

TOWN HALL FOLLOW-UP

BELKNAP

ISSUE	RESPONSIBLE	FINDINGS/ACTIONS TAKEN/FUTURE PLANS, IF ANY
<p>Smoking Policy</p> <ul style="list-style-type: none"> • Not being enforced • Worse than before (students deliberately ignore policy) • Go back to designated smoking areas? 	<p>Ramsey Willihnganz Drees</p>	<p>Ongoing:</p> <ul style="list-style-type: none"> • Smoke-Free committee has prepared a letter for the Provost outlining proposed next steps for UofL's Smoke-Free policy. The letter with supporting documentation will be submitted to the Provost for review and approval by end of October 2012. • Grant / Partnership: UK is piloting an enforcement program of the tobacco-free policy on its campus and began implementation at the end of the 2011 spring semester. UK officials suggest they will have a much better feel for the success of this enforcement effort once the fall 2012 semester gets underway. We are partnering with them to serve as a control for their research and allowing data collection from UofL campuses. This data will allow us to compare our efforts and inform future actions. In addition, since their program is being funded through an American Heart Association grant, we will explore the funding possibilities for enforcement staff as part of the study. • We have priced enforcement at \$58,000. We need to consider how to prioritize this in light of other needs and effectiveness data from UK study.
<p>Salary Equity/Reclassification</p> <ul style="list-style-type: none"> • Staff have no other options if supervisor does not wish to pursue a review of the job • Equity review needed (consider longevity and experience) 	<p>Connally Owsley Goldstein</p>	<p>Concluded and ongoing:</p> <ul style="list-style-type: none"> • In the particular case brought up at the meeting, the affected parties have met • A salary equity study has been requested <p>Ongoing:</p> <ul style="list-style-type: none"> • Salary Equity. Human Resources and Faculty Affairs are currently conducting an equity study for Faculty salaries, which should be completed by the end of Fall Semester 2012. Human Resources will then undertake an equity study to evaluate Staff salaries in Spring 2013, with an expected completion of June 30, 2013. Depending on final study design, the salary equity study for staff will include

		<p>consideration of such variables as job group (or occupational category), salary grade, years in grade, and market value for the work being performed. A salary equity study, itself, does not evaluate salaries in relation to market value, but will compile the necessary data from which we can subsequently assess the relative competitiveness of staff salaries in relation to market value to guide future decision making.</p> <ul style="list-style-type: none"> • Classification. Some universities permit employees to initiate a classification review. UofL policy does not include a mechanism for employees to initiate classification reviews of their own positions, without the endorsement or concurrence of the employee's department head or director. In most instances (including the presenting employee) directors, deans, or vp's are willing for HR to undertake a review to determine whether the position is correctly classified or not; but a classification review does not address individual salary within range.
<p>Online Faculty and Staff Directory</p> <ul style="list-style-type: none"> • Since we no longer print a directory, need location (building and room number) of faculty and staff online—not just phone number 	Connally	<p>Ongoing: Online Faculty & Staff Directory. Two on-line sources of faculty and staff email and telephone information are available – People Finder on the web and Microsoft email Exchange. Both systems rely on employees to manually populate contact information, so do not include 100% of faculty and staff. A project has been on the IT pending list for some two years to allocate the resources for PeopleSoft to automatically populate name, title, department, designated University telephone number, and University email address. One of the challenges is to ensure that department heads, vice presidents, and deans retain discretion to list the appropriate contact numbers of their administrative assistants (rather than their direct incoming phone number), as appropriate.</p>
<p>Hiring Freeze</p> <ul style="list-style-type: none"> • Faculty overly stretched due to inability to fill positions • Department needs more help 	Ferre'	<p>Resolved. Required paperwork submitted and searches underway for new faculty.</p>
<p>Multiple Databases</p> <ul style="list-style-type: none"> • At least three PeopleSoft databases plus the EFMI • What can be done to integrate them 	Hancock	<p>Completed and ongoing. VPIT followed up with inquirer to get clarification on his issue. Primary issue is the number of screens that a UBM needs to access in order to do their job. They must go between various systems and across multiple screens even within a system to complete a task. Given that</p>

<p>into one database?</p>		<p>this is the way PeopleSoft is designed and the lack of resources (people and money) for developing and maintaining customizations, VPIT could offer little hope of this changing in the near future. We have begun a Business Practice Redesign initiative and this is one of the things we need to review.</p>
<p>Campus Climate</p> <ul style="list-style-type: none"> • Lack of respect by faculty toward professional staff • Faculty expectations that staff be on campus/available at all times (faculty frequently are not on campus/available) 	<p>Connally Eells Taylor-Archer</p>	<p>Ongoing:</p> <p>-At its meeting on October 22, the Steering Committee of the Great Places To Work (GPTW) Committee discussed an employee recognition campaign aimed at acknowledging, respecting and celebrating the outstanding work of staff. A wide variety of programs and suggestions were offered and discussed. The idea was referred to the GPTW Reward and Recognition Committee, which was charged with recommending a plan to the steering committee by the end of November. The chairs of the GPTW Committee will then make a recommendation to the Provost.</p> <p>-With regard to the second bullet point, while the university does not offer telecommuting to its staff, it does offer flexible scheduling. Staff in need of a flexible scheduling are encouraged to discuss this option with their supervisor. We also note that the university employs individuals in a wide variety of positions, each with its own responsibilities and requirements. Some require physical presence on campus at all times, others do not. The GPTW Steering Committee will consider ways to increase awareness among faculty of the full range of jobs that staff do, and among staff of the work that faculty do, including the responsibilities and requirements of each.</p>
<p>Ombuds Office</p> <ul style="list-style-type: none"> • Visit by ombudsperson to the school; no follow up materialized 	<p>Willihnganz</p>	<p>Conclusion: Ombuds process is new, but we have defined the office as one where both confidentiality and anonymity are guaranteed. There can be no follow-up if the person with the concern has not authorized. In this particular instance, the ombuds talked to the provost the day prior to the forum and follow-up has begun. Once there is authorization, the ombuds can speak with others regarding follow-up.</p>
<p>Parking</p> <ul style="list-style-type: none"> • Parking staff are not being customer-friendly; seems more like a business than a service • \$4 parking fee being charged to 	<p>Owsley</p>	<p>Resolved and decision pending:</p> <p>-Parking as a business – Appropriate supervisors and department heads have met to improve communications about fee increases and Parking will submit fee increases through the new fee approval process starting with the FY14 budget planning process. Additionally 95% of all Parking staff have recently completed customer service training with the remaining staff members</p>

<p>visitors</p> <ul style="list-style-type: none"> Red permit holders should be able to allow people to park in their spaces without ticketing 		<p>scheduled to complete the training as soon as possible. The department will continue to use a customer service questionnaire to solicit feedback on services.</p> <p>-Visitor fee – Parking has suspended charging visitors for large events. Event coordinators are being advised that for future events, that have not been charged previously, a charge is likely and budgets should be planned accordingly moving forward. A visitor/guest parking recommendation was discussed at the April 5, 2012 Parking Advisory Committee meeting. This recommendation included charging all visitors for parking. At this meeting, both the Faculty and Staff Senates were represented by their respective constituents. Visitors and Guests to the University pay at multiple locations on campus including the Floyd Street Garage (hourly parking) and parking meters located behind the Natatorium, Student Health Annex, Speed School, UPDC, Music School, and in the Human Resources lot. Visitors pay to attend athletic related venues held on University of Louisville property. University of Louisville parking regulations state that all visitors to the University must display a temporary parking permit in their vehicle.</p> <p>-Red Permits – Parking sent a communication on 9/17/2012 to all red permit holders outlining how a red permit holder can share their assigned space by sharing the permit hanger or by obtaining a temporary permit for the space.</p>
<p>Salary and retention of workers</p> <ul style="list-style-type: none"> Is there any kind of strategy being explored to retain workers? Can the university establish an endowment to supplement faculty and staff salaries? Hopes that the equity study will look at ethnicity as well as gender When applying a one-time lump sum payment, please consider putting some of that money toward retirement. Must be proactive to get CAR money into salary lines (must wait for EFMI) Hampers/delays research Resistance to adding to salary; difficult to hire temporary workers 	<p>Eells Curtin Howarth</p>	<p>Ongoing: Recruitment and retention of outstanding faculty and staff is a central goal of the university in achieving its 2020 plan. Offering competitive and equitable salaries is an important part of this endeavor. Toward this end, we are currently planning and conducting a gender and race/ethnicity salary equity study. It is designed to systematically identify whether race or gender-based salary inequity exists, and if so, who it affects, and how to address the problem. Results from the study will be provided to the provost within the next several months. In addition, the university is examining several recommendations it has received from consultants that focus on how to maintain a thriving and vital workforce within the university.</p>

<p>Libraries</p> <ul style="list-style-type: none"> • Image of university has improved over the past several years, but status is in jeopardy due to library holdings • Over \$1M away from meeting the desired percentage • Support from grant money does not go to libraries 	<p>Leadership Pierce</p>	
<p>Overhead on Research Grants</p> <ul style="list-style-type: none"> • Huge gap 	<p>Pierce</p>	
<p>Personal connections</p> <ul style="list-style-type: none"> • Must be cognizant of our most needy • Connections need to be “personal” • Individuals, especially staff, need to feel valued 	<p>Taylor-Archer Eells</p>	<p>Ongoing. Great Places to Work to consider.</p>
<p>“Dummy” Computers</p> <ul style="list-style-type: none"> • Not everyone has access to internet (this is a university communication issue because people can’t go to online information from email links) • Persons at HSC wary of complaining 	<p>Dunn Hancock</p>	<p>Completed and ongoing: VPIT contacted the subject Tier1. Dean provided an explanation of the use of thin clients, which are used to provide better security and reliability. By using thin clients, the school reduces the chances of a security breach or outage. Each computer has access to the computerized patient information system/electronic health record system; the University’s email system; the University of Louisville websites; and a certain number of websites specific to the person’s job (e.g., insurance company websites). So while it is not true that some persons have no access to the Internet, it is true they have limited access. For example, they cannot go out to YouTube to view a video even if it is referenced on UofL Today.</p> <p>EVPHA concluded that the benefits of thin client platforms in the school far outweigh the risks of HIPAA and data security breaches, however, additional questions have been raised and we are investigating further.</p>
<p>Recognition of students</p>	<p>Jackson</p>	

<ul style="list-style-type: none"> • Concerned with identification of students (cheating is sometimes a problem) • Would like to have a student handbook/yearbook with photos (w/students' permission) 		
<p>External departmental review</p> <ul style="list-style-type: none"> • Need routine/regular review cycle (5 – 8 years) 	Goldstein Shumake	<p>Under consideration.</p> <ul style="list-style-type: none"> • Neville Pinto has experience with external review and he is sending that process • Already conduct regular reviews every 5 – 8 years
<p>Unconsciousness of students</p> <ul style="list-style-type: none"> • Students focused on electronic devices and walking slowly make it difficult for physical plant staff to get around campus and do their jobs • Personnel delayed and supervisors can't figure out why employees are late to assignments 	None	
<p>Get Healthy Now (GHN) Location</p> <ul style="list-style-type: none"> • If GHN moved to Humana Gym, many employees will not be able to go when on break • Will there be a fee associated with use of Humana Gym, any gym? 	Willihnganz	<p>Completed. Crawford Gym will be closing mid-March to move staff, fitness equipment and technology to Humana Gym. The SAC facility will remain open to faculty and staff. Humana Gym is scheduled to open in early April with grand opening plans scheduled for April 19, 2013. Humana Gym will be free to employees. Additional updates will be communicated through UofL Today.</p>
<p>Compression issues</p> <ul style="list-style-type: none"> • Is there anything the university can do to resolve compression issues for mid-level employees? 	Eells Goldstein Connally	<p>Ongoing: Salary compression is driven by market forces that squeeze salaries of individuals with several years of service as compared to relatively new hires. The university is gathering faculty salary information and will use this information to analyze the extent of current faculty salary compression, including how our faculty compare with those at comparable universities. Following this analysis, strategies will be developed and recommended to upper-level leadership to address problems that are identified. As is always the case in the current economic environment that</p>

		institutions of higher education are facing, addressing compensation and benefit-related problems will remain a constant challenge, but they must be faced to maintain and increase the quality of our faculty.
<p>New Services Department</p> <ul style="list-style-type: none"> Consider establishment of new department to facilitate services for efficiencies, including: working through the system; effect on other departments; time management; financial resources 	Willihnganz	