

**Employee Relations Organizations Meeting**  
**MINUTES**

Wednesday, February 26<sup>th</sup>, 2020  
HR Training Room  
910 Madison Ave., Suite 753

**Representatives Present:**

**ERC:** Amber Carter, April Thompson, Carla Griffin-Coruthers, Jackie Cotton, Jasmine Bowles, Jean Perdicaris, Joyce Hamilton, Katora Jones, Linda Johnson, Lyncie Crawford, Nathan Tipton, Nury Magana, Robyn Taylor, Vickie Christian, Andrea Briggs

**ESC:** Blake Dingman, Daniel Hutchinson, Dorothea Owens, Kaining Zhi, Kimberlee Norwood, Lisa Hall, Stephanie Breuer, Vanessa Baker, Venus Claxton, Yin Su, Felicia Washington

**Representatives Absent:** Dorothea Owens, Daniel Claxton, Jackie Fox

➤ **Welcome ~ Debbie Long, CAP, Training Specialist in The Office of Human Resources**

Debbie Long welcomed the group and briefly reviewed the agenda for the meeting.

➤ **Correction to January Meeting Minutes -see Meeting Minutes Friday January 17, 2020 (revised 02/26/20)**

➤ **Area Updates:**

- Dentistry (ESC and ERC)
  - Dentistry business office is moving around (physically and organizationally) currently relocating people, onboarding a new assistant dean, and is updating several operations such as billing. A more streamlined process is to come in areas of insurance, billing, etc.
- IT (ESC)
  - Still onboarding new CIO, Dan Harder, as groups shift with applications – such as the Product management group who provides support for applications like DUO notifications (two factor authentication system) as more applications are being paired with DUO. New role of Deputy CIO – Vickie Massey – ensures operational and day to day needs are being met. New Chief Information Security Officer (CISO) Dennis Leber is continuing to onboard as well.
- Facilities (ESC and ERC)
  - Bringing online a call center for work requests, including Archibus requests. Currently still training four new employees to operate the call center.
- Pharmacy (ESC and ERC)
  - New faculty and staff members have come on board, remaining at typical day to day operations.
- GHS – no updates
- College of Medicine (3) Nathan Tipton - Physiology, CoM - Knoxville (ERC)
  - Transitioning after Sr. Admin has moved to a new position.
- Forensic Center
  - New clerical staff is being trained, preparing for accreditation inspect this Friday (February 28<sup>th</sup>).
- Finance – no updates
- College of Medicine (1) Andrea Briggs – no updates

- AFSA (ERC and ESC)
  - New Digital Measures program being implemented. This allows faculty to record & track teaching, research & service activities – and allows for the generation of reports for annual evaluation, reappointment, promotion, & tenure reviews., and personnel evaluations are underway
- Health Professions (ERC)
  - Departments of Health Informatics and Information Management (920, 5<sup>th</sup> floor) and Clinical Laboratory Sciences (930, 6<sup>th</sup> floor) has merged into one department called Department of Diagnostic Health Sciences is in 930 Madison, 6<sup>th</sup> floor
- Nursing+ (HR, OED, Center for Health & Justice, and Printing) (ESC)
  - Update from HR
    - New summer internship program, open to college juniors and seniors, but is not yet communicated to colleges is going to offer 10 spots for an internship; 2 in COM, 2 in COMM, 2 in IT, 1 in HR, 1 in Student Affairs, 1 in Finance, and 1 in Dr. Brown’s Office. The job is posted on the UTHSC job page in Taleo (through external applicant link).
    - Encourage coworkers to take the survey circulating about Dental Insurance for feedback.
- Nursing (ERC)
  - New staff in Nursing
- ERC College of Medicine (2) Joyce Hamilton
  - Holly Rounds has moved to official director over Pediatrics
- Communication and Marketing+ (Printing, Space Planning & Utilization, Food Services, OED, HR, Campus Police, Fitness Center, Student Alumni Center) (ERC) – no updates
- College of Medicine – Knoxville and Chattanooga (ESC) – no updates
- Research (ERC) – no updates
- Research (ESC)
  - Office of Research keeps webpage updated with research related speakers, training, etc. that is available to the campus – Encourage staff to check it out.
- Graduate Health Sciences (ERC and ESC) – no update
- Forensic Center, Plough Center, Campus Police (ESC)
  - Campus Police survey is circulating via email – Please complete and encourage your coworkers to complete.

➤ **Compliance**

- **Employment Eligibility through Form I-9 (federal and state law)**
  - *Form I-9, Employment Eligibility Verification, requirements come out of the Immigration Reform and Control Act of 1986 (IRCA). IRCA prohibits employers from hiring and employing an individual for employment in the U.S. knowing that the individual is not authorized with respect to such employment. Employers also are prohibited from continuing to employ an individual knowing that he or she is unauthorized for employment. This law also prohibits employers from hiring any individual, including a U.S. citizen, for employment in the U.S. without verifying his or her identity and employment authorization on Form I-9.*
  - Form I-9 can be completed 1 month prior to hire, but no later than within 3 days of hire.
  - Verification of documentation must be completed no later than within 3 days of hire.
  - Employees with work visas must maintain valid work authorization for the duration of the employment with UTHSC, visas must be updated with HR as they are issued.
  - I-9 and supporting documentation is scanned and kept on file within the employee’s IRIS file.

- **Background Checks covered in HR0143 – Recruiting**
  - Background checks are required to legally cover the employee.
  - A background check is required for every person on this campus.
  - Certain departments may require additional screenings, such as drug screenings, depending upon the type of position and the responsibilities associated with said position.
  - Responses to background check requests may be slow to return results, this is due to some counties and states remaining with a paper system, environmental issues, lack of personnel, etc. Background checks are also conducted with other countries in some cases, and these responses take time as well.
  - No personal information is revealed to the hiring department. HR will communicate a cleared or not cleared status to the hiring department, the final decision to hire is still the department's but HR will maintain a third-party presence to ensure fairness.
  - Question: Should the department proactively contact references?
    - Answer: It is up to the department if they would like to do so, however it should be kept in mind that only certain questions may be asked to maintain legal compliance and fair hiring practices.
  
- **Post-hire survey**
  - HR keeps all comments and data.
  - Any comments that present a pressing issue will be referred to Employee Relations for investigation.
  - All post hire surveys are reviewed, and all comments are considered by HR in order to improve on something we need to do or are already doing.
  - The survey is not anonymous; however, no names are given to the department if an issue needs to be brought to the department's attention.
  - Please encourage the new hires to take the post-hire survey and be honest when entering his/her answers.
  
- **Exit Clearance Procedure and Exit Interviews – covered in UTHSC Procedure 125 – Employment Clearance and Exit Interviews, and HR0125 – Exit Interviews**
  - **Exit interviews:**
    - Once an exit clearance notice is sent, a survey is automatically sent to the separating employee's UTHSC email.
    - Process is managed by Damon Davis, Director of Compensation in HR.
    - HR will reach out to the separating employee if adverse information is received.
    - Currently the exit survey information is for HR use only with the intent to catch continuing issues or potential issues within departments.
  - **Exit Clearance Procedure**
    - A manager may take employee items (badges, keys, etc.) and return to the appropriate departments (i.e. Facilities, Campus Police, Parking, etc.) on behalf of the employee.
  
- **Job Postings – UTHSC Procedure 143 – Exempt and Non-Exempt Staff Recruitment & Temporary Help Pool Procedure**
  - HR's role is to ensure a candidate meets minimum qualifications for the posted position and forwards the qualifying applicant's application to the hiring department.
  - If pieces of information are missing from the application, the department can call HR Recruitment to receive documents that are needed. (Example: a resume is not marked as a relevant file by the applicant, when the application is forwarded on the resume is not a viewable

attachment. The hiring manager may then call HR Recruitment and HR Recruitment can pull the resume and forward to the hiring manager.)

- Standard posting time for an open position is five (5) days for a non-exempt role, and thirty (30) days for an exempt role. Exempt level positions must also be screened by OED.
- Departments may extend posting time of positions.
- Advice to applicants: Tell interested parties to compare his/her resume to the job posting and look for similarities to better ensure s/he qualifies for the position.

- **Personnel File Review and Release of Information – HR0130 – Personnel Files and Release of Information**

- Only certain information is viewable by a party – certain information such as social security number and banking information are redacted.
- HR does not allow review of Performance Evaluations, instead HR will tell the hiring manager who is inquiring whether the employee “met expectations” or “did not meet expectations” for each year. Letters of improvement and improvement plans are not viewable, HR will only state whether one does or does not exist but will not reveal the contents of the improvement plan.

- **Set next monthly meeting date and time**

- Topic: TBD
- March 24<sup>th</sup> 9:00am – 11:00am

- **Announcements**

- Representatives received a name badge to wear around campus to identify them as an employee representative. Each representative must wear the badge to events, large meetings, department retreats, etc. and to wear daily if they so choose.