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Staff Council Meeting Agenda and Minutes

Human Resources

8-21-2020

Staff Council Meeting Minutes

Georgia Southern University, Staff Council

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Staff Council Meeting
August 21, 2020
Zoom | 9:00 am - 11:00 am

Administration/Guests: Annalee Ashley, Rebecca Carroll, Maura Copeland, Dr. Brian Deloach, Dr. John Lester, Dr. Kyle Marrero, Dr. Carl Reiber, Ron Stalnaker, Robert Whitaker, and Dr. TaJuan Wilson.

Staff Council: Will Avra, Paul Barnes, Jeff Blythe, Nichole Booker, Megan Bouchillon, Victoria Brannen, Tina Brookins, Janee Cardell, Franklin Collins, Kimberly Couch, Tiffany Courdin, Kelly Crosby, Cinnamon Dowd, Mary Driggers, Theresa Duggar, Andrew Durden, Ava Edwards, David Henry, Jessica Hersey, Devon Hodges, DeAnn Lewis, Memory Littles, Jonathan McCollar, Hal McCool, Michael Murphy, John Pate, Matthew Pulliam, John Ramfjord, Betsy Reaves, Matthew Reynolds, Matthew Shingler, Hollie Sisk, Lindy Sherwood, Jasper Stewart, Trina Smith, George Stovall, Greg Surette, Taylor Scott, Ashley Thornton, Tommy Thurson, and Lauren Tremble. **Regrets:** Michael Morgan. **Absent:** None

Call to Order: The meeting was called to order at 9:02 am.

Consent Agenda and Minutes of Meeting

- Adoption of August 21 agenda
 - Motion to adopt by Kelly Crosby and seconded by Lindy Sherwood. None opposed.
- Approval of minutes from July.
 - Motion to approve by DeAnn Lewis and seconded by David Henry. None opposed.

Presidential Updates & Comments – Updates from Dr. Kyle Marrero are as follows:

- **COVID-19 Updates**
 - COVID Situation Representative group, consisting of 20 representatives, still meeting three times a week. Each representative contributes a report that includes a tier system rating of their respective area.
 - Tier 1 = operationally solid with no issues and no cautionary notes
 - Tier 2 = still fully operational, but includes cautionary indicator (not necessarily in trouble, just means keeping close watch)
 - Tier 3 = modification to operational status
 - Dr. Marrero discussed the group's normal agenda items with Council:
 - Community Health Service Status | Dr. Brian Deloach and Dr. Stuart Tedders
 - University Health Care Status | Dr. Deloach and Dr. Tedders
 - Testing Availability Status | Dr. Deloach and Dr. Tedders
 - Dr. Deloach walked Council through what he looks for and what information he typically shares with Sit-Rep group for these three agenda items
 - Currently a Tier 1 for Community Health Service Status and Testing Availability Status. Currently a Tier 2 for University Health Care Status due to additional staffing being needed (Health Services is in process of hiring new nurses to alleviate need)
 - CARES Service Center Status | Ron Stalnaker & Dr. Tedders
 - Ron Stalnaker provided updates on our CARES call center
 - Currently Tier 1
 - Will be releasing weekly statistics on positive cases for faculty, staff, and students on all three campuses - Every Monday at Noon
 -
 - Institutional Operations and Sustainability | Rob Whitaker
 - Currently a Tier 1 for staffing, central PP inventory, total number of isolations beds in usage, and trends for leave time in staff members



- Student Affairs Services \ SARC Team | Dr. Shay Little
 - Currently Tier 1 on number of student accommodations, inventory of masks of student organizations
- Enrollment Management | Dr. Scot Lingrell
 - Currently Tier 1 for all of Enrollment Management's team operations
- Curriculum Delivery Status | Dr. Carl Reiber
 - Currently Tier 1 regarding number of students/faculty in quarantine
- ITS Delivery | Ron Stalnaker
 - Currently Tier 1 with no issues in technology needed for curriculum delivery or in technology supply chain
- Accommodations and Flex Time \ Telework Request Status | Rebecca Carroll
 - Please see HR Updates below for these metrics
- External Relations | Annalee Ashley
 - Discussion of local ordinances, CARES funding opportunities, new state or federal regulations, any other external or environmental factors
- Inclusive Excellence | Dr. TaJuan Wilson
 - Discussion of how pandemic is disproportionately affecting minorities and looking out to make sure their needs are advocated for and addressed - helping university to be culturally conscious in decisions
- Public Safety Status | Laura McCullough
 - Any updates from a public safety standpoint
- Athletics Status | Jared Benko
 - Testing procedures for athletes
 - Currently a Tier 1 status with practices underway and games scheduled
- Legal Affairs Status | Maura Copeland
 - Updates on Tickets from Legal Office and any legal issues
- University Communications Status | Dr. John Lester
 - Active communication to address new guidance as well as misinformation
 - Resource page continuously updated on University website
- **Enrollment Updates**
 - Summer Enrollment
 - 2% increase in enrollment
 - Almost 4% increase in credit hours
 - Fall Enrollment
 - 3.01% increase in enrollment compared to this date in the previous year
 - Undergraduate - up 2.8%
 - Fully Online - up 14.29%
 - Graduation - up 3.95%
 - Dual Enrollment - up 31% (only approximately 200 students)
 - 2.83% increase in total credit hours
 - Numbers not finalized until census in October
 - Trending to be the largest freshman class in the history of Georgia Southern
- **Leadership Score Cards**
 - Score Card results are in for all VPs and Cabinet members for FY2020
 - Available under mygeorgiasouthern.edu portal
 - Two records achieved:
 - Highest 4 year graduation rate
 - Over \$10 million in faculty research sponsored research output
 - FY2021 Score Cards Now Available
 - New goals and measurables loaded
 - New Inclusive Excellence section



- Goal = 80% of faculty/staff receive inclusive excellence training
- **Questions**
 - President invited questions from the Council:
 - Question: Can face shields be worn instead of face masks?
 - Answer: Dr. Deloach explained that there is currently not enough data to support the use of a face shield in place of a face covering. At this time, our position is to require a face covering that covers the nose and mouth. Face shields alone are not an appropriate alternative. Maura Copeland clarified that no students had asked for or been granted accommodation to not wear a mask or to just wear a face shield. There have been two faculty that have received accommodations for being unable to wear a face mask. Dr. Marrero reminded staff to reference the [FAQs page](#) because many questions can be answered quickly and accurately. Specific language and guidance from the CDC regarding face masks\shields can also be found [here](#).
 - Question: What is the process for hearing impaired staff to request clear masks to help with lip reading?
 - Answer: Employee needs to complete an HR ticket to start the process. HR will then work with that employee and their department to make sure they can be best accommodated. Faculty need to follow the same process.
 - Question: As far as the weekly reports on COVID numbers, will it be cumulative over time? Or just for the week?
 - Answer: The numbers will be reflective of the week.
 - Question: What can we do about the limited capabilities of Zoom meetings for the hearing impaired? It does not have closed captioning abilities unless a meeting attendee manually types in dialogue during the meetings. Can we do something to help accommodate?
 - Answer: Staff, Faculty, or Students are encouraged to complete an accommodation form to explore their situations and to identify any potential accommodations. Ron Stalnaker will follow up with Zoom on technology side to see if they have any suggestions.
 - Question: What are our plans for staff members who have children in the local school systems that have to switch to virtual learning?
 - Answer: If school systems switch to completely virtual, an employee can submit a telework or flexwork request (they do not need to give reasoning for this, just submit the request to start the process of determining if their job can be done from home). If it is the case of a child being sent home for quarantine, employees are encouraged to submit an HR ticket to explore their individual situation.
- Dr. Marrero concluded his updates with a special thank you to all staff for their hard work during these challenging times and for a successful reopening of campus.

This concluded updates from Dr. Marrero

Human Resources - Updates from Mrs. Rebecca Carroll, AVP, as follows:

- **Campus Reopening Training**
 - Available for supervisors and employees through Building a Better U
 - Sent via campus email on August 4th
 - Encouraged supervisors and employees to watch video and training session
- **HR Metrics**
 - 298 Total Employee Accommodation Requests (ADA) due to COVID



- 2.68% are being reviewed between HR and department
- 2.68% denied
 - Due to no medical diagnosis or not submitting further documentation
 - 2 staff have been denied because their job functions require them to be on campus
- Overall Approval Rate = 94.63%
- 240 Total Flextime / Telework Requests
- HR Ticketing System for Month of July
 - 2,800 tickets created
 - 2,785 solved
 - Highest percentage of solved tickets since system implementation
 - 1,414 phone calls
 - 99.38% answered
 - July Customer Satisfaction Rating = 95.78%
- **Telework and Flextime Policy and Process**
 - Workflow and process located in the [Return to Workplace Guide](#)
- **Questions**
 - AVP Carroll invited questions from the Council:
 - Question: Is the telework request separate from the other accommodation request?
 - Answer: Yes, the ADA accommodation process is completely separate and is for the employee's own health condition.
 - Question: How can we help those that are denied because their work cannot be done off campus?
 - Answer: Each case is dealt with on an individual basis. Samantha Rossi and her team in HR look and correspond with each case to begin dialogue between the employee, HR, and the employee's supervisor to explore other opportunities and determine best practices for that specific case.
 - Reminder: Please see the [Human Resources FAQs page](#) for the most accurate and up-to-date information related to Covid-19 Response and the Return to Campus Plan. If your questions are not listed, open a help ticket via the [MyHelp Center Ticketing System](#).

This concluded updates from Human Resources, AVP Carroll.

Office of Inclusive Excellence - Dr. TaJuan Wilson, AVP

- Inclusive Excellence Action Plan
 - Plan has been fully approved by USG
 - Finalized plan expected to roll out in the next few weeks
 - What specifically can Staff Council do to support Inclusive Excellence?
 - Create an IE Action Plan for Staff Council
 - Faculty Senate is in process of creating theirs
 - Assist with Launch of Employee Resource Groups
 - Participating in and consider hosting virtual training opportunities
 - Review and offer feedback on the campus climate survey draft
 - Provide feedback on new employee orientation (when developed)
 - Apply for the IE seed grant program
 - Promote DiversityEdu training
 - Collaborate with the IE Faculty and Staff Fellows
 - Campus Life Enrichment Committee (CLEC) Funding
 - Funding available for programs focused on Inclusive Excellence



This concluded updates from Inclusive Excellence, AVP Wilson.

Committee Reports

- Treasurer Report | Paul Barnes
 - Shelley Merrick Textbook Scholarship Fund = \$1,826.80
 - Staff Advisory Council Discretionary Fund = \$ 1,053.62
 - General Staff Council Account = \$2,909.73
 - Staff Development Account = \$15,300.00

- By-Laws Committee | DeAnn Lewis
 - Studying current bylaws to see if any adjustments need to be made or language added to account for new virtual environment of meetings
 - Examining elections process to identify a set procedure for handling council members' resignations and their subsequent replacements or transfers (of representative area)

- Communications Committee | Lindy Sherwood
 - Organizing new Staff Council newsletter
 - Council members encouraged to send content ideas to committee

- Fundraising and Scholarship Committee | John Ramfjord
 - Received six applications for Shelley Merrick Textbook scholarship - All awarded
 - Working on easier process for year to year committee transition

- Staff Development Committee | Tina Brookins
 - Framing survey for virtual conferences
 - Deliberating virtual conference details such as timeframes and themes
 - Discussing needs for facilities for staff who may not have resources to attend virtual conference

- Staff Outreach and Special Events Committee | Scott Taylor
 - Identified two dozen activities/events to perform service to campus communities
 - "Six Feet Together" - Refocus on outreach
 - Created spreadsheet to track events/activities - Looking to finalize proposals by next week

Old and New Business

- No updates at this time

USG Staff Council - Updates from Jasper Stewart are as follows:

- Last meeting was August 12, 2020.
- Georgia Employee Career Development Center
 - Update from GA Tech: Project on hold due to COVID and complexity of reopening plans
 - Goal is to help staff with professional development within the System
- USG Staff Council Conference
 - Hosted by Fort Valley
 - Fully virtual

President's Diversity Advisory Council (PDAC) - Updates from DeAnn Lewis are as follows:

- All colleges have created their own Diversity committees that are chaired by PDAC member
- All units working toward creating and following through action plans dedicated to Inclusive Excellence

Important Dates

- Next Presidential Update with Staff Council, September 4, 2020



- Next Staff Council Monthly Meeting, September 18, 2020

Meeting Adjourned at 10:27 am

- Motion to adjourn by DeAnn Lewis and seconded by Scott Taylor

Minutes recorded and submitted by Ashley Thornton