

**University of Tennessee Health Science Center (UTHSC)
Exempt Staff Council (ESC) Meeting
Tuesday, April 9, 2014
1:30-3:00pm
SAC 305**

Start Time: 1:30

Members Present: Lisa Aitken, Vanesa Baker, Randy Conway, Shelia Cooper, Teresa Hartnett, Jacquelyne McClarin, Helen Parsons, Sharon Richardson, Margaret Sularin, Ashley Tennessee Tiffany Trice Diane Weber, Marian Harris, Donna Lenoir, Ramona Jackson, Debbie Jackson

Members Absent: Keith/Samuel Chandler, Kimberly Harris, Pamela Houston, Jamie Overton

Welcome: **Chandra Alston, Associate Vice Chancellor of Human Resources:** Ms. Alston, gave thanks to the committee for their service so far within this year as she also acknowledged that this is the 2nd ESC meeting. The purpose of the Exempt Staff Council (ESC) was explained, as it relates to the responsibilities of the committee members: to relay pertinent information discussed at the meeting back to their departments and for them to also relay pertinent information from the department back to the committee.

An overview of the four different groups within the ESC Committee was briefly discussed (Employment & Training; Compensation; Benefits; Work Culture Improvement). The various meeting schedules, specific to the different groups was mentioned. Ms. Alston, also acknowledged the dedication put forth within the groups by completing over 50% of the HR Procedures within the UTHSC Policies. IT is in the process of getting some of these procedures added to webpage.

New Department Members

- Teresa Hartnett- *College of Medicine*
- Margaret Sularin- *Research Administration*
- Marian Harris- *Employee Relations Counselor in Human Resources*

Human Resource Updates

Compensation Training and Service Awards ~ Damon Davis, Compensation Team Leader:

Congratulations were given to UTHSC employees for completing performance evaluations in a timely manner. Mr. Davis mentioned that this is the earliest HR has received 100 % of the evaluations and been able to add them to the system.

This years' service award ceremony will be based on the *completed* anniversary dates that fall between, July 1, 2013 and August 31, 2014. The ceremony dates are as follows:

Service Award Ceremony Dates

- 5-10 year- July 31st
- 15-20 year – Aug 22nd
- 25 plus – Sept 16th

Mr. Davis will send out email reminder about these dates to the Business Managers in each area. Also, the UT Foundation will be recognized in these ceremonies but the actual awards will be provided by the Foundation.

Module 1 & 2 of Compensation training has been complete and Module 3 has recently begun and are on the HR128 calendar. Modules 1 & 2 of Compensation training and PDQ training will be offered again later in the year. Please be sure to sign up the key and relevant people in your department for this training.

Employment/Minors on Campus ~ Donna Lenoir, Employment Team Leader:

Ms. Lenoir and Ms. Brassel are working jointly to ensure compliance with the minors on campus initiative. Upcoming training will be offered regarding minors on campus.

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HR is hosting a program this summer that will give SCS students a great opportunity to be exposed and mentored in their potential areas of career interest. This is open to all departments if they would like to take advantage of this opportunity. At least 30 students will be on campus at least 20 hours a week for four weeks, during the summer starting June 2nd and I-9 forms need to be complete before they can start working, if you plan to have a student working in your department. HR will come to your department to pick up pertinent documents, if needed. This information has to be verified before the employee starts in order to be compliant with the department of labor.

Question: If the students are not being paid by UT, what documents do HR need, if any?

Answer: The students will still be required to have a background check through HR as well as all other potential employees

Benefits & Retirement ~ Debbie Jackson, Benefits & Retirement Team Leader:

Please be aware of the new Readers Digest that comes out at noon daily because most of the HR announcements will be filtered through this correspondence. The kick off campaign for the sick leave bank began April 1st and this year the goal is to obtain at least 150 new members. Committee members were encouraged to make sure the new employees are aware of the sick leave bank opportunities.

On site screening for the partnership promise is June and more information will be sent out closer to those dates. Also, going forward the benefits department will start to emails to each Business Manager, making them aware of the employees receiving educational assistance and the designated account information for verification.

Spreadsheets will also go out to the Business Manager, to notify each are of who is on FML. All relevant benefit information will also be update on the HR website.

Employee Relations ~ Marian Harris, Employee Relations Counselor:

Ms. Alston introduced Marian Harris to the committee and explained her role the recent transition from the Office of Equity & Diversity to HR. OED will handle all discriminations claims and violations of the law, while all other employee related concerns will go to Marian Harris in HR. If you have a concern in your, please don't be hesitant to call either department and you will easily be redirected to the appropriate area.

Ms. Harris added that information regarding all Employee Relations functions will be added to the HR website in the near future.

Concerns about random drug screens were mentioned. Ms. Alston will look into best practices for the system, when conducting random drug screens. Mr. Alston, mentioned if given reasonable suspension to conduct the screenings it has been practiced in the past.

ESC Member Updates

Jackie McClarin (Finance & Operations) ~ See attached minutes regarding the ESC Board meeting

Lisa Aitkens (IT) ~ Microsoft will not support Windows XP after 4/8/2014. The IT department is available to service your computer for upgrades and replacement for free, but the cost of the new hardware is at the expense of your own department.

The NAC system will be upgraded soon and this information went out through campus email. When the upgrade becomes available, please promptly upgrade your devices. After a week of the official upgrade date you will not be able to bypass this upgrade. Call the help desk if you need additionally assistance.

Sharon Richardson (Academic Affairs) ~ The department is currently, looking to contract with a company used by Knoxville called International SOS for international travel. This will be a minimum fee that will possibly be observed by the campus and therefore will not cost each department anything extra. This program will allow access to international travel 24/7, especially in emergency situations.

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Diane Weber (Operatory-Dentistry) ~ Recently the department has sent out a publication to the public to be involved in a cavity research study did not prove to be successful. Only 10 out of the 200 people needed participated. The college also has current renovation projects going on and the Dental Hygiene Program will be absorbed by Dentistry from the College of Allied Health in July.

Ramona Jackson (College of Nursing) ~ Accreditation program successfully completed. The department is currently working with bookstore on new initiatives. Recent glitches have been found in the imetric system, where IRB's are submitted electronically.

Vanessa Baker (College of Medicine-Pediatrics) ~ The department has had site good site visits and 3 audits are still pending completion. The billing for the Jackson Family Practice will be moved to LeBohner.

Tiffany Trice (Development and Alumni Affairs) ~ The department recently hired an employee named Michelle Gilcrese. Sharon and Tiffany are also on a lighting committee that will add LED lights to the Hyman Building.

Shelia Cooper (Pharmacy) ~ Pharmacy, currently has 2 Associate Dean searches in progress and Dr. Eoff is recently retired.

OED Update

Michael Alston, Assistant Vice Chancellor of Student Conduct and Director of OED: April is National Women's History Month, October is Domestic Violence Month and email correspondence will go out to bring more awareness about any related events.

OED has a new employee Kristen Tucker (Ethics Compliance Specialist). OED is also looking to fill a position for a Diversity Management Specialist.

As is relates to training, OED will also be purchasing videos that can possible be added to the ilogin page by IT, regarding sexual harassment. These videos will be offered as HR128 Credits in collaboration with other future department trainings. Ms. Alston, also mentioned that a domestic violence training class on Friday, 4/10/2014, was offered to each department. The event will be funded by HR.

In the search procedures candidates should be given the opportunity to self-identify in the pre offer and post offer process. The self- identify forms are now available electronically on the OED webpage. When you confirm receipt of application from faculty applicants, this link can now be provided in the letter. Also, the faculty listing has been organized on the HR website by department, allowing applicants and departments to know exactly what is posted for each department on the HR website.

Elect a replacement to the CIO Advisory Committee

This was briefly discussed and it was decided to bring it forward at the next meeting in the absence of some committee members.

Plans Moving Forward

Ms. Alston mentioned that the campus is responding well to the changes in HR. Therefore, in an effort to provide overall customer service, HR will be surveying the campus for feedback on continued service and satisfaction.

Changes will be made to upcoming newsletters (HR Reporter). Going forward the whole newsletter will focus on pertinent issues as it relates to existing issues or events, such as information received in compensation training, that pertain to both supervisors and employees.

As a new initiative, to provide relevant documentation, Ronnie Dickerson and Damon Davis will start to send out 3-month evaluation reminders to the Business Managers for all newly hired employees in addition to the 6-month evaluation reminders.

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Administrative Professionals Day is April 23rd and this day will be commemorated with a luncheon for all Administrative Professionals (more information can be found on the HR webpage). The key note speaker for this event is Vallie Collins, passenger of Flight 1549 that landed on the Hudson River. Her biography can be found on HR's Administrative Professionals webpage.

Next Meeting

The next meeting will be in June, combined with the ERC Committee for lunch.

End Time: 2:31 pm

Employee Relations Advisory Board Meeting Minutes*
Knoxville, Tennessee
March 20, 2014

President DiPietro discussed the upcoming Employee Engagement Survey, scheduled for fall 2014. The Compensation Advisory Board (CAB) in 2011 made recommendations for each campus/institute to establish a work culture improvement team. Among the many accomplishments were improvements to new employee orientation (UTIA); improvements to internet and intranet (IPS); supervisory training in compensation (UTK, UTSA, UTSI); leadership development (UTC); wellness and health – free flu shots and CPR classes (UTHSC); and communications (UTM). For further accomplishments, you may link to the CAB website at <http://humanresources.tennessee.edu/cab/>. As campus representatives, we are asked to encourage employees to complete the upcoming survey. More information will be distributed later.

Dr. DiPietro shared that the state is struggling economically, which is impacting the university's budget. The governor said this budget was the toughest since he had been in office (estimated \$240 million in new monies; \$340 million in new expenses). *Since the ERAB meeting in March, the Governor has retracted the proposed 1% pay raise for state employees.*

Agenda items discussed are listed below:

1. **Retirement Changes** – Considering the change in TCRS this year, will employees reaching their 5-year anniversary date after July 1 be able to buy into TCRS as it currently exists or the new TCRS plan going into effect July 1, 2014? Will there be any ability for any employees to buy into the TCRS plan currently in place after the retirement plan changes in July?

ORP participants who joined during the last 5 years will still have the opportunity to join the TCRS legacy plan. These will be the only new TCRS legacy members after July 1, 2014. After July 1, 2019, TCRS will still allow ORP transfers, but they will be from the new ORP to the TCRS hybrid plan.

2. **Expansion of Sick Leave Benefit** – Once we reach 15 years of service to the University, could we then receive 12 hours of sick leave; and if approved, can it be effective July 1, 2014?

Sick leave for regular, full-time employees is 8 hours per month regardless of years of service as provided in state statute. There are no plans to change leave benefits.

3. **Pay for Certification** – Why don't we allow Microsoft certifications to be a means of getting a raise—just like the CAP or attaining a degree?

The university's policy regarding a salary increase for attaining the CAP is to ensure compliance with state law. State law does not provide a salary increase for any other similar attainment – including degrees. CAB is reviewing the possibility of salary increases for professional development. If CAB recommends a proposal, HROs and CBOs will review before sending to president for administrative review/disposition.

4. **Partners' Benefits** – A UT Health Science Center employee wrote that he will be getting married to a same sex partner this year and wanted to know what to do in regards to his new spouse and his benefits. At the present time, the state does not recognize same sex marriages. He said that it is odd that UT wouldn't be at the forefront of offering equitable benefits to same-sex spouses. He said if it's good enough for FedEx, St. Jude, and even the Methodist Hospital system, then it seems logical and pragmatic that the UT system should be on board as well. He asks that UT recognize same-sex spouse(s) for the same benefits as opposite-sex spouse(s).

President DiPietro shared that the university is bound by state statute to participate in the state's group health insurance program and does not have the authority to implement a separate plan or to alter the current plan. However, UT will watch carefully for developments in this area.

5. Performance Review Process

- What can be done to ensure supervisors are doing their jobs when reviewing the performance of employees? For instance, the supervisor should meet at the beginning of the year to see what goals the employee would like to achieve and then discuss possible goals they would like to see the employee attain. Employees would also like to see a line added to the Staff Performance Development Review module to indicate that the supervisor would discuss with the employee any goals the employee may have or that the supervisor would like to see accomplished during the year. At the halfway point of the year, the supervisor should meet with the employee to see how they are progressing on those goals so that the employee is not surprised at the end of the year if the supervisor is not pleased with his/her progress.

In 2013, CAB implemented a 3-module required training series for supervisors. These modules cover the basics of UT compensation administration and the link between performance and pay and are in place to ensure that supervisors have the requisite skills to manage performance throughout the year (including the actual performance review). In this training, supervisors are taught the importance of goal setting and how to manage both departmental goals and individual performance goals as part of the performance review process. The modules also stress the importance of meeting occasionally to re-assess progress relative to goals, so that there are no surprises when the annual review takes place.

- Also at the end of the Staff Performance Review where the supervisor rates overall how well the employee is doing, the employees feel that they too should rate themselves as to how they feel they have done through the year as well as the supervisor's rating and that it should be part of the "review" process. Can this part be added for a requirement?

As part of the HR Strategic Plan, the annual performance review will become an electronic process, said Ms. Hendricks. At that time, system HR, with input from all campuses and institutes, will redesign the current system; and this suggestion will be considered. In the meantime, it is strongly recommended that employees complete a self-evaluation. While the self-evaluation will not stand in the place of the supervisor's evaluation of employees, it can and should be part of the overall evaluative conversation.

6. Partnership Promise

- An employee recently had his covered child in for their wellness visit and discovered afterward that the vision portion of the visit wasn't covered by insurance, which resulted in being billed separately. The vision portion consisted of a simple eye-chart read and cost around \$40. Can this part of the exam be added so the whole wellness visit is covered, especially since it's a very simple procedure taking a couple minutes at most?

These visits are covered. The actual charges are determined by the process the doctor uses for insurance reimbursement. The doctor's office does not have to file separately for the non-refractive vision exam. If they do file, they should only use specific CPT codes to be reimbursed. All other codes will be denied.

- How can folks verify the caller is, in fact, from Partnership Promise? Is there some kind of process or simple statement that callers can provide? If not, can one be established? This question comes from a call an employee received on January 30 that was problematic in a number of ways.

Healthways uses an engagement specialist initially to reach the member. Healthways does ask a member to verify his/her name, mailing address, and date of birth. These questions are required by HIPAA regulations to ensure privacy and security. If a member is concerned about the identity of a coach or customer service representative, the member can express the concern. The coach/rep will provide the phone number and ask the member to call back to verify.


- 7. **Differential Tuition** - Differential tuition has affected exempt, non-exempt and those even higher and is a great concern for employees. Employees have proposed that if the fees for differential tuition and on-line

support cannot be included in the fee waiver, that the department that employees the employee be allowed to pay these fees if the course is job related and benefits the department. The differential fee is used to support programs, new technology, expansion of advisory programs, and also funds the student career services center. This fee is assessed for College of Business, College of Nursing, and College of Engineering, and Computer Sciences classes. Many employees and department heads feel that this request is justified due to the fact that departments are allowed to pay for other beneficial employee development, such as training, workshops and seminars.

Differential fees were approved by the Board of Trustees as "course fees" (charged per credit hour by course), which is mandatory when enrolled in the course. The intent of the employee fee waiver (which is on a space available basis) is to provide waivers on the prevailing maintenance fees not associated mandatory fees. The same is true for professional schools and other programs like specialized MBA programs. In looking at the inventory of different additional fees, UTK and UTC have up to 42 different course-related fees, none of which are "waived." Most of these fees are dedicated income to colleges/departments that offset directly related expenses associated with the courses. If this continues to be an issue, it should be advanced to the Compensation Advisory Board for discussion and possible recommendation as the waiver policy is related to employee benefits, a part of the overall compensation consideration.

Other Meeting Notes:

- CAB is currently focusing on closing large compensation gaps which is their first priority; all other issues to be addressed at a later time.
- If raises are allocated, anticipated distribution method would be a flat dollar rate.
- UT is supportive of the Tennessee Promise which allows Tennessee students to attend community colleges at no cost. Students are required to maintain a certain GPA and to do community service.
- Strive to 55 – a goal has been set to have at least 55% of the state population with a post-secondary degree.
- Hope Scholarship Changes
 - **Current:** \$4000/year for years 1-4
 - **Original Proposed Change:** \$3000/year for years 1 and 2 and \$5000/year for years 3 and 4
 - **Amended Proposal:** \$3500/year for years 1 and 2; \$4500/year for years 3 and 4.



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*Please note this is a condensed version of the meeting minutes. If you would like to see the full set of minutes, please contact me.