

2019-2020 CIVIL SERVICE COUNCIL
Wednesday, February 5th, 2020
Student Services Building Room 307
1:00 p.m.

I. **Call to Order** - the February meeting was called to order by Anthony Travelstead, President, Civil Service Council.

II. **Roll Call of Membership**

Members Present: Richel Biby, Jim Bigogno, Jeletta Brant, Lindsey Carter, Elizabeth Cheek, Beth Chester, Cyndy Green, Deborah Harmon, Crystal Harris, Shannon Newman, Trinkia Pape, Jason Phillips, Marianne Shields, Andrea Steen, Anthony Travelstead, Ira Tripp, Tammy Wieseman

Members Absent with proxy: None

Members Absent: Ann Gilliam

Others Present: Jennifer Watson (HR), John Frost (Enrollment Management)

III. **Guest Speaker(s)** – John Frost - Director of Undergraduate Admissions

- History – Enrollment had been declining over the years. Enrollment Management had 7 vacant positions, no Associate Director and no Assistant Director. Today EM is fully staffed with the exception of one regional position in Chicago that is in progress.
- Change in focus - Accountability - #1 thing to do is follow up with student once engaged. Coordinators/Counsellors are being trained to engage with prospective students on a more personal level to build bonds instead of merely calling to plug SIU programs.
 - Be an expert at great conversations and be dream makers instead of order takers.
 - They are adjusting to changes in the times. Trying to connect to student to ensure they understand what they are getting into when choosing a degree program.
 - Chancellor Choice scholarship – Scholarship for regionally local students (counties south of I-64).
 - Working together with Advising to minimize the old “Woody Shuffle”
 - Monthly meetings with community colleges to build partner relationships to increase transfer students
 - Saluki Transfer Day – 2/24/2020 – like SIU Day but for transfer students – first time
- New technologies to assist in making student connections:
 - Slate – CRM and online application for admission - allows tracking of students through the recruitment process.
 - AdmitHub – Uses artificial intelligence via chat bots to engage and support prospective students. This accommodates the “gotta have it now” culture to provide 24/7 service to students when the University is technically closed. Research shows most students do most web searches between 11pm-2am.
 - EAB Navigate – For retention - Provides early warning and allows for better engagement with students once they are here.
 - Transfer Portal allows transfer students to see exactly how classes they have taken at other schools transfer to SIU.
 - Custom Viewbook – Allows students to find programs of interest and receive information about them.
 - Net Price Calculator – Cost and financial aid estimator.
 - Tableau – Analytics platform that provides metrics to analyze student enrollment, achievements, etc.
- Progress to date for Fall 2020 compared to same time last Fall 2019:
 - First time college student applications –
 - ** 7119 received - increase of 1133 = +20%
 - ** 5186 actual applications received - increase of 820 = +18.8%
 - ** 4598 Admits - increase of 1528 = +51.4%
 - Transfer applications
 - ** 1317 received – increase of 81 = +6.6%
 - ** 797 actual applications received – increase of 82 = +11%
 - ** 741 Admits - 69 = +10%
- We can help by spreading good news and talking positive about SIU.

- IV. **Approval of the Minutes** – The minutes from the January 2020 meeting were approved as amended.
Motion: J. Brant
Second: E. Cheek
- V. **Announcements** – A. Travelstead - The Vice President of Faculty Senate has stated they are looking to fill the open position in the Constituencies Office and asks for referrals. The position has been upgraded to Office Administrator. J. Watson added all applications need to be completed in HireTouch.
- VI. **Reports**
- A. **Council President**
1. **Constituency Heads Meeting** – Has not met. Next meeting scheduled on February 14th. A. Travelstead asked for suggested topics to bring up at the meeting. J. Bigogno asked to bring up the topic of inconsistent pay practices across campus, ie: some get raises for doing more work and others do not. M. Shields asked for communication regarding the reorganization and staffing. A. Travelstead has brought this up in previous meetings and been told there will be no effect. J. Brant notes there is an issue in reporting lines already.
 2. **Board of Trustees Meeting** – Has not met. Meets February 13th in Edwardsville.
 - Presentation of our tuition and fees with an expectation that they will not increase.
- B. **School of Medicine Civil Service Council** – No report.
- C. **Annuitants Association** – C. Harvey – No report.
- D. **Human Resources** – J. Watson – Upcoming audit in June. HireTouch went live January 1st and HR has seen a large volume of applicants. S. Newman asked if HireTouch can distinguish which applicants are new to SIU or if they are already employed. J. Watson confirmed it does not. T. Wieseman asked if the process has changed and J. Watson confirmed the entire process is now completed online. The online forms completed will help the HR counsellors determine position qualifications thereby eliminating the need for counsellor appointments. She also mentioned that advertised vacancies, presently, take precedence over non-advertised at the present moment and vacancies are handled in the order that they are received. She also stressed the value of our benefits package. SIU's salaries and wages may have slipped behind the times but our benefits in insurance alone are highly competitive. W2s were distributed on time and encourages electronic download of W2s. HR is eliminating paper checks so Quickpay is gone and J. Watson stresses the need to complete payroll in a timely manner.
- E. **Council Committees**
1. **Executive/Budget** – E. Cheek – Met and set the agenda. The budget report was passed around the room.
 2. **Bylaws** - I. Tripp – No report
 3. **Civil Service Benefits** – T. Pape – A written report was distributed. The committee met and determined the survey issues listed were outside the scope of the Benefits Committee so they had proposed a list of suggestions to bring back to the full Council. E. Cheek stated that she thought the committee was directed to generate a list of proposed topics or ideas to work with central administration and HR to provide to staff education on benefits and not necessarily to discuss the survey itself. T. Pape stated the group felt there were more core issues with survey and the Benefits Committee was not the right fit but wanted to bring the survey back to the table. S. Newman noted the survey discussion has not left the table but based on the discussion at the special meeting, one of the issues discussed was the lack of knowledge of an employee's own benefits and the need for some kind of educational sessions. She also suggested possible alternative platforms for education like webinars or podcasts that will not require repetitive investment of human hours but to do that we needed a list of possible topics to bring to HR and other stakeholders to evaluate and create content. T. Pape stated the committee would work on a list of topics.
 4. **Education Assistance** – A. Steen – Met January 16th. Quatro's Day will be March 17th on St. Patrick's Day. Andrea will have gift certificates for sale. The Yankee Candle fundraiser is

running 100% online through July 8th. A. Travelstead asked if we had to wait for funds generated until after July 8th. E. Cheek will check on that. She also mentioned she reached out to SIU Foundation to include Education Assistance in the SIU Day of Giving to allow those that want to contribute, to do so year-round. They have also asked each recipient this semester for a photograph and a 1-2 sentence statement about how the award has benefitted them and they are using that as an advertisement for SIU Day of Giving. This has been forwarded to S. Newman to add to our website. S. Newman stated the list of award recipients for the last two semesters has been posted to the website. A. Steen notes the committee has a proposed award and E. Cheek made a motion to approve 25 applications at \$200 each. D. Harmon abstained. The motion passed with one abstention. A. Steen noted she had the awards letters ready to sign.

A. Travelstead stated he was contacted by the Boy Scout Troup regarding concessions at the Spring Flea Market and asked if anyone objected to their participation running concessions again this year or if there were other ideas. J. Bigogno asked if we get a percentage of concession sales. A. Travelstead confirmed we do not. J. Bigogno proposed we should get a small cut if only 5%. A. Travelstead noted the typical sales average about \$500-\$600. S. Newman stated 5% of \$500 is a minimal amount of money and does not recommend taking that from the Boy Scouts. E. Cheek's opinion, if everyone else agreed, is to continue allowing the Boy Scouts run concessions without the Council taking a cut and the majority of the Council agreed. A. Travelstead will contact the scouts to let them know.

5. **Elections** – S. Newman – S. Newman stated she has obtained a list of civil service employees from J. Watson and has separated the employees by sector. She had planned to get that emailed out so the committee can work to certify the list but she has not been able to so she will start electronic communications to do that and begin the elections process.
6. **Public Information** – C. Green – No report
7. **Range** – J. Bigogno – No report.
8. **Staff Excellence** – C. Green – The first meeting was canceled due to weather. The deadline for nominations is Friday February 7th at 4:30pm and the next meeting will be Wednesday February 26th at 1:30pm in Anthony Hall Room 321.

F. **Constituency Committees**

1. **Advisory Committee, Director of Public Safety** – J. Bigogno - No report
2. **Computing Advisory** – S. Newman/C. Woodruff - No report
3. **Honorary Degrees** – S. Garnett – No report
4. **Intercollegiate Athletics Advisory** – No report
5. **Naming University Facilities** – I. Tripp - No report
6. **Parking and Traffic Appeals** – E. Cheek – No report
7. **Recreational Sports and Services Advisory** – E. Cheek – No report
8. **Student Center Advisory** – J. Brant – No report – J. Brant announced Steak n Shake had closed and the Student Center is opening an 1869 Grill in its place that will be operated by the Student Center. R. Biby added the hiring process is underway.
9. **Traffic and Parking** – K. Morgan – No report
10. **University Joint Benefits** – E. Cheek – Met January 28th, continued discussion on parental leave and a sick leave bank.

G. **Special/Other**

1. **Employee Advisory Committee to the Merit Board** – S. Garnett – No report
 2. **Legislative Advisory** – J. Brant – No report.
 3. **Diversity Committee** – C. Harris – Met January 21st – planning diversity week April 20th and Todd did stress the need for completion of the Faculty/Staff survey. They need a 20% completion rate and they are only at 12% currently. Next meeting is February 11th. She stated the HLC visit is February 17th-19th and asks that we understand what diversity and inclusion means. J. Brant asked about details concerning sessions scheduled on the 17th. C. Harris noted it was still in a planning phase and there is no agenda currently.
 4. **University Accreditation Committee** – M. Shields – No report.
 5. **Chancellors Planning and Budget** – No report
 6. **NEW Committee** – J. Bigogno/T. Wieseaman – No report.
 7. **Chancellor Search Committee** – R. Biby – R. Biby has withdrawn from this committee and E. Cheek was asked to server in her place. E. Cheek passed around a written report.
- VII. **Old Business** – Civil Service Employee Survey – E. Cheek stated the Executive Committee would address the top 6 issues with central administration and hopes to do that at the same time as a proposal of benefits education topics for civil service employees. A. Travelstead has the topic noted to discuss at the constituency heads meeting though does not feel we are ready to release the complete results yet. E. Cheek suggested he not bring this up at constituency heads, but rather at a one on one meeting. J. Brant suggested that administration should see the redacted report at some point so they are aware of the actual incidents that have happened. A. Travelstead has received personal statements and has a couple more people to meet with. C. Harris agrees and believe we should not wait much longer. J. Bigogno suggests we propose solutions to problems as well.
- VIII. **New Business** – S. Newman reminded the group that we have revised our bylaws twice in the last few years and the updated revision has not been posted to the Bylaws website. A. Travelstead said he would reach out to the Chancellor's Office to check on that.
- IX. **Non-Agenda Items** – February 10th-14th is the international festival at the Student Center and the students really look forward to preparing their dishes and asks to spread the word and support the group.
- X. **Adjournment** –