

2013 - 2014 UNIVERSITY OF MINNESOTA

OCTOBER 16, 2013

CIVIL SERVICE SENATE MINUTES: No. 1

The first meeting of the Civil Service Senate for the 2013 - 2014 academic year was convened in 125 Mondale Hall on Wednesday, October 16, 2013 at 2:30 p.m. Two coordinate campus members were linked by ITV. Checking or signing the roll as present were 23 Civil Service members. Chair-elect Bill O'Neill presided.

1. EMPLOYEE ENGAGEMENT SURVEY

Bill O'Neill, chair-elect, Civil Service Consultative Committee (CSCC) and Senate, welcomed Brandon Sullivan, employee engagement manager, to the meeting. Mr. Sullivan began by distributing a PowerPoint presentation and walked members through it. Salient highlights from his presentation included:

- An employee engagement survey was recently sent out to all benefits-eligible University employees, which does not include undergraduate or graduate employees. The new employee engagement survey is different from the old Pulse Survey.
- President Kaler believes that employee engagement needs to be done in such a way as to support the local work environments, e.g., programs, departments.
- A lot of research has been done on what creates an effective work environment, e.g., being recognized for good work is a key driver of engagement.
- The goal of the survey is to provide tools to help the campuses, colleges and departments address local workplace factors that enable research, teaching, service and wellbeing. Tools are being developed for leaders so they can take action on the survey results.
- In terms of the timeline, the survey was sent out earlier this month and will be open through November 1. Then, beginning in January, the results will be presented to the chancellors, deans and vice presidents with a focus on what can be done to make a difference in the quality of the work environment in their areas. In addition, department heads, chairs and directors will be receiving online reports. The expectation is that the leaders will get the report/data and this information will be shared with employees and that employees will be included in the action planning process. From February – May 2014, plans will be created and implemented to address the survey results.
- The survey will be conducted annually in order to measure action plan progress and also because work environments can change quickly.
- Great organizations are set apart by their dedication and commitment to collective excellence and wellbeing. The degree to which employee engagement is present profoundly shapes the quality of experiences and outcomes in the workplace as it relates to:
 - Recruitment, retention and development of top talent.
 - Resilience and wellbeing.
 - Collaboration and innovation.
 - Sustaining a high level of performance.
- Engagement research and experience has proven that creating a work environment that motivates people and empowers their success is critical. Examples were highlighted.

Members' questions/comments included:

- What is the plan for communicating the survey results to leaders and actually implementing the needed changes? Mr. Sullivan acknowledged that a culture change takes time. There will be face-to-face meetings with all the leaders to talk

about the survey results and to engage them in an action planning discussion. Following these meetings, reports will be distributed to department heads/chairs and directors along with an action planning process for implementing needed changes. This is an initiative that has the full support of President Kaler, the Board or Regents and Provost Hanson who will all be paying close attention to what actions are being taken and how successful the actions were.

- Is this a system-wide initiative? Yes, stated Mr. Sullivan, this is a system-wide initiative.
- A lot of communication for employees stops at the department head/chair and director level. Will employees really hear the results and be involved in the process? Yes, stated Mr. Sullivan, the goal is to be as transparent as possible with the data and this expectation will be shared with the leaders. The research shows that the more transparent the data, the more likely action will be taken on the data.
- Was any thought given to including questions in the survey about an employee's physical environment? Mr. Sullivan stated that questions about an employee's physical environment are being considered for future surveys. A challenge around physical environment questions has do deal with who would be responsible for taking action based on the survey results.

Mr. Sullivan thanked the senators for their time. He noted that survey results can be sliced and diced in a number of ways and that he would be happy to come back to a future meeting and share the themes for Civil Service employees.

2. UNIVERSITY SENATE ELECTIONS

Mr. O'Neill reported that a call for nominations/applications to Civil Service senators to serve on the University Senate had been sent out awhile ago, and, while some applications were received, there are not enough to hold a competitive election. With that said, he asked the senators to consider simply appointing the senators who applied. Renee Dempsey, Senate staff, agreed and encouraged senators to appoint those who applied and fill as many of the open seats as possible at this time. A motion was made to appoint the people who applied for the open University Senate seats and to continue to try and fill the remaining open seats. Members unanimously voted to approve this motion. The Civil Service Senators who were appointed at today's meeting to the University Senate were:

- Michael Allen – At-Large
- Terry Beseman – SVP for AA/Provost
- Susan Cable-Morrison – At-Large
- Lonetta Hanson – At-Large
- Kristy Lashbaugh – VP for Health Sciences
- Terri Wallace – SVP for AA/Provost

In response to a request for information about the time commitment involved in being a University senator, Ms. Dempsey stated that she would send this information out electronically after the meeting. She added that there is also a new online orientation about serving on the University Senate (<http://www1.umn.edu/usenate/usenate/orientation/orientation.html>), which she will send out along with the 2013 – 2014 University Senate meeting dates, etc.

3. CHAIR-ELECT'S REPORT

Mr. O'Neill reported that he and Tom Sondreal, chair, Civil Service Consultative Committee and Civil Service Senate, have been talking with Human Resources about the spans and layers report that was recently issued and the Job Family Study that is currently underway. The entire Job Family Study project is expected to be completed by the end of 2014.

A question arose about the Civil Service newsletter, e-In Touch, which Mr. O'Neill stated is going to be renamed because a number of constituents have commented that the name should be more reflective of what the document is. Hopefully, this will lead to an increase in the number of constituents who read it.

4. SUBCOMMITTEE MEMBERSHIP

Mr. O'Neill stated that in addition to the vacancies on the Civil Service and University Senates, a number of the CSCC subcommittees also need members. The subcommittees are:

- Advocacy – Susan Cable Morrison, chair
- Compensation and Benefits – Terri Wallace, co-chair and Kevin Prigge, co-chair
- Communications – Thea Oertwich, chair
- Employment Rules – Bill O'Neill, chair
- Legislative Network – no chair
- Staff Development – no chair

If anyone is interested in serving on one of these subcommittees or know of other Civil Service employees who might be interested, stated Mr. O'Neill, they should contact him or Mr. Sondreal.

Ms. Wallace, co-chair, Compensation and Benefits Subcommittee, briefly reported that the Job Family Study position description form and schedule is on the Human Resources website at <http://www1.umn.edu/ohr/toolkit/compensation/jobfamily/>. She also reported that the subcommittee is also hearing about the 2014 health insurance benefit changes.

5. CIVIL SERVICE SENATE ADJOURNMENT

The meeting was adjourned.

Renee Dempsey
University Senate