

PLEASE POST, ROUTE, OR COPY TO CIVIL SERVICE STAFF

**Illinois State University**

**Civil Service Council**

**July 17, 2007**

*Approved*

Present: Barb Arbogast, David Bagnell, Vicki Bryan, Jac Copes, Ted Coussens, Jeanette Harrison, Brian Huonker, Linda Klawitter, Melody Palm, Theresa Sanchez, Nancy Spangler, Jan Jolynn Staley, David Turner, Kevin Wiand  
Absent: Mark Buckley, Pam Burress, Julie Caplinger, Tom Cotton, Sarita Cox,  
Guests: Jan Cook

Melody called the meeting to order. Introductions were made for the benefit of new members.

Committees were reviewed and Assignments made for FY08. (Julie's preferences by email.)

Activities

- Picnic - Mark Buckley (c?), Jeanette, Vicki, Jac
- Homecoming – Ted, Theresa, Melody, Julie
- Shopping and/or Museum Trip – Pam, Linda, Brian
- Children's Holiday Party – Barb (c), Jac, Jeanette, Jan Jolynn, Melody – (usually 1<sup>st</sup> Saturday in December, and Barb was to verify that date for this year)
- Brotherhood Tree – Dave Turner, Kevin Wiand, Julie
- Food Drive – Kevin Wiand (c), Jac, Brian, Theresa
- Raffle – Ted, Linda, Julie
- Cubs Trip – Melody (c), Linda, Jac, Julie

Constituent Groups Committee

- Executive Committee, Vicki Bryan, someone from HR (maybe Nancy Spangler or Dave Schaafsma; Linda Pierce has been contact for the list of classifications by group)

Distinguished Service Awards

- Melody, Barb, Jan, Ted, Sarita(?)

Elections

- Melody, Jan, Vicki, Sarita (?)

Legislative/Marketing Committee

- Mark, Brian

Academic Senate Liaison

- Mark Buckley – Approved by motion (Jan Jolynn/Barb)

Scholarships (assigned previous meeting)

- Melody (c), Barb, Tom, Jan Jolynn, Pat Heck (CS non-council member), Dana Jones (Foundation)

## Bylaws Review

– Vicki, Melody, Jac, Theresa

### **External Committees**

Campus Web Planning & Advisory Committee: Pam Burress

Foundation Board: Kevin Wiand

Parking & Transportation Advisory Committee: Linda Klawitter, Julie Caplinger, Dave Bentlin (non CSC member)

Sick Leave Bank Appeals:

Team Excellence Committee: Melody Palm

Campus Communications Committee: Melody Palm, Kevin Wiand (ex-officio)

Non-voting member of the CS Council:

Employee Advisory Committee: David Turner (elected position)

Human Resources Representative: Nancy Spangler

Open Line Editor: Pam Burress

Open Line Layout/Design: Narry Kim

Open Line Proof Readers: Patti Munster, Suzanne Ferrara, Ramona Garner

Listserv Manager: Christa Lawhun

Web Master: Pam Burress

### **OTHER NOTES:**

- Dave Bagnell suggested that we sell raffle tickets earlier than we did this year – he suggested starting at the chicken lunch in September. We used to start selling the tickets at the Civil Service Awards program. Awards are now recognized at Founder’s Day, and that’s not an appropriate sales venue. The consensus was that the chicken picnic in September was a little early for a drawing the following May.

- The idea for each group introducing themselves in a letter to group constituents and welcoming feedback was discussed. It was noted that it shouldn’t be a long letter; we should keep it at one page – to the folks who elected us. We asked for someone to help draft the basis of the letter, and Ted volunteered. A copy of the current mailing list by group will need to be requested from HR. Jac noted that 29% of the ISU population have no internet connection. Jan Cook noted that a lot of annuitants are off-line. Vicki suggested that we ask each person in the letters we send to respond, letting us know the best means of contacting them and their preferred contact method. Vicki noted that the Council had been looking into electronic voting for quite some time. Jac thought electronic voting should be nixed until 100% on campus have the ability to vote electronically. Dave T. noted that people who have access today may not have access tomorrow. Theresa referenced the cost saving efforts of electronic voting, if we could figure out what groups or classes have/don’t have access. Brian thought items should be hard-copy posted in areas where e-mail is not accessible. Dave T. noted the use of posting on bulletin boards and he also noted the costs. Brian indicated that the (ISU) *Report* is expected soon to be sent

campus-wide on-line. Barb Arbogast asked if everything went on-line at ISU, what happens to those who do not have on-line access?

Jac distributed copies of a letter from HR indicating that, effective 9/01/07, email would be the only notification method for testing results. A very lively and lengthy discussion ensued on the issue of electronic communication. Jac noted that he wasn't against automated/electronic communication processes, but that he worked with several who would be excluded by this kind of communication because they either don't have access or aren't computer literate enough to use the on-line materials. He thinks this is wrong. Vicki asked who made the decision to go on-line? Nancy responded that HR has the same interests and the same common goals in making sure all workers have computer access on campus. Changes have to be made – but changes are best made by partnering/working together with other groups on campus. Ira Schoenwald has worked a great deal on some of these issues. Dr. Bragg and several others have listened to CSC and behind-the-scenes studies have helped identify problem areas. Some items are not available for presentation to the Council at this time. This University is not stopping its efforts to move forward with changes that need to be made – to save money, combine resources, etc. Changes are slow and in baby steps and Nancy wants us to trust that HR is moving forward. E-mail will continue as the notification method for job applications and testing.

Barb asked if e-mail was the only way and people didn't have access, then what? Nancy responded: It isn't a perfect world, but HR is working to offer training courses; they help educate those who come in to HR, including helping them at a computer in the office. She recognizes that the steps they are taking at this time may not be enough or fair and that it may not “feel good,” but during this transition period, they are working to improve the process.

Brian asked if there could be a transition letter saying that during this time there are steps HR is taking to improve the process as they strive to go forward? Nancy: Yes, but CSC needs to support HR's efforts with our coworkers as they do strive to improve the process. Dave Bagnell opposes the letter by e-mail only issue; he believes CSC should stand firm against it. Dave asked why the study could not be done and wait until September 1, 2008 (as opposed to this September 1, 2007) to begin e-mail only notification? Nancy asked if he thinks Civil Service employees should be able to apply to emails and respond to the application process on the job? Dave B. said yes. He noted we get time for other things; why not this as well? Barb wondered if they sent an updated letter, could it include a paragraph listing computer-accessible options, i.e., the hours the computers are available at Milner Library? Dave asked about why something couldn't just be either by phone or check the box on the letter and returning it in the mail suffice.

Dave Turner also noted that perhaps a paragraph should be added, ... “If you need assistance while addressing the online process ...” expand this by noting the resources available on campus, and the people who might be available (on campus or in HR) to help. Also, should it be up to the area supervisor if you get to go online and answer e-mails or apply for jobs? Jac noted that the computer is not a part of all work stations. HR says that computer access is required for many items but computer access is not universal on this campus. He then re-stated his position that he believes that CSC should adamantly oppose this process. He noted the departmental inequalities in the different areas on campus. Dave T. noted something about an RSVP from someone other

than being on-line, and he thinks someone in HR should be required to convert the paper resumes to an on line file.

Brian asked if instead of opposing this, shouldn't we not use our efforts to support it and help use resources to improve the situation. Theresa noted 2 different items: 1) apply for jobs; 2) a few minutes to actually answer e-mails during job time. She notes that we probably aren't talking about large amounts of time, but shouldn't employees have the opportunity to upgrade or better themselves? Brian asked about campus information such as Wellness notes, etc., and should employees be allowed to access these on-line items without some type of punishment? Dave B. noted that none of these issues would be taken care of by 09-01-07. Nancy said she would take the many issues back to HR. Others noted known inequalities across campus in pockets throughout the Civil Service community, like knowing that some workers are not even allowed their 15-minute breaks.

Vicki reminded us all that Nancy is the messenger and not the message maker, and that it is easy to become very impassioned about these many issues, but that we needed to be careful of the Council's position – we are to communicate and suggest, not demand. Dave T. reminded us to not be too negative about these issues – that we should focus on working on solutions and not be part of the problem; there are several adult programs to help people learn computer technology. Civil Service employees are adults and we need to take responsibility for ourselves. We need to be part of the solution. Brian asked if it could be determined which groups had limited or no access available and how these groups could get their access. Brian thought a short-term solution for part of the communications problem would be easy to find, but someone needed to get work on a long-term solution to the overall problem.

Vicki added that we ask Nancy to relay to HR that we would like to work with them on this. Can we find out how many people don't have computer access during work? This problem is a multi-faceted problem, and that we realize we need to accept this and work with it – even though we may not agree with the 09-01-07 start date. Nancy said she'd need a little time but she would get back to the Council on some of these issues. There are some initiatives to identify the groups on campus with no online access and supervisors who are not allowing on line access. The ultimate goal is to make sure everyone on campus has e-mail accessibility. She did note that she doesn't have all the answers now and that managerial and departmental needs are different all across campus.

Jan Cook noted that the Annuitant's Association was bringing Mr. Bill Carter, Director of the Regional Office of Social Security, to campus and wondered if they should have it published in the Open Line? There was a resounding "Yes," and she and Pam were going to work on getting that in.

Meeting adjourned at 1:20 p.m. (Theresa/Jan Jolynn).

Reminders:

- CSC Picnic – Milner Plaza, Friday Sept. 14
- Deadlines for next 2 Open Lines – August 7 and Sept. 4

- CSC Meetings – August 21, September 4
- Homecoming Appreciation Lunch – Tues. Oct. 9, 11-1:15pm

#### Websites

- State Universities Civil Service System: <http://www.sucss.state.il.us>
- SUCSS Classification Status Notices: <http://www.sucss.state.il.us/cpm.asp>
- State Universities Retirement System: <http://www.surs.com>
- 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, August 7, at noon in the Bone Student Center Spotlight Room.