February 7, 2018
Miller Learning Center 207
2:30PM

The meeting was called to order at 2:33 pm by Staff Council Chair, Michael Lewis.

Roll Call

Members in attendance: Ian Armit, Jason Bedgood (via sub Diane Southwood), Kaelin Broaddus, Teresa Cash, Debi Chandler, Kelly Cona, Melanie Crawford (via sub Lawrence Kearney), Anjali Dougherty, Macie Fouche, Danielle Free, Jami Gilstrap, Elmer Gray, Matt Hammons, Andrew Hanneman, Savannah Hembree, Stefani Hilley (via sub Kelly King), Pattie Holly, Stuart Ivy, Melissa Jackson, Brenda Keen, Laura Kelley, Kristin Lawrence (via sub Hayley Cox), Michael Lewis, Brittney MacDonald, Heather Macon (via sub Vincent Morton), Emma Mattox, Carolyn McNearney, Marie Mize, Laura Rhicard, Jacob Schindler, Alec Shepherd, Kyla Sterling, Kassie Suggs, Beth Woods

Members absent: Christine Ahern, Devin Arnold, Johanna Biang, Tyson Browning, Andrew Cropp, Michele Griffin, Kevin James, Mary Moore, Zachary Morris, Joy Strickland, Carly Surratt, Evelyn Wilhite, Shialoh Wilson,

A quorum was present.

Minutes

The January 2018 minutes were approved unanimously.

Guest Speaker

Ben Myers, Chief Information Security Officer at UGA, joined us to discuss ArchPass, the two-step login process being implemented in March. ArchPass will require students and employees to verify their IDs when logging into UGA’s Employee Self Service, eLearning Common, and Athena web pages. IDs will then be verified with a device enrolled in DUO, such as a smartphone, cell phone, landline phone, or tablet. DUO is the app that powers ArchPass.

Ben shared that VPNs will not be required to access these applications, the Employee Self Service page security questions will be eliminated, and there will be an option to “remember me for 7 days”
so even though employees and students will have to log in as needed, they won't have to verify their ID repeatedly as long as they are using the same device and browser.

Sarah Fraker asked if “remember me for 7 days” also applied to VPNs. Ben said that he wishes it could, but that's technically something EITS can't implement right now.

Ben said the reason for this new login procedure is because of USG and UGA fraud events made possible by compromised passwords. UGA is trying to protect FERPA and financial data, and reduce risk to the institution and its employees and students. In December, USG mandated that all institutions move to two-step logins wherever possible. UGA was moving that direction anyway, but sped up the process so that Employee Self Service and eLearning Commons will go live March 12th. Athena will go live March 23rd.

UGA implemented two-step logins back in 2012 for restricted data systems. Other systems will be added to the two-step login as the year progresses, including OneSource and OneUSG. Two-step login will be critical for OneSource because employees will be able to change automatic deposits online.

The two-step login process looks like this, 1) login as usual with your UGA MyID and password, and 2) verify your ID with DUO.

There are 3 types of verification with DUO

- a push notification, which shows up on an OS or Android device as an onscreen message
- a passcode in a text message, which requires the mobile app, but does not use data and is a good option for people who travel (the text message actually includes 10 passcodes good for 30 days)
- a phone call message, which does require a touchtone phone

Ben recommended that employees and students enroll multiple devices with DUO, as there’s no limit, and it’s good to have backup devices. The following devices are supported:

- iPhone/iPad/Apple Watch
- Android
- Blackberry
- Windows phone/tablet
- hardware token

Ben explained that the hardware token is a small keychain device with a screen and a button. It generates a code for login. They can be requested from the EITS Help Desk, and will be free through September with a valid UGA ID. After September they will be available by purchase.

Debi Chandler asked if the tokens were for a single user. Ben replied that tokens can be used by multiple people, but EITS would prefer single users. Debi shared her concern that food service workers and Facilities Management Division (FMD) employees might not have phones. Ben said that EITS will be meeting with FMD to plan for those needs.

Ben also recommended that folks enroll before the rollout date. To do that, visit archpass.uga.edu where there’s a self-service portal. Or, wait until March 12 and enroll the first time you attempt to login to one of the applications.
Ben encouraged folks to give ArchPass a try before the rollout just to get comfortable with it. Some applications like vLab and iPaws already use ArchPass.

Ben shared his pre-enrollment checklist:

- update OS version on your phone or tablet
- download DUO mobile app from DUO Security (not Google Duo)
- know to contact EITS Help Desk for help
- plan to add a backup device
- know that two-step logins and VPN are different things
- know what to expect if you do not have an iOS/Android device.

Ian Armit shared that he’s already using DUO and receives a passcode text message. He asked if he could switch to the push notification. Ben confirmed that he could.

Over a third of UGA’s employees are already using ArchPass. 19,500 are currently enrolled.

Ben shared some of the common problems with people using ArchPass:

- assuming a smartphone is required
- confusing two-step login with VPN
- getting the DUO mobile app reactivated after upgrading smart phone
- not enrolling multiple devices
- leaving device at home

Ben shared that there’s a toolkit on archpass.uga.edu and encouraged Staff Council reps to help get the word out. He then opened the floor for questions.

Kyla Sterling admitted she might have some VPN confusion going on. She’s been using two-step login for GAIL. She wondered if that was a VPN. Ben confirmed that it was. He clarified that VPNs exist because the web-based technology wasn’t maturing fast enough a few years ago. EITS will move systems out from behind VPNs, but GAIL will be one of the last because the vendor does not support DUO. Kyla asked if she will have both VPN logins and ArchPass logins and Ben confirmed that she will.

Kassie Suggs asked if there will be session timeouts that will cause people to login anew with each timeout. Ben confirmed that timeouts will require logins each time, but the two-step logins should be good for a week.

Lawrence Kearney asked if multiple devices could be remembered for 7 days. Ben confirmed that they could.

Kelly Cona said that she might have VPN confusion. She uses VPN login for WebDFS, but then uses ArchPass DUO for iPaws. Ben confirmed that they are separate. Kelly then shared that she had five new employees to get set-up on Friday. She asked if they should get setup with ArchPass now. Brian confirmed that they should.

Michael asked about Athena. He asked if students register for classes in Athena, and Ben confirmed that they do. Michael asked how new incoming students would register for classes before showing up on campus. Ben said that until the students arrive on campus they will bypass the two-step login.
Jake Schindler asked about the legal, privacy, and public record implications of downloading DUO to private devices. Ben said that open records only has to do with records, not the contents of your phone. He’s been hearing a lot of talk about open records implications and hopes that there isn’t conflicting information out there.

Andrew Hanneman said he heard that changing passwords often is one of the causes of fraud. Ben confirmed that is true. Andrew asked if there would be any change to UGA requirements for changing passwords so frequently. Ben said he preference is that UGA move to less frequent password changes. Federal guidelines recommend less frequent changes. However, federal agencies impose audit requirements on UGA, and those auditors haven’t changed their requirements, so EITS needs to work through that element before there can be a policy change.

Macie Fouche shared that she had some temporary student employees fall off of payroll over the holiday break. She wondered it this would happen again with ArchPass. Ben said that as long as their MyIDs aren’t disabled, it shouldn’t be a problem.

### Committee and University Council Reports

**UC HUMAN RESOURCES COMMITTEE**

Kelly Cona shared that the committee has a new chair and will meet next week.

**PARKING APPEALS**

Michael asked Pattie Holly how her work on Parking Appeals was going. She said it was going well. She sees some repeat offenders. She makes an independent decision on whether to grant or deny an appeal. She doesn’t know the final decision, though.

**CHAIR’S REPORT**

Michael had no report.

**Old Business**

**POLICY AD HOC COMMITTEE**

Michael projected a new charge for the committee written by Laura Kelley, and attached at the end of these minutes. Michael asked Laura if she had anyone helping her. Laura replied that she didn’t.

For new representatives and subs, Michael explained what Laura’s work was about. UGA’s policies are many and varied, and exist in many and varied places. Some policies are difficult to find. Michael talked to Mike Raeber, General Counsel at UGA’s Office of Legal Affairs. He believes in the need for a central policy repository.

Michael asked if anyone wanted to help Laura on this committee. Laura said that the biggest challenge is figuring out the responsible parties that need to be involved (i.e., HR, Academic Affairs, Legal Affairs, etc.). The second challenge is funding.

Lawrence Kearney asked if part of this was a technology problem. Michael and Laura said no. Lawrence then clarified his question by asking if there was an authoritative repository already in place, and Michael and Laura said that there is not.
Kelly Cona added that USG policy is rather broad, while UGA policy is more defined and stringent. Laura said that having a UGA policy landing page would clear up a lot of confusion generated by those differences. She added that the Office of Legal Affairs agrees that there must be policy-making protocol for when departments need to create their own policy and it cannot conflict with UGA policy or state law. Michael confirmed that this is a big project that will take some time to address. Michael said that he might help Laura when he steps down as Staff Council President in July.

STAFF RESOURCE FAIR

Debi Chandler shared that planning of the fair is going very well. Invitations to participate have been sent out to 48 units and answers are coming in daily. The fair is scheduled for March 14. Debi asked for Staff Council manpower since Staff Council is a sponsor of the fair. The event has been covered in *Columns*. She handed out fliers for display and said she would also email printable versions to anyone who needs them. She will also make a PowerPoint version available for digital signage.

STAFF NETWORKING PROGRAM

Marie Mize shared that the program is in a pilot phase right now. They are testing groups of 3 to 5 staff members. Marie acknowledge Anjali Dougherty for all her efforts in getting the program off the ground. The first cohort is made up of staff from Agriculture, Student Affairs, and Education. They had planned on 20 participants but ended up with 50. The kick-off event went really well a week or so ago. They hope to get good responses and feedback and then open it up to all staff in the fall.

New Business

PAYDAY CHANGES

Michael invited Sarah Fraker OneSource Change Management Lead, and Julie Camp, Director of Payroll, to speak to Staff Council about recently announced payroll changes that will happen in December.

Sarah said that a personalized email will be sent to all active employees beginning at 8 am February 8, 2018. Her presentation can be found online at https://onesource.uga.edu/resources/payroll_transition/.

The three main changes are:

- All monthly and academic pay dates will now be on the last business day of the month.
- The work week will change from Thursday through Wednesday to Sunday through Saturday.
- Pay dates for hourly biweekly and salaried biweekly payrolls will be synced and standardized.

Sarah noted that in December 2018, the last business day of the month will be December 31 because UGA will be open that day. So, rather than getting paid before the break, monthly and academic employees will be paid on December 31st.

Marie Mize asked about the timeframe for supervisors approving employees’ timecards in the changed system. Julie Camp said that right now an employee has to wait until after the pay period to approve timecards. With OneSource, employees can approve their timecards incrementally, but supervisors will need to approve timecards no later than Monday. Marie also asked if the new payroll
system would require timecards to be pre-approved before the December break. Julie said there was no way to know until OneSource rolls out.

Matt Hammons asked if hourly staff would miss a paycheck due to the December changes, or would they get an extra paycheck. Sara called up a calendar explanation of the December changes, which can be found at https://onesource.uga.edu/_resources/files/documents/Payroll_Summary_and_Calendar_Reference.pdf.

Sarah mentioned that the payday will shift from Thursday to Friday, but that it will be 6 days after timecard approval rather than the current 8 days.

For salaried biweekly employees, the last Thursday through Wednesday pay period will be November 29 through December 12. That period will be paid on December 20th. There will be a 3-day pay period December 13 through 15. That will be paid on December 27th. The new Sunday through Saturday pay period begins on December 16th. That will be paid on January 4th.

Kelly Cona asked how the December 27th paychecks would be distributed if UGA is closed that day because of the break. Sarah said there is going to be a big push before December for employees to sign up for direct deposit. There will be other options for employees who are unbankable.

Savannah Hembree asked if the December 27th paycheck would have any benefits deducted from it. It will be the third check of the month, so only taxes and retirement will be deducted.

Hourly biweekly employees will be paid on December 20th for hours worked December 6 through 15, which is a partial pay period. Their new Sunday through Saturday work week will also begin on December 16th and they will be paid on January 4. (The calendars in the PDF really help to aid understanding).

Sarah encouraged staff with questions to contact onesource@uga.edu.

NOMINATIONS

Kelly Cona announced the following offices that are open for nominations for voting in May: President, Vice President, Treasurer, Coordinator, and Recording Secretary.

SURPRISE TOPIC

Michael mentioned that traffic snarls on East campus have been a hot topic of discussion recently on the UGA Staff Listserv. He asked if anyone wanted to address the issue. Laura Kelley said that people have been put in place to regulate pedestrian and vehicle traffic. This is a temporary solution to test various ideas. Campus Planning continues to look for the best resolution for this area. There’s a proposal in place, though she hasn’t seen it. Andrew Hanneman asked if this was the College Station/Loop intersection. She clarified that it’s the Joe Frank Harris loop.

BRENDA KEEN RETIREMENT ANNOUNCEMENT

Marie Mize pointed out that this was Brenda’s last Staff Council meeting as she retires at the end of March but will be away at a conference during the March meeting. Brenda thanked everyone and pointed out that three former Staff Council Presidents were in attendance today: herself, Stuart Ivy, and Sarah Fraker. Brenda added that she’s probably the only person who’s been involved consistently for a couple of decades. She refers to herself as the fossil record.
Brenda stressed the importance of Staff Council as a voice for staff at UGA, and encouraged reps to take that seriously and attend meetings and relay information back to their constituents.

**Adjournment**

The formal meeting was adjourned at 3:56 pm by Michael Lewis.

The next Staff Council Executive Committee meeting is 3:30 pm Tuesday February 27, 2018 in the Sanford Boardroom at the Georgia Center.

The next Staff Council meeting is 2:30 pm Wednesday, March 7, 2018 in MLC room 207.
Ad Hoc Committee Proposal for Policy

1. Name of Ad Hoc Committee:
   a. UGA Staff Committee on Policy

2. Purpose:
   a. The committee will support the charge that the University of Georgia would greatly benefit from utilizing a single landing page for all University policy. The landing page should also provide links to additional applicable policy (e.g., USG policy, state policy, federal policy). The committee and other appropriate constituents will propose a responsible party, as well as, a landing page for this policy. The committee will also encourage appropriate constituents to develop official protocol for all areas of the University, in order to guide divisions creating unit-specific policy. This protocol will provide the final approval for any new policy developed within the University of Georgia.

3. Rationale:
   a. It is exceptionally difficult for faculty and staff to locate various policies pertaining to the University of Georgia. These areas include, but are not limited to, basic policies and appointment (e.g., harassment, ADA, drug policy, Affirmative Action/EEO, social media), university employment (e.g., flexible work arrangements, ethics, student employment, orientation and onboarding), salary determination and compensation, employee benefits, employee relations, separation, and other important information and procedures (e.g., open records, volunteer policy, accommodation for nursing mothers).
   b. Locating appropriate policy will save a tremendous amount of time for faculty and staff seeking the correct policy. Various policies change often enough that having one place to search for current policy should decrease the search time.
   c. Determination of the landing page and its content will be incremental for successful implementation. Determining the location and responsible party of the landing page should be determined by the appropriate constituents.
   d. Creating an official process for new unit/departmental/college policy will likely eliminate units creating policy that conflicts with existing policy.
# UGA Staff Council Treasurer’s Report

Report Dates: October 1, 2017 through December 31, 2017

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Respectfully Submitted,

Jacob Schindler
Treasurer