

University of Minnesota Morris Digital Well
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Consultative Committee

Campus Governance

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Consultative Committee – Oct. 24, 2013

Committee members present: Co-chairs Ray Schultz and Joey Daniewicz, Jim Hall, LeAnn Dean, Allison Wolf, Nancy Helsper, Heather Waye, Jean Rohloff, Jim Barbour, Chad Braegelmann, Molly Donovan, Janet Ericksen

Guest: Sarah Mattson joined us to discuss the UMM Office of Human Resources

How does the UMM HR office fit in with the Twin Cities office?

Sarah - The TC office allows colleges/campuses to operate independently. Sarah's role is to connect with them – when they have an HR directive, they contact Sarah's office. They have an office that helps maintain contact with us, with three consultants (Sara Gort, Tony Gardner, Kim Kopplin). Sarah's role is to work with supervisors, moderate grievance processes. She works with Wellness Center, Disability Services, Employee Relations. There are many people in TC office, and Sarah needs to know as many of those people as possible. Dann Chapman is the director of Employee Benefits, and has been out to UMM for health fairs. Kathy Pouliot is another benefits director who works with health plans and is coming to the upcoming health fair. Sarah can pass our concerns on to them, and also recommends that individuals go to the health fair to talk to people specifically. For health insurance, we direct Medica to manage the plan, but we are self-insured and decide how to pay out benefits and write the plan - if we have specific needs we can request changes be made. Sarah is conduit for communication with the TC office, and she works to keep the message in front of them that we have specific needs.

What is the situation on the other campuses in terms of HR?

We get messages from TC HR – do we go to them, or to our HR?

Sarah meets with HR from other campuses. There is a director on every campus. If there are questions, they are sent to central office to keep up with changes. Individuals can call the TC, but often it is easier to talk to someone in person on your own campus.

Is it possible to bring benefits counselors to UMM on more regular basis?

Sarah - This is something they are working on, it's a financial thing but they will do what they can. They have started talking about options (longer day, another day) - they would prefer to stay for another day, maybe in the spring?

Do Duluth and Crookston have same problem we do?

Sarah - Yes – what is needed is a traveling roadshow. They lost one benefits counselor, which has resulted in fewer visits to coordinate campuses. There is more turnover now, people plan for retirement differently now – it used to be that three visits didn't fill up, now two visits are full. Duluth doesn't compare to us as there are more people in their HR office. Crookston is more our size, but they do things differently than us, and are not interested in same programs. Rochester may be a similar size but also work differently. We could do things better, be more efficient, but overall the TC Benefits Office provides best service possible. They understand that their people are all over the state and may use UM Connect to provide some service. HR is different but is also starting to use UM Connect to provide information. To bring programs to our campus we need at least 10, and would like at least 20 people to attend.

What about the Encore Transitions Program?

Sarah - Benefits doesn't have anything to do with it. She called their office, they were aware of our concerns. The program consists of 4 programs in TC, and the people who present it are not U of M employees. The background is that a person at UMM wanted to participate, it was suggested that their travel costs be covered. In the end, the person was not interested as the program would require that they be away from campus too much. It may be possible to participate over 2 year time frame (as the program is only offered once/year in TC), but there is not enough participation at other campuses to bring it out here. Could it be a traveling roadshow once every several years? Could it be offered in an abbreviated version? If we could stir interest for people to go, then we could coordinate travel to TC.

What should our position be on this (access to programs at the TC)?

- Ray - we should at least have equal access to it – transportation to TC

- Sarah - we could work with the Chancellor – sponsored program for employees

- Ray – there is a difference between a U of M program that is free vs paid programs

The implication that the unit will pay for the program – what is the “unit”?

- Sarah – it could be anything, that's why they use the generic term “unit”. Bring the request to Sarah, she'll see what she can do.

- Janet – the cost should be to the central U of M system. The \$400 registration may come from us, but they should equalize the access.

- Sarah – they should have brought the program to the Chancellor, and had the discussion about cost and access. Communication is an issue, and the best bet for communication of this issue is through Jacquie. We have to coordinate as there are not many retirees every year.

- Janet – the email from the TC needs to be clear – it is annoying to get email from TC that is “all system” that is clearly only TC.

- Sarah – will try to get them to send those emails to her first, so she can clarify the content to the UMM campus before the TC email comes out.

There was a workshop offered this fall on civility that was clearly geared to huge campus. Do we have any latitude to ask them to adapt to small campus?

Sarah - They did – they do try, although the cases were definitely not small campus. If they used local cases, these would be more easily identifiable on a small campus.

Is the ratio of employees to HR on our campus comparable to those on other campuses?

Sarah – It is comparable on Crookston. Our goal is to try to keep up with Duluth - they have a big office. 1 HR person/100 people is an industry standard. One thing is that UMM doesn't have to buy our health plan (it is University driven). There are about 400-450 headcount – each has to be hired, background check, review. The HR office used to work with each person closely for the first 2 weeks of their employment, now most contact is during orientation and online enrollment takes care of much of it now. Mary (Zosel) meets with every employee, goes through the binder of information with them. The HR personnel are often the first people new employees meet on campus, and Sarah would like to have closer relationships with new employees and with the departments on campus. “StrengthsQuest” is a big incentive on TC campus, but there they have facilitators to train the trainers. To do here, someone came out and trained Sarah to do it, but we don't have the resources. We do the best we can with the resources we have, and Sarah asks that people and committees come to her with questions as she doesn't have resources to reach out

specifically. Should the Consultative Committee solicit HR questions? We could facilitate some of the feedback.

Janet – like the idea to have someone in their offices who specifically deals with other campuses and can take the TC rules and figure out how to adapt to other campuses. The programs that come out here are just not for us.

Sarah – the TC staff are responsive and connective. Sarah takes the responsibility to manage the change for our campus - they make the changes if we ask them for it.

Janet – the grad school at TC has a secure system for taking letters, can we get it?

Sarah – no, the PeopleSoft system doesn't provide it and we don't have the money to create our own system.

Janet – will ask at FCC if this could be part of the PeopleSoft upgrade.

Nancy – there were only 11 people at the civility workshop, do you have any ideas about what else we could do to get at this issue.

Sarah – civility is about good manners. What if before every meeting we took a minute to review the ground rules (be respectful, to listen, be aware of time limits). Bullying is an effect of conflict - do we have good methods to resolve conflict? We have good procedures, but not everyone is willing to do them. How do we deal effectively with differences between people? How do we as by-standers respond? We need to take responsibility to be polite to each other.

Ray – Consultative Committee is planning to address this issue, and will ask for input from various groups

Sarah – if we don't ask someone to change their behavior, they won't. The person involved can't always do it, so the supervisor needs to do it.

Jean – directors and supervisors could remind their group about manners and behavior at meetings

Sarah – even in meetings, people don't speak up so the chair needs to address this issue

The committee thanked Sarah for her time

We will hold off discussion of the following issues until next week:

- HR
- ACE – we have not yet heard back from Bart
- civility issue - Ray will ask for ideas from the campus during Campus Assembly next week

Molly – The Friends of the Boundary Waters raising awareness of sulfide mining

- concert coming up – free, next Friday, at Federated Church 7pm
- one musical, one live painter
- will send out emails

Respectfully submitted by Heather Waye