I. Call to Order

Mr. Chuck Patton, President, called the meeting to order at 2:30 pm.

II. Welcome Special Guest – Teresa Williams, Director, University Advisement and Need Help Coordinator

Ms. Williams requested to meet with the Staff Senate in an effort to raise staff awareness relating to the management of student complaints. She currently serves as the designee for Academic Affairs regarding student concerns. Complaints usually involve actions affecting students that are alleged to be unjust, inequitable, or create unnecessary hardship. The student complaint policy is located on the web and the procedure is an online process which was revamped approximately a year ago to better meet the needs of administration and students. A student may pursue this complaint procedure if he or she believes a problem is not governed by other complaint or appeal procedures at the university. Ms. Williams noted that the majority of complaints can be addressed and resolved within the department or with the instructor and do not become written complaints. She distributed a PowerPoint presentation (see attached) briefly explaining the student complaint policy/procedure, SACS (Southern Association of Colleges and Schools) requirements, and also offered access information via the web. The Colleges of Medicine and Pharmacy have their own student complaint policies, and complaints should be directed to appropriate personnel as identified by those colleges. Ms. Williams noted that the process is fairly new so if a student complaint is received and you are not certain how to handle it, please call Dr. Joe Sherlin, Mr. Jeff Howard, or she and they would be more than happy to assist. In an effort to raise student awareness, the policy and procedure has been presented to the Student Government Association (SGA). No suggestions for changes were received by the SGA.

Ms. Williams noted that a review of student complaints will be conducted at the end of next year – complaints will not be reviewed by name, but instead will be analyzed by the types of complaints and how well complaints were addressed. It is also hoped that the analysis may reveal areas of needed improvements.

III. Approval of Minutes - The minutes of November 8, 2010 were approved as distributed and will be posted on the Staff Senate website.

IV. Staff President’s Report – President Chuck Patton

A. Staff Senate Logo – President Patton requested that senators give consideration to creating a Staff Senate logo to be used for identification of Staff Senate and the ETSU staff as a whole. He asked that senators give some thought to the idea over the holiday break and be prepared to discuss the initiative in further detail at the January 2011 meeting.
B. **Resolution/ETSU Soccer Team** – President Patton noted that the Resolution for the ETSU Soccer Team has been framed and is ready to be presented. Senator Hill and the Visibility Committee members will present the Resolution to the team in February 2011 when the team reconvenes.

C. **Executive Committee Meetings** – President Patton informed senators that the Executive Committee will begin meeting two weeks prior to the Staff Senate meeting in an effort to provide ample time for meeting preparation. The next meeting of the Executive Committee is scheduled for January 3, 2011 and President Patton asked that any agenda items for consideration be forwarded to him by that date.

V. **Treasurer Report** – Senator Booher reported that expenditures in the amount of $48.79 have been recorded leaving a balance of $5,951.21.

VI. **Report on Standing Committees**

A. **Committee on Committees** – Senator Warner, Chair, no report.

B. **Communications and Website** – Senator Jones reported that the Senate website has been updated and requested that chairs review the current site for accuracy of content.

C. **Liaison Committee** – Senator Batchelder, Chair, reported that the first meeting of the committee will occur next week.

D. **Staff Concerns & Grievances** – Senator Keener, Chair, noted that the committee met on November 30, 2010 and discussed three topics. The first matter concerned medical leave for an employee with a presumptive long-term disability insurance policy as well as additional inquiries about disability. The committee referred the employee to Human Resources for skilled advice. The second matter related to a handbook which had been distributed strictly to employees of the custodial staff. Senators Patton and Keener reviewed the handbook and found no conflicts or discrepancies with university policies. The third issue pertained to issuing an amendment to the Staff Senate Constitution and/or Bylaws that would clarify the academic year in relation to the termination of a senator. Currently, the constitution states that “Senators accumulating more than three (3) consecutive unexcused absences or six (6) total absences in a twelve (12) month period will be terminated from membership.” The “timeframe” is not clearly identified leaving implications for potential concern. The committee will meet after the holiday break in an effort to compose an amendment to the constitution. The proposal will be two-fold: 1) Defining the term which encompasses the timeframe in which the absences are counted; and 2) Clarifying the procedure for filling vacant positions for appointed positions – currently, the constitution does not identify a procedure for this task. In order that all staff members are treated fairly and equitably, the committee would like to propose an amendment to the constitution to rectify the inequity. Research is necessary to determine if approval is required by the entire ETSU staff body for constitution changes or if changes can be made by the senate. The committee is hopeful to have a proposal by the first meeting in January 2011.

E. **Staff Development and Evaluation** – In the absence of the Chair, Senator Renfro, Vice Chair Senator Pate reported that she plans to contact members of the committee after the holiday break to discuss some ideas which have been discussed by Senator Renfro, President Patton and she.

F. **Committee on Elections** – Senator Greenwell, Chair, reported that the retirement of Senator Richardson leaves a vacant position on the senate panel. The vacant seat will be filled by the first alternate, Senator Sue Russell. The Senate welcomed Senator Russell back today.

G. **Visibility Committee** – Senator Hill, Chair, reported that the committee is currently working to pull together a “Meet and Greet” for the staff body. The event is planned for February 2011 at the Carroll Reece Museum. The current rental fee for the museum is $25.
After completed renovations, the fee for utilizing the facility will be $75 per hour. Due to the future increase in cost for the using the facility, the location was secured for February. The time of the event has not yet been determined, but final details should be available by the January 2011 meeting. Dr. Collins has authorized approximately $400 to assist with food for the event.

In addition to the Resolution which will be presented to the Soccer Team, the committee would like to present a Resolution to Mr. Paul Hoilman who won the 2010 Homerun Baseball Derby this summer.

VII. Report on Project Committees

A. Staff Awards Committee – Senator Sullivan, Chair, no report.

B. Blood Drive – Senator Booher, Chair, reported that the committee met in November. She noted that the committee was charged with providing written clarification for the purpose of the committee. Senator Booher shared that the response to the charge is complete and the information has been posted to the website. Senator Booher noted also that the Staff Senate summer blood drive is scheduled for June 7th in Ballroom Left, from 11:00am – 5:00pm. Senator Booher plans to meet with administrators from the Marsh Regional Blood Center in May 2011 to obtain materials and promotional items in preparation for the drive.

C. Holiday Drive – Senator Bond, Chair, reported that the Holiday Drive was a huge success and extended a “thank you” to everyone who contributed their time and effort. Over 284 boxes were distributed. There were a few logistic issues resulting in some donated food not being picked up from a couple of offices, but that is soon to be rectified. There was $2,500 remaining which will be used to purchase Food City gift cards to help those in need at Christmas time. Some of the money will also be used for gifts for the Little Bucs, a family whose Mom was killed in a tragic car accident recently, and for some angels. Senator Bond noted that the recipients of the donated items expressed great appreciation.

D. Staff Picnic – Senator Cooper, Chair, no report

VIII. Old Business

A. Space for Staff Senate - President Patton noted that he is in the process of attempting to locate office space for the Staff Senate. The space could be utilized by the Executive Committee, Standing Committees, and Project Committees for meetings/planning and for housing senate archived records. He noted that we are very close to securing a site which is located in the Old Student Center. President Patton is working with Dr. Bishop and administrators from the Physical Plant to tie up loose ends for the location. The room is located down the hall from the Faculty Senate room which would allow usage of their conference area.

B. Unions Representatives on Campus – President Patton noted that a couple of months ago, union representatives from UCW and CWA were found soliciting on campus without authorization. University counsel has forwarded letters to both entities indicating that proper authorization must be obtained prior to approaching employees on campus. Anyone interested in viewing the letters may contact President Patton.

C. Staff Senate Biographies – President Patton noted that he appreciates the busyness of everyone’s day, but reminded senators that biographies should be forwarded to Senator Eargle, via email submission. He noted that photographs are not yet ready to post to the web due to complications with the photolab server, but is confident that photos will be posted soon.

IX. New Business – There was no new business to discuss.
X. **Open Floor for New Agenda Items/Concerns** – None.

XI. **Announcements** – President Patton announced that Senator Richardson will be retiring from ETSU. In appreciation of her service to the university and to the Staff Senate, President Patton and members of the Executive Committee presented her with a plaque commemorating her 30 years of service to the university. He commended her for her leadership, mentorship, friendship, and everything else she has done for ETSU to help make the university a better place to work. Senator Richardson is known for her consideration of ETSU as “family” and President Patton commented that “Senator Richardson has been a motivator and special friend of the senate for many years and has always been there for us when she was needed most.” Senator Richardson was also presented with an “ETSU Generations of Pride” commemorative book signed by the authors of the book. President Patton also asked senators to sign the book – leaving Senator Richardson an everlasting memory of this last senate meeting.

**Adjournment** – There being no other business to discuss, the meeting was adjourned at 3:30 pm.

Respectfully submitted,

J. Ann Eargle
Secretary

Attachments:
1. ETSU Student Complaint Policy and Procedure PowerPoint

~ Next meeting ~
January 10, 2011, 2:30pm
D. P. Culp Auditorium, Forum
ETSU Student Complaint Policy and Procedure

Do not direct students to this procedure when dealing with:
- Issues that are resolved informally without a written complaint
- Hate Crimes and Bias-Related Incidents or Sexual, Racial and Other Harassment
- Office of Equity and Diversity
- Office of Student Affairs when complaint is student against student
- Specific appeals policies or processes, such as:
  - Grade appeals
  - Financial aid appeals
  - Housing/Tuition appeals
  - Disciplinary Appeals
  - Complaints related to Colleges of Medicine or Pharmacy
  - Handled within the respective college

SACS documentation timeline and process
- Reporting template will be sent in Fall 2010 to VP’s, Deans, Directors, and Chairs
- January 2012 – those receiving template will be asked to submit:
  - Complaints addressed through this procedure for calendar year 2011
  - Summary of complaint, resolutions, and time to resolve
  - Records should be maintained at each level of the review for seven years from date of complaint

To access the policy and procedure, direct students to:
1. www.etsu.edu
2. A-Z index
3. Complaints (students)