

OPERATIONS STAFF EMPLOYEE ADVISORY COMMITTEE MEETING
10/21/08 MINUTES

Present: Amy Diamond Barnes, Kelly Brown, Jerry Clark, Eddie Irvine, Rick McKemy, Cabot Miller, Mary Katherine Snead, Larry Stuart, Mike Moore, Christopher Vess,

1. Introductions

Amy introduced Mary Katherine Snead and Jeff Hanna and explained their roles at the university. The committee members introduced themselves and their work areas within the university.

2. Newsletter – Communication Preferences

Jeff Hanna, Washington and Lee's new executive director of communications and public relations joined us for the first part of the meeting to discuss internal communications. He led a structured discussion on how committee members get campus information. Some important themes emerged:

- Employees agreed they prefer hard copy of information that is 'need to know' (example CTO). This allows individual employees the opportunity to read the information for themselves and prevents misinformation, speculation and undue burdening of supervisors.
- Accessible language is needed. 'Compassion' and 'inclusiveness' were given as examples of language that some staff may not understand that could prevent them from fully understanding the administration's vision. Years ago, the slogan 'W&L is a family' was used – this was clear and accessible to all employees and over time became reality.
- Employees would like 'nice to know' information to be included in a newsletter, such as benefit updates, additional information on retirement, HR policies, etc.
- The newsletter should have information about retired and current members of the W&L community. It should feature individuals and departments and serve to keep people connected. It was also noted that the newsletter should be positive and interesting to read, including highlights of how W&L is interacting with the larger Rockbridge community.
- Amy posed a possible 'Q&A' section to allow employees to submit questions to HR that could be answered in the newsletter. There were concerns this would not have the intended effect of decreasing rumor and 'questions you do not want to answer' would be posed.
- The newsletter should be monthly.

3. Work/Life Initiative

Amy asked for reactions to the Work/Life Initiatives meetings. People were encouraged to hear what President Ruscio had to say. Further, it was important that it came from the President. This helped people feel like they are part of a team and demonstrate that the administration is moving forward on these issues.

Q) Why is implementation of the salary plan not happening until 2014?

A) 2014 is the date at which the compensation program should be completely implemented. Implementation begins this fall, but due to the high estimated cost it will take time to fully implement. Amy explained that there will be a FAQ to address issues

such as this one. There was consensus that this will be helpful.

Q) How is the overall economy affecting W&L?

A) A letter from the Treasurer will come out this week to clarify this point. Amy added that the administration is committed to the initiative even in these difficult economic times.

Q) What is the right thing to do about retirement given the current economic situation?

A) Amy said that HR is working with TIAA-CREF schedule some programs to address this issue.

4. Combined Time Off (CTO) Program

Amy updated the group on the status of the CTO proposal. The proposal has been to the President's Council and while they were inclined to go with the flat accrual (since all employees have the need for flexibility and for additional time off), the feedback that Amy got from the EACs regarding graduated accrual rates was considered. The latest graduated accrual schedule is a compromise that will accelerate the accrual while still recognizing years of service.

The new CTO accrual schedule is:

Years of Service	CTO Days per Year
0-2 years	20 days
3-5 years	25 days
6+ years and all exempt	30 days

Q) Is it true that CTO is a way to correct attendance abuse in the past?

A) The primary goals of CTO were to give staff more flexibility in the use of paid time off (for example, to allow staff to use time off to care for members of their family who needed their care) and to standardize leave administration across the university. The CTO program will actually give more days to the majority of people. It was not designed to be a "take away" or to correct abuses of the current sick leave policy. As a side benefit, CTO programs have been proven to reduce unplanned absences by about 25%.

Q) Why are the floating holidays being taken away? Couldn't they just remain separate?

A) While floating holidays were originally given to employees to replace other holidays that are not regular paid university holidays, most people have been using the floating holidays as extra vacation days. By building them into the CTO program, staff can use them in whatever way works best for them.

Q) Some people are confused about CTO. Committee members feel people will be less upset once they understand the program. How will this understanding be ensured?

A) Amy answered that communication of the program is important. She said that she plans to have open meetings to explain how it works, and to answer questions about any details. These meetings will be scheduled over the next few weeks and at various times throughout the day to meet the needs of employees with a variety of schedules. Amy explained that there will be meetings for supervisors first (so that they can be prepared to answer any questions their employees have), then open sessions for employees (mixed,

not department specific). Amy offered to follow up after the open meetings by going out to departments or to specific locations to answer questions and to talk about the new role of HR. Mary Katherine will accompany Amy as a means to introduce herself to various areas of the University staff.

Q) Why was there confusion from other committees about the proposal?

A) There was some confusion that the EACs would vote on the proposal. This speaks to the charge of the committee, which is to be advisory. Specifically regarding CTO, Amy took the EAC's interest in maintaining a graduated accrual to the President who responded by agreeing to the modified accrual schedule instead of the flat rate approach. While the proposal does not look exactly the same, the feedback from the committees was heard and is reflected in the outcome.

Amy said that she would like to talk with the committee at a subsequent meeting to brainstorm ideas of other ways that W&L can to honor seniority.

5. EAC Charge.

The charge for the Employee Advisory Committees is as follows:

The Employee Advisory Committees promote effective and direct communication between all non-faculty employees and the administration. The Executive Director of Human Resources chairs the committee meetings which serve as forums for discussion. Committee members provide advice and input on a variety of human resource issues and may make recommendations for consideration by the appropriate administrative unit of the campus.

There are three employee advisory committees:

- Operations Staff – comprised of hourly employees from Athletics, Dining Services, Facilities Management and Public Safety;
- Office Staff – comprised of hourly, non-exempt employees working in administrative and academic offices; and
- Professional Staff – includes professional, managerial, and Information Technology employees.

Committee members are appointed to ensure a broad representation of the different functional and organizational areas of the University. Members will each serve a two year term and are appointed by the Vice President for Finance and Administration upon recommendation of the executive Director of Human Resources.

Amy summarized by saying that she sees each EAC as a way to improve communications – an opportunity to bounce ideas around and speak openly.

We need to determine who will rotate off the committee at the end of this year. Since there are 9 members of the committee, we will need to have 4 members whose terms will be set to end in June, 2009. There was some discussion about representation and there is interest in adding a custodian to the group since they are not represented on the Committee. This topic will be continued at the next meeting.

6. Mercer Design Team

Amy explained that the University is putting together a design team to work with HR and Mercer on a new classification/compensation/talent management program. Kelly Brown has agreed to be a part of that team. Mercer wants to keep the team small, so there will be focus group sessions at various points in the process to solicit feedback from across the community.

Minutes respectfully submitted by Mary Katherine Snead, Human Resources.