University of Memphis Staff Senate Meeting Minutes
December 19, 2013

Present: JoAnn Ammons, Barbara Bekis, Brigitte Boyd, Lindsey Bray, Ann Brock, DebraAnn Brown, Hugh Busby, Constance Butts, Nick Conway, Ilene Cooper, Vonda Dede, Rodney Gray, Racheal Hall, Sharon Harber, Ashley Holloway, Riviera Hollowell, Ann Hudson, Robert Marczynski, William Mueller, Vickie Peters, Penny Saed, Gina Savell, Kate Sims, Sherri Stephens

Excused: Karen Bell, Dan Bureau, Debra Cummings, Alfreda Davis, John Farrell, Lisa Justen, Debra Turner, Jennifer Walker

Unexcused: Marco Anderson, LaTondra Arnett, Bradley Arnold, Charles Black, Pam Chambers, Candy Donald, Emma Elliott, Loren Estes, Brad Frewin, Rosemary Frix, Larrick Johnson, Amy Jones, Georgette Kearney, Nichole McBride, Keri Means, Kutanya Niter, Nicholas Racz, Lofton Wilborn, Brian Wilcox, Gary Yarbrough

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President Hugh Busby called the meeting to order

Roll Call

Guest Speaker: Ellen Watson, CIO & Vice Provost, Information Technology
- Introduced Sue Hull-Toye (Asst. Vice Provost, Information Technology) and Robert Jackson (Assoc. Vice Provost, Information Technology) who accompanied her to the Senate meeting today, made note that part of the reason she asked them to come to the meeting was to help show how they are a team.

- Senator Watson described Information Technology (IT) as an "Organization in Motion" referring to a graphic of the acronym MOTION (found on the CIO & Vice Provost of IT's blog at blogs.memphis.edu/cio):
  - M – Motivation
  - O – Ownership
  - T – Trustworthiness
  - I – Innovation
  - O – Opportunities
  - N – Nimble

- The next graphic Senator Watson described, "IT's Conceptual Model", was about resource management, how it relates to the priorities of the President's office, and eventually the overall University mission and strategic plan (http://blogs.memphis.edu/cio/files/2013/11/conceptual-model-20131108-1pv4ce0.pdf). The model encourages a widely diverse group of people to be assigned to each project by having employees from all areas of IT on each team. The first diagram shows arrows going around in a circle taking the viewer through the following IT Services:
    - Teaching and Learning
    - Research Computing and Statistical Support
    - Core Systems and Processes
    - Technology Utilization Services
    - Infrastructure

- Senator Watson stated that IT's Organizational Model (http://blogs.memphis.edu/cio/files/2013/11/organizational-model-20131108-uyiaqy.pdf) is more abstract than the conceptual model, and though it is shown as a basic organizational chart it allows employees to work on a broader scope.

- The floor was opened for questions.

- Senator Vickie Peters asked: I see how it could be beneficial if all areas of IT are working together on a project but don't you lose the specialized knowledge of the team members over time?
    - Answer: No, we pull those with specialized experience and knowledge into specific teams. Senator Watson said, "It is exactly that specialized knowledge that we need when we look to pull people into a team". She noted that it was a good question because we need to know that the specialized knowledge will not go away, and that we are not trying to create a group of employees who all have the same general knowledge and experience. She also noted how critical customer service is for staff across all of campus and reminded us that we must support our staff success in order to support our students.

- Senator Peters asked if there was a way to create email address directly related to a job/position rather than only a person. She said part of the difficulty in dealing with IT is that people never know which person to call when they have an issue. If there were email addresses to positions it wouldn't matter if the person holding the job recently moved to another department because the email/issue would go directly to the new person whose job it is to handle it.
    - Answer: Yes, it is relatively easy to set up an "office" or "job" email address by submitting a Help Desk. Our Help Desk staff is receiving more training to enhance their scope of knowledge. Also if you find broken links on our web pages please submit a Help Desk so we can get it fixed.

- President Busby asked Senator Watson if she would speak about the program to recognize excellent customer service from your LSP.
    - Answer: Certainly. The ITS (Information Technology Services) department has a program called "RITE On Awards" where employees can nominate an ITS employee who goes "above and beyond". Recipients of the award receive a certificate and a small gift such as Malco tickets or a pizza gift card.

Announcements
- President Busby announced that the canned food drive was extremely successful. We collected 807 lbs. of food, about 200 lbs. more than last year.
    - Senator DebraAnn Brown stated she still had items to be picked up in her area, what should she do with them?
    - President Busby asked her to email him and he would take care of getting someone to pick it up and get it delivered.

Approval of November Minutes
- It was pointed out that the November Minutes incorrectly reported the Staff Senate budget balance as $39,211. (The correction has been made.)

- Senator Ilene Cooper was incorrectly marked as Unexcused for the November meeting. This has been corrected and she is now marked as Excused per the communication Senator Cooper sent prior to the meeting on 11/21/2013.

- Motion to approve the November 2013 Minutes: Bridgette Boyd

- Second: Rachael Hall

Committee Reports
- Budget: The Staff Senate budget remains at $3,921.11.

- Issues & Review: No report

- Campus Safety and Security: No report – (via John Farrell Email)

- Facilities and Services: No report

- Fee Refunds and Appeals: No report

- Food Services/Dining: No report

- Public Records and Forms: No report

- Space Planning: No report as this month's committee meeting was cancelled this month. Expect a large report next month – there is a lot on the agenda.

- Traffic and Parking: No report

- Policy and Review: No report

- Sustainability: No report

- Bylaws committee: No report

- ESAC: No report

Questions/Concerns
- Senator Robert Marczynski asked about the online suggestion box and if, in the "Reply" column, the answer is always "No". He asked: Are we replying to the Staff's questions and concerns, and if we are, can they see the answers?
    o Answer by President Busby: If the person who submits a question or comment does not identify themselves and/or leave their email address we are unable to respond to them and the message is completely anonymous.
    o Senator Marczynski asked if the comments/questions are ever forwarded to the departments that are referenced.
    o Answer by President Busby: Yes, we forward the emails to the department.
    o Senator Vickie Peters asked if we can have an auto-reply message on the submissions that says something like, "Thank you for your input"?
    o Answer by President Busby: Yes we can do that.

- Senator Marczynski stated that we all know about the changes to the budget. And the Provost's emails and blog are good but they are pretty much directed to the faculty. Staff does not get the same support and information directed to them. Can we press the Provost or maybe HR to come forward and address the Staff more directly?
    o Answer by President Busby: Announced that Senator Marczynski and the rest of the Senate will have the opportunity to address their issues with the Provost when he comes to our Senate meeting in February.
    o Senator Sharon Harber added she has been told that in the College of Arts and Sciences the Dean will have a major say in the changes (eliminations, reclassifications, reduction in force, etc.) within his scope of responsibility including staff positions. The changes will begin in the spring.

- o Senator Marczynski remarked that an email or blog addressing the Staff, like the Provost's blog that is mostly directed to the Faculty, would be very helpful and comforting. Even if the message was that there was no information yet, it would be better than no message at all. He noted that it is great that the information to and about the College of Arts and Sciences is coming out in the spring but the school year ends in May and if someone is being cut they won't have much time to prepare.
  - o Senator Peters responded that employees are receiving a 90-day notice in situations where their job is being eliminated, etc. so if someone was going to be out of their job by June they would have to be notified by March.
  - o Senator Peters suggested that if the Provost is unable to attend one of our regularly scheduled Staff Senate Meetings that we could ask when he is available and we could schedule a special Senate meeting around the Provost's calendar.

- Senator Nick Conway asked if there has been a date set for the 2014 Staff Appreciation Day yet. He is concerned that if we want to use the University Center we need to get the room(s) booked as soon as possible.
  - o President Busby responded that we will set the date during the Executive Committee Meeting at the beginning of the new year.

Meeting Adjourned
- Motion to Adjourn: Vickie Peters

- Second: DebraAnn Brown