



The University of Vermont

Staff Council

Serving as a voice and advocate for all staff at UVM, since 1971.

Staff Council President's Report **Friday, October 21, 2011**

Board of Trustees – Committee of the Whole

Prepared By
Ida M. Russin, Staff Council President

Staff Council has carefully reviewed the results of our first large scale survey that was administered in April 2011. The purpose of the survey was to collect information on the needs, concerns, and ideas of non-represented staff employees and assess Staff Council's effectiveness, success, and perception among these employees. Members of the Board of Trustees, the Presidential Search Committee, and the senior administration were provided an electronic version of the final report on September 20th. In many instances the survey results present no surprises, but certainly confirm our thoughts on what staff are concerned about, and what Staff Council can do to respond to those concerns, as our mission statement indicates.

The top five weighted ranking of issues that concern staff are:

1. Annual salary raise pool recommendation
2. Benefits
3. Parking and transportation
4. Standardized performance evaluation process
5. Environmental sustainability

Our Compensation, Benefits and Budget committee will address the top concern as they review the entire process of how our salary recommendation has been made in the past. The timing of our recommendation has always been made prior to many pieces of the budget puzzle being in place. Non-represented staff should not need to compete, but should have a place in the budget that is weighted the same as funding for represented staff and faculty, as well as all other priority budget items. We are pleased that Richard Cate, Vice President for Finance and Administration and CFO continues to help explain UVM's complicated budget process to us, so we may alter our process to provide a more realistic recommendation at a more appropriate time.

There have been some communications from several groups that wish to form a staff union at UVM. Amidst the current climate at UVM, Staff Council continues to stay true to our mission to advocate on behalf of non-represented staff. Staff Council has continued to build a strong and trusting relationship with the current administration. We welcome the opportunities to be invited to the table, for our opinions to be taken seriously, and to work together on reasonable solutions. While our colleagues who are represented by collective bargaining units have faced their own challenges in their negotiations, we are confident that resolutions will be made that are equitable for the entire UVM community.

Thank you to the Board of Trustees for their continued support of staff at UVM, and your encouragement of Staff Council's efforts to continue to make UVM a great place to work.

Staff Council President Ida Russin

Comments to the Board of Trustees, Committee of the Whole, Friday, October 21, 2011

Good morning Interim President Bramley, Provost Knodell, Board of Trustees Chair Cioffi, Board members, and UVM community members. The beginning of the academic year has certainly been busy! Staff welcomed in another bustling class with all of their questions, concerns, and needs. We are always prepared for the rush of details that must be addressed to get the entering students ready to learn. We help them to manage their finances, their housing, their learning resources, and their wellness with great care. We were very pleased to receive Board Chair Robert Cioffi's letter of recognition to Staff Council, as we marked the Council's 40th anniversary milestone. Staff also enthusiastically participated in Staff Appreciation Week, where special events were held to commemorate that 40th year celebration, planned both by the Staff Appreciation Week committee, as well as Staff Council. Those events included:

- A well-attended luncheon for those staff members reaching ten years of service.
- An even better-attended dinner for those staff members who have achieved 15 or more years of service.
- The first ever UVM Staff Art Exhibit, co-sponsored by the Staff Council and Davis Center Art Team, where many talented staff members displayed their works of art for the UVM community and where Staff Council gave out BPA free and USA made water bottles.
- A small but funky group of staff forming a "flash mob" and performing a surprise synchronized hip-hop dance during the Social on the Green picnic.

So while the working climate at the University of Vermont could certainly be improved, staff members and their guests still filled this Grand Maple Ballroom and joined together in song at the recognition dinner, singing and swaying in unison to the chorus of "Bye, Bye, Miss American Pie..." when the staff members celebrating forty years came to the stage to be recognized. Staff Council also honored former President Fogel, with a small gift and a coffee reception at the beginning of our half-day retreat, to thank him for his support of Staff Council during his time of leadership.

And while we accomplish much, and appreciate the collaboration with administration that this long term interaction has formed, we still remain concerned about our salaries. It's still true that those employees making over \$75,000 per year have received no raises in three years. And it's still true that some employees are still finding it hard to make ends meet, because of the increasing cost of food and fuel. Staff Council's Compensation, Benefits and Budget committee has already begun conversations with our financial leaders to make raises a reality for staff members in a viable budget for the university. We hope that continued discussions will help to better inform staff on the entire UVM budget process. Thank you all for your continued support of UVM staff.

Staff Council Reports

Board of Trustees October 21, 2011

Staff Representative Comments and Committee Summaries

Audit Committee

The Audit Committee met on Monday September 12, 2011

Chief Internal Auditor Update

Chief Internal Auditor, William Harrison provided a summary of the internal audits to date and he commented on the overall positive experience working with the various centers across campus. Internal audits were performed with the UVM Extension, Enterprise Technology Services, the Print and Mail Center, The CATcard Center and Athletics. Mr. Harrison noted that management has been very responsive and willing to initiate the corrective actions that were recommended. He also noted that follow up work is typically done six months after the completion of an audit to confirm that management's corrective actions have been put in place. Some of the recommendations included enhancing the segregation of duties and developing formal sets of policies and procedures to document key functions. The Office of Compliance Services works with Audit Services in following up with the department managers on compliance issues identified by the audits.

Mr. Harrison concluded his presentation with an explanation of the Office of Audit Services new "Audit Quality Survey". The first survey returned a score of 6.71 on a scale of 7 (with 7 being most favorable). The survey questions focus on timeliness, communication and professionalism and the office plans to use this survey after most of its audits.

Chief Compliance And Privacy Officer Update

Chief Compliance and Privacy Officer Anna Drummond provided an update on the FY 2012 Compliance Work Plan and work done on two multi-year efforts: (1) laboratory safety and environmental practices, and (2) privacy, information security, and data retention.

In the areas of privacy, information security and data retention, Ms. Drummond informed the committee about the Office's work in assisting the Chief Information Officer and Information Security Officer with updating their draft Information and Security Policy Procedures. Ms. Drummond reported that much work has been done by the Office in regard to the Health Insurance Portability and Accountability Act (HIPAA); specifically, the Office has continued the University's commitment to ensuring the privacy and security of protected personal information by drafting a framework for improved compliance with HIPAA and HITECH. The Office of General Counsel was engaged to assist in developing the steps needed to be completed in order to demonstrate compliance.

The Compliance Office continues to work with the Work Group on Laboratory Safety. The group has drafted a new Laboratory Safety Policy. The long-term goal is to have one website with procedures and information related to laboratory safety that currently exists in multiple locations across the campus.

Ms. Drummond discussed new federal guidance regarding sexual harassment published by the Department of Education in April 2011. The Office has begun work for an assessment of the University's policies on discrimination, harassment and sexual assault to determine what, if any changes are necessary to meet compliance under the new guidelines.

A series of meetings began in January 2011 with the Chief Compliance Officer, Human Resources, the Controller, and the Director of Business Practices and Planning to review the auditor's recommendations for developing a plan to enhance certain University practices involving Federal Labor Standards Act (FLSA) compliance. A plan was then developed to implement enhancements to current systems by adding electronically functionality that will better ensure compliance in the areas of record keeping and time reporting for non-exempt employees. Management plans to have enhancements in place by December 31, 2011.

The Office continues to conduct outreach to the University community in order to discuss compliance issues and further create a culture of compliance. Ms. Drummond noted the Compliance Office's website has been redesigned to provide distinct content for both the compliance and privacy programs. She also stated the Office is working to review University policies with the goal of making existing policies more effective in communicating the rights and responsibilities of our community members.

Ms. Drummond also provided an update on the Ethics and Compliance Reporting Help Line activities and responses.

Information Security Officer Update

Dean Williams, Information Security Officer, provided his first report to the committee in his new role. He explained that the University's network architecture divides administrative, enterprise, academic, and residence halls network services. He further explained that access to enterprise information systems is controlled by using strong passwords and the core system access requires a "two-factor" authentication. Mr. Williams also noted the networks are scanned for vulnerabilities. He commented that protecting laptops, desktop workstations, and mobile devices are at the top of his priority list. Work in this area includes replacing virus protection software, implementing patch management software and laptop hard drive encryption. Mr. Williams commented that the weakest link in information security is people. Mr. Williams is also educating the UVM community in this area and referred to a web-based video series on the theme of "Securing the Human".

Enterprise Risk Management (ERM) Update

Mr. Cate directed the committee to the status report in the meeting materials and updated the members on the meeting of the Enterprise Risk Management Advisory Committee. He noted the ERMAC is a "President's Advisory Committee" and will be meeting every 6 to 8 weeks to finalize the ERM program design and implementation plan. A "risk register" is being established through interviews with all Deans and Vice Presidents. The register will be a tool to guide the committee in identifying risks and opportunities.

The Audit Committee's next scheduled meeting is November 14, 2011.

Respectfully Submitted,

Marie Tiemann, University Financial Services

Staff Representative on the Audit Committee

Committee on Budget, Finance, and Investment (BFI)

The BFI committee met on Friday, October 21st.

The primary agenda item for the BFI Committee was to approve various resolutions and policies in preparation for the current year as well as for planning in the FY13 budget process.

FY 2013 Budget Process

During the morning President's Report, Interim President John Bramley informed the Board of Trustees that he would like to see a tuition increase of no higher than 3.5% for the upcoming year. Richard Cate made it a point to say that this is the framework from which they are modeling the budget for next year. The University is also not requesting its annual capital improvements appropriation from the state due to the devastation from Tropical Storm Irene in other areas.

FY 2011 Budget-to-Actuals

As of October 20th, the FY 2011 budget-to-actuals report shows that the University finished under budget with real revenues exceeding real expenses. However, most of those funds in academic units go in to the reinvestment pool.

Contract and Policy Approvals

RNW was awarded a consulting contract totaling \$150,000 to help in developing the Strategic Initiatives Project. The Remi Group, LLC was awarded an insurance contract to cover the medical equipment in the Technical Services Partnership. The value of these costs is only a pass through as contractual agreements with health care organizations pay for the insurance.

The group also reaffirmed the University's Debt Budget Policy, approved a summer tuition increase of 5.8% to keep it in line with fall/spring semesters. The Sino-Pathway program cost was also approved.

A funding model was approved for the new UVM Foundation. Current annual support from the general fund for DAR will be transferred to the Foundation starting on January 1, 2012. Additional one time dollars will be allocated for the buildup leading in to the next capital campaign. A 5% gift fee was also approved which will help fund the operations in the future. All gifts to the Foundation starting January 1 will be assessed this 5% fee which goes towards the funding of gift officers in the various units.

Endowment Report

The endowment is performing well and the investment subcommittee reported that we are in the upper tier in terms of endowment performance with our peers.

Respectfully Submitted,

Jesse L. Bridges, Athletics
Eric J. Hoefel, Business Process Reengineering Team

Staff Representatives to the BFI Committee

Committee on Educational Policy and Institutional Resources (EPIR)

The EPIR Committee was called to order by Chair Donna Sweeney, on October 21.

Provost's Report

The Strategic Initiatives Project (SIP) is an ongoing effort to position UVM to navigate through challenging times by taking a critical, holistic look at the University to determine ways to make the best use of our resources, through increased efficiency, resource reallocation and revenue generation. Several areas of this initiative fall under the EPIR purview:

Strategic Value Criteria and Metrics for Academic Programs:

Criteria and metrics are still being established in order to define strategic value and how to evaluate it. Once determined, these criteria will be used to evaluate UVM academic programs.

Diversity and Internationalization:

How to compliment UVM's current domestic diversity initiatives by increasing the international student population, while also improving student success and satisfaction.

Transdisciplinary Research Initiative:

Will be discussed as part of the February meeting.

Student Success and Satisfaction/General Education:

The Gen Ed Committee has had some restructuring with new members building on the work of the previous committee. Rather than continue to explore all six outcomes, they have chosen to focus on a single outcome – Communication and Information Literacy with an emphasis on writing. They are in the process of creating a proposal to implement and assess this outcome. Results of the ongoing work in Phase 1 implementation of Gen Ed, the ongoing look at the first year experience and faculty assessment and development will be presented at the February meeting.

Discussion from Provost's Report

It was pointed out to the Provost that there was no mention of staff in the language of the Strategic Initiatives Project. She was asked what is envisioned as the role of staff as the initiative moves forward. Provost Knodell was appreciative of the comment, and emphasized the importance of staff and faculty working together to further the goals of the initiative, much of which is driven out of work from the academic units. She also mentioned that reallocations will affect both staff and faculty members.

Distance Learning/On-line Professional Degrees:

Patty Prelock , Dean of the College of Nursing and Health Sciences, presented a demonstration of the pilot program for distance learning – the distance Master's Degree in Speech Language Pathology (SLP). Expansion of distance learning is a prime example of the SIP goal of net revenue enhancement and increasing diversity and internationalization – the ability *to* increase revenue, with minimal investment, while meeting a need (there is a shortage of SLPs in VT), increasing enrollment and student access to the University. The demo provided the committee with a sense of the look and feel of learning through this medium (*Blackboard*).

Capital Project:

Mason/Simpson/Davis Phase II – Funding to complete phase II of the Mason Simpson Davis renovations was approved. It was noted that money for this work is from the deferred maintenance budget.

US Sino Pathways Project:

EPIR discussed extending UVM's contract with Kaplan and Northeastern University of the US Sino Pathways Project- the summer bridge program which recruits students from China. This year, the program will expand to Vietnam, Indonesia and Malaysia. A concern was raised about the lack of professional development opportunities for staff and faculty to sufficiently support these students. Chris Lucier, Vice President for Enrollment Management, indicated that training opportunities would increase during the summer as needed.

Campus Climate Survey Update:

Chief Diversity Officer, Wanda Heading Grant, provided an update on the Campus Climate Survey – after a huge outreach effort, 4600 responses were received. Full report and recommendations will be presented in February.

The Academic Technology Plan Status Update:

Was deferred to the next meeting due to time constraints.

Respectfully Submitted,

Amanda McIntire, Human Resource Services
Lesley Boucher, Dana Medical Library

Staff Representatives to EPIR