

**NORTH CAROLINA STATE UNIVERSITY STAFF SENATE**  
**Wednesday, January 8, 2014**  
**Witherspoon Student Center, Washington Sankofa Room**

**Present:** Miriam Hines, Elizabeth Russell, Patty Spears, Audrey Hendriks, Amanda Holbrook, Sharmeen Nokes, Joshua Gira, Rosalie Tisa, Brian O’Sullivan, Joanie Aitken, Robert Bradley, Nicole Burgos, Charles Craig, Matthew High, Dustin Wheeler, Brenda Asbury, Lee Ann Clark, Tenille Naumann, Janice Coats, Chris Terwilliger, Robert Davis, Joy Smith, Erica Wisecup, Cathi Phillips, Anna Lamm, Kate Christenbury, Roger Sims, Wyona Goodwin, Hilary Kinlaw, Randall Reh fuss, Jim Stewart, Clifton Williams, Tom Karches, Brenda Wilson, Kerri Rayburn, Sherry Lynn, Peggy Elliott, Corrin da Watkins (Ex-Officio)

**Absent:** Brandon Moore, Kathy Dick, Molly Bradshaw, Edward Brown, Christen Epps, Maria Moreno, James Jeuck, David Kelly, Kim Paylor, Anita Keith, Maurice Alcorn, Carl Dudley, Liz Moore, Steve Bostian, Joe Sutton, Wall Crumpler, Judy Daniels, Carol Reilly, Sandy Gove, Lossie Rooney, Amy Kunkle, Melissa Simpson, Martha Barrick, Darren Fallis, Karin Cousineau, BJ Okleshen

**Guest Speakers:** Dr. Rich Gould, RJ Reynolds Professor and Department Head, Mechanical & Aerospace Engineering, COE  
Dr. Jonathan Ocko, Professor and Department Head, History, CHASS  
Samantha Parrett, Director of Business & Administrative Services, CVM  
Veterinary Health Complex  
Peggy Elliott, Senator – South Central District (Cumberland County)

Samantha Parrett along with Dr. Rich Gould, and Dr. Jonathan Ocko reported on the Administrative Process Review Committee (APRC) that was reinstated by Charlie Leffler in August 2011. The committee charge is to evaluate existing processes throughout the university and find ways to improve our efficiency and reduce frustration with "red tape". This is goal 4 of the University’s Strategic Plan, “Enhance organizational excellence by creating a culture of constant improvement.”

They started out with a list of over 400 "pain points" that had been generated by other groups and worked to categorize the list and identify which pain points were process issues. They selected several process issues that were prominent on the list to investigate. One of the main tools that they use to review processes is Value Stream Mapping, which entails gathering a cross functional group of people involved at all levels in that process and mapping out each step in the process as well as the time each step takes. This helps to identify areas where work is duplicated, resources are not being utilized, steps in the process are not adding value, etc. which all create inefficiencies. The goal is then to define the most efficient version, or future state, of that process and what steps are needed to get to that future state.

The following processes were selected and worked on by the committee thus far:

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**F&A Transparency**

Pain point: Faculty - how much F&A is returned to the PI, to the PI's home department, and/or home college

Process: Met with process owners (VC for Research, VC for F & B, Provost)

Status: Recommendation to post F& A distribution endorsed by owners

**Facilities Modification**

Pain point: FAC Mod and Work Order flow

Process: Invited Process Owners to a VSM and discussion

Status: Facilities Modification Concierge position created and filled as of May 2013

**Student Concierge**

Pain point: Student concerns (classes dropped, multiple stops – R&R, Financial aid, Cashier's office)

Process: Invited Process Owners to discuss (R&R, Fin. Aid, Cashier)

Status: VSM of financial aid process, VSM of Enrollment, registration & tuition payment process, 15 action items. Resulted in student staffed call center during Fall billing with complaints reduced from 1 per day to 3 for the entire 6 week period.

**Grantsmanship**

Pain point: Internal processes for pre-award and post award activities

Process: Invited Process Owners to a VSM and discussion

Status: Ongoing – 26 action items / problem definitions identified on Lean Newspaper

The APRC has gotten a lot of feedback from faculty and some from students but are very interested in getting staff feedback as well. The committee is made up of staff and faculty and wants to make sure that they are addressing process issues that affect staff, faculty and students. If you experience frustration with a particular process in your job, they want to hear about it! Please submit your ideas on the APRC web site at:

<http://aprc.ofb.ncsu.edu/share-a-process-improvement-idea/>

They are working on the best way to let folks know what issues have been received and what they are currently working on. While the submission can be entered anonymously, it is helpful if you can provide your name so that they can follow up to get more information and let you know the status of your "pain point".

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Peggy Elliott shared the following report.

**Highlights on Cumberland County Extension office:**

Extension Director received a grant to perform a study on Farmers Market in CC. The county officials are trying to come up with a good location for the farmers market. The Director selected Earthwise to conduct the study.

- Master Gardener Program for 2014 will be starting in a couple of weeks. Classes will be held each Thursday starting January 16, 2014 at 9:00am to 1:30 pm through March 6, 2014.
- Pesticide classes are being offered for recertification and initial pesticide license in various areas of the state by Commercial Horticulture as well as our Field Crop agent in Cumberland County. Peggy assists both agents with paper work and newsletters.
- Livestock Program is still alive and needing a livestock agent. The field crop agent is filling in at this time. Peggy also assists the Cumberland County Livestock Association in the Fair as well as their yearly Annual meeting and Oyster Roast sale

Peggy assists the agents in Commercial Horticulture, Field Crops, Livestock, and Master Gardener volunteers as needed. Peggy also assists the Extension Director as needed with special projects. The Director has an Administrative Coordinator and Peggy is the Administrative Support Specialist. Peggy is the customer service representative, the first meet and greet at the front office.

**Peggy's bio:**

Peggy is a member of The Extension and Research Support Staff Association (TERSSA) The Extension and Research Support Staff Association (TERSSA) is currently comprised of support staff in several states namely Alabama, Arkansas, Kentucky, Louisiana, Mississippi, Ohio, North Carolina, South Carolina and West Virginia. This group came together in July 2007 and began working toward a common goal. We hope to eventually include states throughout the nation and possibly the world. Any support staff employed by an Extension or Research organization in any state is eligible to become a member of this growing Association. The basis on which this Association was formed is to improve the lives and careers of members by providing one voice to improve the development of Extension and Research across the nation through professional recognition, networking with states, administration advocacy, and professional and personal improvement. (The association normally meets yearly on a national level) I am also a member of our state chapter of NC Association of Cooperative Extension Administrative Professionals (NCACEA which we meet once a year as well as our District (SC District) Administrative Professionals which we meet twice a year in a selected county in the state.

We have the:

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Upcoming Changes in Extension: Share Your Thoughts (which is posted on our Staff Senate website under Extension Spotlight) see below:

The N.C. Cooperative Extension Service has launched a strategic visioning initiative to evaluate the organization's business model and chart a course through choppy economic waters. NCCES has seen recurring budget cuts of \$20 million since 2000, resulting in the loss of roughly 90 positions over the past four years.

Go to our website to read more about upcoming changes:

<http://cumberland.ces.ncsu.edu/>

I am an enthusiastic computer learner who grasps all the free classes in computer via the County Human Resources, NC State Extension IT training and Network Literacy. (Web site address: Professional Development Leader at Penn State (Learn.Extension.org) extension Learn America's Research-based Learning Network I am also offered the opportunity to learn professional development and organizational skills classes free via the Cumberland County Human Resources via traditional setting. Also the NC State Extension professional development for Administrative Professionals on professional development traditionally and sometime online

I was offered the opportunity to take a class via online called the Twitter Cohort class.

You can also review the recording of the entire class for free at <http://twittercohort.wordpress.com/>

The Twitter Cohort, a free learning experience presented by the extension Network Literacy Community of Practice, takes a new approach to introducing people to the social network Twitter by:

- Immersing participants in the culture to build a sense of social comfort
- Creating a community of learners to build a sense of social presence and promote social learning
- Providing "guides" to help learners find their way

If you would like to get into learning with free classes in different areas go to:

<http://about.extension.org/>

Get your extension ID

Whether you are a Cooperative Extension agent, educator, faculty, professional staff member or researcher, an extension ID offers you unique benefits.

Extension IDs are currently limited to individuals with one of the following associations:

- U.S. Cooperative Extension system
- Land-Grant Institutions
- State colleges
- U.S. Government personnel affiliated with Cooperative Extension
- Extension-related organizations working on projects with Cooperative Extension staff

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Are you eligible? Sign up at <https://people.extension.org/signin>

Also, the above site has several interesting recordings of webinars that you can watch.

**Roll Call:**

A roll call was by Nancy Phillips to ensure accuracy and quorum.

**Approval of the Staff Senate Minutes of December 4, 2013:**

Minutes were approved as written.

**Budget Report:**

Corrinda Watkins reported the Staff Senate balance is \$3,515.81.

**Committee Reports:**

**Chair:**

Ryan Hancock reported that the search for the Vice Chancellor for Advancement is coming to fruition. Throughout the month of December, Ryan and the appointed search committee conducted interviews of candidates from across the country. The committee did narrow the field of candidates to three and those three candidates will be on campus for interviews during the week.

Ryan had the opportunity to speak to the UNC CH Employee Forum on December 4 about how the NC State Staff Senate works and our committees. Ryan brought a powerpoint presentation and discussed the various programs facilitated by committees and the computer loan program. In addition to the Employee Forum, Ryan met UNC-CH Chancellor Carol Folt, Vice Chancellor for HR, Brenda Malone , and the UNC-CH HR Group.

**Governance:**

Patty Spears share the following:

1. Revisions
- a. Removal from office (Article IV)
  - i. This is a sensitive issue and needs to be dealt with in a consistent manner.
  - ii. We discussed the change in district of some senators due to the University re-alignment. Some things to keep in mind.
    1. Not only are senators switched, but constituents are also switched, so who they represent could have been transferred with them.
    2. Do we make them run again for the new session or make them At-Large senators?

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- b. Succession and the Executive Committee
  - i. Upon election as Chair Elect – does that senator become an appointee/at-large senator, since they are now on an executive track and not one that can be reliant on re-election?
    - 1. To be nominated for Chair Elect one must be an elected senator (representing a district) with at least 1 year of experience on the SS.
  - ii. The Chair Elect, Chair and Past Chair do not represent a district.
  - iii. The role of the Vice Chair and Chair Elect need to be really clearly explained.
  
- 2. Additions
  - a. Selection of Delegates to the Staff Assembly (Article TBD)
    - i. A draft is attached, but was not fully discussed at the meeting
    - b. By Laws edited
      - i. A draft is attached that contains comments and suggestions discussed at this meeting.
  
- 3. We had good general discussion about the purpose of the Staff Senate and how we want to make sure the updated By Laws reflect the nature of the SS mission, if not in this version, in the future procedure manual.
  - a. Being advisors to the Chancellor is the major way to really have a University-wide impact for all staff members. But how this happens is unclear and could be evaluated and documented. Does the Chair meet regularly with the Chancellor to discuss issues brought before the senate?
  - b. How we move meaningful ideas forward as staff representatives also needs to be evaluated and documented (as far as process).
  - c. More clearly define the role of the Staff Senator and how they are to bring information back to constituents. If that is the goal, we have to make it easy and obvious. Provide bullets of presentation take home messages not only to send to constituents after the meeting, but also before the meeting.
  - d. When having invited speakers we would like them to keep it brief and include a section on “What does this mean to or how does this impact NCSU Staff?” Our role as senators is to make sure they are doing their job for staff.
  - e. Have more meetings that are ‘town hall’ meetings that can be to discuss current issues and come up with solutions through caucuses. (e.g. Market Equity Pay for current employees; Open job postings that are not really ‘open’)
  - f. How are members chosen/assigned to University Committees?
  - g. Can the minutes from the Executive Committee Meeting be made available to the Staff Senate Body?
  - h. We need to learn what each district is doing and what their major concerns are so that we can better facilitate and invite speakers.
  
- 4. Assignments

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- a. Patty will post drafts of the entire By Laws as well as the new Staff Assembly addition to google docs.

**Human Resources:**

Joanie Aitken reported the following:

- Scheduled:
  - o January 15th – Caring from a distance – in partnership with the Women’s Center - Webinar
  - o January 29th – The Five Pillars of Personal Finance – Seminar - Hunt Library

**Diversity:**

Wyona Goodwin shared the following:

NC State Women v Boston College

Employee Appreciation Day!

Thurs. Jan. 23rd

5:30-6:45pm (employee reception)

FREE food, prizes and entertainment for Kids

**Public Relations:**

Josh Gira reported updates have been made on the Staff Senate website. The committee is looking into wordpress more information will follow.

**Resources & Environment:**

Matthew High reported the following:

-Getting ready for January 10 lunch and learn concerning I440/40 Fortify project. Speakers will be from the DOT and Triangle Transit.

-Brenda Asbury is working with Sustainability on various projects that will hopefully come to fruition soon.

**Elections:**

Kate Christenbury reported the following:

The Elections committee opened the floor up to discuss the best way of contacting and disseminating information to staff in Facilities. Currently, our system of administering nominations and elections is to mail a paper form to Facilities. Elections committee wondered if this was the most effective and efficient method of contact. Senators in facilities spoke up and said that paper forms would be best because of the many staff in facilities that do not have access to computers. Some suggested we have paper and electronic online nomination forms. Having two methods will not work for elections, because this would allow people to vote twice. Therefore, we will continue to administer elections on paper forms only. For nominations however, elections committee will offer both paper and electronic forms so that facilities can choose the method they prefer.

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**Computer Loan Program:**

Joy Smith reported the following:

1) **Committee:**

Joy Smith (chair), joy\_smith@ncsu.edu, 919-515-1920, 919-418-0023

Tom Karches, twk@ncsu.edu, 515-5508

Amanda Holbrook Amanda\_holbrook@ncsu.edu, 515-6638

Joe Sutton joe\_sutton@ncsu.edu, 515-9428

Nancy Phillips, nancy\_Phillips@ncsu.edu, 513-3832

2) **Review of the Program:** The program began in about 2005. In 2008 I became the program administrator and I have enjoyed it thoroughly, although it was frightening at first. It is very rewarding to help put computers in the hands of NCSU employees who really appreciate these computers and use them to enhance their computer skills. Often taking courses and also learning from their kids and grandkids!

3) **Participant Comments:**

- “This program really helped me out so I can take my online courses.”
- Several others have told me about courses they are taking and degrees they are working on. Turfgrass, computer class, CNA, GED and others I am sure.

4) **Current Program Highlights and Questions:**

- a. We now have 56 computers on loan.
- b. We have about 4 computers (3 pcs and 1 MAC) on hand
- c. We have one name on our waiting list.
- d. We need more computers to replace some of our older Windows XP computers.
- e. We are now using laptops.
- f. All-In-Ones are also convenient.
- g. Participants are being allowed to keep computers for longer periods of time some up to 3 year. The loan is for one year with annual renewals.
- h. Computers that develop issues are reloaded or surplussed and the participant is provided with a working computer.
- i. Some computers are returned when the participant acquires a computer of their own or if they leave the university.
- j. Participants appreciate the program and their managers are often very helpful with pick up and return on computers.
- k. We have updated the content on the website and developed a program survey.

5) **Goals:**



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- a. Some new computers: Tom will contact business school, Joe will ask in engineering, Amanda will check with textiles, Joy will check with math and IT.
  - b. Backup record keeping. Provide Nancy with current documents for safe keeping. The most up-to-date records are on my work computer. I also have a copy on a hard disk drive in my office and I in the past I have shared them on Google Docs with Nancy and committee members.
  - c. Help from staff senate members – keep this program in mind if your department is getting rid of working computers. Advertise the program to staff in your department who might qualify for the program.
  - d. A volunteer interested in exploring the idea of working with Teaming for Technology (T4T) a non-profit that helps get computers in the hands of low income families to help bridge the technology divide. When this was discussed before Mark Okner and NCSU legal asked to be included. I have not contacted T4T.
- 6) **Current Questions:**
- a. What should the maximum salary to be eligible be?
  - b. Should we allow any exceptions if there are requests?
  - c. This is being brought up because we had two requests recently that were over the cap and one requested an exception due to need.
  - d. The current max was set to 35K in 2011.
  - e. Previously it was based on the old salary grade 59 and the max for salary grade 59 was \$38,759.
  - f. From Ryan: I've looked at the archived salary manuals on the State Office of HR site - the latest manual for the time of change (2011) had the maximum for grade 59 at \$38,759, so even then it was higher.

**New Business:**

The Computer Loan program salary cap was discussed. Lee Ann Clark made a motion to increase the maximum salary to \$40,000 it was approved with an amendment to include exceptions. Chair will appoint an ad hoc committee to recommend the exceptions.

**Old Business:**

The Staff Assembly delegate position was discussed. One of the three Staff Assembly delegate positions was 'open' since the past Chair of our Senate was elected Chair of the Staff Assembly. There is no procedure in the Bylaws addressing an alternate delegate or who should be named if the Chair elect, Chair or past Chair cannot serve. The Governance Committee opened a discussion regarding how to fill the open position. Several options were discussed ending in a motion to keep Corinda Watkins as a representative to the Staff Assembly until June 30<sup>th</sup>, since she has been serving as the alternate delegate. The motion was passed with 26 yes, 6 no and 1 abstained. New procedure for filling UNC Assembly delegate seats will be addressed in Bylaw Revision currently in progress.

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**Adjournment:**

The Staff Senate meeting was adjourned at 12:02.

Respectfully submitted by Nancy Phillips, Staff Senate Administrative Assistant