UNIVERSITY STAFF ADVISORY COMMITTEE

Business Meeting Minutes
October 24, 2018
Dave Griner Room -
RPAC 8:30 - 10:30 a.m.

In Attendance: Sunny Zong, Lisa Mayhugh, Stacey Copley, Shea Ryan, Steven Blalock, Steven Loborec, Tracey Pawlowski, Andrew Jordan, Kate Blevins, Brittany Crall, Ginny Corso, Lauren Gannon Evans, Kaitlin Hohenberger, Abby Whaley, Cesar Seguil, Katie Watkins, Tom Gessells, Kris Villilo, Courtney Sanders, Sandy Otis, Morgan Buckner, Twhila Holley

Call to Order
Adoption of the Agenda
Approval of the Previous Meeting Minutes

Executive Committee Reports
Chair:
  ▪ Andrew and Tom are meeting with Susan Basso on Thursday. During November meeting, will be meeting with Lin Hillis, AVP Talent, Diversity and Leadership as well as Susan
    ▪ Agendas for Senior Leaders are on Box. If you feel that anything needs to be on agenda, please let Tom and Andrew know
  ▪ Working on Senate Proposal for staff voice. In process of drafting process. Would like feedback on draft at next business meeting, if possible
  ▪ Big Ten Collaboration on Staff Advocacy 4th Quarter Conference Call on Monday, Oct 29th
    ▪ Penn State and Iowa are sharing their staff advocacy group during this meeting
    ▪ In the future, will be opening up phone call for others to listen

Chair Elect:
  ▪ PPCW Recap – notes on Box
  ▪ Ohio State Young Professionals (OSUYPN)
    ▪ Several members from OSUYPN and USAC met on Oct 18th.
    ▪ ERG wants to ensure that young professionals have a great experience working at OSU.
    ▪ Potential for future collaboration with USAC/OSUYPN
  ▪ Regional SAC Visit – coordinating meetings that USAC members can attend possibly after the New Year. Will send out an email when dates/times are confirmed to see who is interested and willing to travel to these meetings
  ▪ Local SAC Retreat is scheduled for Nov 9th – working on breakout conversations to ensure we are having meaningful conversations with the local SACs
  ▪ Parking Advisory Committee – 1st meeting last night.
    ▪ eCitations will go live in the winter. Enforcement officers will not have to get out of car. Citations will now be emailed.
      ▪ Visitors – free pass for first offense but will receive physical citation rather than eCitation
- Currently researching garage rooftop fencing. More information will be available in Dec meeting.
  - Rooftop fencing will be incorporated into the design of the new Medical Center parking garages
- Cannon Drive update – Cannon Drive and access to 315 will be open Thanksgiving

Communications:
- Working on communication campaign for the Conversations with the President event
- Interested in volunteers for video clip for staff experience. Please let Tim know if you are interested
- Social media form in Box
- Pronouns have been added to the website.

Secretary/Treasurer:
- Sept 26th meeting minutes have been posted to the website
- Expense request form is located in Box. Please use this as a guide when submitting requests for purchase

Subcommittee Reports
Inclusive Excellence (IE):
- Received communication regarding the ODI Strategic Plan from Tayo Clyburn
  - Dr. Moore went with external vendor for strategic planning. Focus groups have been placed on hold
- USAC Diversity Statement
  - Statement was originally presented at August business meeting. Feedback was received on initial statement and IE members worked to take feedback into consideration
  - We have quorum at 22 members
  - Move to adopt USAC Diversity Statement: “USAC values diversity in people and perspectives, and is committed to advancing inclusion and equity internally and for staff throughout the university in collaboration with key university stakeholders.”
  - Motion passed to adopt USAC Diversity Statement which will be posted on website as well as new member applications

Governance:
- Meeting with Veronica and Molly regarding next steps for SCDG program
  - Haven’t been able to get information as far as impact of the grants. Would like this information for report
  - Trying to make it goal for this year of sharing information of the compelling stories from those that have received the SCDGs.
  - Tracey mentioned to prepare to show how this initiative can be sustained on sharing stories especially since membership rolls over each year
- Manager Grant updates – would like to bring this back up and expand the scope and how often they are being awarded
- Reporting format to external committees. Would like an online submission format. Would like to scale back reporting after each meeting to ensure we are capturing more details and more meaningful information from the external committees. Possibly changing reporting after each meeting to reporting once a term (Dec and May)
○ Will be scheduling external committee reps to share information during spring business meetings

**Outreach & Engagement (O&E):**
○ Staff Benefit and Wellness Expo Planning meeting – discussed budget and timeline. Will be sending email to possible vendors in December
  - Looking at Hello Fresh and new restaurants in the Gateway
  - Would like to bring in $15,000 from vendors to cover cost of ballroom
  - Would like to add professional development element to the event and to have Susan Basso send an email to support this in order to encourage staff to attend.
    ▪ Young Professionals Group offer professional development. *Finding Your Voice* is scheduled for Friday in the Mason Hall Rotunda from 12-1pm. Session is open to anyone
    ▪ Learning & Development community professionals meet on campus
    ▪ MJ Abell is working on professional development aspect of expo
○ Local SAC retreat – Nov 9th. Please accept or decline calendar invitation in order to help with ordering food

**Staff Compensation & Benefits (SCBS):**
○ Finalized text for infographic for local level Rewards & Recognition best practices. Working to find student designers. Will bring draft to USAC for feedback and how to best market this. Goal is to launch campaign in Jan
○ Met with Christine O’Malley
○ William Ashley, Marketing and Communications Manager of the Enterprise Project – would like to meet with SCBS monthly
○ Met with Molly Driscoll regarding New Buckeye Welcome – differences from last year. More to come

**Task Forces**

**OHR Liaison Report**
○ Policy work and change. Payroll is first bundle of policy changes to be reviewed. Finance will be next for review which will be later this fall Nov/Dec. HR policy changes will be bundled in Jan/Feb. USAC is a critical partner and should be reviewing policies and giving input
  - Lynne Carter should be attending a Business Meeting to discuss policy review process
○ HR Town Hall was on Oct 10th – 400 attendees. HR Service Delivery model and changes coming were presented. Held panel discussion with 3 individuals with experience with HR Transformation. News story coming out later this week
○ Just a reminder to look at Enterprise Project website often ([https://enterprise-project.osu.edu](https://enterprise-project.osu.edu)) Please subscribe to monthly publications. Tweaks to Enterprise Project to incorporate HR Service Delivery.

**Items for Informational Purposes**

**Items for Group Discussion**
○ Marie Peterson, University Travel Manager (8:30-9:00)
  - Travel Initiative –
    ▪ Effective August 1st
    ▪ Requires use of University Contracted agencies for Airfare and Rental Car Services
    ▪ Communication released to all employees on July 17th
    ▪ Policy dictating enforcement process in effect Oct 1st
- System updates to add compliance review published Oct 1st
- General Details
  - Does not change current roles in arranging travel
  - Not required for non-employees
  - Personal credit card can be used with CTP/Concur
  - Split transactions for business/vacation. You can finance if adding a
    person if airline won’t split transaction. Will need to repay University
  - Can book leisure travel but can’t get airline discount
  - Does not include hotel
  - Monthly voucher drawing throughout first year of initiative.
- Travel Office Resources
  - Feedback, issue resolution & training
  - Service now ticketing for all incoming communication
  - Website: go.osu.edu/travel-office
    - Travel initiative announcements & FAQs
    - Training and resource guides
    - News
    - Price match request form
    - Agency feedback form
- Price Match Request Form Process
  - Simple entry with screenshot
  - Processed M-F (8:30-5pm ET)
  - Allow 24 hours (exceptions may apply)
  - Results: match, comparable options (not an exact match), no match (B&F
    will evaluate circumstances)
- Findings:
  - cheaper not best business practice model for university
    employees on business travel
  - Online searches not always what they seem
  - Inventory availability
- Policy Updates – Oct 1st
  - Travel initiative effective Aug 1st – require use of University
    Contracted agencies for airfare and rental car
  - Identify consequences of non-compliance
  - Prohibit use of pcard and cash advance for airfare
  - Provide payment options for business travel with vacation
  - Require attachment of receipt (CTP itinerary) for all airfare in
    etravel
  - Remove requirement to validate rental insurance with travel
    partner
  - Remove option for Rental Car with TTM
  - Working with Enterprise to increase fleet and opportunities for
    car share as well as ways to secure payment
  - Changes to system emails
  - Updates to Expense Category Selections – helpful to travel
    arranger
  - Airfare Compliance Workflow – extra level of approval
- Compliance review process
  - Allow 10 business days from Travel Office workflow receipt
  - Tracked by travel office to monitor all entries
    - Denied reimbursements
3rd policy infraction
- Incomplete documentation
- Exceptions made by College/VP area that were not approved by B&F
- Warnings going to employee, supervisor and SFO
  - Approved reimbursements
    - Personal CC – CTP/Concur purchase
    - Airfare purchase prior to Aug 1st
    - International in country flights with technology or payment limitations
    - 1st and 2nd policy infraction
    - Pre-authorized exception from b&F
      - Leadership will be asking for data on who is compliant vs non-compliant
  - Observations
    - Must attach associated receipts/documentation
    - Naming attachments
    - PDF with links to attachments
    - Must attach CTP invoice/itinerary
  - Entry issues
    - Airfare prepayments with CTP/Conur
    - Entry may cause unnecessary workflow. Example airfare – baggage causes workflow

- Travel Workshops offered regularly. See website for details
  - Planning, reconciliation, refreshers
  - These are also pre-recorded
  - Group sessions to talk about issues
- Contact: travel@osu.edu or 292-9290
- Travel profile is super important. Please make sure that profile reflects what is on ID. Desk number populates. Please make sure mobile phone is on profile

- Questions sent to Marie after business meeting:
  - Are there going to be metrics showing the amount of travel transactions going to CTP and what the savings discount amounts are to the University?
    - Metrics and other reporting are still being developed. However, using our tracking for compliance, we will be reporting to senior leadership with monthly data on who is/is not compliant by College/VP area. This will only be counting through reimbursement data. Savings to the university is estimated in the current discounts offered by the airlines. After the 1st year of the initiative, we’ll be working closely with the airlines to improve those discounts and will be able to develop metrics to demonstrate savings.
  - Are there talking points that you would like to provide so USAC members can help advocate positive messages and encouragement for the initiative?
    - Here’s something that I think explains the initiative and the long term goal quite nicely: The travel initiative will benefit the Ohio State community by enhancing the safety of our travelers and allowing the university to fully reap discounts and other benefits of our travel contracts. This is the same process we use for a
variety of goods and services, whether buying office paper or other services. In the case of our travel partners, we have negotiated advantageous rates and high service standards, and these benefits will only grow as we increase utilization of their booking tools. Likewise, universal use of these booking systems will allow Ohio State to better support all of our travelers in the case of natural disasters or other emergencies.

- Breakout Session – Prep for Conversations with the President Event (9:30-10:30)
  - Efficiencies:
    - Is anyone advocating for staff who have to take on extra workload when vacancies are not being filled to ensure that work/life balance is still attainable?
    - How does this help/hinder staff with professional development?
  - Talent:
    - Why are we recruiting from outside the University? University is full of talent
    - Update on Chancellor position
    - Career Road Map/Advancement within the University
    - Professional development – how to incorporate into long term career goal?
    - Faculty Professional Development – will there be opportunities for staff career mobility?
  - One University:
    - Med Center vs. University. How are we working to streamline processes and policies?
    - Idea of One University – how is communication flowing?
  - Health/Wellness or Human Resources:
    - Work Life Balance
    - Flex Work
  - Strategic Plan:
    - Where do we stand now as to last year with the Strategic Plan? Has anything needed to be tweaked?
    - How are goals/initiatives being measured to ensure we are on track to meeting goals?
  - Other:
    - Political landscape within University
    - Educational opportunities for regional campus staff members
  - Email Tom with questions...
- Advisory lunch in Denney Hall tomorrow from 1-2pm. Professional development opportunity for advisors. Brittany Crall will be attending.

Adjournments