

**Commission on Classified Staff Affairs**  
**October 3, 2003 — 1:00 pm-3:00 pm**  
**210 Burruss Hall**

**Present:** Judy Alford, Althea Aschmann, Karen Boone, Jean Brickey, Trudy Epperly, Judy Lilly, Teresa Lyons, Kellie Morris, Becky Saylor, Charles Stott, Linda Woodard, John Wooge

**Absent:** Greg Brown, Barbara Crawford, Rachel Holloway

Chair Jean Brickey called the meeting to order at 1:05 PM. The agenda was adopted as presented. Commission members introduced themselves.

**1. Committee Reports**

- Employee Benefits Committee — has not yet met this year.
- Staff Senate

The Executive Board is working with Personnel Services on the realignment of the staff associations due to reorganization. It is hoped that the results will be stronger, more active associations. The Staff Senate and the Commission on Classified Staff Affairs will meet jointly on December 18, 11:30 AM to 1:30 PM, in Owens Banquet Hall. Classified staff will be invited to hear presentations by Delegates Dave Nutter and Jim Shuler with a question and answer session to follow. Flyers will be mailed out at a later date.

**2. Old Business**

- There are no carryover items from last year.
- Updates
  - § Commission on Equal Opportunity and Diversity: the commission was approved by the Board of Visitors last spring and appointments have been made. It has now met twice in work sessions. Issues identified as concerns included classified staff literacy and computer literacy. Some items may be referred to other committees or commissions, as appropriate, so that the commission can focus on the issues most critical for its consideration.
  - § Ad Hoc Committee on Computer Privacy: a work task force has been formed with appointments from the President, Provost, and Executive Vice President to create a policy. The group has not met as yet.

**3. New Business**

- Commission on University Services

Linda Woodard contacted Kim O'Rourke in the President's Office regarding the suspension of this commission. Since several committees report to this commission, those committees will contact the President's Office when working on policies and other

items which require processing through the governance system if it becomes necessary to reconvene the Commission.

- Committee on Computing and Communication Resources

This committee has also been suspended.

- Meeting Times for 2003-2004

The commission chose the third Wednesday of the month, 3:00 to 5:00 PM. The meeting room will be announced when a location is reserved. The next meeting will be November 19 at 3:00 PM.

- Planning Session:

Commission members reviewed a list of topics prepared by the chair to decide what issues the commission would like to study this year. Items of interest included:

- § Diversity (Multicultural Affairs, Office of Equal Opportunity)
- § Computer access, computer literacy, campus communications (Personnel Services, University Relations)
- § Employee literacy, English as a second language
- § Budget issues (Budget Office, Government Relations)
- § Emergency planning and fire safety (Environmental Health & Safety Services)
- § Affordable day care and eldercare (Family and Work/Life Resources)
- § Benefits update (after General Assembly session ends) (Personnel Services)
- § Parking Services
- § Mentoring programs for classified staff
- § Homeland security (Cranwell International Center)

After some discussion, it was decided to invite Zack Adams discuss Emergency Disaster Plans and building evacuations at the November meeting and Larry Hincker to review campus communications at the January meeting. Speakers for the remainder of the meetings will be decided at a later date.

There being no further business, the meeting adjourned at 2:35 PM.

**Commission on Classified Affairs**  
**November 19, 2003 — 3:00 PM-5:00 PM**  
**325 Burruss Hall**

**Present:** Judy Alford, Althea Aschmann, Karen Boone, Jean Brickey, Judy Lilly, Teresa Lyons, Kellie Morris, Becky Saylor, Charles Stott, Linda Woodard

**Absent:** Greg Brown, Barbara Crawford, Trudy Epperly, Rachel Holloway, John Wooge

**Guests:** Sandra Kulik, Environmental Health & Safety Services; Doug Martin, Personnel Services

Chair Jean Brickey called the meeting to order at 3:00 PM. The agenda was adopted as presented. The minutes of the October 3, 2003, meeting were approved as written.

**1. Employee Awards and Recognition Program Policy — Linda Woodard**

Linda Woodard reported that the Board of Visitors approved the revised Employee Awards and Recognition Programs policy at the August meeting. This revision brings the university policy into compliance with the revised state policy. State money can now be used for awards; in the past, awards had to be funded from Foundation funds. There are some differences between award guidelines for faculty and classified staff. This is due to the fact that policies for classified staff are set by the state, and the Board of Visitors determines policies for faculty. The vice presidents and deans will review awards programs in their areas to ensure consistency. Current award programs, such as the President's Award for Excellence, have been grandfathered in.

**2. Emergency Disaster Plans — Sandra Kulik**

Sandra Kulik gave an overview of the university's emergency response plan, which is constantly being reviewed and updated. The plan covers a large variety of emergencies, such as evacuating the football stadium, natural disasters, labs explosions, bomb threats, anthrax scares, workplace violence, and, the biggest threat, fire. The level and type of response varies from Level I, where there is inconvenience for a short period of time, to Level III in which all or part of university is involved and may include the shutdown of campus. Depending on the nature of the emergency, the response plan can include a variety of agencies outside the university, including federal, state, and local offices. Environmental Health and Safety Services is also working with departments to complete individual plans, and conducts training as requested. Eventually all buildings will have evacuation plans on-line, and maps will be placed in strategic locations. The commission asked if it would be possible to give all employees guidelines or a brochure for emergency evacuations, and also have professors note evacuation procedures on the syllabus for their classes. Sandra said she would check with academic departments they had worked with to see about the syllabus. She liked the idea of the guidelines or brochure if funding were available.

**3. Committee Reports:**

- Employee Benefits

The committee has met twice this academic year. Among the items discussed:

- § The state now considers classified salaried employees working 32 to 39 hours to be full-time with all corresponding health insurance and retirement benefits.
- § Virginia Tech has been given authority to opt out of VRS management of optional retirement plans and the cash match program; the programs will be managed by the university.
- § Flexible spending enrollment ends November 21, 2003.
- § VSDP will have a new carrier, Unum, beginning January 1, 2004
- § Two work groups have been formed. One will look at group employee group non-business travel plans such as those coordinated at other universities. The other will look at options for supplemental health plans.

- Staff Senate

The Staff Senate and the commission will have a joint meeting on December 18 to which all classified staff will be invited. State Delegates Dave Nutter and Jim Shuler have been invited to discuss the upcoming legislative session with a question and answer session to follow. Linda Woodard is meeting with the senate executive staff and staff association presidents to discuss issues and ways to increase participation in governance.

- Commission on Equal Opportunity and Diversity

The commission is discussing a resolution regarding concerns about the Patriot Act. The Diversity Summit is scheduled for January 19.

#### **4. Benefits Updates — Doug Martin**

Doug Martin provided an update on benefits issues. The reduced rate of 5% of current salary for purchase of prior service ends July 1, 2004. The rate will increase considerably after this date. The amounts that employees can tax shelter in 403(b) programs and 457 deferred compensation plans have been increased. Workers' Compensation is being more closely scrutinized. Employees must be treated by a panel physician on the program's approved list. However, the panel physician may refer employees to specialists as necessary. If an employee is first treated in the emergency room, any follow-up care must be given by a panel physician.

#### **5. Commission Chair Meeting with Dr. Steger — Jean Brickey**

Jean Brickey reported on the meeting of commission chairs with President Steger. Among the issues brought to the president's attention was communication. There is a great deal of concern among the classified staff regarding the flow of information to all employees, particularly those without computer access. He expressed support of the goal to provide computer access at various locations on campus for those without a computer at their workstations. It was suggested that computers from Surplus Property could be used for this purpose. Another issue that must also be addressed to meet this goal is computer literacy.

There being no further business, the meeting adjourned at 5:00 PM.

**Commission on Classified Staff Affairs**  
**January 28, 2004 – 3:00-5:00 PM**  
**325 Burruss Hall**

**Present:** Judy Alford, Althea Aschmann, Karen Boone, Jean Brickey, Teresa Lyons, Kellie Morris, Pat Rodgers for Judy Lilly, Becky Saylor, Linda Woodard, John Wooge

**Absent:** Greg Brown, Barbara Crawford, Trudy Epperly, Rachel Holloway, Charles Stott

**Guests:** Sue Ellen Crocker, Staff Senate President; Dick Harshberger, Leadership Development; Larry Hincker, Associate Vice President, University Relations; Mark Owczarski, Director of News & Information, University Relations

Chair Jean Brickey called the meeting to order at 3:05 p.m. The agenda was approved as presented. The minutes of the November 19, 2003, meeting were approved electronically.

**1. Communications: Larry Hincker**

With the university being very decentralized, getting information out to faculty, staff, and students can be difficult. Many offices have communication responsibilities including University Relations, Personnel Services, Office of Transportation, and the Controller's Office, depending upon the particular situation. There are three main venues of communication on campus: *Spectrum*, email, and paper mail. Each has limitations. *Spectrum* is issued bi-weekly. The dean, director and department head (DDDH) email and paper distributions lists are informal and were compiled ad hoc. One of the difficulties is getting the information further disseminated. University Relations is working on a news link from the Virginia Tech home page, which will have daily notices, news items, and events providing information for faculty, staff, and students on a daily basis. However, access is an issue for some employees who do not work in an office or have easy access to a computer.

Getting information out quickly in an emergency situation is also a challenge. Public media, email, the university's web site, and the Personnel Services telephone tree are all used as necessary. University Relations can now also send out batch PhoneMail messages. When asked if delayed opening and closing announcements could be made earlier than 6:00 a.m., Hincker responded that generally they could not. These decisions are made based on four criteria: sidewalks, parking lots, outlying roads, and the Blacksburg Transit Service. It takes time to assemble the necessary information. With the many varying shifts worked, it is virtually impossible to find a time that would work for everyone.

**2. Update on Computer Access and Computer Literacy Training: Linda Woodard**

It is estimated that 8 to 10 percent of university employees do not have easy access to email. Many of these employees are concentrated in Physical Plant and Student Programs. Personnel Services is currently working on strategies to improve computer access, and to establish training for basic computer use.

**3. Committee Reports:**

- Employee Benefits – Becky Saylor  
The committee did not meet in January.

- Staff Senate – Jean Brickey  
Forms have been sent out to the staff associations for nominations for next year.
- CEOD: Jean Brickey  
The January meeting was cancelled due to weather.

#### **4. Other Business**

- Officers of the Staff Senate met with President Steger, Minnis Ridenour, and Larry Hincker on the proposed charter universities. Under the charter, the Board of Visitors would run the university. This would give the university more autonomy over its budget. The University of Virginia and the College of William & Mary have been working with Virginia Tech on the proposed legislation. From a staff perspective, there may be concerns over what this means to current employees, their compensation, and benefits. The proposed charter would allow the university greater flexibility and create additional options. Employees would not lose any rights or benefits.
- Delegate Morgan Griffith has proposed legislation that would require all state universities go through a bidding process for food services. Virginia Tech food service is already low cost. A meeting with Griffith is scheduled, and it is hoped that he will withdraw the bill.
- Sue Ellen Crocker asked about tax sheltering paid overtime for employees. In many cases, workers in departments such as Physical Plant and Student Programs receive paid overtime. This can put employees into a higher tax bracket and make them ineligible for certain tax credits. Linda Woodard will work with Doug Martin on getting information to employees on this option.

#### **5. Future Meetings**

The next meeting is scheduled for February 25. Speakers invited for upcoming meetings will include Kurt Krause, the new Vice President for Business Affairs; Doug Martin, University Benefits Manager; and Minnis Ridenour, Executive Vice President.

#### **6. Announcements:**

- Two additional members are needed for the Staff Appreciation Day planning committee. If members know of anyone with an interest, contact Sue Ellen Crocker. Meetings will start in February or March. Most of the work involves planning games or activities as well as helping during the event. Staff Appreciation Day is the Wednesday after graduation.
- The commission chairs will meet with President Steger again with progress reports on items discussed at their fall meeting.
- Sue Ellen Crocker will attend the next Board of Visitors meeting to lobby for a classified member on the board.

There being no further business, the meeting adjourned at 4:45 PM.

**Commission of Classified Affairs Agenda**  
**March 17, 2004 – 3:00 pm-5:00 pm**  
**1060 Pamplin Hall**

**Present:** Nick Amico, Althea Aschmann, Jean Brickey, Barbara Crawford, Rachel Holloway, Judy Lilly, Dianna Martin, Becky Saylor, Charles Stott, Linda Woodard, John Wooge

**Absent:** Karen Boone, Greg Brown, Trudy Epperly, Teresa Lyons, Kellie Morris

**Guest:** Kurt Krause, Vice President for Business Affairs

Chair Jean Brickey called the meeting to order at 3:05 PM. The agenda was approved as presented. The minutes of the January 28, 2004, meeting were approved as written.

New commission members were introduced. Nick Amico has been appointed as the representative for the Graduate Student Assembly. Dianna Martin was appointed to complete the term of Judy Alford.

**1. Speaker: Kurt Kruse**

Kurt Krause gave an overview of his past experience and business philosophy. He worked for the Marriott Corporation for 21 years, his last position being the Brand Vice President for the Marriott's Renaissance Hotels. Immediately before coming to Virginia Tech, he served as the Executive Director of the Office of Consumer Advocacy and Initiatives for the U.S. Department of Homeland Security. His philosophy of "savvy service" incorporates an inviting sense of welcome, random acts of kindness, personalized service, and crisp conduct and language. He believes these apply in the university environment. He also discussed inclement weather closings, and the problems and issues involved. He provided a brief review of parts of the university's master plan and the concepts that guided its design.

**2. Committee Reports:**

- Commission on Equal Opportunity and Diversity (CEOD)
  - ◇ CEOD sub-committees provided input on exit interview surveys for faculty and staff.
  - ◇ There was also considerable discussion of the position statement reaffirming our civil liberties approved by CEOD. The statement has been reviewed, revised, and approved by the Faculty Senate. CEOD asked that members present the statement for discussion and comment to their constituent groups before the Commission would vote to substitute the Senate's version for the one approved earlier. Commission members expressed reservations regarding the statement. Members stated that the purpose is unclear, and they were not sure how it would be used or why it was needed. There was

also concern that the statement could be in conflict with current and proposed university policies, and that two university departments were singled out. The Commission chose to take no action on the statement.

- Employee Benefits Committee
  - ◇ Jennie Reilly, the university's ADA coordinator, discussed her role and disability awareness.
  - ◇ Doug Martin reviewed the current legislative session. Most benefits-related bills have either been tabled or deferred to next year. The VRS purchase of service at a reduced rate ends June 30, but forms must be completed by May 24. A reminder will be sent out to employees.
  - ◇ The committee is continuing to review supplemental benefits.

- Staff Senate

It was decided that elections would be conducted via electronic voting.

### **3. New Business**

- April 21 meeting: Doug Martin will present an update on benefits.
- May 19 meeting: The date of the May meeting needs to be changed due to a conflict with Staff Appreciation Day. The commission will be polled for alternate dates.

There being no further business, the meeting adjourned at 5:00 PM.



**Commission on Classified Affairs Agenda**  
**April 21, 2004 – 3:00 PM-5:00 PM**  
**325 Burruss**

**Present:** Nick Amico, Althea Aschmann, Jean Brickey, Rachel Holloway, Teresa Lyons, Kellie Morris, Becky Saylor, Charles Stott, Linda Woodard, John Wooge

**Absent:** Greg Brown, Barbara Crawford, Trudy Epperly, Walter Hartman, Judy Lilly, Dianna Martin

**Guests:** Bob Broyden, Office of Budget and Financial Planning; Doug Martin, Personnel Services

Chair Jean Brickey called the meeting to order at 3:00 p.m. The agenda was approved as presented. The minutes of the March 17, 2004, meeting were approved as written.

**1. Benefits Update: Doug Martin**

- The annual open enrollment period for health care changes, as well as enrollment in the flexible reimbursement program, is April 14 through May 14. The basic plans have not changed, although there is an increase in the premiums. New health care cards will still have the employee's social security number as the identification number; the state has not yet come up with a workable alternate numbering system. Anthem will still be the health insurance contract administrator. However, the administrators for the dental, prescription, and behavioral health plans will change effective July 1. Employees will receive a separate card for each of the plans.
- The contract year for flexible spending reimbursements is changing from the calendar year to the fiscal year effective July 1. It will now have the same open enrollment period as the health care program.
- The local anesthesiologist group has signed a contract and is back in the Anthem network.
- The opportunity to purchase "other service" from the Virginia Retirement Service at the reduced rate ends July 1, 2004; therefore, it is important to complete the necessary forms soon. If purchasing time by payroll deduction, the paperwork must be in place by May 25. Purchase of service may also be made with a lump sum payment or rollover from a tax shelter.
- Employees are encouraged to use "EmployeeDirect," <http://edirect.virginia.gov/>, on the [DHRM website](#) to enroll or make changes in their benefits plans.

**2. Committee Reports**

- Employee Benefits Committee – Becky Saylor  
The committee met last month. They are still looking at ancillary benefits that could be provided for employees.
- Staff Senate – Jean Brickey  
Elections were conducted electronically. The officers for 2004-2005 will be Sue Ellen Crocker, President; Jean Brickey, Vice President; Louellen Sharp, Secretary. Jean reported on the University Council resolution UC2003-04A, which will change the bylaws to allow the council to change as vice presidents' positions are added or removed without having to go through governance. On April 19, the faculty requested a change to this resolution to ensure a majority of faculty over administrators on University Council. The Staff Senate proposes to develop an amendment to maintain a one-third membership for staff and

students on University Council. Jimmy Martin will write the amendment and the President's Office will review it before the May 3, 2004, Council meeting.

- Commission on Equal Opportunity and Diversity – Jean Brickey  
The position statement discussed at the last commission meeting was passed. The diversity summit is scheduled for April 28.

### **3. New Business**

Committee Appointments for 2004-2005

- Employee Benefits: Becky Saylor
- Commission on Equal Opportunity and Diversity: Jon Wooge

### **4. Announcements**

- Commission members are invited to attend the Staff Senate meeting on April 22 at noon. Speakers are President Steger and Minnis Ridenour, and the topic is the charter university.
- Staff Appreciation Day is May 19.
- The revised awards policy has been implemented. Departments can now use state funds; however, no additional funding will be provided for this purpose. Existing programs are being brought into compliance with new policy.
- The next commission meeting is scheduled for May 10, 2004. Randy Marchany will discuss computer security.

### **5. Discussion of Process for Communicating with Employees on University Policies and Obtaining Acknowledgements – Bob Broyden and Linda Woodard**

Linda Woodard and Bob Broyden, Director of Capital Assets and Financial Management, provided background about the development of the Draft Statement of Business Standards and Conduct for university employees. The draft statement provides a set of general statements of conduct that cover business principles derived from university policies. Because of audit comments indicating that some employees were not knowledgeable of the university's business and administrative policies, the Finance and Audit Committee of the Board of Visitors directed that the administration implement a practice to ensure that employees are informed about and have acknowledged university policies. Many of our Board members come from a corporate background where this accountability is standard practice. There is strong interest in developing a process that will not be burdensome or overly bureaucratic, and several options for how this might be handled were discussed with the Commission. For classified employees, this could be addressed at the same time the annual performance planning or evaluation process is conducted. For faculty, it could be addressed as part of the annual report process, although several faculty noted that this is not handled, as with classified, in a standard process. The dissemination and acknowledgement process could also be handled electronically, with web links to the applicable policies. The goal is to implement an effective program without making it burdensome. Members of the Commission and provided several suggestions for the content of the document and additional policies which should be included to make the document as informative as possible. It is hoped to have a pilot program in place by the end of the summer.

There being no further business, the meeting adjourned at 5:00 p.m.

**Commission on Classified Affairs Agenda**  
**May 10, 2004 – 3:00-5:00 PM**  
**325 Burruss**

**Present:** Althea Aschmann, Jean Brickey, Barbara Crawford, Walter Hartman, Kellie Morris, Becky Saylor, Linda Woodard

**Absent:** Nick Amico, Greg Brown, Trudy Epperly, Rachel Holloway, Judy Lilly, Teresa Lyons, Dianna Martin, Charles Stott, John Wooge

**Guests:** Randy Marchany, Director, IT Security Lab

Chair Jean Brickey called the meeting to order at 3:05 PM. The agenda was approved as presented. The minutes of the April 21, 2004, meeting were approved as written. Brickey thanked the members whose terms will expire in June for their service to the commission. Appointments already made for next year include Becky Saylor, Diane Reaver, and Phyllis Olinger. Brickey will serve as chair again next year.

**1. Computer Security - Randy Marchany**

Computer security is a growing concern for the university. Computer hackers are becoming increasingly sophisticated, while computer users are generally unaware of the risks and the ways they can protect themselves and their hardware. Marchany noted that most hackers do not want access to an individual's personal information on the computer. They generally are looking for access to run their own programs. Many software packages do not have adequate security built in. In addition, many license agreements have terms included that allow the vendor to access an individual's computer. All computers should have firewalls installed and virus protection that is updated regularly. All email sent through the university's central mail system is filtered for viruses and Trojan horses. However, it is difficult for the system to identify spam. Spam filters are available for individuals to use to reduce the amount of spam received. One of the biggest concerns is password security. Computer security training is provided for students in orientation, and for faculty in the Faculty Development Institute. Web based or video training is being considered for staff members.

**2. Committee Reports:**

- Employee Benefits: Becky Saylor

The committee reviewed spreadsheets that included optional and supplemental benefits offered by various vendors having contracts with the state's Department of Accounts. More details will be requested and recommendations made for possible additions to the benefits offered to employees.

- Staff Senate: Jean Brickey

The McComas Leadership Seminar is scheduled for May 6. The resolution to change representation on University Council was killed. The Executive Board of the Staff Senate will meet with representatives from Faculty Senate to review the make up of University Council and suggest changes if necessary. President Steger has

requested that members attend commission and committee meetings or send an alternate. He is concerned about the number of people who do not attend scheduled meetings. The senate also discussed the charter university proposal.

- Commission on Equal Opportunity and Diversity: Jean Brickey

The commission chair for the coming year is Ray Plaza. A vice chair will be chosen in the fall. The exit interview process will be implemented soon, hopefully in May, for employees who left the university from Spring 2002 to August 2003. This will be an annual review conducted each fall. Information gathered will include what led the individual to leave, as well as what the person what liked about Virginia Tech.

### **3. Old Business:**

- Computer Access Initiatives – Linda Woodard

Dick Harshberger is continuing to work on this project. Accessible computers are available on two-thirds of the campus. It is hoped to have computers in place in all areas by fall. The College of Agriculture and Life Sciences conducted a pilot computer-training program for Facilities housekeeping staff and developed a training guide. The issue of off-campus access has not yet been studied. There has been very good cooperation from the deans and vice presidents.

- Awards Update – Linda Woodard

A reception for nominees for the President's Award for Excellence and the Governor's Awards has been scheduled. The university had the winner for the Governor's Safety Award, Byron Nichols of the Power Plant. Virginia Tech has won an award three out of the four years that the awards program has been in place.

### **4. New Business**

Brickey asked that members give some thought to initiatives for the commission to work on next year. The Staff Senate will conduct a survey again this summer to gather staff concerns.

There being no further business, the meeting adjourned at 4:50 PM.