Present: Michael Hesseltine, Jeri King, John Laverty, Heather Mineart, Gayle Robertson, Marla Rosenblum, Matt Watson, and Mike Weaver

Absent: Katie Millard, Brenda Van Dee

Guest Presenters: Debby Zumbach and Dani Weber, Shared Services and Libby Conley/Kevin Zihlman UISC HR Committee Co-chairs

Review/Approval: March 20, 2019, UIISC Executive Meeting, approved with 2 amendments recommended by Jeri King

Leaving Councilor Exit Survey:
This year leaving councilors will be asked to complete an exit survey to learn more about their experience on Staff Council. A survey has been drafted and was briefly reviewed with initial feedback collected including the recommendation for use of consistent and clear rating scales and the grouping of ‘like’ questions together. It was agreed that the survey would be circulated to Councilors in the very late May/early June timeframe. Given the truncated time available to discuss, it was agreed that Marla would circulate the draft to collect any additional feedback.

University Shared Services Update– Dani Weber and Debby Zumbach
Dani and Debby reviewed a presentation providing an overview of 2018 Key Performance Indicators associated with provision of financial services by Shared Services for numerous Org units across campus. Shared Services manages transactional services associated with travel expense vouchers, purchasing card vouchers, purchase requisitions, and more.

For Orgs using Shared Services, average total transaction time (from creation through to central audit review) has decreased from 10 days to 5 days. Travel voucher processing for Orgs using Shared Services is completed in just over 7 days (on average), versus 22 days for Orgs not using Shared Services. The extended processing times are due to rework and lack of familiarity in the process for people who may do this type of work less frequently. The average time for processing of Procurement Card vouchers via Shared Services is 10 days, versus 19 days for non-USS transactions.

Audit error rates are also considerably improved when transactions are handled by Shared Services versus staff within the Org (1 error per 9.81 transactions versus 1 error per 3090 transactions). Shared Services supervisors go through a certification process, eliminating the need for transactions to go through Central Audit. This adds efficiency and reduces transaction times.

The advantages of partnering with Shared Services include working with customer focused staff that has been trained on managing these transactions and has become expert. The organizational set-up allows for cross-utilization of staff, access to shared email accounts, cross trained staff that can adeptly step in and provide support for another org, and a group that can adapt quickly to change.

Between 2016 and 2018, Shared services has reduced FTEs by 26%, versus the goal of 20%. Shared Services is looking to expand their scope; a contract processing pilot is underway with 2 Orgs. Two departments, Pharmacology and Physiology, in Carver College of Medicine have been implemented. Discussions are continuing with CCOM and UIHC for future Shared Services implementations. Shared Services is currently piloting a mobile app for travel and procurement card use in real-time capturing travel expense receipts and more.
Staff Council HR Committee Proposal – Libby Conley and Kevin Zihlman
Libby Conley and Kevin Zihlman, Human Resources Committee co-chairs, met with the Executive Committee to share their committee’s 3 key recommendations based on the work of the group over the 2018-19 council year and seek approval to forward the recommendations to Chief HR Officer, Cheryl Reardon.

The HR Committee is seeking approval to bring forward:

1. Tuition Assistance Program related recommendations including:
   - Approve and publish the HR Committees tip sheet on the Staff Council website
   - More holistic tracking of tuition assistance offered across the enterprise
   - Consideration for additional program funding
   Several suggestions were offered by the group including altering the work flow process to inquire if the staff member’s department will provide funding before the request comes to the Tuition Assistance program, strengthen the argument that tuition assistance is vital in support of recruitment/Talent@Iowa and some suggested edits to the Tip Sheet.

2. Supervisor Training related recommendations, including:
   - A supervisor certification program
   - Provision of online supervisor training options
   SCEC voiced strong support for initiative related to Supervisor training and that additional focus should be brought to this topic.

3. Probationary period recommendations
   - Reducing the probationary period from 2 years to 1 for new hires
   - Implementing a 3-month probationary period for lateral moves for staff with 1+ years of employment
   - Implementing a 6-month probationary period for position moved outside the department or requiring a different skill set, or a managerial role

The Executive Committee approved and authorized the HR Committee to move forward to present the 3 recommendations, incorporating feedback from the discussion.

Budget Review
- Coca-Cola Funds, Matt Watson, UISC Budget Officer
  - One new request and one amended request
    - The Diversity, Equity & Inclusion (DEI) Celebration Reception continues to have an overwhelming response rate, now with over 150 people planning to attend. The revised request for $1610 was previously approved via email and further validated during the meeting
    - A request for $500 funding by Giang Rudderham from the Public Policy Center for professional development and education funding was reviewed and approved. Giang was not eligible for a Mary Jo Small award given that he has not been at the university for 2 years.

- Office budget, Marla Rosenblum, UISC Administrative Services Coordinator
  - Expenses to date plus anticipated rest of budget year expenses leaves approximately $2900 in the 2018-19 Staff Council budget. It was agreed that the remaining balance will be spent on staff council promotional items for the Pride and UI Homecoming parade, and to replenish swag for upcoming events.

Adjournment: (4:45 pm) Mike Weaver motioned, Matt Watson seconded.

Next meeting: Wednesday, May 15, 2019, 2:30 to 4:30 pm – 2520B UCC