

Civil Service Consultative Committee (CSCC)
April 20, 2017
Minutes of the Meeting

These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate; none of the comments, conclusions, or actions reported in these minutes reflects the view of, nor are they binding on the senate, the administration, or the Board of Regents.

[In these minutes: Discussion of EAD Resolution on Privacy of Student's Counseling and Medical Records; Discussion of the New Recruiting/Hiring Process Being Piloted for the Finance Professional Job Family; Consultation on Changes to Performance Appraisal Programs in Four Twin Cities Colleges; Reports]

PRESENT: Duane Orlovski (Chair), Terry Beseman, Patti Dion, Cynthia Lawson, Bobbie Lundberg, Ray Muno, Becky Nelson, Jean Otto, Alan Van den Berghe, Terri Wallace

REGRETS: Gary Willhite

ABSENT: Kim Schultz

GUESTS: Jeremy Jenkins, chair, Equity, Access, and Diversity Committee; Laura Negrini, Talent Acquisition, Office of Human Resources; Sheila Reger, Talent Acquisition, Office of Human Resources

OTHERS ATTENDING: Laura Babcock, Monique Dubos

1. DISCUSSION OF EAD RESOLUTION ON PRIVACY OF STUDENT'S COUNSELING AND MEDICAL RECORDS

Jeremy Jenkins, chair, Equity, Access, and Diversity Committee (EAD), joined the meeting to present a resolution from his committee. Work on this resolution stems from an incident at the University of Oregon in 2015 in which a victim of sexual assault filed a suit against the institution. The institution then accessed her on-campus counseling records. The people who utilize these services think that their records will be confidential. However, these records are covered by FERPA, not HIPAA, so they are University-owned.

EAD then reviewed whether this situation could happen here. The response from the Office of the General Counsel (OGC) was that these records would not be used, but when EAD pushed for a written policy, the OGC said that they would not agree to any position that would limit future litigation positions.

EAD decided to go forward with the resolution, which several other Senate committees supported. The OGC then asked for another meeting. With a new general counsel in place, the stance from that office has changed and they were willing to add language to their internal guidance document to address counseling records. With this agreement, Jeremy Jenkins said that EAD drafted a new resolution, which is before CSCC today.

The Disabilities Issues, Faculty Affairs, and P&A Consultative Committees have already endorsed the new resolution. He said that this topic is an issue for students and alumni, some of whom are also employees, who might choose to sue the University at some point.

With no discussion, CSCC voted to endorse the resolution.

2. DISCUSSION OF THE NEW RECRUITING/HIRING PROCESS BEING PILOTED FOR THE FINANCE PROFESSIONAL JOB FAMILY

Sheila Reger and Laura Negrini from Talent Acquisition in the Office of Human Resources (OHR) joined the meeting to discuss a new hiring initiative for financial professionals after the rapid improvement project team was made aware of a hiring issue in the financial job family. They then reviewed slides, detailing the following information:

- Finance Pro 1 and 2 positions are difficult to fill which creates delays and hardship in work areas. Small applicant pools result in candidates with weaker than desired skills, creating further delay in getting new hires able to meet job requirements.
- Current state of these positions include:
 - Very limited Pro1 pool from which to promote
 - Supervisors avoid sub par performance issues and “settle” rather than attempt the hire process
 - Internal retention offers are common and internal “stealing” occurs in these job classes; Fin Pro 3 and Fin Pro 4 are more easily filled through promotions
 - Overtime costs are up in order to cover workload
- Root causes for this issue
 - Increase in number of retirements
 - Fin Pro 1 job class is underutilized
 - Job postings are often not appealing to candidates (contain UMN jargon)
 - Perceived cumbersome job reclass process deters units from utilizing all levels in the career path
 - Traditional accounting degree doesn’t transfer well to U finance positions - need customer relationship skills, too
 - Talent with accounting experience is scarce
- Goals for the team include
 - Robust, qualified external applicant pools
 - Smooth career paths and efficient promotion process
 - Reduced or no retention pay for internal lateral moves between units
- University-wide Posting and Recruitment
 - Open application period for Finance Professional 1 and 2 continuously
 - Conduct University-wide recruitment – new and shared sources
 - Applicants screened and qualified resumes stored in a shared “pool” for ready use
 - Hiring manager has quick access to candidate pool
 - Central talent specialist manages all Fin Pro vacancies to assist units in placement of high potential applicants and improve applicant experience
 - Screening questionnaire, ex: geographic locations, UMN unit interest, self assessment of finance related strengths
 - Hiring manager job aid: tips and tools for a successful hiring process; improve applicant experience
 - Streamlined posting process and clear roles
- Anticipated Advantages
 - Reduced time to fill vacancies
 - Larger applicant pools; greater diversity
 - “Stronger” applicants (passed screening and assessment)
 - Improved applicant experience (more timely communication, access to all U vacancies with one application, remain in hiring pool for two years with check-ins)
 - Recruitment dollars capitalized
 - Focused recruitment and job family pool management – greater efficiency and monitoring

Q: Is this process just for the Twin Cities or system-wide?

A: It is only being used for the Twin Cities, but the changes should help across the system.

Q: Is this work addressing the issue that it is very hard to reclass AFSCME employees into civil service positions?

A: That issue was initially addressed but it not part of the initiative being presented today.

Q: How many Fin Pro 1 and Fin Pro 2 were moved to labor-represented positions during the JFS?

A: These numbers were not discussed by the team as their purpose was hiring.

Q: How will the University eliminate the internal “stealing” problem due to the ability to offer more funding in some areas?

A: This is the next topic for the team. There is a hope that internal “stealing” will decrease once it is easier for departments to find outside candidates.

Q: Will the same hiring process be used in other job families?

A: Finance Professional 1 and 2 is a pilot for classifications that have high volume hiring or high turnover. Clerical might be another area, but that has not been determined yet.

Q: How does this process work if someone already works at the University and wants to apply for other positions without their supervisor knowing?

A: Applicants indicate the areas they are interested in working when completing the application form. Their application will ONLY be routed to those vacancies. Further, if the applicant has any questions or concerns about confidentiality, a contact name is provided for them.

Members made the following comments:

- Labor positions are missing from the Job Family Study (JFS) paths listed on the OHR website
 - JFS did not address labor classes but they should be added to the completed job families
- Moving to a new position is easier than a reclassification which makes it hard for departments to retain employees
- Pay ranges need to be re-evaluated to keep pace with the outside market
- End user support 1 and 2 are other job classes that have similar hiring patterns to the financial family
- Retaliation by a supervisor for applying for other positions is a fear for many employees
- Supervisors should be supportive if an employee is looking for another opportunity, but many times it means having less choice in projects or not being assigned to long-term projects

In closing, Sheila Reger said that this proposal is being presented to the HR Leads tomorrow and the RRC in May. She would be willing to come back to the committee for follow-up at a later date.

3. CONSULTATION ON CHANGES TO FOUR PERFORMANCE APPRAISAL PROGRAMS

Patti Dion said that after she heard from CSCC about the proposed change to the performance appraisal process for the School of Public Health, she contacted the HR community to let them know that OHR needs to reviews proposed changes first to make sure that they are in compliance.

Alan Van den Berghe stated that he is in one of the Public Health units participating in the pilot. The college stated that peer reviews are being implemented as it was requested by employees, but employees do not have any experience conducting peer reviews. The college has also indicated that employees are allowed to suggest names of individuals to provide peer reviews, but that the employee will not know if those are the peers selected. Additionally, the employees are not allowed to see the peer review responses; only the supervisor sees the information once the names are removed. There is a difference between providing feedback and being part of a performance review which is tied to merit pay.

Q: Does OHR have a stance on peer reviews?

A: No, but peer reviews are currently used with clients outside the University instead of within.

The committee then moved to discuss performance review changes from four other units. Members asked for context on what is changing before providing feedback. Patti Dion said that she would provide this information prior to the May CSCC meeting.

4. CHAIR'S REPORT

Duane Orlovski noted that a CS leadership transition meeting was held earlier this month, and included planning for the May Senate meeting. The Benefits Advisory Committee (BAC) selection committee met and chose Connie Rosendich to fill the open Civil Service seat.

5. SUBCOMMITTEE REPORTS

Communications

Becky Nelson noted that the next newsletter is being worked on by the subcommittee, as well as information for new employees that they can receive separate from orientation, which is not offered at each campus.

Compensation and Benefits

Terri Wallace said that the Benefits Advisory Committee (BAC) issued RFPs for medical and wellness plans this year. Medica will remain as the plan administrator, but Red Brick will be administering wellness for 2018. The new vendor is able to offer items that have been requested from StayWell but have still not been delivered.

Rules

Jean Otto noted that her next meeting is May 1 at which time progress will be provided. The timeline for completion is still flexible.

6. OTHER BUSINESS

The committee was then presented with a specific situation involving termination of a probationary employee. A short discussion was held.

With no further business, Duane Orlovski thanked the members for attending and adjourned the meeting.

Becky Hippert
University Senate