

Staff Concerns—September 2016

****CONCERN (submitted 9/01/2016)****

Was the Staff Congress Benefits and Compensation committee included in the decision/evaluation process in reference to the policies and process implemented for the changeover of exempt employees to hourly?

RESPONSE from Krista Utterback, Staff Congress Benefits & Compensation Committee Chair, via email 09/07/2016

No, The Benefits and Compensation Committee were not included in any discussions.

****CONCERN (submitted 9/01/2016)****

What was the cost of the study for campus signage and the new signs on campus?

**A similar concern was submitted 8/03/2016, following is the response submitted in August
RESPONSE from Richard Linio, Assistant Vice President, Office of Facilities Management via email 8/19/16**

The following is our response: Facilities has a recurring Campus Sign budget which was used to purchase the temporary signs. Total cost was less than \$5,000. No, our Wayfinding Consultants were not involved. Yes the signs had a few MINOR inaccuracies, which were corrected within two days. Follow-up by Jami Hornbuckle on 9/9/16 via email:

Communications and Marketing did coordinate with Facilities on the design of the signs. We did not consult with the wayfinding firm, as Rick indicated; however, we followed the design standards laid out in the plan provided by the wayfinding firm for the long-term plan. Based on this, there was no additional cost for consulting (if I am reading the question correctly). The signs installed are only short-term, to be used during ADUC renovation and campus construction. It is my understanding permanent signage, as proposed in the wayfinding plan, will be forthcoming at a later date once funding can be established. The new (permanent) signage will not be as large as the temporary signage. I hope this provides some clarification.

****CONCERN (submitted 9/01/2016)****

Why are some MSU employees, specifically within the Facilities Management area, permitted to drive university vehicles as their personal vehicle? Who pays for gas and routine maintenance on these vehicles? Thank you.

RESPONSE from Richard Linio, AVP Facilities Management via email 09/30 /2016

I can only speak to Facilities Management; assigned University motor pool vehicles are provided specifically to Directors or key supervisors that are designated essential employees on 24 hr. call and are driven only to and from work – not as personal vehicles! Also, the drivers must record their mileage and are taxed for usage accordingly. All university vehicles are maintained by Facilities Motor Pool Garage and gas is charged to the individual departments. Thanks Rick Linio

****CONCERN (submitted 9/13/2016)****

When leave time is taken and a leave balance adjustment form is used it should be listed on web advisor, not just the available balance. For example, if I used a leave balance adjustment form because I called in sick. When that time is adjusted against my balance it should be listed online so I know that my balance reflects that sick day. Also, it would be nice if HR was consistent on when they added new vacation and sick time for example, by the 5th of the month, not just whenever.

RESPONSE from Harold Nally, Director of Human Resources, via email 09/30 /2016

Thank you for your concern and suggestion regarding leave balance adjustment. As far as days being adjusted online, I like the idea and suggestion and this may be worth looking into later. Currently this is a webadvisor programming issue, and it does not allow detail of leaves, just the balance.

In regards to the accruals, HR intentions are to have the updates posted on the last day of the month. However, it can vary depending on what day the last day of the month falls on. The process to post the accruals is more than a push of a button, and takes time to make sure the information is correct. We know this information important to employees, we attempt to have this available for employees to view by the end of the month and “not just whenever”. We do everything we can make sure this available to employees by the fifth (5th) of the month.

****CONCERN (submitted 9/14/2016)****

What is going on with the HVAC in Ginger Hall? To be brief, ever since they removed the temporary unit (which worked great) and switched over to our regular unit, everything is shaking. Not just a little vibration. Shaking as if something is going to blow up. Doors shaking as if they are about to come off their hinges. This morning we arrived at Ginger Hall to find it smoky, hazy, and the doors were open. We finally found out, informally, that the fire department had been here and freon had leaked out into the building. We received no warning that we may be working in potentially unsafe conditions. There is no explanation as to what is going on and the unit is still running while guys are in the mechanical room trying to clean up the foggy mess. We are used to the unit not performing, but this issue rises above and beyond just being uncomfortable. It is a legitimate safety concern not only for faculty and staff, but students as well.

RESPONSE from Rick Linio, AVP Facilities Management, via email 09/22 /2016

Using this communication form to contact facilities maintenance is inappropriate and only delays our response to evaluate and remediate the issue, please either contact our Service Response Desk via submitting a work order through SchoolDude or if an emergency contact by phone 3-2066 for submitting maintenance issues.

Regarding the Ginger Hall AC Coolant leak; communication was provided to the Ginger Hall Building Supervisor by the Facilities Communication and Marketing Manager via a phone call at 8:00 am and follow-up with an email at 9:45 am. It's the building supervisor responsibility to communicate to the building constituents. Additionally, Environmental Health and Safety staff and the Director along with the Morehead Fire Department were on site to evaluate the leak and the building conditions; determined Ginger Hall was cleared and proceeded to re-open the facility.

****CONCERN (submitted 9/14/2016)****

My question is related to the new branding. The Major in You tagline seems to fit MSU; however, the font that is now featured quite prominently in the new branding seems elementary and not very collegiate. I am aware that Fuseideas solicited input from individuals across campus but none of the individuals that I know who gave feedback were involved in a final decision making process. Who was and what was the rationale for choosing the childish font?

RESPONSE from Jami Hornbuckle, Assistant to President/Chief Market & Public Relations Officer, via email 09/14/2016

The font is ARGONE and is intended to resemble something that looks hand-written and organic thus giving it a personal touch - as if the student featured in each ad or graphic wrote the statement personally. We reviewed several "hand-written" fonts with Fuseideas and selected ARGONE as being the cleanest for design and reading while remaining organic. The final branding decisions were approved by President and Cabinet after recommendation by Fuseideas and concurrence by project sponsors.

****CONCERN (submitted 9/16/2016)****

I feel I must reply to the response given the concern I raised regarding lack of communication on the \$60/course fee instituted Fall 2016 (copied below). The response is not sufficient. I would suggest that there are VERY FEW parents who have access to, much less would they seek the information I referenced by visiting the MSU web site for BOR minutes. I also conducted an online search seeking any notification via media regarding the increase in tuition and fees - I found two - TWO - references. One from the Trailblazer dated prior to the June meeting in anticipation of increases; and one from an NBC Affiliate station in PADUCAH referencing the increase in tuition following the BOR vote in June. Neither mentions the course fee. And I would also suggest that current students are not likely to visit the published MSU rates on the MSU website to check the current fee structure. Nor did my search result in any postings on the MSU Website (MSU News).

For current employees participating in Tuition Waiver that is even more unlikely - as the Waiver, until this Fall, covered the cost of taking a course. Full stop. I understand we're all busy - but not matter how busy, clear communication is a must in every aspect of what we do. If there is any question that the information may not get to all affected stakeholders - in this case, current students & parents, employees participating in Tuition Waiver - is it not better practice, and for the good of all (including the institution) - to take a few minutes to compose an email? Post a notice on the home page or the landing page of the employee portal? We live in the digital age, where communication may be expedient and effective with little effort on the part of those with information to share. This response was as effective and meaningful as the minutes posted for the Task Force Committee meetings held this past Spring to address the budget. When there is no meaningful content shared, why would we continue to rely on such resources for information?

RESPONSE from Beth Patrick, Chief Financial Officer and VP for Administration, via email 8/18/16

All tuition and mandatory fees are developed in the spring semester and taken to the MSU Board of Regents for public discussion at the May workshop and then final approval in at their regular quarterly meeting in June. Reports of actions taken by the MSU Board including updates to the tuition and fee schedule are covered in print media, online, video broadcast and radio news updates. The new fee structure for the upcoming academic year which takes effect in the following fall semester are published immediately following the Board approval on the MSU web site and printed materials. That fee structure includes all changes in tuition and mandatory fee rates, individual course fees, housing, meal and parking fees and any other changes in what students will pay.

RESPONSE from Beth Patrick, Chief Financial Officer and VP for Administration, via email 09/16/2016
MSU tuition waivers have never covered individual course fees but only the cost of tuition. There are hundreds of individual course fees that get charged in addition to tuition and many are added or changed each year. To publicize changes to individual course fees would be unrealistic which is why a comprehensive Tuition and Fee Schedule is made public on the MSU web site for each student to reference for a upcoming academic year.

A comprehensive schedule of tuition and mandatory fees for an upcoming academic year is published on the MSU web site immediately after Board approval of the annual budget. In addition to the tuition and mandatory fee rates, the schedule includes hundreds of course-related fees showing both the current year fee amount and the upcoming year amounts so students can more easily identify any changes in course-related fees from year-to-year for the courses in their academic program.

Links to the Tuition and Fee Schedule can be found from numerous pages throughout the MSU web site. For example: from the "Current Students" and "Future Students" tabs on the MSU home page there are links within those landing pages and on the navigational menu on the left of each page to topics such as "Tuition", "Tuition and Fees", "How to Pay Tuition and Fees", and "Course Fees". All of these links may be followed to get to the Tuition and Fee Schedule. The Tuition and Fee Schedule is also accessible on the A-Z index by going to "T" and clicking on "Tuition" and then opening the "Course Fees" link on the navigational menu or by clicking "A" and going to the Accounting and Fiscal Services web page where a link to the fees is listed on that page's navigational menu.

****CONCERN (submitted 9/16/2016)****

Does MSU have a dress code policy for offices? We have some units where jeans/T-shirts are common, others where slacks/Polos are the norm and others where business attire is expected. Thanks.

RESPONSE from Harold Nally, Director of Human Resources, via email 9/29 /2016

Morehead State University does not have a uniform dress code policy. However, departments may establish dress code expectations for their specific situations. However, it is suggested when supervisors wish to implement a dress code policy for their office, they consult Human Resources for consistency.

****CONCERN (submitted 9/21/2016)****

With each MSU employee being asked to justify every budget dollar we spend, I would like to know:

1. How many consultants does MSU currently use?
2. What are we paying them?
3. What unit/department are they working with/for?
4. What is there purpose?

RESPONSE from Beth Patrick, CEO and VP for Administration, via email 09/26 /2016

All consulting contracts are presented to the Board of Regents for approval on a quarterly basis so details are available in the Board agenda materials and discussion/approval of the contracts is documented in the Board minutes. It should be noted that the contract amount reported and approved by the Board is the maximum amount that can be spent as needed for services. Often the amount actually spent is less than the contract amount that is approved for spending. Consultants are used in cases where specialized expertise is required for a project that does not exist in-house or when the expertise exists but is not available for assignment to the project in the timeline necessary for completion. As all units adjust to working with fewer full-time employees during difficult budget times and as critical projects with high

degrees of complexity are completed, the use of outside consultants to supplement our internal workforce may be necessary and the most efficient way to ensure project success.

NOTATION: When the Supreme Court ruling was announced on Thursday, September 22, Staff Congress received several concerns regarding how the returned money should be used at MSU.

RESPONSE This concern was addressed in the email mentioned in the concern on 9/23/2016 via mass email from President Andrews

Supreme Court Ruling

Yesterday (Thursday, September 22), the Supreme Court of the Commonwealth of Kentucky announced their ruling that will return \$886,000 in state appropriated funds to MSU. As you know, the mid-year reductions we were faced with complicated an already difficult budget situation given the current economic climate, rising fixed costs, and changing demographics of our region. The announcement could not have come at a better time for our institution. After several months of trying to address the issue, we recently learned that the existing cooling system in the Lappin Hall Science Building could not be repaired. There are not sufficient capital renewal funds budgeted in the current year to cover the estimated \$1.1 million expense.

I am sure there is speculation and discussion about how these funds could or should be allocated. The fact remains that we continue to deal with the budget deficit in the current fiscal year in addition to unexpected costs that we must address in the near term, including the Lappin Hall cooling system. Therefore, we will be unable to restore funds to our employees that were part of furlough and salary reduction strategies. However, I want to reiterate that there are no current discussions that involve additional furloughs or staff layoffs. Please be assured that we remain thoughtful and strategic in how we approach our needs in this challenging fiscal environment. We will keep you informed as we move forward.

I know the last year has not been easy. We have had to make difficult decisions and sacrifices; however, we have continued to focus on what is truly most important – our students. I am grateful for the work you do each day to improve the lives of those we serve. What you do – and why you do it – matters.

****CONCERN (submitted 9/23/2016) by Josh Taylor via Staff Concerns form****

As a new hire to Career Services (though not new to MSU) I find myself in need of a better command of 'who's who?' here at MSU and am wondering if an organizational chart is available that shows how various departments/divisions of the campus are organized, and who plays what role(s) within those divisions? For example, I understand that Dr. Bentley leads the new Division of Student Success, and I know that a number of departments, from Enrollment Services to Career Services (and more) are within that division. Who are all of the Directors for each of those departments? While it's accessible enough information online, of course, if a pre-existing organization chart is already available, that would be very helpful to me, as a visual learner. I've inquired with HR but was told that they're unsure if such an organizational chart exists, and will be looking into the matter. If it is found that such is not available, I'd like to advocate that one be created, and moreover, made available to all faculty and staff so that we all are better equipped to know our fellow campus team members. Thank you - Josh Taylor, Career Counselor, Career Services

RESPONSE from April Nutter, Web Marketing Director, via email 09/26/2016

The organizational chart is available online – via the A to Z list. Here's a direct link:
<http://www.moreheadstate.edu/WorkArea/DownloadAsset.aspx?id=23622322434>.

****CONCERN (submitted 9/26/2016) via Staff Concerns form****

I was unaware that submitting a staff concern online existed. Would it be possible to send a mass e-mail to all staff making them aware of the online form? Thanks!

RESPONSE from Staff Congress

We are pleased that the online staff concern form is being utilized by staff to submit concerns. We feel the form is a great way for staff to submit concerns in an anonymous manner. Staff Congress representatives disseminate the newsletter to their constituents monthly, and the newsletter has a hotlink to the staff concern form. The newsletter may also be found online in the Staff Congress portal with the hotlink, as well as the actual staff concern form and the staff salute form. Unfortunately, we cannot send a mass email to staff as the material for mass email is not met in this instance.