	100.0	100.0	

**Mailing Labels**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.4	.4	.4
	Dissatisfied	4	1.7	1.7	2.1
	Neutral	199	83.6	83.6	85.7
	Satisfied	24	10.1	10.1	95.8
	Very Satisfied	10	4.2	4.2	100.0
	Total	238	100.0	100.0	

**Employee/Employer Relations Advice or Guidance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	15	6.3	6.3	6.3
	Dissatisfied	26	10.9	10.9	17.2
	Neutral	140	58.8	58.8	76.1
	Satisfied	46	19.3	19.3	95.4
	Very Satisfied	11	4.6	4.6	100.0
	Total	238	100.0	100.0	

**Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	5	2.1	2.1	2.1
	Dissatisfied	24	10.1	10.1	12.2
	Neutral	95	39.9	39.9	52.1
	Satisfied	83	34.9	34.9	87.0
	Very Satisfied	31	13.0	13.0	100.0
	Total	238	100.0	100.0	

**Classified Special Leave**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	.8	.8	.8
	Dissatisfied	3	1.3	1.3	2.1
	Neutral	171	71.8	71.8	73.9
	Satisfied	48	20.2	20.2	94.1
	Very Satisfied	14	5.9	5.9	100.0
	Total	238	100.0	100.0	

**Employment Status:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Part-time	14	5.9	5.9	5.9
	Full-time	224	94.1	94.1	100.0
	Total	238	100.0	100.0	

*\* Due to the confidentiality rights of all individuals, all personal names were removed from the open-ended comments section. Three comments from question five of this section were completely removed in order to protect the confidentiality of survey participants and campus employees.*

#### *Open-Ended Comments to Question 1*

- Two specific long term employees are always professional, always patient, and always respectful.
- Concern for employees, Professional integrity, Helpful service
- The access to data
- I feel the goal of HR is to be a supporting agent for staff and I do not feel that is the perception on campus.
- A very good representative of the university's administrative platform. But then, that is a purpose of HR's existence.
- Location and front office staff members are very helpful.
- Getting the Health Benefits out to staff in a timely manner (the information as to what is going on.
- Always on top of things on the Benefits package
- Knowledge of the state/university system
- When I've called the Human Resource office, they are very helpful.
- Customer Service
- Their knowledge of the products/services they offer. Some personnel are quick to respond to questions and are efficient. Office coverage appears to be well handled (8-5p).
- Lots of staff.
- They take the time to listen and always get back with me for an answer or a solution. They are approachable and friendly.
- I like they are approachable and knowledgeable.
- Questions about retirement and the half hour sessions from OPERS are very valuable. Those sessions should be put down back to a half an hour.
- 1. You do listen, but sometimes you go to the department head and don't listen to the workers.
- Understanding of insurance benefits, Retirement sessions, Being directed to the correct person for answers
- One is customer service.
- Capable vice president.
- Dissemination of information
- Readily answer questions about benefits
- One specific person seems to be a great manager and good role model for other administrators. Another specific person is very knowledgeable on family medical leave issues and she has made me feel very confident in her abilities while working with her on my leave requests.
- They are helpful when I have questions.
- The friendliness and willingness to help from the general staff.
- They know the laws and what can and can't be done. They are also a friendly and energized group.

- Your classified employees are very approachable and try their best to work for the employees--I commend them for a job well done. I wish the upper administration was as responsive to the needs of the university's employees.
- -Posting of jobs good. -Some office staff are very knowledgeable and get out very good information to BGSU employees.
- Someone is always available. Friendly and helpful staff. Hours available.
- Benefits Office - friendly, helpful staff
- The staff
- Prompt, friendly service Staff members are experts in their area of work
- Benefits area
- The Healthcare Benefits area
- Most of the employees are very helpful and knowledgeable.
- One specific person is so knowledgeable and is very friendly and professional.
- Employee Benefits personnel are helpful and knowledgeable. I feel like the customer when interacting with the Benefits staff
- Friendly and professional.
- Friendly staff, helpful, knowledgeable.
- Personnel
- Everyone does Smile and are relaxed.
- The clerical staff are friendly and very helpful and assist you on anything they can.
- Some staff is very helpful and courteous while others could improve on these areas.
- I have always had a good experience with HR. I think they do a great job.
- They're always helpful when I call needing information. If they don't have the answer, they'll call back when they do.
- They are always friendly, courteous, professional and very helpful. Always willing to go out of there way to accommodate us.
- Ease of finding information
- I think the employees, although it is a double edged sword...there are great people there and not so great people there.
- Their staff, always courteous and if they do not know the answer they will find it for you.
- Usually very helpful with questions.
- Helping with questions and getting the answers
- The availability of people is great.
- They have been helpful with medical leaves, and explaining benefits. Very helpful with any questions I have had.
- Accuracy, a place for information, privacy.
- New employee breakfast fair (not the orientation session) was very helpful
- Convenience
- Helpful and respectful.
- Knowledge, ability to provide options, and willingness to find a solution.
- Friendly, helpful staff.
- No one has ever laughed at my stupid questions.
- There are some very personable people who are quite pleasant to work with.



- Knowledgeable staff. Comprehensive website. Approachable staff/courteous.
- Excellent training programs sponsored by HR and put on by campus "experts".
- Customer Service Detailed information provided on web site Access to staff members - walk ins encouraged
- The staff and all of their knowledge
- answering questions quickly
- Some staff (those who have been there for a long time) are very caring individuals, others are not.
- Knowledgeable and friendly benefits staff
- Most staff are knowledgeable and friendly.
- Some experienced, knowledgeable individuals are very helpful and detailed.
- Many employees there working for one cause, BGSU
- The people working the front desks and answering the telephones are very kind and helpful.
- The information provided regarding employee relations and training workshops available.
- Personalities are a plus.....
- Courteous and polite people.
- Record Keeping
- Giving correct information when asked in a timely manner. Always doing a follow up.
- They are supposed to know the answers or a starting point.
- I know the office is there, but I am not aware of any special programming or services they conduct for the employees.
- good website good links to needs of classified staff
- Knowledgeable, courteous staff. They are always willing to help and are quick to get back to you with answers. When asked, they have been very good at coming to our department to answer questions or train us on specific issues.
- Not what, but who
- Classified staff who work in the office. Hours open--although 2nd & 3rd shift people may disagree with that.
- Nothing comes to mind at the moment.
- Always very helpful on the phone or in person.
- Umm, besides new employee orientation?
- Receive most info in a timely manner
- The Benefits area personnel.
- They have a couple of good people in health benefits.
- The classified staff members.
- The Medical Benefits advice and assistance.
- This specific person is wonderful, if she's not there she always gets back with a client, she's caring and is so informative.
- This specific person and her never ending knowledge and helpfulness for people who are anxious and sometimes terrified of retirement and the whole retirement process.

- The staff will get back to you in a very timely manner. They have a lot of training sessions and seem to be very knowledgeable about helping you with your retirement questions.
- Questions regarding Health Benefits.
- Human Resources has been will be work with classified staff and CSC to resolve issues. I know of other work environments where HR only works on behalf of management. I believe that is not the case at BGSU.
- General Staff, Health Care Specialists and some Employee issues Staff are very helpful.
- I have not observed any positive strengths from the Office of HR.
- The helpful people and wealth of information.
- Web site information
- Staff members nearly always have the answers when contacted by phone, or can connect me with someone who does.
- The staff is the strength of HR. My questions are always answered by friendly, knowledgeable staff. If I direct a question to the wrong person, I'm guided in the right direction.
- They are extremely friendly and are able to understand my questions even though I don't entirely understand them.
- Knowledgeable in the area of benefits.
- They always answer my questions completely and will help to straighten out any insurance problems, etc.
- Have always been great to work with. They make up where others are lacking.
- need to be available to night shift more often
- You only have to go to one building to find all the resources.
- Everyone in that office cares about doing an outstanding job, from the bottom to the top. I think they really care about each person who works at BGSU.
- We have very informed people in our dept that participate in CSC!
- The only area's of HR I like are the ladies that do the insurance. They are very helpful and nice to deal with.
- Open at 7:30am - convenient
- The employees. They are very nice and very helpful
- Their front office employees
- The folks that I contact are always concerned and helpful.
- The employees - very knowledgeable and give correct information.
- Unknown at this time
- Website and availability of info, forms and FAQ's
- The folks at HR are kind, caring and their willingness to assist. I receive postcards for follow up phone calls during open enrollment from the benefits office.

*Open-Ended Comments to Question 2*

- Very good and very helpful. The Administrators in the Office of Human Resources tend to be condescending and defensive.
- HR is generally perceived as an extension of the upper administration. Creating and maintaining an effective, efficient, well-managed, well-compensated

workforce is management's primary responsibility, yet both our administration and HR seem unable or unwilling to recognize this. We have world-class resources in our Business and Psychology departments. How can we fail so miserably?

- Verify that employment applications were received - before a deadline. I know of instances where an application was walked in before the deadline - and when applicant called to check the status, was told that the application was never received.
- Be more approachable Simplify processes Eliminate multiple forms
- The people in this office can be very rude. On many occasions a specific person has treated myself and colleagues with disrespect.
- Many things but the list is too long...besides HR does have many roles to perform without losing sight of either being or part of the university's administrative platform.
- Develop greater confidence from CSC members by knowing their jobs and providing accurate information.
- Get the BG Alert functioning properly and be sure it is in a timely manner
- Not everyone utilizes the computer to access information. Everyone does not have the appropriate computer skills or access to get the information.
- Come to Firelands more
- Initiate programs to help people do their jobs. Set up training programs for HCM and let people that need the access use it.
- Be more neutral, to much on the side if the university
- Unsure.
- I think they are doing what they can and doing a good job at what they do
- Offer guidance/individual session to Classified staff wishing to be promoted.
- Acquire new and different job descriptions that will fit certain positions. Those used currently do not meet the needs or match certain jobs here on campus making it difficult to match criteria in your current job and wanting a job audit.
- Be nicer to employees.
- I think they are doing a great job.
- Audits
- I don't know but I hear complaints. I have found it to be satisfying for me.
- Have open talks for employees who have trouble with there bosses.
- **THEY COULD BE A LOT NICER AND PAY MORE ATTENTION TO THE DEPARTMENTS HIRING PROCESSES, THE BEST CANDIDATES ARE OFTEN OVERLOOKED IN FAVOR OF HIRING FRIENDS, I KNOW THIS FOR A FACT, I HAVE SEEN IT HAPPEN MANY TIMES.**
- Do something about changing the state job descriptions to fit the campus jobs when doing job audits. Too much time spent on a job audit trying to fit it into a state description that does not fit your job title or what your job actually entails.
- Work on excelling in customer service
- Be for the employee and find out all the facts of any situation before taking sides.
- Make themselves more accessible
- Cross-train staff or make sure when a staff member leaves or retires that the other staff are up-to-speed on all of that other staff member's areas of expertise.

- I don't have any suggestions at this point.
- Human Resources should be an area where Classified Staff can seek assistance with personnel issues, and be afforded respectful and fair direction from the Director of HR - and not be run down by an Administrative bias.
- If an employee goes to HR for help or understanding of an issue, it is not to be relayed back to their department unless the employee specifically requests or approves.
- I don't know - upper administration needs to work to change their image. The design of the performance evaluation is lacking in ease of use and is entirely too long and involved. It is overwhelming and should be more concise and less subjective for a more accurate and comparable view of all employees.
- -Mailings could be done on campus to save the university money in postal fees. - Dispute cases could be handled better. There has been too much bad or wrong info given to parties involved in several cases.
- Fine as is.
- Provide more timely response to information requests from CSC
- I can't think of anything.
- It is interesting that the HR office is allowed to wear jeans on a daily basis and other departments are not permitted to EVER wear jeans, even on an occasional Friday.
- Need more personable and better informed receptionists Keep employee files for disciplinary actions more secure
- Excluding the healthcare benefits area - you all need training in professionalism and customer courtesy, stop making inappropriate faces in CSC meetings, stop with the snide tone of voice, realize that we come to you for support and assistance - not to have our heads chewed off.
- No comment
- Keep confidences!!!! If a classified employee comes in to discuss a situation, don't call the supervisor and tell them about the visit. Give what help is asked for -- guidance on how to deal with a situation.
- Identify themselves by name, not by just saying "Human Resources"
- BGSU HR could be a representative for and to the employees of this institution as opposed to the "gatekeepers" they are now. Staff repeat verbatim BGSU policies without actively listening to the unique circumstances of the individual or considering the best case scenario for the employee. The information given is correct, just not always complete. Significant information that is beneficial to the employee is not always given. Instead of a policing agency that tells employees what they have done wrong, perhaps assisting the employee to navigate through unknown, unfamiliar processes would be a direction HR would entertain.
- Stay neutral and open minded on personal matters. Think outside the box and not always siding with conventional rules.
- Communicate to the employees more efficiently and accurately.
- Provide more training on policy - procedures.
- Answer their phones in person
- Honesty would be nice. Threatening to fire people gets you no where if you can't trust what they say and have to record them to show their true colors it is a

- reflection on them and their office. Don't just talk the talk, walk the walk, and everyone would be a lot more satisfied with them.
- Review their policies, procedures and guidelines to reflect change due to the changes of the time. Be more efficient in informing the campus community, like a monthly HR newsletter. Work with the campus community rather than against. HR is suppose to be there for the campus and not against.
  - Be more forthcoming with information when working with depts. for new positions (wage scale, benefits, etc.). What seems to be logical/common sense with HR may not be with the hiring dept.
  - Pretty specific suggestion - with employee's dependents getting a fee waiver..... Somehow offer a "check sheet" of things "to do" each semester, concerning fee waiver, and now the full-time student status form for insurance. It's confusing for first-time parents, and we don't want to miss deadlines. Should have had clearer instructions for the full-time student status on the insurance form. And I've always thought the open enrollment for insurance is confusing. Many in our office will talk about it and try to decide ourselves if we need to submit the form or not. Maybe put a disclaimer that "...if nothing has changed, skip this section...." Otherwise we think we have to submit the form every year - with changes or not.
  - Remember that every department is different and has different needs
  - I think a renewed emphasis on being courteous and treating people with respect. For the most part I have been treated just fine, but in the past year I have had exchanges with 2 employees in HR that were rather "snarky"...I felt they were flippant with me and disrespectful...like I didn't merit a respectful answer to my questions! It was weird. Not like I have to be treated with any deference or anything...it was just a few really odd encounters that make me wonder what on earth is going on over there.
  - Nothing I can think of
  - Stand up a bit more to administrators that want to bend hiring, promotion and salary rules.
  - I hate calling HR -- most of the time, the person answering the phone is rude.
  - I know that they are probably trying to save money and technology is the way to go these days, but health insurance information should not all be online. Too many forms and other very important information are needed and could be missed by doing it on line.
  - Inform applicants quicker if you did not get the job when you apply for one
  - No opinion at this time
  - Friendlier, giving, caring staff.
  - Be more accessible, improve website to be more informative and user friendly, improve customer relations for staff members who have questions, offer more trainings in relevant topics
  - No suggestion at this time
  - It's a small office -- people talk. Understand their unique role by having more discretion. (I also believe this is an individual problem, not necessarily an office-wide problem)
  - It's A-OK the way it is.

- Maintain diplomacy with a sympathetic ear.
- Professional attire required.
- Be more interested in saving classified staff jobs
- Possibly re-organize web site, sometimes I have some issues finding what I need
- Perhaps work for the staff and not act like they are for management.
- Disseminate accurate information in a timely manner. Keep information current. Keep information confidential. Offer to research information if that person is uninformed.
- Work with employees. Feel administrators look down, discourages employees by talking down to people. I avoid this office as much as possible.
- Provide more workshops at credit if employee is expected to pay or provide workshops free.
- They are fine the way they are.....
- Not play games. Be helpful to the employees, not the hangman for people that need them.
- Have information sessions at night for the night staff when changes are made dealing with insurances or other item effecting there jobs.
- Follow their own procedures.
- More discreet and follow through.
- Benefits Office - when calling them for a problem on health benefits - never get a human being answering the call. Change that please....
- Keep personnel related issues confidential. Isn't there a mandate such as FERPA for students/educational confidentiality and HIPPA for medical confidentiality, for the security of staff personnel related issues?????!!!!!!
- Be more proactive in job reclassification process. Instead of us having to turn in insurance forms at their office, couldn't they have collection times at centrally located areas of campus so it's more convenient for staff. Encourage supervisors to encourage staff to get involved in professional development. Be more of an advocate for the employee and less of a tool of the administration!
- Change their negative attitude and/or tone. Stop being so defensive with employees during training sessions, classified staff special meetings, etc.
- Not sure
- Health care incentive programs. By offering these types of programs for FREE (not paying a membership fee to join the BGSU recreation center??) it would make workers healthier, thus less sick days, doctor's appointments, etc. Allow worker to attend these programs during the work day and not have to take vacation time.
- Explain changes in forms - example - FMLA form
- Job audits are unfair! Pro management (they do what management tells them to do concerning job reclassification) Manager of human resources has referred to employees as dead wood (she cleans them out).
- Set policies that reflect common goals for the classified employees of BGSU. An example is sick leave policy.
- Re-train the Employee Relations Manager.

- Create new job classifications when necessary and not rely totally on the State specs and pay the employees who are doing their job plus other duties that were added when a co-worker leaves.
- When a person goes to HR with a problem or for advice it should be kept confidential. Many times the phone call gets back to your dept before you do.
- Be more forthcoming with policies and information. Not to assume employee making inquiries knows the process.
- HR needs to be open and honest in their communications with classified staff instead of using bullying tactics. There is a definite air of distrust. HR is not helpful in placing staff in the right classifications. Job audits are not done in a professional manner and HR is not helpful when an employee is trying to identify their "best fit". We are told to come up with what we think the best classification is for us and when we do, we are told it does not fit what we are doing, it is rejected, and we are told that if we don't like their decision, we can go down to Columbus, but that HR usually always wins the determination. I have been given deliberate false information from HR, treated in a discourteous manner (this has always been from the "top" administration). I do not trust any of the information that comes from the Office of HR. What a bad reflection of BGSU that HR has been allowed to treat staff in this manner.
- Equip their higher-ups with people skills.
- I would strongly suggest that HR make an effort to gain the confidence of classified staff. There have been several instances that supervisors are given confidential information shared by an employee and HR. Some of these are 'off the record' type sharing between management staff. Once a classified staff member has knowledge of this, whether it affects them directly or not, all confidence is lost in that department. I think they really need to address the needs of Firelands and any other branch campuses they may be contemplating. Have a specific designated person come here and get to know the employees and gain their confidence. Main campus employees have so much available that they take for granted, we have none of those options available. We usually don't whine, but we do see the obvious differences.
- Get rid of the top manager. She has an awful reputation on campus, deservedly so based on my one non-HR interaction with her. That arrogant, mean-spirited, ego-maniacal attitude of hers is the reason so many employees do not trust HR.
- I'd like to see a "Benefits Fair" every year during open enrollment. Have reps from all our providers set up to take questions in person.
- When it comes to your life insurance that should explain in the form that if you have no changes you do not have to turn in the form.
- Update employment website on a regular basis.
- I have no issues with OHR.
- Notify individuals in advance of audits if they don't meet the basic requirements so that staff have a chance to review materials and make changes without having to wait a year.
- Have access to night shift.
- Make forms easier to find on the web site. Ex. I have never been able to find job descriptions listed anywhere!!!

- I don't know if this is the appropriate venue, but I think that Faculty/Staff, and Classified Staff needs advocacy. I know that my wages and benefits have deteriorated so much over the years that as a single parent I can barely make it and I have good financial management skills. I'm running out of creative ideas to stay afloat. It's time for an advocate to step up to the plate.
- Be allowed to get out more to the employees that have tight and varying schedules. (catering)
- Work with classified staff instead of against us. When you come in for questions and they refer you to certain people they are trying to work against you instead of helping you. There are a few ladies at HR that are not fun to deal with at all.
- Keep certain people to assist with the retirement questions.
- Visit other offices on campus and see the work conditions in other areas.
- Remember they are working for us as well as with us and that we are equal, no matter the circumstance. They are not on a higher level of humanity.
- Eliminate the need to get proof of student full time status for employees who have students at schools other than BGSU. I can be a bit difficult to get full time student status for other schools in a timely fashion.
- Nothing to change

*Open-Ended Comments to Question 3*

- The Administrators in the Office of Human Resources need to improve their "people skills".
- Front desk needs to be more professional. Person at the front desk seems to always be in a bad mood - can never answer a question and transfer calls to voice mail, rather than getting back on the line and taking an actual hand written message. Why are they all Personnel Techs?? They are at a very high pay grade for what they do....Administrators especially are highly overpaid.
- Increasing friendliness and approachability of all HR staff Reinstating the person who was available to answer retirement questions
- In terms of hiring procedures, there's a perception it's difficult to deal with the Office of HR.
- Simplify hiring process Simplify job audit process
- Treat staff with respect.
- Personal information is personal. HR should uphold that completely.
- Some individuals need to work on their people skills as well as email. Things can come across as negative at times.
- Needs to take more responsibility on hiring people for BGSU
- Have HR report directly to a board, HR director is always afraid of her job. Makes decisions based on the university side and not neutral for both parties
- Unsure.
- Be more compassionate when it comes to job audits
- When you call over with a question about insurance your NEVER get anyone to answer, always voicemail. Usually it's the next day they get back with you. Do they need to hire one or two more people??
- Really no privacy at reception area.
- I do not see any need for improvement at this time.



- Audits
- Have had some glitches with some of our classified staff searches, e.g., having ads printed in sources not approved by our area and sometimes unclear about which paths paperwork must follow for all required signatures
- PROBABLY ALL AREAS.
- Records maintenance - It seems to me that the office will only update data when an employee requests it. As a result, data for others is years out of date. The office used to send out a personal fact sheet once a year but discontinued that process.
- Customer service more friendly and helpful
- Honesty and not having bias opinions
- Financial planning seminars
- After receiving notices from the state regarding my retirement plan enrollment period, I called the HR office and was given incorrect information about when my enrollment in a retirement plan would take effect. I was then automatically enrolled in the plan the state defaulted me into even though I was told by the office that I had more time to choose.
- HR is very anti-classified, they interpret the handbook to meet everyone needs except classified employees.
- The Director of HR should listen to both sides (classified and administrative) and offer a non-biased solution - what is fair and equitable for everyone.
- Human Resources administrators are perceived across campus as "not working" for the little guy. Confidentiality: why is it that our supervisors' know of a personal situation discussed in HR before we tell them--someone is not practicing what they preach
- -Staff in office could dress more professionally so the office would be taken more seriously. -Paperwork tends to get lost frequently at HR. I make copies of everything that is sent there. -Put the pdf forms on the HR website in a different format so that they can be typed on the computer!
- Fine as is.
- I can't think of any
- More experienced selection committees
- Bring in new, more appropriately trained administrators of HR
- Give help in grievance or disciplinary situations to all sides -- not just the management side. Don't use such statements, "See you in Columbus." or "If you don't like it, you can go elsewhere!"
- I rarely go to HR in person but on two occasions that I did, the person at the front desk was dressed very unprofessionally. Inappropriate shoe attire, low cut tops, tight fitting clothing, jeans??? - I don't think these choices are the first impressions BGSU should be giving to prospective employees, etc.
- Customer Service- with BGSU employees as the customer instead of BGSU upper administration. Special Leave-Addressing the shortcomings of some supervisors when it comes to informing employees of their rights pertaining to special leave and unplanned serious illness. Currently, it appears that the employee is responsible for the supervisor or HR's failure to have a system in place that addresses emergency FMLA for seriously ill staff members

- Entire new staff - or outsource for equal service to all employees and departments. Eliminate foul language from administrators - some of us just don't want to hear it.
- Fighting for more promotions within the university community.
- I do not have any at this time.
- Be available. Very hard to get to talk to someone. They are out of the office. Leave name and a number they will call back.
- Fair hearings and people who know what the see is wrong and still don't strive to fix problems that the know exist.
- Stop the attitude of "management is always right" when conflicts arise...Don't take sides!
- Again, I think an emphasis on being kind and courteous. And being more free with info...I felt like I was intruding on someone's personal space by asking questions at one point. Also, I have been promised info by an employee and it has never materialized.
- Nothing I can think of
- CONFIDENTIALITY!!!! And it would be nice if the OHR appeared to work to classified staff benefit, rather than detriment.
- Update job descriptions for the 21st century along with job audits. I think audits and reclassifications should be based on the work you actually do, not who you work for.
- Faster response when applying for a job. Giving more applicants a chance for an interview even if they have only a few qualifications.
- Staff.
- See above, plus publicize more about what services the office offers to staff members
- Discretion
- I think that office does a fine job.
- Improve the clarity of written communications. Often, I've had to read instructions/information multiple times before I can understand what I'm supposed to do. Response time to information requests is sometimes delayed and I frequently find that the individual I'm trying to contact is not available.
- Again, discretion and diplomacy.
- 1. Web site - the home page is not very welcoming 2. staff address labels are incorrect as we receive mail that does not belong to our department from time to time
- Increased training sessions on interview/resume building for internal promotion Add training documentation to web site - such as training manuals for people soft
- Communication and be more understanding of situations.
- I feel the forms classified staff are required to use desperately need updated. Such as, JAQ and the evaluation form.
- Have some individuals take sensitivity training. Actually work on behalf of the employee instead of being the stumbling block. Consistency in application of policies.
- Kindness and compassion for administrators. A little training in people skills.

- Get rid of a few untrained people. Or train them to help people, not intimidate them.
- Open at 6am, at least one day a week so the night staff could bring over papers, or talk to some one if needed.
- When someone is hired, during the probationary period, HR should be asking the department how it is going and be confidential about it!
- Job audit process should be more employee friendly. Tips from person doing interview for audit to make it run more smoothly and helpfulness from interviewer to get the right info out of the employee so that audit result is positive. At present, it is a very intimidating procedure (the interview) and person doing the interview is not employee friendly at all.
- Being careful not to make mistakes on paperwork and the confidentiality issued mentioned above.
- Get job descriptions updated to the 21st century way of doing things. Screen applicant pools better so hiring depts. don't have candidates to weed out that are obviously not qualified for the job. Re-do/update Classified Staff performance rating instrument. In current format, it's way too cumbersome. Why do we still use it anyway? Making sure documents are filed into the correct files quickly.
- Be for the employees instead of all about the administration. The audit process is completely unfair and there isn't support out there for employees completing this process. Human Resources chooses a department to compare employees in the audit process and they do not compare equivalent jobs/duties.
- I feel they do a great job already.
- Health care incentive programs.
- Treat people like equals. We call them inhuman resources.
- Bring the HR sick leave policy in tow to reflect what the rest of the classified staff members at BGSU experience. Currently the HR staff members receive a satisfactory if they miss 120 hours or less.
- 1. The Employee Relations Manager's professionalism, "forgetfulness", and lack of respect. 2. The "secrets" and "blindsiding" without any warning which equals the total lack of polite, respectful communication.
- When a person goes for a job audit, the HR person should do some research about other job classifications on campus that possibly will fit that person differently. The person who is going for the job audit should not have to do that themselves. It seems that they are more for your employer than for the person that is going for the job audit. HR is supposed to be representing us not the department that you work for. This is one of our benefits.
- Improve the opportunities for advancement on campus by insuring that individual that meet the minimum standard are interviewed. Good employees should be allowed good opportunity for advancement. Often other departments consider on-campus employee from other departments on the same level as anyone apply from outside the department.
- Fairness on placement and working harder to enforce state guidelines.
- Trust, Trust, Trust! Integrity Ethics Honesty Respect Positive Moral Helping staff to be placed in the correct job classifications according to what their job

- performances actually are and not according to who they report to or who HR likes.
- A certain person is consistently rude.
  - I think that general office hiring procedures are outdated and there is too much red tape. Advertise the job, interview the prospects with a search committee and let the dept. head offer the job, without weeks of faxing and signing and authorizing...yikes! I think the classified positions at Firelands need to be re-evaluated. The 'other duties as directed' has taken on a life of its own. Our office staff takes on the duties of what is considered 3 positions at main campus for the same pay. Come on down, really pay some attention to us and give us a fair explanation...not just placate us.
  - Website could use some work. I find that the info is there, but I often have to hunt for it because the site is not user-friendly. I'm sure the location of info makes sense to those who work in HR, but others trouble finding the specific info they're after. Also, the person working the front desk should, 1) not be off somewhere else talking to co-workers, and 2) should immediately greet every single person who comes in the door, not ignore them at first and/or look at them without speaking and wait for them to state their business. Twice I have encountered a friendly, helpful person who greeted me, but most of the time I may as well be standing in the business office, waiting for someone to acknowledge my presence.
  - Can you do something about the hiring freeze?? :)
  - FMLA
  - Communications
  - Show respect for Classified staff instead of treating them like a step-child.
  - Need to be able to contact from night shift.
  - Work harder for the employees...seems like it works against employees most of the time. It is like we are the ones being "questioned" for services we need. (ex.-time off, sick leave)
  - I feel we need to increase the frequency of information exchanged during these times of imminent change.
  - Rules and regulations. When I had to deal with them on some issues it seemed like there are way too many different rule books for different people and departments. In my favor I am glad HR and the University doesn't do everything right because it helped me out in the long run. If there was one rule book they went by, it would make things way easier for HR and telling people that they can not do something. The University and HR have let too many things go in the past. If you dig far enough into what happens at the university you can find some situation where they let someone get away with it.
  - Human Resources lied to me and when questioned upon it, I had documentation and a witness, skirted my question and would not address the fact that they told me one thing and did another. The supervisor was involved as well.
  - Take better care of classified staff
  - Follow-up
  - Be more approachable, consider individual circumstances within the greater good, treat all people equally and stop having pre-determined mindsets

- They have already come a long way since I started here nearly 32 years ago. I am out of great new ideas.

*Open-Ended Comments to Question 4*

- How I am treated by the person I am calling. How quick a response is gotten.  
Confidentiality
- 1. confidentiality 2. respect 3. patience
- Staff available to answer employee questions and doing so in a friendly manner. Knowledgeable staff that are proactive in understanding laws and representing all BGSU employees.
- Concern for employees Professional integrity Helpful service
- 1. Respect 2. Fairness 3. Timeliness
- Respect. My contact with HR is rare. Yet there have been a few times in the past where I feel like a dunce for contacting HR. Granted, no Ph.D here--thank goodness!--yet still not a dunce.
- Confidentiality Accuracy of information provided Courtesy
- Help/information regarding health benefits/claims/leaves
- 1 availability 2 paperwork on hand at Human Resources 3 how friendly people are when I ask for assistance sometimes it does not matter about the 1st two as long as you are polite when I am asking for help
- 1. Answer my questions when we call 2. Make forms easy to access and fill out. 3. Be friendly and knowledgeable
- Answering questions regarding hiring people knowing rules and setting aa procedures for hiring people working with dept's to improve hiring and payment process
- Impartial, correct information, timely manor
- That the information they have about me is correct. Information about me is kept confidential. The staff is approachable.
- Great Customer Service Great Customer Service Great Customer Service
- 1. Knowledge of job openings, not just position but why it's available. 2. Answers to questions on Benefits. 3. Help if needed on issues dealing with coworkers / supervisors.
- Health insurance Retirement
- Respect. Confidentiality. Helpfulness,
- To talk to someone or get a call back in a timely order. Help with any problem or issue I am facing. Confidentiality.
- Benefits Benefits Benefits
- Helpful Integrity Confidentiality
- 1. insurance 2.personal leave for medical reasons.
- Being directed to the person who can answer my questions. Staff being courteous and listening carefully to questions/problems/concerns. Responding in a timely fashion.
- 1. FAIRNESS 2. PEOPLE SKILLS 3. KNOWLEDGE
- Getting answers back from messages left, Finding the information I need, Response time from questions asked

- 1. They keep things confidential. 2. They answer all questions. 3. They return your calls, emails or communications and keep you informed about your situation.
- Adherence to equal opportunity employment practices. Ability to discuss problems at work and know the discussion would be kept confidential.
- Assistance with insurance information.
- Well trained staff Having someone whom is willing to listen and assist the customer If they don't have the correct answer, search for the correct answer instead of assuming what the correct answer is.
- 1. Being treated with respect and equal, fair treatment at all times 2. Out right complete honesty and truthfulness at all times 3. Make sure what goes on in HR stays in HR - know who you have working in your office and what they are doing
- One-to-one assistance on-line FAQs and forms prompt reply to questions/concerns
- Help with job audit, Job security, Retirement info
- 1. Information received is accurate. 2. Confidentiality and discretion in all dealings. 3. Friendly and courteous service.
- Answers to questions in a timely manner. Knowing policies with HR's help. HR acting on my requests.
- 1) fare and equitable to all 2) confidentiality 3) Knowledge & helpfulness
- 1. Benefit communications 2. Help with departmental problems. 3. General communications.
- Accurate information fairness confidentiality
- 1) timely, accurate information that serves my needs as a fee paying employee 2) contradictions: example--to explain why Med Mut refuses to pay for flu shots, etc. when HR promotes them - contradictory approach to health care - why are we asked to be "proactive" when our carrier doesn't consider it worthwhile to pay
- 1. Confidentiality 2. Files/Records managed appropriately (i.e., not lost) 3. Professionalism and respect
- Quick response to questions via email. Assistance/referral to person that can help. Reassurance.
- Confidentiality, Accuracy of information, Timeliness of information
- 1) accountability - getting back to me if I have a question 2) confidentiality 3) employee advocacy
- Friendly service Accurate information Turnaround time
- Knowledgeable people in benefits and retirement Hiring people that are competent and emotionally stable Accuracy of payroll records.
- 1)replace top administrators in HR 2)acknowledgement that my questions and concerns are valid and that HR will do their very best to assist me in finding a solution 3)courtesy
- Be fair, Be ethical, Be receptive/accepting
- 1. Receptionist should answering phone by including their first name 2. Being familiar with their own website to be able to direct you on where to find your answer in print. 3. Being able to direct you to the appropriate person in a timely manner
- Customer service Accurate, timely, complete information

- TRUST - answers given will be what pertains to all, not a select few.  
TRUTHFULNESS - always truth whether it benefits the employee or the administration. SOUND DECISIONS - based upon published rules and regulations - not based upon employee mood at the time.
- Honesty Integrity Ethics
- 1. Accuracy of information 2. Timeliness of information 3. Helpfulness of staff
- Accurate information Timely response Confidentially
- Accurate Information Welcoming personalities Willingness to help
- To be for the common worker first. It seems they could be in a little more hurry to answer needs.
- Fair hearings Honesty Follow through
- Getting the information you need in a courteous and helpful manner.
- Friendliness Approachable
- 1. Honesty 2. Accuracy 3. Expediency
- 1. Insurance 2. Fee Waiver 3. Retirement (in about 20 years!) :-)
- Insurance Benefits
- 1. Getting all the info I request 2. Polite, courteous exchange 3. Knowledgeable employees to deal with
- Usually ask about insurance, and get good answers
- Benefit/health insurance questions hiring process job audit
- 1-answer phones--always goes to voice mail 2-call people back when they leave a message--I called several times with a question and no one ever called me back--I had to go to the office in person to get a respond to my question 3-be polite
- Confidentiality Helpfulness Integrity
- Layoffs/rumors insurance benefits classified staff hiring issues
- Response time hiring qualifications answers
- Honesty
- Benefits, medical, insurance, tuition, retirement
- Information. Privacy. To think they care about me.
- Courtesy and competence in getting questions answered. Quality of trainings and workshops. Timeliness of responses.
- Convenient, fast, easy parking
- Knowledge options solutions
- Insurance problems/advice/information. Next year I will begin plans to retire in 2011. That will be my TOP priority then. In fact, dreaming of retirement currently consumes my consciousness every minute of every day. I feel like a tired livery horse that wants only to return to the stable.
- Getting to talk to someone in a timely manner. Ability to help you with your question/problem. Pleasant manners.
- Anonymity Discretion Resolution
- Accuracy, confidentiality, professionalism
- Customer Service Knowledge of information Confidentiality
- Answers, confidentiality, respect
- 1. Accuracy of the information given to me about all topics. 2. Accurate in information kept on me especially regarding record keeping/retirement/costs/years of service.

- Honesty, providing accurate and timely information and services to employees, courtesy
- Knowledgeable staff Being an advocate for Classified Staff
- 1. Knowledgeable, accurate information. 2. Courteous, discrete treatment. 3. Rapid response to questions and problems.
- A real person to talk to, health or insurance benefit assistance, quick efficient answers.
- 1) Information about insurance benefits. 2) Job Listings 3) Fee waivers (web site does not have a good format for printing from a Mac)
- 1. I want to be sure that my personal information is confidential. 2. Accurate information. 3. Staff that are courteous and respond to your questions.
- 1 - Classified staff performance and evaluation training 2 - Employee positions 3 - Health benefits
- Knowledge, Timely answers, Availability
- That they provide accurate/consistent information Approachable
- Polite and helpful, Knowing what they are talking about, Helping fellow employees
- Honesty, Confidentiality and Speed.
- 1. Correct information 2. Helping with concerns when needing answers 3. insurance concerns, able to talk to someone.
- Accurate information accurate record keeping staying in contact
- I feel they are only supporting the University, rather than to be there for both the University and the employees.
- 1. Change the job audit process to make it more employee oriented and not so intimidating! 2. Have a human being handle the phone calls on Benefits Office always - not an answering machine.
- 1. Accurate information and answers to questions. 2. Keeping employees up to date on policies and practices. 3. Friendly courteous service.
- Confidentiality, Receiving accurate information
- Accuracy Confidentiality Timeliness
- 1. Proper customer service 2. Honesty 3. Timeliness
- 1. Answers to questions 2. Fast responses 3. Reminders
- 1. They can answer my questions about health care and retirement benefits without directing me around to three other people. 2. Answer questions promptly/timely fashion. 3. Training programs to advance career/ healthcare programs to lower health care premiums for workers.
- Be fair.
- Integrity, Courtesy, Quality Information
- 1. Respect 2. Communication 3. Professionalism
- Fairness. Genuine concern for employee's issue. Seminars on insurance and benefits.
- Benefits Job audits Retirement
- 1. Issues resolved based on what good for BGSU as a whole. 2. Correct information, including all of the appropriate information. 3. Timely response.



- Explaining job security when placed in a department Accuracy in handling unfair practices within an office Enforcing policies that are being broken by departments
- Trust Respect Integrity
- Friendliness Helpfulness
- Confidentiality Response Time
- Trust. Competence. Friendly staff members who have positive attitudes and clearly enjoy helping non-HR staff members.
- Knowledgeable staff-know the answers or where to find them. Helpful attitude-sincerely want to help with any issues, whether they are will staff, insurance companies or policies. Open minded-Take suggestions to seriously, look into options regarding needed coverage.
- Friendly Easy to understand Ease to get a hold of
- 1.Accurate information and up to date
- Courteous, knowledgeable, and helpful - which OHR already does!
- #1. Receiving answers to employee questions #2. Detailed information/seminars on benefits, forms, etc.
- Respect regardless of whether we have a college degree Courtesy and civility in language and mannerisms Value for what we do
- Health benefits Job security Fairness for all employees/jobs
- Confidentiality Advocacy Fairness
- 1) clarity of information for lay folk 2) timely information 3) CSC office
- Accurate Information Confidentiality Response within an appropriate amount of time
- 1) Insurance issues 2) Work related issues 3) Retirement issues
- 1. Benefits 2. Job audit 3. Retirement
- Honesty Desire to do what is best for individual and University Respect
- Insurance
- 1)Help with employee needs. 2)Help with family needs. 3)Campus wide information.
- Being able to get the correct information when I can't find it on my own. Explaining the EOB when I need help. Confidentiality.
- Valid and truthful responses, Timely decisions and paperwork, Make sure employees understand the processes. Be aware that sometimes the 'class' systems are used as power tools.
- 1. Availability 2. current knowledge of services offered 3. courtesy
- Benefits retirement job audit

*Open-Ended Comments to Question 5*

- A specific person is very condescending - we all have a lot on our plates but she has no problem telling everybody that she is extremely busy - leads people to believe she is uncaring and impatient and that any issue they may have is of no concern to her because she is the busiest....
- Keep up the good work.
- Very helpful and has showed true concern on questions/issues I had.
- I am happy with the way HR is working.

- I have always received excellent service when calling with benefit or other questions.
- One thing that made this survey difficult to answer was that my interaction with employees at HR varies. Some do an excellent job. A few could use some improvement.
- I am an employee of 6 years here at BGSU. I like my job; however, I work 40 hrs. per week during the school year (for 9 months), but am still only classified as part-time. Thus I do not qualify for any benefits. I am considering a job audit.
- Give respect to employees and you will be respected. Always find out all the facts before jumping to conclusions. When you have several complaints on the same issue - please listen and get to the bottom before you make judgment. Care about everyone professionally.
- Besides my comments in #3, all of my other dealings with the HR office have been positive experiences.
- Remove all contract employees from HR
- I am not thrilled about the role HR plays for me as an employee of the university; therefore, I am not sharing much information in regard to my personal situation. I can definitely tell you that I am not alone in that thinking.
- My comments do not affect the entire office staff. Some people are thorough, knowledgeable, interesting, and wonderful speakers.
- Keep up the great job!
- Different leadership of that area with a more cooperative management style.
- On two separate occasions I have had two different individuals be very informational when I called about the status of a position I had applied for. They (male and female) were professional and very polite. Great customer service.
- Eliminate the "Because I said so" attitude when dealing with issues.
- I've heard bad comments on Human Resources. Mainly administratively, but personally have always been treated, for the most part, fairly.
- I know this is not an easy office to work in. If the person I am dealing with does not know the answer they will always call me back in a timely manner. I am appreciative of the help I have received from the Human Resources Office and personnel.
- Its great to have a relaxed atmosphere but....
- Good job!
- I mistakenly thought over the years that HR represented the workers, however, I have since come to believe they represent the administration.
- While there is a perception across campus about staff sharing information, I don't know how real it is (or was). I have found hr to be helpful and friendly. I guess the perception is something to be AWARE of and handle as needed (maybe on a case by case basis).
- It would be nice if the benefits enrollment forms that are PDF's would allow us to type our information on the form so we could print out a completed copy and keep an electronic copy for our records.
- Certain people are not for classified staff. Some are only for: Faculty/Upper Management eg Provost, President, VP's, but definitely not on the side of the "lowly" worker! Prime example: the University has an "Emergency" (ie the

shooting incident) and this specific person says those people who choose not to come to work and possibly get shot (because they don't know what might happen (!) need to use leave time for the time they stay away. For God's sake, it was an emergency, just like the snow situations are emergencies. What part of that doesn't this person understand? If it goes out on an BGSU Alert, it should be declared Emergency Situation with pay for everyone if they stay home or are here and decide to stay here for that time. It's stuff like this that just makes me dislike HR. I don't feel like they think at all about their responses to serious issues. It's just always the same "this is how it's going to be like it or lump it" reply. Need to be a bit more thoughtful.

- I have never had a problem with HR.
- There are people that need replaced in the dept. They always have a bad attitude, and never help.
- Why does the library have their own HR person and the library employees have no contact with HR dept.
- The receptionist was not friendly/helpful over the phone.
- Thanks for asking.
- They do a great job....
- Why is BGSU not promoting more health programs for its employees. Offering FREE programs on weight loss, exercise, health cooking, etc. This should be a large focus to help reduce health care costs for the University. Many privately owned companies (Guardian, Sherwin Williams) offer personal trainers, mandatory paid 10 minute walking breaks, and free gym membership to their employees. Secondly, more career advancement programs to help motivated individuals move up through the ranks instead of hiring from outside the University.
- Certain HR workers do not enjoy the full trust and confidence of many classified staff members. This is unfortunate.
- I feel HR has shown a lack of professionalism, courtesy, and communication in particular with the Employee Relations Manager's position. The policy of "the truth is abstract and does not apply" is not tolerable to me.
- Hopefully, when you want to retire in the future there will be someone in HR that can fill out all the forms instead of having to go to Columbus.
- Follow up with offices that generally practice nepotism.
- What actually is HR's main purpose or function for the University? Are they here to assist all staff or, as the top administrator has said, they "are here for the Vice Presidents"?
- Certain people have cast a shadow on the HR department for me.
- I would strongly urge HR to look at the situation at Firelands College. We may be small, but we don't feel we have any HR to turn to on this campus. Our administrative office staff is limited to two women, they barely can get through contracts and professor searches, let alone learn HR. They direct all questions to main campus. In most cases we are just given a quick answer from main campus and most of us feel that we are annoying HR for asking...in one instance I never did receive an answer, in another I had to backtrack through all my personal files to explain why I was right and they were wrong. We also lack any confidentiality

- here. The gals were here for a quick few hours to address the needs of insurance updates and off they went. They really didn't want to spend much of their day here, and there was nothing confidential about the BIG room we shared our personal information. It is very discouraging. It's time for some changes....
- In an us-them situation, HR is often considered a "them." This is due almost entirely to management's attitude. Until that problem is resolved, I don't think it much matters what HR does, the perception of the boss being out to get people for the thrill of it will remain endemic, and HR will be considered an unreliable (at best) and unsafe (at worst) resource.
  - I appreciate all of the help they give.
  - I rated services I never used as neutral since I have never used them I can not rate them - this is a flaw with evaluation.
  - I have not had the opportunity yet to attend some of the sessions mentioned in the survey. I am however signed up for some of the sessions so I chose neutral answers so this may skew results. I don't care for these surveys because they force answers that may negatively reflect and that's not the case at all.
  - The two ladies I have dealt with in the insurance department are wonderful and very nice to deal with. I have dealt with two other ladies on some work related issues and that was not fun at all. They were not easy or nice to deal with. They did get me the info. I needed. The rest of the time dealing with them was not pleasant and I do not wish what I went through on any one else.
  - HR needs to take care of all staff not just administrative
  - For the most part H.R. does a great job. I am a long term employee. I was once considered a person by "Personnel" I guess now I am considered a "resource" by the "Human Resource Department". That would be my only comment, we are all people and would like to be treated like people and not as a Resource.
  - Keep the website current and I will be a happy "customer".

Tri-Chair Report by Faith Olson  
July 24, 2008,

In attendance: Ellen Williams, chair of Faculty Senate, and Kim Fleshman and Beverly Stearns, co-chairs of Administrative Staff Council, and Faith Olson, chair of CSC

Common issues

1. Support all efforts of constituent groups to maintain shared governance, in part, through open communication
2. Catastrophic Leave Policy – will be reviewed by all constituent groups after being reviewed by general counsel
3. University Compensation Committee – clarify role of this committee to which all constituent salary/compensation committees provided a presentation for salary increases for 2008-09
4. Exit interviews – what are the processes for each constituent group?
  - ASC – forms that are filled out go to Institutional Research – working on revising this policy
  - FAC SENATE - working on it. No current policy in place
  - CSC - What is our practice? – Sharon Brinker – HR
    1. Reason for leaving form – goes in personnel file
    2. Clearance form is signed by areas like Bursar, parking, keys, etc. Form is returned to Sharon
    3. Sharon talks about health care coverage, etc.
    4. Six page questionnaire that goes back to Institutional Research – see attached

Tri-Chair Report by Faith Olson  
August 5, 2008

E. Williams learned of another longtime administrative staff member being given a non-renewal

E. Williams will put the Ribeau Mutual Resolution on the next Faculty Senate agenda in time to present to the Board of Trustees at the October 3<sup>rd</sup> meeting. CSC voted to support this via a letter written 7/16/08.

Point to consider: In the Administrative Staff Handbook, there is a policy that includes a member of Human Resources to serve on a panel when disputes arise. The findings of the panel are final when the HR panel member writes the letter. ASC Handbook, page 26

Future issues: Ombuds training

Will meet September 10, 2008, 9:00 am

Tri-Chair Constituent Meeting  
September 10, 2008  
Notes by Faith Olson

- I. OMBUDS
  - A. To help contain cost for Ombuds training, the following items will be considered:
    1. Ellen will check American Association of University Professors (AAUP) to see if this organization offer OMBUDS training and any costs associated with such training
    2. Kim will make inquiry at the University of Toledo's Law School.
    3. Training will not occur until Faculty Senate's Ombuds position has been approved.
  - B. Description for an OMBUDS position
    1. Faculty Senate is in the process of developing its description
    2. Administrative Staff's Ombud's proposal was passed by the Board of Trustees May 2008
    3. Classified staff's Ombud's position/charge has been approved by the Board of Trustees and a copy will be sent to Ellen
  
- II. Question on increase of unemployment benefit costs as of the last Board of Trustee meeting. Classified staff will ask Sheri Stoll to clarify this at the September 17, 2008, CSC meeting.
  
- III. Job Security in all constituent groups
  - A. Perception of long term employees' position being eliminated within administrative and classified staff
  - B. Faculty positions not being replaced
  - C. Constituent groups will continue to monitor and support each other in their efforts to maintain and/or replace vacant positions
  - D. Change of classified staff positions to administrative positions
  - E. Elimination of the Spring Board program was discussed
  - F. What other programs are experiencing such elimination? Why?
  
- IV. Separation processes
  - A. Are resignations voluntary?
  - B. Are retirements voluntary?
  - C. Classified staff exit interviews are being done in groups? Per Rebecca Ferguson: This is a correct practice. Because the process is a paper check out and not an interview process, it can be done in a group setting when more than one person is exiting the University at the same time. A questionnaire is provided that can be filled out anomalously and mailed to Bill Knight.

- D. There doesn't seem to be a concerted effort to utilize exit procedures that will provide follow-up information that can be useful to University administration/leadership for decision making
  - E. There is a need for trust to be strengthened at BGSU among and between administrators and constituent group members
- V. Strengthening of BGSU's reputation in Columbus is being addressed by Dr. Cartwright. She is an active participant to the Intra-University Council.
- VI. All three constituent group chairs are looking at the Commonly Shared Handbook and its purpose. The constituent group chairs will report to our various representative groups with findings and recommendations.
- VII. Other notes:
- A. The title of Presidential Emeritus status is being considered by the Administration
  - B. Faculty Senate will be sponsoring an Open Forum on October 28, 2008, 2:30-4:30 pm with Carol Cartwright, Interim President, Sheri Stoll, Vice-President for Finance and Administration, and Shirley Baugher, Provost.  
Topics are:
    - 1. State of the University
    - 2. New funding model from the State of Ohio
    - 3. Enrollment information from consultants and changes in General Education programming



Employee Constituent Group Leaders Meeting (Tri-Chairs)  
October 8, 2008  
Notes by Faith Olson

- ✿ OMBUDS Training – Still in the information gathering process to determine costs and opportunity
- ✿ Member of the American Association of University Professors is sponsoring a meeting on “Collective Bargaining of University Faculty,” will be held on October 21, 2008, 2-4 p.m. in 308 BTSU. The focus will be on collective bargaining for faculty. Currently only Bowling Green State University, Miami University and Ohio State University are the only Ohio universities that do not have collective bargaining. Classified staff and Administrative Staff employees are invited, but there is limited seating.
- ✿ To accomplish a service goal, a discussion was held to brainstorm the possibility of holding a Spring 2009 Seminar on Records Requests, Retention and Storage Protection Requirements. Representatives from General Counsel, Archival Collections, Student Affairs for student records, Information Technology, and Registration and Records and perhaps others would serve on a panel to discuss all aspects of records.
- ✿ Faculty Senate has a representative from Undergraduate Student Senate and Graduate Student Government give a short presentation at each Faculty Senate meeting. Dr. Williams made an inquiry as to whether or not we would be interested. She will be talking to the Faculty Senate Executive Team about this topic.
- ✿ The three chairs will be reviewing the Commonly Held Policy Book and compare it to our handbooks and governance documents to see which ones were approved by the Board of Trustees.

## Tri-Chair Report for November 12, 2008

1. Renaming of President's Academy – does it have to go before the University Naming Committee? Ellen will call Doug Smith, chair of this committee, to see if this is necessary. If not necessary, the resolution could go before the Board of Trustees at their December meeting.
2. Provost will host an open forum on November 20<sup>th</sup> from 4-5 pm in the BTSU Theatre.
3. Non-tenure track faculty can have a voice and vote on Faculty Senate issues through one of the five ex-officio memberships. Four of slots are reserved for Undergraduate and Graduate Student Senates, Administrative Staff Council and Classified Staff Council. Discussion on voting rights on ASC and CSC for Faculty Senate was held. Each will look at their governance documents to determine if this is currently a part of that document.
4. Non tenure track faculty (NTTF) will meet on November 17 from 9:00-10:30 a.m. in 308 BTSU. Representation on Faculty Senate will be the topic of the meeting.
5. January 22, 2009, a panel will discuss the advantages and disadvantages of collective bargaining. This is sponsored by Faculty Senate with AAUP being represented as well as various faculty members. Classified are invited but may only be observers.
6. HB 315 is requesting 2.5% increase in retirement benefits from faculty/teachers plus 2.5% from employers to STRS to meet the increasing costs of insurance.
7. Possibilities of job reductions: there is always that possibility as enrollments continue to decline.
8. Faculty Senate is working on solidifying sanction policies. These policies can include LWOP, fines, restitution, job loss, etc. when there are infractions which require some type of punishment.
9. Exigency Policy – If the university is found to be in short term financial difficulty, the State of Ohio can take over the university. Liquid assets, rainy day funds (reserves) and investments are considered part of the formula. The Faculty Senate Budget Committee and the University Budget Committee are meeting with Sheri Stoll to better understand the budget and to help formulate a proactive atmosphere
10. Professional Development funds – allowable expenditures from such funds. Sharon Swartz is working on a one-page document to address this issue.

11. Connie Ruehl-Smith is taking on some of the responsibilities of the frozen Operations position in the Provost's Office.
12. Public Records Summit  
Individuals who may be asked to serve on the panel or create a white paper on public records retention particularly addressing office and financial records, retention schedules, and public information requests. Further planning will occur.
13. The Political Reform and Catastrophic Leave Policies update. Catastrophic Leave will go to the Board of Trustees in February. The Political Reform policy is still on the general council's desk. We get the status from HR on Monday.
14. Protocol for AlertBG. How to make it more effective:
  - a. Pay those who did not come to work until the all clear was given?
  - b. All clear
  - c. Alert on football field marquee
  - d. Use mobile sign
  - e. Building security – lock down is not automatic
  - f. More of a police presence
  - g. Campus update asked for comments – no one allowed on campus until after the all clear signal is given
  - h. More specific location data
  - i. Those without cell phones?
15. Policies of Commonly Shared Handbook
  - a. Which policies are in the specific handbooks?
  - b. Each constituent group who worked on this handbook should be contacted for input.
  - c. Bring updates to the next meeting.

## Tri-Chair Report for December 17, 2008

1. Financial situation for the State of Ohio will have a dramatic affect on BGSU. None of the constituent group chairs have been apprized of what changes will occur, but that no group is exempt from the ramifications of the economic downturn. Although BGSU's reserves have been decreasing every year, the University is not in such a critical condition that that the State of Ohio would put it in receivership of the State.
2. The collective bargaining view point's forum is still scheduled for January 22, 2009 from 2:30 – 4:30 pm in 308 BTSU. There will be two panels with three members each that will discuss the pros and cons of collective bargaining. Classified staff are invited, but only as observers.
3. The Constituent Chair group is refining the records retention forum with the hope of putting together in information sessions for faculty, administrative staff and classified staff in the spring.
4. Copies of the Catastrophic Leave Bank program and the Political Reform proposal have been given to Sean Fitzgerald, BGSU general counsel, for review. Ellen Williams, Faculty Senate chair, will also discuss this with Dr. Cartwright at their next monthly meeting.
5. Because of the political upheaval within the faculty, pursuing of training for ombuds persons has been put on hold.
6. Policies of Commonly Shared Handbook – has not been reviewed.

## Tri-Chair Report for April 23, 2009

1. Severe Weather Closing Memo of 3/31/09  
The severe weather policy will be going through some rewrites. Denise Kisabeth from the Administrative Staff Council Executive Team will be on this committee to help exam the policies as currently written. Faith and Ellen will forward a representative's name to Becca Ferguson. Becca will chair the committee.
2. The Records Forum of March 19, 2009, sponsored by all three constituent groups, was a great success. Thank you cards will be signed by each constituent group leaders and sent to the panelist. Faith will have the cards prepared and then route them.
3. The Leave Bank Program – Becca Ferguson will facilitate getting this in the Board of Trustees book for the June meeting.
4. The Helping Hands program will be assisting approximately 14 classified individuals who have been affected by layoff or down graded through the bumping process. Faith asked each constituent group chair to send the Helping Hands flyer out on their list serves and request their constituents to participate. Faith and the leadership of Administrative Staff Council will discuss how to incorporate administrative staff into this program who are affected by non-renewals come July.
5. Dr. Cartwright has presented the Strategic Plan to Administrative Staff Council. She will be attending CSC on May 20, 2009. Administrative Staff Council expressed some concerns about numbers 4, 5, and 6 in the plan. The plan is on the following web site <http://www.bgsu.edu/downloads/bgsu/file65216.pdf>. One of the greatest concerns is how the reward initiatives will be operationalized? Where are the resources coming from to fund this initiative? If this is not a central administration initiative, the possibilities of inequities is present which would have demoralizing affect on individuals who work very hard, but have no opportunity to be recognized.
6. Flex schedules can be utilized during the summer just as they are during the academic year. There does not seem to be any consistency in the application of flex schedules across campus. Classified staff must flex their schedules within the same week, whereas administrative staff can accumulate them over time.
7. We are asking Ellen to discuss the recognition (award) dinner for faculty which is hosted by the Provost's Office at a future meeting. Are the glass pieces still presented to faculty as gifts? Or were the faculty provided \$50 gift certificates to the Bookstore?

Board of Trustees Report  
October 3, 2008  
By Faith Olson, CSC Chair 2008-09

Thank you for allowing me a few minutes of your time to talk about the exciting activities/accomplishments/concerns of Classified Staff Council. I hope, as a former teacher and second time as chair of CSC, to say or do something that will help you to better understand the dedication of classified staff employees to BGSU and how that dedication makes a difference to everyone. Thus, the reason for the handouts – a picture is worth a thousand words.

Classified Staff Council organizes and sponsors professional development activities for classified staff employees through presentations by BGSU campus experts on selected topics. Our goal is to improve the lives of our constituents.

We were thrilled when we had to move our September CSC meeting to the theater in this building because of the large number of interested employees who were in attendance. Donna Wittwer provided information on the advantages of Flex Savings accounts and the changes to our health care plan for 2009. This information can help those attendees make wise decisions about their health care, which can result in positive changes in their take-home salaries. The time spent with Sheri Stoll provided an opportunity to ask some very difficult questions about outsourcing, changing of hourly employee positions to contract positions, and the dramatic increase in unemployment compensation benefits. We are very grateful for her willingness to come and address these topics, as well as answer other questions from those in the audience.

Our October through December meetings will spotlight DJ Kern-Blystone's presentations on "Money Matter: 1) How to get out of debt, 2) Setting Up a Budget, and 3) Planning for Large Purchases/Saving for Retirement." These topics seem well suited given the financial status of the country. Dr. Shirley Baugher, Provost, has volunteered to be our guest in October, with Dr. Ed Whipple coming in November.

Another one of our initiatives was to give a copy of this book (Leading to Build Great Teams, Aim for the Heart) by Tom Mathews to every CSC representative. CSC representatives are to read the book and within 30 days give their copy to their supervisor and have a short conversation during that meeting to discuss ideas or thoughts that impressed the reader. The supervisor has 30 days to read the book and pass it forward to his/her supervisor with a short conversation. The pattern is repeated all the way up the supervisory line until the book is eventually handed to the vice president over each area. President Cartwright will receive her copy through her office staff. Once at the VP level, we would be elated to have each vice president personally return the books to the CSC representative to whom the book belongs. The book may then be shared with co-workers.

You will be able to experience what CSC is attempting to accomplish in facilitating a positive atmosphere in changing times through cooperative team building by

sharing this book with those who serve with you on this Board. [Give book to Board Member]

We are reintroducing the Building Blocks to the Future campaign in an effort to further enhance a more positive atmosphere by potentially touching every classified staff member on campus through appreciation statements. This was instituted during my term as chair of CSC in 1997-98. After 11 years, some individuals who received the first Building Blocks still have them. We have been able to put the plan into place again with partial funding from the College of Education and Human Development to help cover the printing costs. We are still seeking additional funding assistance.

After all these wonderful opportunities, one item that classified staff employees looked forward to having settled through a Board of Trustees vote was the CSC Political Activity Reform recommendation; however, the process wasn't completed in time for inclusion in today's information. Even though this political year is probably one of the most exciting of the century, classified staff members are restricted in how they can participate. You will notice on this sheet (show sheet) there is a list of permissible and prohibited activities for classified staff employees. Several statements have been highlighted for your review. Participation in prohibited activities could lead to termination. (See Ohio Revised Code 124.57) We look forward to having these restrictions modified through your vote in December, along with the Catastrophic Leave Program.

My time is almost up, but I wanted to address a statement that Mr. Levey made during his meeting with us. He told us he left BGSU with the determination to change the world. He left with a dream of making a difference.

His statement concurs with one that Carl Sandburg made, "Nothing happens...but first a dream." I believe this philosophy is alive and well today at BGSU. When students graduate from BGSU, they leave with a dream. The other side of that coin is many individuals come to BGSU to not only gain employment, but also to fulfill a dream of making a difference in students' lives (either directly or indirectly) through job responsibilities, service and/or mentoring in and outside the classroom. Those student/BGSU employee associations are long remembered. A recent example of this is Mr. Levey's first visit back to campus. He made it a priority to visit William Schurk, the supervisor he worked under while a student employee on campus. For them, the 37-year separation was minimized by the remembrances. Many BGSU graduates return, especially during this time of Homecoming celebration, to relive those memories. I'm certain there are 10's of thousands of such stories like Mr. Levey's of administrative staff, classified staff and faculty who are remembered because they made and continue to make a difference in students' lives. That commitment to make a difference is an integral part of the positive culture of BGSU. May it live forever and grow stronger. Thank you.

Board of Trustees Report  
December 5, 2008  
By Faith Olson, CSC Chair 2008-09

CSC's attempts to promote a positive atmosphere in an uncertain environment.

In my conversation with Mr. Voll, he informed me he has read the book, "Leading to Build Great Teams, Aim for the Heart," and will be passing it onto one of you (meaning the Board of Trustee members) soon. As this book continues its path through each of you and comes back to CSC, please note that we are all better for having read something that is uplifting and encouraging.

Part of our campus outreach is for classified staff employees (CSC representatives and other classified volunteers) to participate in the Bowling Green Holiday Parade. The highlight of this activity is presenting Mrs. Claus (Imogene Krift, a retired classified employee) to those along the parade route. She plays the part in a picture perfect way.

As a confirmed optimist, I believe the Catastrophic Leave Program and the Political Activity Reform proposal will make their way through all the necessary approval processes and will become a part of the next Board of Trustee's action items.

CSC has initiated two research projects by using the SNAP program and continues to work constructively and cooperatively with Faculty Senate and Administrative Staff Council chairs on common issues.

CSC's Building Blocks to the Future campaign is off to a great start. We have had lots of requests for additional cards including requests to use them for administrative staff and faculty. This is a classified staff initiative that we are willing to share with them and provide different color cards for each constituent group. I believe this sets precedence for a more appreciative campus atmosphere.

In my remarks in October, when I explained how Mr. Levey left BGSU to change the world and how employees from all constituent groups work to help prepare student for their future endeavors, I made a statement about how there must be 10's of thousands of stories of how administrative staff, classified staff and faculty are remembered because they made and continue to make a difference in students' lives. I had no idea how prophetic that statement would prove to be. Let me support this with the following three examples.

Dr. Charles Schroeder, a Noel-Levitz consultant, in his November 18, 2008, presentation told how Thelma, a dining service check-out employee at the university his son attended, was instrumental in his son's retention at that university by using four simple words, "How are you doing?". At CSC's November 19<sup>th</sup> meeting, Dr. Whipple brought three students, Michelle Cooper, Scott Laehrke (lar a key), and Adam Kowalski, as guests. These students explained how important classified staff employees have been to their



retention at Bowling Green State University. We love these positive stories. But my examples are not limited to classified staff. I have one for a faculty member.

May I read this email? (Read the email). This is not an opportunity to aggrandize myself, but to reiterate the famous line from that 1958's television program entitled NAKED CITY. The narrator says, "There are eight million stories in the naked city. This has been one of them." I would rephrase that to say, "These have been three of them."

I believe our current students and our alumni would love to have an opportunity to say their kudos to members of all the constituent groups. What better timing than having this occur in 2010 as part of BGSU's 100 year celebration.

We again invite all of you to visit with us during one of our meetings. Please let me know when you would be available. We'll roll out the red carpet.

May your holidays be happy, healthy and safe.