



[In these minutes: Internal Communications Survey Results, Health Care P&A Senate Governing Documents]

CAPA MEETING
Friday, October 15, 2010

PRESENT

Representatives: Sarah Waldemar (chair), Neil Anderson, Dean Carlson, Brenda Carriere, Benjamin Clasen, Sarah Corrigan, Christine DeZelar-Tiedman, Frank Douma, Pamela Enrici, Amber Fox, Scott Gilbert, Ann Hagen, Cynthia Hagley, Kirsten Jamsen, William Patrek, Steven Pearthree, Kristine Piescher, Amy Renne, Cathy Schulz, Laura Seifert, Lori Smith, Danny Sussman, Travis Trautman, Sheryl Weber-Paxton, Patrice Webster.

Alternates: Dana Bacon, Agnes Chagani, Stephen Hearn, Mary Jetter, Diane Kampa, Cynthia Murdoch, Karen Ross, Thomas Schenk, Kimberly Simon.

Senators: Tatyana Shamliyan.

Guests: Ann Freeman, Adam Overland, Matt Sumera, Gavin Watt.

ABSENT/REGRETS

Regrets: Stephanie Dilworth, Debra Dykhuis, Shawn Haag, Scott Madill, Rand Rasmussen, Meg Stephenson, Caroline Rosen, Andrew Swain, Roger Wareham.

Absent: Anne Vande Berg, Pamela Wilson.

1. APPROVAL OF SEPTEMBER 17 MINUTES

The minutes were approved as amended.

2. COMMITTEE REPORTS

Chair Waldemar ask members and alternates who did not sign up for a committee for the current year to contact Becky Hippert with their preference.

Benefits and Compensation (B&C)

Christine DeZelar-Tiedman and Sheryl Weber-Paxton stated that the Benefits & Compensation Committee received an update from the Benefits Advisory Committee (BAC), Nan Wilhelmson provided an HR policy overview, and the work plan was finalized at the last meeting.

Communications

Mary Jetter and Travis Trautman noted that CAPA meeting highlights will be sent to representatives and alternates the Wednesday after CAPA meetings for distribution to constituents. The CAPA newsletter will be emailed the first week of the month. The committee will be working on a website redesign, increasing Facebook usage, and updating the logo for the Senate transition.

Professional Development and Recognition (PD&R)

Ann Hagen said the PD&R committee is working on a full brown bag lunch schedule for the year, securing an HR representative to attend PD&R meetings, and revising the Outstanding Unit Award (OUA) timeline and criteria.

Representation and Governance (R&G)

Neil Anderson briefed members on governance document changes, language being added to cover CAPA's advocacy role, and networking with P&A who are serving on committees outside of CAPA.

3. EXECUTIVE COMMITTEE REPORT

Chair Waldemar said that a reminder about the Community Fund Drive has been added to the CAPA website and Facebook. P&A have led for several years in terms of the amount contributed and the highest participation rate. She appreciates these efforts and hopes that P&A lead again this year. Julie Tonneson has been scheduled to discuss the University budget with CAPA in November. At that meeting a resolution on extending the time period for using the personal floating holiday will also be presented for CAPA approval. The presidential search process is progressing. She urged CAPA representatives and alternates to be aware of the changes that are occurring on campus and bring information to the group.

She and Steven Pearthree recently had lunch with two representatives from Vice President Brown's office to discuss CAPA's issues for this year and as well as ways that CAPA can be involved in the transition processes. She and Steve noted that all employees have been through a lot in the past year and this pressure will continue.

She noted that the President is scheduled to speak to the CAPA Executive Committee on October 20 and CAPA in February. She then asked for volunteers for spring semester New Employee Orientation presentations for CAPA.

4. ELECTION

Scott Gilbert was elected as a senator.

5. INTERNAL COMMUNICATION SURVEY RESULTS

Ann Freeman, Director of Internal Communications, joined the meeting to discuss the first system-wide internal communications survey from last spring and its results. As background she noted that Vice President Himle was hired in 2006 and was given direction by the President to improve internal communications. This was one focus during strategic positioning and part of the communicator audit.

In July 2007 her department was created, which is not typical in higher education. This allowed she and her team to create things to suit what was needed. A two-year initiative of listening and learning was then started which was detailed in the presentation she provided to members. The next step was filling voids in three areas – people, technology, and measurement.

A people network was created last year and a monthly forum is held with attendance open to anyone. The forum is on the third Thursday of each month with connections through UMConnect. This also allows for recordings to be made for each forum. The sessions are topic-

driven with a main speaker and time for questions and answers. They are open to suggestions on topics.

There are also informal work teams and interest groups as well as an infrastructure work team to look at the faculty/staff web page and University homepage and make changes. She then showed the faculty/staff webpage with the transitional links that are part of phase two.

The first system-wide internal communications survey was also completed February-March 2010. 9000 responses were received, with a 15 percent response rate per employee group.

She noted that the Executive Summary shows where work still needs to be done and the Findings show the significant differences between faculty and staff when asked about internal communications.

Q: How are the forums advertised?

A: A variety of listserves are used to get a mix of people.

Q: One-third of the responses state that a person's current job does not provide an opportunity to do their best each day. How will this data be used?

A: It will be used in correlation with the PULSE data.

Q: How does satisfaction rate at the University compare to peer institutions?

A: The University is ahead of peer institutions by doing this survey and the PULSE survey.

Q: What are the next steps?

A: Work teams will be assembled to make changes, the network will be expanded, they will try to get faculty better engaged, and develop technology infrastructure. They will also travel to each coordinate campus to discuss the results. Internal email best practices and standards will be created, Brief will be changed, and DDD email list has been updated based on PeopleSoft job codes. They want to be able to find out where the information breakdown occurs.

Q: Will the survey be replicated?

A: The hope is to do it every two to three years.

Members made the following comments:

- If the results are supposed to be used system-wide, then campus references, such as Goldy Gopher, should be eliminated
- Language use is key since some staff do the same activities as faculty
- Most P&A do not support faculty
- Survey needs to capture what P&A do
- Transparency in communications is needed, both in terms of what is happening and the process
- Buy-in is needed

Ann Freeman said that her long-term goal is to change the institutional culture and ensure that employees hear news from the University first versus the media.

6. UNIVERSITY HEALTH CARE

Gavin Watt, Chair of the Benefits Advisory Committee (BAC), joined the meeting to talk about University health care. The committee has four representatives each from faculty, civil service, and academic professionals along with retirees and bargaining unit representatives.

He said that open enrollment begins in November. There will be a new pharmacy benefit manager for 2011, Prime Therapeutics. BAC has been assured that there will be a seamless transition from CVS and that prior authorizations on file will transfer. The flexible spending account usage has been changed by the federal government for next year so that over-the-counter medications cannot be used unless someone has a prescription for them. Also 25-year-olds are now able to stay covered under their parent's insurance.

He said that premium rates are increasing 7.29 percent for next year at the University while the national average is 8-12 percent. This is one of the reasons for reform, to get more people insured and tackle inflation. There is a presentation on the BAC website that discusses the principles of the federal reform.

For next year's plans, the employee contribution percentage and co-pays will remain the same. This might change in the future due to cost increases and federal legislation. An RFP is taking place for medical plans for 2012. This contract is worth over \$1 billion dollars over four years. A wellness RFP is also taking place for 2012. The University has data to show that it spends less on health care by having healthier employees and managing disease.

Q: How can someone get off the wellness do-not-call list?

A: If an employee asks not to be called, then there should be no further calls. If they persist, call Employee Benefits.

Q: What is the Cadillac tax?

A: Starting in 2018, the University will be charged 40 percent of the overage for every employee that exceeds a set amount per year. The issue is that this amount was set in 2009 and will not be indexed for inflation until 2014 and then the CPI will be the standard used, not the health care inflation rate. BAC realizes that benefits are an important part of the total compensation package, but these benefits might have to change. BAC will be working to determine if the University can better manage spending or pay less for the product. A different health care model, such as an accountable care organization, might need to be considered.

7. DISCUSSION OF P&A SENATE GOVERNING DOCUMENTS

Neil Anderson stated that the Representation and Governance Committee (R&G) has been working on adding language to the P&A Senate documents regarding the chair-elect succession plan and adding language to the P&A Consultative Committee (PACC) charge regarding CAPA's advocacy role. These changes are reflected in the materials distributed prior to the meeting. R&G would appreciate any questions or comments from members before a vote is taken on the language in November.

Q: How will the P&A Senate define a 'regular member' according to the Bylaws, Section 2(a)(3)?

A: A 'regular member' is a P&A whose employment is with the unit for which he or she is a representative or alternate. There will be flexibility in determining eligibility if there are mergers.

Q: Will the P&A Senate have a clerk as this word is used in a few places?

A: There will not be a clerk. This term will be changed to 'P&A Senate staff support'.

8. OTHER BUSINESS

With no further business, Chair Waldemar thanked the members for attending and adjourned the meeting.

Becky Hippert
University Senate Office