

Provost Employee Communication Council
May 13, 2008

Those in attendance: Susan Chisholm, Shawna Edinger, Peggy Ehrenberg, Carol Garges, Iva Gillet, Brad Holland, Laura Miller, Kim Olsen, Rob Schuett, Susan Pott, Lee Ann Tyler, Jean Varner, Dawn Waller, Anne Zook **GUESTS:** R. Seneuiratne, Joni Louque, John Teahan, Susan Carkeek, Kathleen Jump, and Leonard Sandridge.

Introductions were made by council members so that our guest speaker, Mr. Leonard Sandridge, Executive Vice President and Chief Operating Officer, had a sense of what areas of the University were represented.

Mr. Sandridge addressed the council by pointing out that this is the time in the year when one has to recognize how all staff are contributing their utmost performance in preparation for graduation and the close of the academic year. Our University is showcased for graduation and there is a short timeframe to finish the end of the academic year work. Mr. Sandridge recognizes that there is a lot of stress in the system currently and asked that all be sensitive to this and he is grateful to all for their contributions.

This has been a good academic year with fewer disruptive problems or issues on-Grounds. A lot has been accomplished this past year, and one area is the emphasis by the Human Resources Department for employee development. It is recognized that there are a lot of opportunities for professional development in all places within our institution. All have different jobs with different responsibilities, and there are opportunities to improve training for leadership roles and taking on additional tasks.

Mr. Sandridge went on to point out that Ms. Susan Carkeek is here to help with the HR system that supports staff, and asked Ms. Carkeek to comment on the HR task forces. Ms. Carkeek reported that the University staff task forces have been working on career paths and they are being defined and highlighted for individuals that include objectives to influence their career development. This is to help employee retention and enhance individual career development. This supports what the University is about and what we stand for in encouraging leadership roles. It is the leadership element that can impact those you represent as well as your professional development.

On May 22, 2008, the first town meeting will be held to report on information and recommendations about the University staff policy and career path task force progress made. Also reported will be the recent survey results, which were surprising, but taken very seriously. The emphasis of this meeting will be with the policy task forces. This town meeting not only applies to those who were hired as University staff since July 2006, but is also for those classified staff who may wish to switch to the University staff system. There will be an opportunity to ask questions and Ms. Carkeek encourages all to attend. Postcards are being sent to employee home addresses advising staff of this town meeting and to advertise the current timeframe for employee comment, etc.

Draft policies will soon be available for comment. The Department of Public Affairs is currently designing a website so that responses can be web based, but hard copy responses will be encouraged as well with many distribution centers located throughout the University. The comment period will end June 30, and at which time the various task forces will reconvene over the summer. October 1 is the deadline to have finalized policies in place with a 90 day enrollment period for Classified Staff.

Career path task forces have developed 15 career clusters and have come up with 70 career paths. Open houses will be held at the John Paul Jones arena June 10-11 to educate and promote these career clusters and paths. This will be an opportunity for those on these task forces to answer questions and note opportunities for improvement.

A series of training and orientation sessions are being planned with special sessions for supervisors and managers to learn how the new system works and allow for understanding the differences between University and Classified Staff. The time frame for training will be August through September and peer advisor sessions are being planned. Councils could work as volunteers, and HR is looking for volunteers. It was noted that HR representatives will have the same training.

For more information regarding restructuring please see the attached URL
<http://www.hrs.virginia.edu/restructuring/index.html>

Representatives from the Hospital, University and Health Services Foundation have been working with two national child care providers to assess the overall demand for child care service for all three organizations. In addition to determining demand, assessments are being made on how best to meet the additional demand. Consideration is being given to building one or more center on several potential sites. Evaluation of the potential sites is taking place. Construction of multiple new centers is most likely a long term plan of three or more years. In the interim, partnering with local child care providers for guaranteed spaces is an option that is being considered.

Mr. Sandridge addressed the activities of the current Commission of the University, which -has potential for impacting the future of the University. He noted that the Board of Visitors has approved the Commission's priorities in concept:

1. Implementing a strong international presence including strengthening our study abroad opportunities and that they be integrated globally.
2. Recognizing that we have built our reputation on the undergraduate experience nationally, believing in the basics and giving a renewed commitment to world class undergraduate studies.
3. A renewed focus on science, technology, and engineering.

The Board needs to approve a budget of approximately \$8 million to support these goals and it is expected to do so at its meeting in June. Before October, The Provost will convene with Deans and members of his staff to discuss the budget and first year goals.

Mr. Sandridge recognizes that our University is going through a period of substantial change in that there are new dean appointments in the College of Arts and Sciences, School of Nursing, and Law School. In addition, new appointments will include the Vice President for Research, Dean of the Medical School and Dean of the School of Continuing and Professional Studies. These new appointments will lead to substantial change.

Mr. Sandridge was planning to step down and retire in 2009 but he has agreed to stay until the end of 2010 to help with the general transition. Mr. Sandridge shared that in great transitions there is an opportunity for new ideas and new starts in many areas and that he could be of help. The administration is committed to this time of transition, and Mr. Sandridge believes it is an exciting time to be a part of this change.

Questions Forwarded to Mr. Sandridge by Constituents

Questions by constituents were forwarded to Mr. Sandridge and answers to these questions were provided to council members in advance of this meeting. This was done in order to allow time for follow up to these questions and to promote further dialogue.

PARKING

1. How much does it cost to park next to Madison Hall? Why is parking in the convenient locations restricted to select, special persons? This seems un-democratic and un-Jeffersonian. Can all parking be distributed on a fair basis?

The 2007/2008 price to park in the A0 lot is \$46/month, going to \$49/month on June 1, 2008. Outside the medical center, reserved parking is assigned in all reserved lots by waiting list on a first-come, first-serve basis. Occasional exceptions are requested by chairs, directors, and managers from all across the Grounds and are made on a case-by-case basis, determined by work schedule, responsibilities, or mobility issues.

2. You said (paraphrasing) "The state doesn't fund U.Va.'s parking; therefore employees have to pay for it." Why are employees expected to make up for an item which is a fundamental cost of doing business?

The state does not provide funding for employee parking. In an effort to reduce the burden on employees who choose to park on the Grounds, the University subsidizes parking from private funds and operating revenues by approximately \$30 per permit holder per month.

3. If we will continue to have to pay to park in satellite lots, can our workday begin when we park as opposed to when we enter our office? Many of us are essentially required to give up at least 30 minutes of our own time, uncompensated (15 minutes each way). This is unfair.

The writer is correct that the University, like most employers, does not count time spent commuting as work time. The same is true for most employees who commute from remote lots within their workplace.

4. If the answers to the above questions are basically "because we can", then please be honest enough to say so. The general feeling seems to be that parking is broken because the administration can get away with not fixing it.

The writer seems to represent that the University is not doing anything to address parking issues. I disagree with this point of view and believe that improvements to the system over the past several years speak for themselves.

5. Everyone appreciates the small improvements that have been made.

Thank you.

6. Given that most people at the University pay for parking, while others park for free, depending on their work site, is it possible to begin levying permit fees to those who park for free in lieu of larger parking permit fee increases?

Some properties that are occupied by UVA employees are leased and include parking, other properties are owned by the UVA Foundation, etc. P&T is working with Facilities Management and the UVA Foundation to align parking policies. As stated earlier, the University currently subsidizes the permit fees for every permit holder by approximately \$30 per month using private funds and operating revenues.

7. While we all agree that parking and transportation is a difficult area, what is being done to hold them to the same high standards that we as employees are held to? It seems the same problems are brought up year-after-year and nothing corrects the problems.

Not entirely sure what the question is asking, but P&T has undertaken many new customer-oriented initiatives in recent years, including (1) expanding commuter choices through open ridership on CTS and occasional parker program; (2) improved customer accessibility to services on-line through posting a service schedule that includes event notices and offering online account management; and (3) enhanced transit services through a GPS bus locator system and customer service surveys.

8. If P&T would circulate our lots every hour or two they would make a killing and wouldn't have to raise our rates, I haven't seen a P&T person in our lots for at least a month, students have taken over the lots and if you call them, by the time they get here, hours later, it doesn't matter.

Enforcement is key to a permit parking system. P&T has six enforcement officers who patrol their service area several times per day. The officers wrote nearly 25,000 parking citations in the academic

year just ended, and 80% were for parking without a permit. If you would like an enforcement officer to come to your lot for a specific issue, you can request so by calling 924-7231.

9. I see that the football game schedule has been posted for next year and there are no home weekday games. In saying this, last year when you attended our PECC meeting we talked about how the University gets part of the ACC's money for the football season. The question was if the University is getting this money and the employees are asked to leave their parking places on-grounds to accommodate the ticket season holders and their parking, why do the employees have to pay twice to accommodate the ticket season holders? (We pay for our parking and we either have to work extra to make up the time that we are asked to leave or we charge our leave bank of hours.)

Once every two to three years, some permit holders are asked to vacate their lots in the late afternoon to accommodate a weeknight football game. Before this happens, we give advance notice – I send a memo to every employee, HR sends a memo to managers about setting flexible hours that week, and P&T sends letters to those impacted by parking. To say that employees must “pay twice” is not accurate. Employees are offered many options: a flexible work week, an alternative parking space that is not impacted by the event, or using annual leave. There may be confusion, though, about who has paid for the facilities that are used for these events. The three-level garage at the John Paul Jones Arena, for example, was fully funded by the Athletics department. The 1,200 parking spaces at the John Paul Jones Arena were fully funded by donors and the department of Athletics.

COMPENSATION

1. Since the state approved raises are for only 2% in the next two years, do we know what the proposed increases in parking fees and health care premiums will be for this period and is it anticipated that the increases in these fees for employees might wipe out the proposed raises?

When comparing salary increases with fee increases, it is more meaningful to compare the dollar impact than percentages. For example, a 2% salary increase for an employee earning \$30,000 per year is \$600 per year/\$50 per month, while a 2% increase on High Option health insurance premiums equals \$71.76 per year/\$5.98 per month for family coverage or \$9.12 per year/76 cents per month for a single person (based on 2008 rates).

Last year, rates on the low premium health plan actually went down, and next year, parking rates for some commuter lots will not increase.

We will not know the health insurance rates for 2009 until this fall. Importantly, the University has managed to reduce or contain health premium increases well below national levels, while enhancing the benefits of your plan. We are doing our best to maintain that trend in 2009.

2. While the verbiage is always, “there is nothing you can do because we are State employees”, perhaps those making large salaries should have to trade places with those who make less than \$40K to be more sympathetic to the difficulties of surviving.

Perhaps some creative solutions would then arise. Restructuring has been the carrot that is offered, but what about those who choose to remain classified?

There are real limits to what the University can do to be “creative” and yet stay within the parameters of the state classified system. That is expressly why the University requested the authority under restructuring for a more flexible and responsive HR system. That said, we look for ways to make improvements whenever possible. Two new benefits that begin on July 1 are examples: the new educational benefit and the back up child and elder care services will be offered to all University employees. A JLARC¹ report on the state classified system is due out in October. There will continue to be limitations on what we can do for classified staff until changes are made at the state level.

3. We have repeatedly asked to have classified salaries published at the library along with faculty/administrators. Since classified staff is only allowed 10% increases for in-band adjustments or when they take a new job, it is critical to know what others are being paid for similar positions. Why is this not being allowed and putting us at such a disadvantage?

Out of respect for the privacy of classified staff, salary data is not released generally but is available upon request consistent with the Freedom of Information Act. When the release of salary data is formally requested, it gives the University the opportunity to notify the employee whose salary is being released so s/he is aware of the request.

BENEFITS

1. Retirement health costs are very high, especially after Medicare kicks in (the premium stays pretty much the same). Can we be offered the health care options that the State offers?

When a University retiree turns 65, he or she goes has access to the State’s Medicare supplement plan, known as Advantage 65.

2. Why do they keep switching prescription carriers back & forth? Every time they do this the mail order service goes up \$5 for every RX.

The U.Va. Health Plan is a self funded plan, and we set the plan’s benefits and copayments. We have contracted with a Third Party Pharmacy Benefit Manager to administer the prescription drug portion of the plan but this administrator does not determine the copayments. The University determines the co-pays, which help keep the plan cost effective. As you know, prescription drug costs have increased significantly.

Below is a chart that shows copayments for 90-day mail order prescription drugs:

¹ Joint Legislative Audit and Review Commission of the Virginia General Assembly

| 90-Day Mail Order Co-Pays | | | |
|----------------------------------|----------------|------------------------|----------------------------|
| Year | Generic | Formulary brand | Non-formulary brand |
| 2007 | \$21 | \$47 | \$93 |
| 2008 | \$21 | \$52 | \$103 |

3. When will faculty and staff dependents get a break on tuition if they go to UVA?

There have been attempts at the legislative level to fund this benefit for University faculty. This is an expensive benefit to introduce without funding. We recognize that many other Universities offer this benefit to their faculty and not having it available puts the University at a competitive disadvantage in recruiting some faculty. The Faculty Senate has asked that the University investigate how other institutions provide and fund this benefit.

4. The main problem with the UVA child care center is that it is too hard to get into. For example, I put my baby on the list the DAY I received the confirmation that I was pregnant... a month into the whole process. So, I've been on the waiting list since March, 2007. I've been told that my chances of getting into the center, even this fall semester, are slim. That seems quite ridiculous... An institution of this size that is a major employer in the area should have more readily available child care for its employees.

The child care survey conducted last year supported the demand for additional child care facilities. Representatives from the Academic Division, the Medical Center, and the Health Services Foundation have been evaluating the feasibility of building one or more centers. In the meantime, the University will provide a new emergency "backup childcare/elder care service" for our employees to begin July 1, 2008.

ADMINISTRATION

1. What, if anything, will be done to provide continuity among the various schools at UVA? Each school seems like their own fiefdom with very little supervision or auditing. An example would be some schools allow flex time, others do not. Some schools are paid better, others are not.

The deans of all schools are responsible to Executive Vice President and Provost Tim Garson. Substantial general University policies apply across all schools. All schools and departments, for example, are subject to audit by the University's Office of Internal Audit and by the State Auditor of Public Accounts. At the same time, schools and other operating units have differing needs, and to the best extent possible are allowed to use the most efficient method to address these needs.

2. One of my constituents called my attention to the fact that many of our jobs are now being listed as "BA required" and wondered if this is an Arts and Sciences phenomenon, or if it's the whole university. I'm not sure if this is a pertinent question for Mr. Sandridge, but I said I'd try to get more information.

This is not unique to Arts and Sciences; in general, there is an expectation under the state classified system that most Pay band 4 and 5 positions should have a bachelor's degree.

2. With Restructuring there will be decisions made in regards to staff and faculty with benefits, etc. The question that I have is, will UVA join Virginia Tech and VCU in expanding its Board of Visitors to both faculty and staff representation? I realize that the Board is appointed by the governor and we have administrators looking out for our best interest at these meetings, but having representation at the table tells the University community that UVA stands behind their faculty, staff and students. Would this be something that our administration can discuss with the governor?

I am not aware of plans by the Board of Visitors to add faculty or staff as formal members. There is a faculty member who serves as a consulting member to three committees of the Board – the Educational Policy Committee, External Affairs, and Diversity Committee – but faculty do not serve on the board.

MAY 13, 2008 FOLLOW UP DISCUSSION

Parking Fees for Those Who Park at Leased Properties

There is no legal reason why we should assess our employees who are currently parking in leased property and we have chosen not to charge parking fees in these instances. However, the University is currently working on a fee structure for those parking at Fontaine Park. In the case where we lease two to five years, there are disadvantages to those employees who have to move back and forth between locations. While parking is an employee driven fee, it is now subsidized because of the existing structured parking and, while it is a judgment call, there is no reason that fees should be charged. We do not maintain those parking lots, but we pay through rent. We don't have long-term obligations to these locations. Expansion and building a structured facility continue to be a need to see if there is a need for employees to park.

Transparency for Publishing Individual Classified Staff Salaries

Under the Freedom of Information Act and as a matter of policy, the University has not voluntarily published classified salaries by name, and for those who have been asked for a specific salary, the staff person is then notified.

The University has been monitoring compensation and has done this through the implementation of in-band adjustments. The University does compare staff and faculty salaries with private institutions but have concluded that the University will not disclose individual salaries, since there is a system in place for acquiring that information. There was a time when classified staff salary information was published, but due to the complaints from classified staff, the publishing of salaries was removed.

The new system for assessing salary ranges is to look at market-based ranges. Pay bands, however, do not give options for negotiating salaries. Summarized salaries are provided through a published list of

salaries through the Chamber of Commerce, and the University participates in providing salary data, and by doing so are most likely influencing the salary ranges. This is a source for people to refer to.

How can the University increase salaries? People are the University's most important asset. The University has invested in faculty salaries to keep and be competitive with peer institutions. For classified staff, the University has implemented the rewards and recognition program, and in-band adjustments are ways for classified staff recognition and pay increases. However, there are limitations as to what can be done for a state employee.

Flex Time and Telecommuting

The University employs 12,500 employees. For obvious reasons and in particular, those on the medical side of the University have set work hours. For those on the academic side of the University, there are set schedules for when school is in session. However, it was noted that people can find a place to meet their schedule needs. It was asked that Mr. Sandridge encourage Deans to allow flex time for their schools.

Telecommuting is different from flex time. Some units have tried telecommuting and this has worked, but other areas have not found it to be an option to offer employees.

This is an area for future development, but may only apply to a small amount of employees where work is managed in results rather than presence. If results are measured and lend to productivity, then telecommuting makes sense. There could be a trend in part-time telecommuting and a University policy could be developed. Also due to the increase in gas prices, there is an interest for the Governor to address such a policy. This would be complex to implement, although it can be done. While managers manage differently, there will be a need to define expectations for results.

Public Transportation and GPS System, and Car Pooling

The city of Charlottesville in conjunction with U.Va., has worked out a free ride plan for University employees that is currently being used and has been successful. The newly implemented GPS system on public transportation has allowed passengers to gauge their time in waiting for the bus in either inclement weather or when safety is a concern.

Car Pooling

Occasional parker plans are being investigated for those who car pool, but need to drive to work for individual needs. One consideration is a pass system where you buy a limited number of passes. The University's car pool and van pool incentive plan will be rolling out on June 1.

Note: Addendum to follow with additional follow up questions to some of Mr. Sandridge responses. Please check back at a later date for this addendum.

CLOSED SESSION

Personal Mail Receipt through the University System

John Teahan, HR, researched current policies for receiving personal mail through the University. The current policy (which falls under Business Operations reporting to the VP and Chief Financial Officer, Ms. Yoke San Reynolds) states that outgoing personal mail can be sent out using local mailboxes provided it is properly sealed and posted. Incoming personal mail should be sent home, and never to a University address. The policy states: Employees and students residing off-grounds should not receive any incoming personal mail or packages (including UPS) at a University address. The policy can be found at <http://www.virginia.edu/mailservices/servicesguide.html#outgoingpers>

To report abuse of this policy, it was recommended that an anonymous call be made to HR who could in turn contact the person in violation.

Virginia Tech Leadership Conference

Ms. Susan Chisholm gave us a brief overview of the Virginia Tech Leadership Conference she attended earlier this month. Two other schools besides Virginia Tech were represented, and they were University of Virginia and William and Mary and George Mason University. The conference theme was *Defining Our Role in Developing an Inclusive Community*.

Upcoming Elections - Vice-Chair, Council Representatives

It is suggested that we know who the new PECC representatives will be by the end of May in order for the new representative attending the June meeting with the outgoing representative. The June meeting will be a working session in order to plan our orientation meeting and recommend speakers for next year.

Ms. Anne Zook will be Chair and we need to consider who could be Vice Chair from those who are not rotating off of PECC.

Our next meeting will be on June 10, 2008, in Room 389, Newcomb Hall. This will be a working session to plan our orientation meeting, speakers for next year, etc.