

East Tennessee State University
Administrative Services Review Committee Meeting
November 19, 2014 – Meeting Summary

Background

ETSU held a meeting of the Administrative Services Review Committee on November 19, 2014. The goals for this meeting were as follows:

1. Meeting Summary from last meeting (October 29)
2. Report on President's Retreat in Greenville (November 9-10)
3. Subgroup lead reports
4. Electronic suggestion box responses
5. Next steps

Attendees

Bert Bach, Leslie Adebonojo, Scott Beck, Marsh Grube, Michael Hoff, Kathy Kelley, B.J. King, Karen King, Barbi Ly-Worley, Stefanie Murphy, Mary Ellen Musick, Karen Tarnoff, Vincent Thompson, Patricia Van Zandt, Teresa Williams, Dora Wyatt

rpkGROUP: Lisa Clarke, via telephone

Guests: William N. Duncan, Jill Fair, Michaele Laws, Fred Conley

Discussion

The members present confirmed the October 29th Meeting Summary was an accurate description of the meeting.

Subgroup Lead Reports

Administrative Structures – Dean Patricia Van Zandt

1. Staff Senate Recognition and Compensation

Dean Van Zandt reported that officers of ETSU's Faculty Senate receive various levels of compensation and the Student Government Association (SGA) officers receive compensation. However, the officers of the Staff Senate receive no compensation. In some cases, it is reported that staff members are told not to participate in Staff Senate. During discussions with members of staff senate, she learned that the staff senate was considering revising the staff senate by-laws. With that in mind, three recommendations were made to be considered during that process.

- I. Provide a monetary reward to staff senate officers.
- II. Provide an area in the annual evaluation form that would allow for recognition of participation in staff senate.
- III. Provide staff senate members with the appropriate amount of release time to perform staff senate-related duties.

Dean Van Zandt moved to forward the recommendation to the University Strategic Planning Committee. Ms. Jordan seconded the motion. Brief discussion followed with Committee members speaking very favorably regarding this recommendation. The motion carried unanimously. (A copy of the recommendation is included with these minutes.)

2. Post-Retirement Policy

Dean Van Zandt reported that under TBR policy, post-retirement allows for the transition of senior faculty from full-time service to retirement. Post-retirement is granted only when the faculty member and the University agree that the situation is beneficial to both. Dr. Van Zandt reviewed advantages and disadvantages of post-retirement as well as the cost of hiring adjuncts to cover the same amount of instruction vs. the cost for the post-retirement positions.

Recommendation:

- I. Continue the post-retirement program for retiring faculty, but educate the faculty that the program is not guaranteed for retirees.
- II. Limit the number of years of post-retirement to two (as opposed to four years ETSU currently allows).
- III. In the year before the post-retirement obligation ends, allow the search and hiring of replacement faculty.

Dean Van Zandt moved to forward the recommendation to the University Strategic Planning Committee. Ms. Mary Jordan seconded the motion. Several concerns were raised regarding the recommendation, in particular, item #2. Dean Van Zandt withdrew her motion and Ms. Jordan withdrew her second, in order to take the recommendation back to the subgroup to address the issues raised in today's discussion.

3. Return on Investment (ROI) for Start-up Funds

Dr. William N. Duncan reported that the goal of the recommendation is to increase the ROI for start-up funds given to professors joining the faculty at ETSU. The recommendation is as follows:

- I. Begin collecting data on start-up funding in a systematic fashion and keep it in a centralized location, housed in the Office of the Vice Provost for Research.
- II. Formalize start-up funding by including it in Line 10 of faculty contracts.
- III. Make expectations regarding performance that is linked to start-up funding explicit in Line 10 of faculty contracts and state that these expectations will be considered during probationary evaluations and for tenure and promotion.
- IV. Begin to consider the potential of awarding start-up funds to non-tenure track faculty.

Dean Van Zandt moved to approve the recommendation regarding the start-up funds, and the motion was seconded. Dr. Duncan stated that Dr. William R. Duncan is aware of and is supportive of the recommendation. The motion to approve the recommendation carried. (A copy of the recommendation is included with these minutes.)

Vendors and Contracts – Ms. Barbi Ly-Worley

1. Printing & Publishing

Recommendation: Beginning April 1, 2105 all production requests should be completed through the custom eCommerce website: Design • Print • Mail.

Ms. Jill Fair, Graphic Designer in Biomedical Communications, reported that by driving all production projects through a functional, custom-built eCommerce site, one easy-to-use process is established campus-wide, and will direct projects appropriate for management with 1) best design, reflecting brand; 2) best set-up, resulting in efficient production and mailing; and, 3) best production method, generating high quality and cost efficiency. Ms. Fair walked the committee through the website and reviewed the various options available and which department, Printing and Publications or Biomedical Communications, would be assigned the jobs. Ms. Ly-Worley moved that the recommendation that all printing and publishing requests be channeled through the eCommerce website be forwarded to the University Strategic Planning Committee. The motion was seconded and carried. (A copy of the presentation is included with these minutes.)

Items subgroup leads have indicated will be submitted for action prior to December 31st

For accountability purposes, Dr. Bach listed several items on the agenda that subgroup leads have indicated will be presented to the committee prior to December 31st. Dr. Bach reminded the committee that there are two meetings remaining prior to the end of the year. Subgroup leads were asked to provide Dora the dates at which they will present the items (either December 3rd or December 17th).

Electronic Suggestion Box Reports (October 13th & 29th)

Suggestions addressed to the Administrative Services Review Committee were assigned to the appropriate subgroups at the October 29th Committee meeting. Several subgroup leads reported their findings/responses regarding those suggestions. A determination will be made on how to communicate the Committee's responses back to the campus community.

1. Administrative Structures – Patricia Van Zandt

- a. Adjunct Pay / Staff Salaries
 - Adjunct pay (maximum) is set according to TBR Standards. A concern was raised in the meeting that adjunct pay differs between departments for same/similar classes. Dr. Van Zandt agreed that her subgroup would address that concern.
 - Staff Salaries – The subgroup will investigate this item as part of their review of job audits and evaluation processes. A recommendation will be brought to the committee in the second semester.
- b. Electronic Timekeeping System – This is currently under investigation jointly by OIT and HR. There will be no recommendation from the subgroup.
- c. If not required, refrain from purchasing space in the city newspaper for job openings. This item is being investigated by the subgroup. A recommendation will be forthcoming.

2. Vendors & Contracts – Barbi Ly-Worley

Consider making laundry on campus free – Prior to renewing a contract in August of 2017, all options will be explored, peer data compared, and cost effectiveness considered. In the interim, “swipe cards” may be investigated.

3. Duplication of Efforts – Michaele Laws

(Similar to 1. b. above) Electronic time reports and contracts for faculty and other employees – OIT and HR are addressing the feasibility and legality of this matter.

4. Leveraging Technology – Karen King

Use TAF equipment to generate revenue – This has never been the practice at ETSU; however, per Renee' Steward, Associate Vice Chancellor for Business and Finance at TBR, there is no policy in TBR or TAF to prohibit TAF equipment being used to generate revenue. Dr. King will present this item to her subgroup for a recommendation.

5. Student Support Structures – B.J. King

Publish student fees on the ETSU website – Dr. King reported that it is in some students' best interest not to publish Program Services Fees. The subgroup has decided to ask the SGA to make a recommendation as to whether to or not to publish the breakdown of these fees.

Electronic Suggestion Box Report (November 12th)

The subgroup leads will work with Dora to assign subgroup responsibility for the suggestions from the November 12th Electronic Suggestion Box report.

Comments/Suggestions from President's Retreat (These items may be discussed further in a future meeting.)

1. Focus on money has hurt the focus on student success
2. Focus on quality even if no savings result
3. Customer service training to create consistency should be a priority
4. If items are proposed that create new costs – the committee should address savings
5. Need data to improve student, staff, faculty experience
6. Ask students why they came and why they stay, or why they leave

7. How do we deliver quality services – are we organized to deliver them in the best possible way?
8. Connection to the big picture
9. What about the first year experience?
10. Align resources to support quality student experience and relationship building
11. Should ETSU faculty/staff be mentors to Northeast State students?
12. Program by program marketing
13. Do we want to be okay / routine
14. Why did the President act on four recommendations before being presented to the University Strategic Planning Committee?
15. Communication/Transparency

Next Steps

1. Subgroup Lead Reports
2. How to publish responses to suggestions from Electronic Suggestion Box