

HSU Staff Senate Minutes
Wednesday, March 9, 2016

Members Present: Brian Bagwell, Yvette Bragg, Phyllis Cogburn, Christopher Golston, Keasha Gordon-Turner, Sheila Hollis, Beth Jackson (proxy for Forest Schultz), Pam Ligon, Dawn Mabery, Randy McCauley, Dever Norman (faculty representative), Sheri Phillips, Veronikha Salazar, Beth Taggard

Members Absent: Troy Mitchell

Guests: Nathan Campbell and Edward Akoto

The regular meeting of the Henderson Staff Senate was held on Wednesday, March 9, 2016 in the Cabe Room of the Garrison Center.

- I. The president and the secretary being present, the meeting was called to order at 10:07 a.m.
- II. Minutes from the January meeting were approved as written.
- III. New Business
 - a. HSU School of Business Research Project presented by Nathan Campbell & Edward Akoto
 - i. The School of Business would like to conduct a survey of employees and supervisors. Relationships and engagement on the job are vital for the functioning of an organization and this survey seeks to understand how the employer relationship with the organization and the supervisor affect performance.
 - ii. The survey is being conducted with many institutions, not just HSU and individual responses and identifying information (name, position) will be kept confidential.
 - iii. Participation is voluntary; however, there will be a drawing for prizes for those who complete the survey.
 - iv. Staff Senate voted unanimously to support this School of Business initiative and allow the survey to take place on campus. The information generated from the survey could assist HSU by identifying areas where staff or supervisor training is necessary.
 - b. University Committee Vacancies
 - i. Beth stated that General Counsel, Elaine Kneebone, sent an email in the fall asking for volunteers or staff & faculty nominations for students to serve on various university committees. Campus response was overwhelming and the Shared Governance Committee was able to fill these vacancies. Most students were placed on a committee that was a first or second choice.
 - ii. Elaine will be sending an email to staff and faculty to fill additional vacancies. Beth emphasized that all staff seriously consider serving on a campus committee.
- IV. Old Business
 - a. Staff Awards Update

- i. Beth met with President Jones and Kathy Taylor regarding the proposal to change staff awards.
 - 1. Part time employees will now be eligible for all awards.
 - 2. President Jones suggested increasing award amounts from \$100 to \$500
 - 3. There was discussion about having too many awards. Based on this discussion, some changes to the proposal were made.
 - a. The Standout Support Staff award was combined with the Customer Service award.
 - b. The Collaboration and Community Engagement awards were removed.
 - c. Beth made the executive decision to add a Staff Award for Student Success based on our strategic initiatives.
 - 4. Staff senate voted unanimously to accept these changes. Beth will present the proposal in the next meeting of the President’s Executive Council.
- b. Staff Training
 - i. Spring Semester Training
 - 1. Jacob Bland will be offering Excel classes. These will be set up as a workshop. You can bring a document you would like to use as a project for training. Dates are yet to be determined.
 - 2. Dawn Mabery & Karen Spradlin will be offering training for proper timecard and travel documentation. This will be in April 19 & 20.
 - 3. In May, Ray Keller will be on campus for customer service and professionalism training.
 - 4. Beth will be sending an email to all staff with additional information about training opportunities.
 - ii. Ongoing Training
 - 1. As we begin to add opportunities, like travel and timecard training, utilizing staff or faculty resources, we hope to be able to put out a training calendar for each semester. The goal is for this to start small and grow over time into a robust program.
- c. Staff Salaries and Compensation Plan Update
 - i. General discussion was held about the release of the Compensation Plan.
 - ii. Beth reiterated that the university’s “hands are tied” by the State of Arkansas Office of Personnel Management (OPM) regarding pay grade and raise opportunities for classified (hourly) staff; however, a recommendation was made in the Arkansas general session to have this reviewed. A request was made to provide proof of this policy from OPM. Beth will research and bring her findings to the next meeting.

V. President’s Report

- a. Nothing to report beyond the Feb. 26, 2016 “Henderson Now” email from the president and his comments about the staff award proposal. Please take the time to read his email (Addendum I).

VI. Faculty Senate Report

- a. Pam Ligon reiterated both Provost Adkison’s email dated Mar. 08, 2016 (Addendum II) and Faculty senate minutes from Mar. 02, 2016 (<http://www.hsu.edu/FacultySenate/index.html>). She highlighted faculty discussion over the need for 24-hour safe room on campus. There used to be a room in Foster Hall but it was not fully utilized by the students. Dever Norman elaborated that this idea originated with the intent for female students to have a safe place and that it has been broadened to include the entirety of the student body. Brian Bagwell stated the possibility of Huie Library being open 24/7 at some point in the near future and, if this decision was made, a safe room could be located there.

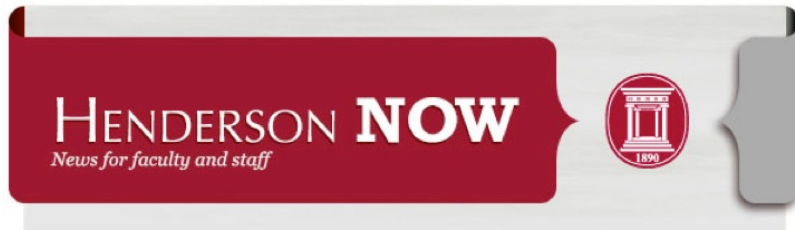
VII. Questions, Concerns or Comments

- a. Beth acknowledged she was unable to research specific questions or approaches for a comprehensive staff survey about fringe benefits. She asked Randy, chair of the senate survey committee, to meet with the committee and bring a sample survey to the April 2016 meeting. Anyone who has specific ideas, questions, and research they would like added to the survey can email those directly to Randy.

VIII. Adjournment

- a. A motion to adjourn was made and seconded. The meeting adjourned at 11:21 a.m.

Respectfully Submitted,
Shelia Hollis, Secretary



Dear Faculty and Staff,

Please accept my deepest and heartfelt apologies for the disruption Phase II of the energy savings project has caused you and our students in offices and classrooms. While we anticipated that the middle of winter would be a safe time to take air conditioning systems off-line for the installation of the new chilled loop system, the temperatures during this particular winter have been more akin to an Arkansas spring. These abnormal temperatures have resulted in unbearable teaching, learning, and working environments in many buildings on our campus. I know this has been a difficult time, and I greatly appreciate your continued patience and understanding as we work to address these long-neglected deferred maintenance issues on our campus. In the meantime, Aramark is making fans and cooling units available to faculty and staff in an effort to alleviate some of the discomfort caused by the ongoing installation of our new chilled loop system.

This spring, I invite you to take advantage of the opportunities for professional development on our campus. I hope those who have participated this week in the Teaching & Learning Center's Spring Conference: "Reddie to Teach the 21st Century Student" have found the sessions enlightening and encouraging. I also hope our staff are taking advantage of the software training being offered through Computer Services. Additional training opportunities are being developed and will soon be announced.

Strategic Plan Update

The [Henderson Strategic Plan](#) has been operational for approximately eighteen months. During that time we have accomplished a tremendous amount of work toward the implementation of our plan.

Of the 173 actions and elements comprising the strategic plan, the overall analysis reveals that:

- 19% have not been started
- 15% are in planning
- 10% have been initiated
- 39% are in progress
- 17% have been accomplished.

Later in the semester a detailed email devoted to the Strategic Plan and its progress, will be distributed campus-wide.

Compensation Plan Update

Last March, the Compensation Task Force developed comparative salary data for all faculty ranks, as well as professional and administrative staff and compared it with peer and aspirational peer institutions. Average salaries for each position at Henderson were compared to the overall average salary level for the peer groups to establish a baseline.

The task force analyzed what would be required to bring Henderson salaries up to 100 percent of the peer group average salaries over a four-year period, keeping in mind that some positions are already paid up to 100 percent of the peer average and would not be affected by this plan. This first fiscal year, the goal was to increase salaries to 85 percent of the average. At the beginning of the fiscal year, half of the total required to reach the 85 percent funding was placed into the 2015-16 operating budget and salary adjustments were made for qualified positions. The remaining balance for this first step was based on Henderson attaining enrollment levels that would fund it. Mr. Bobby Jones is currently analyzing our current budget to determine if sufficient funds are available to address the second half of the year one compensation plan recommended step. I anticipate receiving his recommendation by the end of next week. Additionally, I have requested that the original data generated by the Compensation Taskforce be placed on MyHenderson. Subsequently, the updated data being developed by Mr. Bobby Jones and his team will be added to MyHenderson as well.

Enrollment Management

As the university works to enhance the student recruitment process, we are moving forward with the implementation of a Contact Relationship Management (CRM) system that will automate and streamline communications with both prospective and admitted students. The CRM implementation will be supported by an enrollment management consultant from SEM Works, who will also help us align our current admissions processes with the new CRM. Additionally, this spring we are moving forward with plans to hire a vice provost for enrollment services to give senior-level accountability to our admissions and enrollment services functions.

Poise/ERP update

This spring we are moving forward as well with the review and finalization of our draft request for proposals for a new Enterprise Resource Planning (ERP) system to replace POISE. Working from a revamped University Technology Committee, we will constitute a larger group to review the ERP draft and move the process forward. However we are slowing the timing of this process in order to initiate a search for a new Campus Technology and Communications Officer, necessitated by the retirement of Mr. David Epperhart.

Marketing Update

A months-long research study of the Henderson brand has been concluded. Conducted by a team from mStoner, thought leaders in higher education marketing, the team's focus groups and surveys have revealed that our greatest hurdle as an institution is that Henderson's brand is not well defined among prospective students and their parents. Key takeaways from the research found that the following perceptions are widely held by prospective students and their parents:

- Henderson has the academic subject they're interested in.
- Henderson is perceived as a good financial value.
- There is a lack of awareness about the strength of the faculty.
- There is a lack of awareness about the new residence halls.
- Knowing someone who attends Henderson does meaningfully impact the perception of Henderson's brand.

The Office of Marketing & Communications is using these findings to develop a marketing strategy to strengthen the university's brand and address areas where there is a lack of awareness. As an example, the office has worked over this academic year to build a portfolio of [faculty profiles](#) to strengthen awareness of our outstanding faculty. Additionally, photos and detailed information about [campus housing options](#) have been added to the web for prospective students. The Office is also working with the academic deans to develop marketing-related content for each academic program's webpage.

125th Anniversary Gala

As a capstone event to the year-long celebration of [Henderson's 125th Anniversary](#), a fundraising gala will be hosted for alumni and friends at the Hot Springs Convention Center on Saturday, April 23. This gala will celebrate our university's

strong heritage in higher education while also raising much needed private support for the General Academic Scholarship Endowment, which provides scholarships to students with financial need who demonstrate a propensity to succeed. We are delighted by the support that this event has found among the Arkadelphia and Hot Springs business communities as well as our alumni and friends. We look forward to showcasing our university and our talented students at this special event.

Shared Governance Policies This spring three policies that were among the first to pass through the university's new Shared Governance process were approved by the Board of Trustees. University policies on Media Relations, Social Media and Prohibiting Sex- and Gender-Based Discrimination, Harassment, Misconduct and Retaliation are now in effect. Please take a moment to review these new [University Policies](#).

Vice President for Finance & Administration

As you all are aware, Bobby Jones has announced his intent to retire on Aug. 31, following nearly 30 years of service to the Henderson community. Bobby has epitomized the Reddie Spirit as both an alumnus and an employee of the institution in a variety of roles, including interim president. As Bobby acknowledges, there is still much work to be done as he leads the budgeting process for next fiscal year. We are grateful for his leadership and dedication to Henderson and will announce plans for a retirement party as that time draws near. A search for a new Vice President for Finance & Administration will soon commence. I have appointed a search committee to be chaired by Vice President Jennifer Boyett, and a position announcement will be posted next week. The following individuals have graciously agreed to serve as members of the committee: Ms. Lea Ann Alexander, Ms. Cathy Bell, Dr. Alan Blaylock, Ms. Lecia Franklin, Mr. Shawn Jones, Mr. Tim Jones, Mr. Dan Mabery, Dr. Lynn Stanley, Ms. Kathryn Taylor and Dr. Ken Taylor.

I wish each of you the very best this spring semester and offer my continued thanks for your service and dedication to our students.

In Reddie Spirit,

Glen Jones,
President

Addendum II: Dr. Adkison Email, 08 Mar. 2016

Colleagues,

As Lea Ann and Beth noted earlier today, the data for year one (first step) of our four-year Faculty and Staff Compensation Plan is now available for viewing on MyHenderson. Great thanks to our Faculty and Staff senates for their feedback and engagement with the process of getting these data up and available to everyone across campus.

We wanted to follow-up by communicating a handful of points—

—These data posted on MyHenderson are from the original version of the compensation plan that was released last spring and which provided the basis for the first step of the plan this year to bring faculty and non-classified staff up to 85% of their peer group average (mean) salaries. The second half of the first step which President Jones announced last week completes this first year first step.

—Next year, year two, our compensation plan aims at ensuring that all of our faculty and staff are brought up to at least 90% of their peer group average salaries, and the third and fourth years of the compensation plan are aimed at the 95% and 100% points, respectively.

--While the compensation plan as initially implemented does not address faculty compression/time-in-rank, we and our Deans Council have discussed how best to address this need and are currently modeling a way to provide step increases to prevent compression. Once we have modeled and more broadly discussed/vetted this approach, it will be implemented in a subsequent year of the compensation plan.

Please remember that the compensation task force recommended that the salary study data be updated annually, prior to planning for the next year's step, so that we can ensure that the total compensation plan is fresh and current each year and does not fall out of date over the four-year span. In addition to updated salary data, we are also incorporating any needed changes and revisions to the plan on an annual basis.

As was the case this past summer and fall, we are eager to both learn of and address any inadvertent errors and/or further corrections in faculty program CIP codes or staff CUPA position comparators. Those corrections and/or revisions that were brought to our attention this past fall and since are being incorporated into the updated salary study that we are reviewing to ensure an accurate year two step.

Finally, we would like to remind our Henderson community that this compensation plan addresses our goals under our third strategic priority to provide competitive salaries for our faculty and non-classified staff. Unfortunately, State of Arkansas processes and policies for classified staff compensation preclude their inclusion in the compensation plan as it is currently constituted. We have a major task remaining before us to address the needs of our classified staff and hope that in our discussions of the compensation plan data that we remain mindful of our colleagues' needs too.

If anyone has questions concerning 1) the data or 2) the compensation plan itself or 3) if you have further corrections to either program CIP codes or CUPA staff positions (or just want to confirm that we have previous corrections), please do not hesitate to contact either or both of us directly.

Thank you all, each and every one of you, for all that you do for our students and for our university.

In Freddie Spirit,

Steve Adkison & Bobby Jones