



# UNIVERSITY OF GEORGIA

## *Staff Council*

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*Making a great place to work even better!*

**February 1, 2017**

**Miller Learning Center 267**

**2:30PM**

The meeting was called to order at 2:30 pm by Staff Council Chair, Michael Lewis.

### **Roll Call**

*Members in attendance:* Chris Allinger, Jason Bedgood, Teri Berryman (via sub Steve Gibson), Kaelin Broaddus, Debi Chandler, Kelly Cona, Shauna Corsaro, Anjali Dougherty, Melinda Eades, Kat Farlowe, Elmer Gray, Savannah Hembree, Stefani Hilley, Pattie Holly, Melissa Jackson, Kevin James, Michael Kanning (via sub Jordan Stepp), Brenda Keen, Kristin Lawrence, Michael Lewis, Marie Mize, Mary Moore, Maureen O'Brien, Laquita Phillips, Laura Rhicard, Carly Surratt (via sub Wendy Holland), Jason Tiller, Kristi Wall (via sub Kerri Testament)

*Members absent:* Christine Ahern, Devin Arnold, Theresa Cash, Victoria Cooper, Michele Griffin, Stuart Ivy, Jenna Jones, Laura Kelley, Nichole Lunceford, Michelle Parkos, Kyla Sterling, Evelyn Wilhite, Shialoh Wilson

A quorum was present.

### **Minutes**

The January 2017 minutes were approved unanimously.

### **Committee Reports**

There were no reports.

### **University Council Reports**

Michael shared that at today's UC meeting there would be a vote to shorten the academic year. He asked Staff Council how he should vote and several voices encouraged him to vote in favor. Michael said the compelling reason is that all other institutions in the University of Georgia System have 15-week semesters including finals. UGA has 15 weeks plus a week for finals. The extra week causes students to miss out on internships and study abroad opportunities.

Kristen Lawrence shared that she believes it comes down to how people interpret the 15 weeks. Michael confirmed that students are required to be in class for 15 weeks, and there may be changes to how final exams are administered.

Kevin James shared that as an academic advisor, he doesn't care how long the semester is as long as it doesn't start so early. UGA's early start also affects summer internships.

Michael said the difficulty with changing the semester length lies with asking the state legislature to increase salaries in order to attract and retain the finest faculty. Now they'll get an extra week off, too. Michael thinks the transition should happen over the span of a few years, and not all at once.

### **Chair's Report**

Michael reminded us of the discussion during the January meeting about supervisory training. Laura Rhicard contacted him because the Training and Development website indicated that only current supervisors could attend the training, which contradicts what Allie Cox and Becky Lane told us at our January meeting. Michael reported that he contacted Becky Lane, and the website language was changed that day.

Michael also shared that he and Brenda Keen contacted Kiz Adams in the office of Work/Life Balance concerning flextime. Kiz is working on instructions and policies concerning how flextime should be implemented. She sent Michael a document that he needs to review. The document includes examples of how other institutions handle flextime.

### **Old Business**

Michael asked if anyone knew the 3 goals for the next year according to President Morehead's State of the University speech. He asked guest Paul Klute to name one goal. Paul said improving undergraduate education. Michael said that it's already great, how could we make it better? Kelly Cona said experiential learning. Michael asked for one more way and Kerri Testement added need-based scholarships.

Michael was delighted that folks knew that information. He added that his point was the communication issues at UGA. Policies and information are hard to find. He wants to present President Morehead with data that shows how information is not getting through the proper channels and causing problems for staff. He introduced a survey created by Savannah Hembree that will be sent out over the staff listserv after Staff Council reps approve it. It asks staff to give examples of good and bad communication at UGA and lists such topics as FLSA, Employee Benefits, and Other.

Kelly Cona pointed out that the first two topics were specifically about UGA HR. Michael agreed and said that those topics were the most recent issues, and he thought they would be in peoples' minds, allowing them to answer with clarity.

Melinda Eades said that she recently spoke to someone from the Office of Safety and Compliance and they said they are having issues getting information out to people who work in labs. The information is on the website, but not everyone is reading it. She added that communication issues at UGA are not limited to HR. Michael agreed.

Kelly said she recently learned from Training & Development that they are only allowed to send one ArchNews email per topic, so if an employee doesn't read a T&D email they miss out on the ability to register for a T&D class. She wondered what other invisible barriers exist at UGA that we don't know about. Brenda added that T&D could send out emails via the UGA Staff Listserv, but they don't.

Savannah added that ArchNews limits how often a department can send an email so that employees won't get inundated with repetitive emails and start to ignore them. It's a difficult balance. Kelly agreed and noted that the problem is compounded by all the emails that come from UGA listserv groups. It's easy to get overwhelmed. She said the one she always pays attention to is ArchNews. Kelly noted that being on the right listserv is important.

Michael added that communication shouldn't be a one-way street, that employees have a responsibility to seek information, too. He shared that there seems to be a systemic problem that he'd like to find the root of and address. He speculated that it might be the human condition, which he can't fix. Or maybe there's a simple solution, like sending out 2 ArchNews emails. Elmer Gray added that two ArchNews emails would not be overwhelming.

Michael brought the conversation back to the survey and pointed out that there were boxes in which one could write to their heart's content. He would really like detailed examples.

Kevin added that during football season Parking Services sends out two or three weekly emails. It's annoying, but in the end, everyone knows what's going on.

Steve Gibson shared that he is on the OneSource Change Management Team and he's been asked to identify the UGA grapevine or informal communication channels, so he would like the results of the Communication survey to be shared with him. Michael said that he thinks the OneSource group has done a great job of communicating. Savannah said that she was glad that OneSource created their own listserv. Brenda agreed.

Debi Chandler asked Michael how long the survey would be open. Michael said that was up to Savannah, who replied that she would send it first to all Staff Council reps for approval, then send it out to staff via the staff listserv. She'll check for feedback every few days. Savannah said she likes to keep surveys open at least two weeks.

Kelly reminded us about the Campus Climate survey and said there was a staff work group trying to follow up on some of things the survey exposed, communication being one of them. She said that communication at UGA is definitely on everyone's radar.

Kerri Testament shared that the staff listserv does not get to all staff members. Savannah said she doubts that she could send it via ArchNews. She hopes that SC reps will forward it to other departments.

## **New Business**

Michael asked for a volunteer to help Debi Chandler and Kelly Cona on the Nominating Committee. Kristen Lawrence volunteered.

## **Guest Speaker**

Michael introduced Paul Klute, Director of the Office of Institutional Research (OIR). Paul shared that the OIR is the official source for institutional data that gets shared internally and externally. OIR submits all the official reporting to the state of Georgia and the federal government. OIR is currently undergoing a website revitalization and data visualization project. They produce a *Fact Book* each year which is a public document, and they also manage FACTS, which is a password-protected online tool that only UGA employees can access.

With the website revitalization, OIR is making data easier to find on its website via improved location and also through dynamic searching.

The *Fact Books* going back to 1969 are available on the OIR website. Going forward, fewer *Fact Books* will be printed, and more content will be available online. Also, OIR will be visualizing data from both the *Fact Book* and FACTS. The visualizing of data means that once static information, like PDFs or tables, will now be in an interactive format that the user can manipulate. Paul used Fall 2016 total enrollment for the entire institution as a demonstration of how a user could manipulate the data by, say, isolating the data by colleges.

He also demonstrated a heat map of the state of Georgia that showed the number of UGA students from each county. He also showed how a user could isolate information about students from the School of Agriculture, such as what counties they come from, and details like age, gender, and ethnicity.

Paul then demonstrated a dynamic campus map that showed where students should cluster on any given day and time when classes are in session. He stressed that this map shows where students *should be*, but not where they actually *are*. Paul shared that this sort of information is important to departments like Parking Services, Facilities, Food Services, and UGA Police.

The OIR website will switch over to the revitalized version in the next few weeks, but the development of the data visualization is ongoing. It's not ready for the website quite yet.

Paul opened the floor for questions. Kelly Cona asked what sort of data is collected about faculty and staff. Paul replied that the data online is the same as in the *Fact Book*. Most data collected by OIR is about students and admissions.

Kat Farlowe said that she was impressed. Paul thanked her.

Michael asked if there was data on students who are financially strained. Paul said that right now they don't have that data, but if numbers exist in a database OIR could provide it. He asked Mary Moore if she knew of any such data and she replied that OIR has done some ad hoc reporting with help from the Financial Aid office. Michael said that trustees are shocked to learn that there are about 800-1800 students who are homeless or unable to pay for food.

Michael also asked how UGA employees can access Facts. Paul said employees must have a UGA MyID. Historically, access has been limited to fulltime faculty and staff, but OIR is reconsidering that. He added that there are actually three tiers of information access: public, general UGA population, and college or department specific. For example, OIR could pull together data that would only be accessed by Staff Council.

Kaelin Broaddus asked if OIR had guidelines for citing OIR data that is used in a document or report. Paul said that OIR does not have internal guidelines, but that Marketing and Communications might. Mary added that the *Fact Book* is copyrighted, so it would need to be cited. Paul added that password protected content should not be used in documents or reports.

Michael asked what keeps password protected data from being published? Paul replied goodwill, and his being a good steward of data. OIR protects the data by limiting access to the actual data behind the PDFs available on the website. He added that employees can subscribe to get emails concerning certain areas of data every day, or week, or when the data changes. But, when data is imbedded in the website, the ability to download or subscribe disappears, providing one barrier.

Kevin asked about the process for getting the underlying numbers. Do they come from Banner, and does OIR do further checks to make sure the numbers reflect reality? Paul said that he'd need to give a talk about transactional systems versus analytical systems, but didn't have time for that, but confirmed that at its core, the OIR data is Banner data. Kevin then asked if OIR had a process for cleaning up or checking the data. Paul said that FACTS data does get through an extra vetting process. If OIR finds something during the data cleanup process, they try to give it back to the Banner team to address. OIR wants the source system to be corrected.

### **New Business**

Marie Mize asked if anyone had anything else to share.

Kat Farlowe shared that she is directing *The Vagina Monologues* at the UGA Chapel the week of February 13, 2017. The proceeds will benefit Project Safe. The spotlight will be violence against women in the workplace and Kat encouraged Staff Council women to contact her at the School of Social Work if they had anything to share anonymously. Marie asked if Kat would send an informational email to Staff Council reps, and Kaat replied that she would email a poster. Kat said it would also be featured in *Columns*.

Kerri shared that the OneSource team is holding a town hall meeting for all of campus at 10:00 a.m. in the Georgia Center on Thursday, February 2<sup>nd</sup>. There will also be a live Collaborate session.

Savannah Hembree shared that there will be a UGA Alert test held on Wednesday, February 8 at 9 a.m.

Melinda Eades shared that the Communications Committee is still gathering rep profiles and photos for the Staff Council webpage and encouraged everyone to get those to her.

Brenda Keen asked if the results of the communication survey would be used to back up the letter that was drafted in December, and if someone had already submitted examples of good and bad communication at UGA, should they resubmit it via the survey? Marie encouraged resending them through the survey so all examples would be in the same place.

### **Adjournment**

The meeting adjourned at 3:22 pm by Marie Mize.

The next Staff Council Executive Committee meeting is 3:30 pm Tuesday February 21, 2017 at the Conner Hall, room 107.

The next Staff Council meeting is 2:30 pm Wednesday, March 1, 2017 in MLC room 267.