Illinois State University   **Civil Service Council (CSC) Meeting**   **April 15, 2008**

Approved Minutes

Present: Barb Arbogast, David Bagnell, Mark Buckley, Julie Caplinger, Jac Copes, Tom Cotton, Ted Coussens, Sarita Cox, Jeanette Harrison, Brian Huonker, Melody Palm, Theresa Sanchez, Jan Jolynn Staley, Nancy Spangler, Dave Turner, Jan Cook

Absent: Vicki Bryan, Kevin Wiand, Pam Burress

Guests: Paul Uphoff, Ken Garrison, [third illegible]; Tom Morelock, Executive Director, SUCSS; Jeff Brownfield, Assistant Director Operations Division, SUCSS; Mary Follmer, Assistant Director Legal Services Division, SUCSS

Council Chair Melody called the meeting to order at 12:01 pm.

- Presentation: Tom Morelock, Executive Director, SUCSS

Jeff Brownfield, Mary Follmer, and Tom Morelock presenting (PowerPoint).

Tom Morelock - Created in 1952, SUCSS is the oldest CS system in state of IL. "The purpose of the University System is to establish a sound program of personnel administration for the Illinois higher education community" (as defined by the State Universities Civil Service Act *110 ILCS 70136b(2)*). It has the highest number of employees of any other Illinois CS system, "committed to providing an environment of equal opportunity and access to all services and thereby establishing a foundation for each university/agency to fulfill their mission and each individual to reach their potential" (from slide). Jurisdiction includes: Illinois Community College Board, Chicago State Univ., Governors State Univ., Northeastern Illinois Univ., Western Illinois Univ., Illinois Board of Higher Ed., State Univ. Retirement System, Southern Illinois Univ., Eastern Illinois Univ., Illinois State Univ., Northern Illinois Univ., University of Illinois, Illinois Student Assistance Commission, and State Universities Civil Service System.

The Act provides that all employees of these institutions and agencies are covered by the civil service system except for these five categories (from slide):

- The members and officers of the Merit Board and the boards of trustees, and the commissioners of the institutions and agencies covered.

- The presidents and vice-presidents of each educational institution.

- Other principal administrative employees of each institution and agency who meet specific Merit Board criteria.

- The teaching, research and extension faculties of each institution and agency.

- Students employed under rules prescribed by the Merit Board without examination or certification.

SUCSS operational concepts are not centralized. Day to day operations are carried out by Designated Employer Representatives (DER) on-campus, usually head of HR. Ira Schoenwald is the DER at Illinois State University. Focus in the state office is on the SUCSS/CS environment and business, it actually requires a state-wide effort to operate., Three active committees and ISU's representatives: Employee Advisory Committee – Dave Turner, Administrative Advisory Committee—Steve Bragg, Human Resources Director Advisory Committee—Ira Schoenwald. SUCSS has minimum compensation oversight – all we have in terms of rules is that a certain classification must be paid within a certain range; each location has the right to determine their own ranges.

Jeff Brownfield – going through some of the concepts of the Classification Plan Management, we have around 1200 classifications in the system, each has a class specification and exam to go along with it. Each position is assigned to a classification, various rules govern the movement of people through positions. Classification structure is broken down into 16

Occupational Areas. Details available on the website (http://www.sucss.state.il.us/). Promotional lines –originally traditional "ladder" structure. Since Tom has come on board, promotional lines for some classifications use an expanded structure.

Based on questions received, they have specialty factors that can be attached. Example – a secretary was needed who can speak a second language. Specialty factor was attached for a position, so when they go to recruit they can stipulate only candidates who meet the criteria are accepted. Seniority – along with promotional lines, the amount of time in the classification or series. Begins after probationary period – six months or one year later, but goes back to hiring date (example – hired January 1, seniority doesn't engage until July 1 but retroactively includes those six months after July 1). Once you earn it in a class, you retain it; if they move over to a different series, it stops accumulating but is still there in the old line, never 'goes away'. Seniority in a higher class counts in a lower class, but not the opposite (lower seniority does not apply to higher class – example, secretary IV seniority applies to secretary III, but secretary III seniority does not apply to secretary IV).

Employment protocols – vacant positions are often posted. Tom clarified– there is no requirement to post, but there is a protocol in most places, designated by local office, and this is a critical concept to remember. In larger employers, such as ISU or U of I, there are already a large number of candidates on the register. If there are positions posted, applications are received and those meeting Minimum Acceptable Qualifications are reviewed. If applicants meet the MAQs, they are scheduled to take the exam. Contact is made when position is made available, happens on a daily or weekly basis, depending on the position. Applicants placed on appropriate register based on exam, registers are maintained in accordance with guidelines, it is the top three individuals that the selection is made (not top three test scores, top three individuals).

Register maintenance – Three types of registers re-employment register – those who have been laid off, it is only these individuals. Promotional register – individual taking an exam for a higher promotional line. Original Entry Register – individuals outside of the university or current employees in another promotional line, for example a Secretary taking an Accountant II exam would be OE, who have taken the exam. Promotional candidates are higher than an OE, regardless of score, in terms of promotional opportunity. If someone retakes an exam, highest score is kept, applicants can be on any number of registers.

Same testing instruments are used for hiring or promotion. Usually when a register is made, it is one listing of individuals. Often times no grouping except the top of the list follow the priority line. Exams may include credentials assessment, oral presentations, physical ability tests, etc. SUCSS has limited oversight on compensation; if you're in a particular classification, it is required to be in the range.

New initiatives: Classification/exams – trying to reduce the redundancy within the classifications; with 1200 classifications, doesn't always operate as efficiently as it could. Complex promotional lines provide more opportunities for employees (bodyman/journeyman mechanic example). Computerized Job Analysis Survey Instrument (C-JASI) – Tom – when building a new exam, a survey is sent to individuals in the same classification to get a better idea of the job duties and activities, you are going to see more

and more of these come out. Jeff – broken down into about 4 different screens: Demographics, Duty Selection, Importance and Frequency of Tasks, Education and Experience (MAQ's).

E-tests – web-based platform for testing, goal is to help with missions of universities, allows for greater resources to be used at universities, helps with efficiency (no more grading by hand, saving paper and storage, etc.). Operated by each HR office with a simplistic test interface. Have implemented more random answer/question patterns, also pools of questions (receive five math questions of a pool of 20). HR office then has the ability to finish the exam by giving ratings for credentials due to degrees, experience, etc. Graded automatically, and if credentials done beforehand, can get instant test results once test is finished, also puts you on the register as you leave as well.

SUCSS Pilot Program – Tom – "to provide more flexible employment protocols for technical and professional classifications based on the ever-changing set of knowledge, skills, and abilities required in these positions, including the capability to immediately refer large applicant pools for interview" (from slide). Created Oct 2002, six classifications:

- Human Resource Associate

- Business/Administrative Associate

- Accounting Associate

- IT Manager/Administrative Coordinator

- IT Technical Associate

- IT Support Associate

Top three scores (not individuals) are submitted. New concept, a pilot program, has been well received, probably going to look to expand and define guidelines to capture permanently in our system.

Mary Follmer - Legal services – regulatory activities, discharge and demotion overviews, compliance audits. Various types of appeal processes are included. Authority comes from Acts and Regulations, involved in the legislative process of amending. Contact Mary or see the website (http://www.sucss.state.il.us/) for more detail. Jeff – when we do audits, they are collaborative in nature, looking at process and procedures and if any issues come up that they are addressed (it is a biennial HR audit of each employment location).

The website (http://www.sucss.state.il.us/) has this and more information, contact information available as well.

Tom – going over pre-submitted questions- regarding open and continuous testing, 'what if any remedy is there for an employee or employee representative to redress this problem as we are repeatedly told that we have passed all our audits?' Tom – the question involves two components – there is a belief that there is no access or availability to test; second, our auditing of that process. An interpretation of open and continuous testing is: If an individual is qualified, they are given a test. Business reality is it's not possible to keep up with testing anyone, anytime, any day – logistically unreasonable expectation. There are positions that have to be filled; like with 'glassblower', replaced once every 15 years or so, why take time to test continuously for that position when it is not high-turnaround position? If you are qualified, it doesn't mean that you will be able to test right now, a day from now, or a month from now. You have a right to test, but when is determined when by the hiring body. Applicants can be delayed in testing, but never told 'no'. SUCSS is thinking about placing audits on display. Dave B – we only have electronic applications now, we can't fill out paper applications, not everyone has access to computers. Tom – we have gotten the question, does it discriminate the applicant pool to move to electronic applications? All over SUCSS system, the general move and trend is toward electronic access. Have not yet seen a case of lack of access. While not all staff use computers in their work responsibilities, or have them at home, options include computer availability at HR office, libraries, employment centers, and public access computers on campus. Tom – we just completed BSW test, now electronic, there is an alternative if one is proved to be necessary. Just haven't found evidence of a problem with electronic testing.

As long as there's access to application process in HR office, it is up to the guidelines. HR office will work with the individuals to meet their needs.

Jac – back to pg. 6 slide with demographics, you send out these surveys and there is a significant minority at this university that will never receive those surveys (no/limited computer access). Tom – one of the big advantages of our system is you can take six laptops to a location and test six individuals, all you need is a proctor. In situations where access is limited, we have worked with BSW positions to get a sample, have gotten one from ISU.

Transfer question – the rule cited (from slide):

(110 ILCS 701361)(From Ch. 24 112, par. 38b1 1) Sec 361.Transfers

Any employee who has successfully passed an original entrance or promotional examination and who has completed his probationary period shall, at his request, be eligible for transfer to any other agency, institution or place of employment in the classification in which he is certified without further examination and without completing another probationary period. Any such transferee shall acquire seniority in the agency, institution or place of employment to which he has transferred only from the date of employment by that employer, but such transferred employee ay, on request, preserve his seniority rights in the position from which the transfer was made for the period of one year from the date of transfer. (Source:Laws 1951, p. 1289)

It does not establish a *right*, it establishes an *opportunity*. You can request a transfer, but up to employer to say yes, or to say to take a test. Score transfers – exploring the topic with advisory groups as to whether it is an option for the employer or employee to take a test score and transfer it to another location/register.

Job-posting question – Tom – not familiar with particular requirements here at ISU, but it is determined by the institution/HR office. Most campuses have policies in place. We follow it in the audit process, but there is no overriding law. Jac – several of us have looked at other state locations, there is a wide gap from university to university, what it does is contribute to the perception of favoritism, and seems appropriate to adopt a standardized posting duration. There is no real wrongdoing, but it is a perception of wrongdoing. Tom – revolves around the notion of open and continuous testing. We just don't have the resources to give any test to any qualifying individual at any time – how do we limit that? We allow each university to determine that based on the classification and turnaround. We have found at some institutions tell individuals 'no' to testing, and that's when we step in. We're finding we may need more in defining open and continuous testing. Jac – example – a job posts on a Friday afternoon and closes that very afternoon. No wrongdoing, but the perception is huge that 'we have already found the person.' Tom – if you ever have specific questions you can always contact our office, we always investigate these matters, and we have been successful in doing that. In terms of rules and rule changes, you can make your own recommendations on the website. Jeff – as soon as you start imposing something, not all employers are in similar situation – a general rule may impede the operations at other CS establishments, some locations want and need to hire immediately.

Barb – had a position that was filled, had a closing date, they wanted her to wait; in another one, was 'open until filled'. Can you put 'open until filled' without a deadline? Tom – yes, that is the idea behind open and continuous testing, but there is a time when the register is frozen. If you don't do that, the register is constantly moving, need a fixed time at the end to review.

Exempt/Non-Exempt question – there are always questions with this. Fair Labor Standards Act (FLSA) terms Exempt are salaried and exempt from overtime rules, non-exempt are hourly. Positions Exempt from the Civil Service act are the five categories presented earlier. The numbers of A/P have been growing, causes us a large amount of concern. The current procedures and policy were put in place, personally thinks it is a location-specific, business-related issue, have found violations in this category, working with advisory committees and boards to remedy it. Looking at a higher-level accountability standard, there are cases where we may come back and re-audit. It's just not easy to change something this big that's been in place for ten-fifteen years. Jac – is this differentiation between CS/AP, is

that guided through the local HR office? Tom – that is part of the problem. In most universities, there is a separation between academic HR and CS HR.

Typically, the academic areas don't quite have the experience of preparing and comparing position descriptions to the 1200 civil service classification specifications for use, so they tend to just define positions as A/P, believing it is easier to hire and terminate the appointment. This perception is not true. Usually academic HR offices are very small, and don't have the CS class plan management process experience. On this campus, the two offices have been merged. That should lead to improved understanding of CS system and a higher level of accountability in this respect.

Adjourned at 1:25 pm.

Reminders:

-Deadline for next two OpenLines – May 6, June 3.

-Nominations for CSC seats were due April 11. Ballot preparation in progress.

-Raffle ticket sales and prize collection continue, please give ticket money to Treasurer Theresa Sanchez, contact Melody Palm for additional tickets.

-Appications for 2008/2009 Scholarships are available – due June 16, 2008.

-CSC Meetings:

-**May 6**: Educating Illinois Task Force – brief presentation about Educating Illinois 2008-2014. Action Item: Resolution to endorse the updated plan.

Document is available on-line at:

http://www.educatingillinois.ilstu.edu/taskforce/

Or contact by calling the Planning and Institutional Research Office at 438-8393. Academic senate endorsed the plan at their April 9 meeting.

Also, Bylaws Review committee will provide proposed amendments May 6. In accordance with Bylaws, vote regarding approval of amendments is anticipated for May 20 meeting.

-**May 20**: Drawing for Scholarship Raffle. Action Item: Vote on proposed amendments to Bylaws.

Web Sites of interest:

- State Universities Civil Service System: http://www.sucss.state.il.us
- SUCSS Classification Status Notices: http://www.sucss.state.il.us/cpm.asp
- Annuitants: http://www.annuitants.ilstu.edu
- Civil Service Council: http://www.cscouncil.ilstu.edu
- A/P Council: http://www.apcouncil.ilstu.edu
- Academic Senate: http://www.academicsenate.ilstu.edu
- Human Resources: http://www.hr.ilstu.edu

The next regular Civil Service Council meeting will be held Tuesday, May 6, 2008 at Noon in the Bone Student Center Spotlight Room.

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