

Staff Congress: At-A-Glance

November 06, 2017

Chair Report: Dr. Scott Niles

Chair Niles asked Staff Congress representatives on MSU's institutional strategic planning committees to provide updates:

- **Outcomes-Performance Based Funding Committee** – This committee is working to create strategies that will strengthen MSU's financial position through alignment with the Performance Based Funding Model and to inform resource allocation decisions. Rep. Hunsucker reported about the Facilities Review subcommittee of this group, which is looking at all square footage across campus and gathering ideas to evaluate how space is being used. Rep. Savard-Hogge reported her subcommittee, the Model Planning Subcommittee, is developing ideas based around student success metrics, course completion, instruction, and weighted FTE enrollment.
- **Student Success Committee** – Rep. Alan Rucker reported their committee is examining recruiting, progression, and retention, while noting that streamlining processes and the elimination of redundancies is key.
- **Rankings, Reputation, and Regional Responsiveness** - Rep. Fletcher reports this committee is using five action categories to answer the question: What distinguishes MSU from other college choices?

Vice-Chair Report: Clarissa Purnell

Vice-Chair Purnell announced one staff salute: Thanks to Dr. Jay Morgan for recognizing staff by giving them 4.5 hours paid leave on Friday of Fall Break.

INSIDE THIS ISSUE

- 1 **Chair and Vice-Chair Reports**
- 2 **Committee Reports**
- 3 **Staff Issues**
- 8 **Other Reports**
- 8 **Old Business & New Business**
- 8 **Campus Announcements**



Benefits & Compensation: Committee Chair Craig Dennis

* **Committee Chair Dennis** reported the open enrollment period for health insurance went well. Craig asked Harold Nally, Director of Human Resources, for an update and Mr. Nally indicated that attendance during open enrollment was good. Representatives from Health Equity and from Know Your Rx were present. Craig asked Harold if there were any plans to assist the switch-over to Health Equity. Harold indicated there were no plans, but if problems arose, HR would notify employees.

Credentials & Elections: Committee Chair Margaret LaFontaine

* **Committee Chair LaFontaine** indicated that representatives need to elect a new secretary to replace Jessica Thompson and that this election would take place during the New Business portion of the meeting.

Rep. Cooper asked if she would remain in the same geographic area as a representative since she has moved to a new location on campus in the efforts to minimize the campus footprint. Margaret stated that because so many individuals are moving around campus in lieu of building demolition, we will wait until these reorganizations are complete before reevaluating the area representation model.

Sustainability Report: Committee Chair Holly Niehoff

***Committee Chair Niehoff** reported she is coordinating with Enactus (a student-led group) and Housing staff to plan energy conservation and Recyclemania competitions. Recyclemania is an 8 week competition between colleges and universities in the US and Canada to see who can recycle the most material per capita. They are also going to compete between residence halls and the winning residence hall gets a pizza party that will be paid for by MSU Facilities Management.

She is working with April Haight and Enactus on a grant application to build a green wall on campus. A green wall is basically a wall with living plants that have a planting medium and a way to divert water from a roof top to the planting medium. It helps cool buildings and reduce storm water runoff and is pleasing to look at. The wall will not be built until next spring and we are looking for grants to secure more funding for it.

Staff Issues: Committee Chair Louise Cooper

* **Committee Chair Cooper** reported several staff concerns that were submitted online. Representative Craig asked why IT rolled out an update for Colleague at the same time MSU's advance registration started and did not notify staff of this change. This issue seems to effect many employees on campus, as there was much discussion on this issue.

****CONCERN (submitted 10/31/2017)****

Why does Colleague ever since the update occurred close the browser when you log out? This creates an inconvenience for the users having to log back into the portal every time. Can this be fixed so that you simply log out of Colleague and remain in the portal?

RESPONSE (received 10/31/2017 from Darrell Smith)

MyMoreheadState (the portal) provides access to a web part or application known as "Campus Applications" that is designed to serve as a launch pad or spring board to partner solutions such as Ellucian Colleague UI, Business Objects, People Admin, Rendezvous, etc. The underlying technology runs on Microsoft SharePoint and is designed to provide what is known as single-sign-on (SSO). This means that you authenticate (or login) one time to the portal and then access resources in Campus Applications without having to authenticate a second time. Not all partner products have SSO at this time, but it remains a goal to

implement as each partner provides appropriate solutions that leverage the technology. With that said, Ellucian Colleague is one of the first solutions that now provide true SSO. So, logging out of any SSO solution automatically logs you out of all SSO solutions—i.e. what you're experiencing/reporting! However, keep in mind that this is by design.

So, to offer a fix, follow these steps:

1. Notice that when you select a partner solution, it is opened in a new browser tab with the MyMoreheadState portal in the first tab and your selected solution in the second tab.
2. Close the tab for SSO solution, such as Ellucian Colleague UI, when you are finished working with that solution to return to the first tab, MyMoreheadState (the portal).
3. This will end your session, free the license, and allow you to continue to work in MyMoreheadState until the end of the day when you should also log out of the portal for added security.

Please remember, should you encounter any issue with Colleague, to make a report to the OIT Help Desk at (606) 783-HELP (4357) or email ithelpdesk@moreheadstate.edu. Staff have both instructions to share and/or escalation paths with all areas of OIT including external partners so that issues are resolved as quickly as possible.

****CONCERN (submitted 10/30/2017)****

Why is Colleague operating so slowly ever since the update which took place on Friday, October 27?

RESPONSE (received 10/31/2017 from Darrell Smith)

Colleague operating slowly this past Friday is not a result of the new User Interface (UI). Rather, it is the culmination of a number of issues that OIT has been working diligently to resolve leading up to preparation for this round of advance registration. More detailed explanation is outlined below.

1. Monitoring of Colleague activity over time has shown growth in the number of campus users accessing resources which led to insufficient licensing. This was commonly displayed to Colleague users in an error message that stated "You have exceeded the maximum number of available licenses." OIT began work earlier this year with Ellucian to increase licensing and we are pleased to announce that a new model was adopted and purchased that gives MSU unlimited Colleague licensing moving forward. Likewise, the new licensing model has been implemented and is already resolved.
2. Leading up to 10/27/2017, the Office of Accounting & Financial Services started experiencing solution results around payment processing and other key solutions that took only minutes to execute that suddenly were taking many minutes or hours to complete! Both Ellucian and the MSU functional and technical teams worked towards resolution for several days including Saturday, 10/28 to resolve by performing new indexing on a number of files that were large, but within standard operating norms. So, this is now also resolved, but it did require the upgrade to UI 5.x as our partner has stopped supporting our version of 4.x (see additional Staff Congress concerns with Q&A above).
3. Colleague hardware is struggling to keep up with demand as it has not been upgraded in a number of years due to budget cuts and investments into other infrastructures highlighted in the University Technology Plan (UTP) 2013-2018 that saw MSU enhance wireless technologies across campus. As an example, a few years ago, we had ~30% wireless coverage in residential areas which has been increased to 100%. Also, bandwidth on campus as well as "out to the Internet" has been increased by more than a 10x factor. This came at a cost to MSU of several million dollars. Now that the infrastructure enhancement project is also complete, focus has shifted onto the highest priority of stabilizing and enhancing Colleague. This week, MSU completed a purchase order with our partner SIS to increase Colleague memory by an 8x factor with more than double the processing power!

Unfortunately, new equipment will not arrive for another week to two weeks, but a plan has been developed and is in motion to setup and configure the Colleague production environment on this new equipment during November with testing slated during the Winter Session/Break. This will not provide immediate relief during the current advance registration period, although OIT personnel with partners have worked evenings and weekends to optimize where possible on current solutions.

4. The new Colleague User Interface (UI) 5.x now performs by benchmarking at double its predecessor version. This went into production on 10/27/2017.
5. New documentation has been shared via the Ellucian e-Communities for optimizing Colleague (55 pages) that technical teams have been evaluating and continue to review with partners to ensure all solutions are optimal. All new recommendations that fit MSU will be implemented with new solutions outlined in #3 above.
6. As Ellucian plans for the sunset of WebAdvisor with their new tool(s) known simply as “Self-Service,” MSU has already purchased a separate series of hardware and equipment to load balance future solutions for registration period, bill pay, and financial aid processing. This means that what was originally slated on one PC is now spread out over a host of hardware that not only meets but exceeds our partner recommendations and that will also further enhance core Colleague capacities! These solutions are complete in TEST now and both technical and functional teams from OIT, Accounting & Financial Services, Financial Aid, and the Office of the Registrar are working on plans, documentation, and training for the campus community in advance of desired usage in 2018. Demos will begin after final configurations with the Student Governance Association (SGA), Faculty Senate, Staff Congress, the President’s Leadership Council, and the Dean’s Council to name a few.

So, MSU will likely continue to encounter performance issues during this advance registration period as resources are taxed heavily and access by Colleague users is at an all-time high. Again, this is a result of the culmination of what is outlined above (sans #6) and not due to a new user interface (UI) or software patch/upgrade.

Please remember should you encounter any issue with Colleague to make report to the OIT Help Desk at (606) 783-HELP (4357) or email ithelpdesk@moreheadstate.edu. Staff have both instructions to share and/or escalation paths with all areas of OIT including external partners so that issues are resolved as quickly as possible.

****CONCERN (submitted 9/29/2017)****

Has there been any decision on returning employees back to exempt that were made non-exempt?

RESPONSE (received 10/30/2017 from Harold Nally)

As of this date, no employees that were moved to non-exempt from exempt on October 1, 2016 have been moved back to their previous classification. There has been some discussion about the possibility of this move, but no decision has been made.

****CONCERN (submitted 10/27/2017)****

Why was Colleague updated days before Advance Registration with such a drastic change in the look/function with no communication sent to those who use this platform and a daily basis?

RESPONSE (received 10/30/2017 from Darrell Smith)

OIT has been working on the new Colleague User Interface (UI), a replacement to version 4.x with 5.x, with several stakeholders in Human Resources, Finances, Financial Aid, and the Registrar for approximately three months. During this period of time, access was made available to both version 4.x (old portal link) as well as 5.x (new portal link) in MyMoreheadState. As we made strong efforts to stabilize Colleague performance, we reached a threshold with our partner Ellucian where they asked us to upgrade to the latest

version as the old version is no longer supported, contained a number of bugs that have been resolved in the new version, and addressed security concerns/issues that come to light during production deployment that must be addressed.

However, during a recent root/cause analysis, areas were identified that were not notified of changes to Colleague UI and plans have been put into place that will prevent this from happening moving forward as OIT has deployed a team of Technology Business Analyst (Tier II) to include all stakeholder groups.

Most faculty do not have access to Colleague and use the self-service solutions as an alternative via the current tool, "WebAdvisor," to provide advising, input grades, preview class rosters, etc.

Some of the key highlights of UI 5.x, besides those mentioned above, include "responsive design" that allows Colleague account holders to be more portable taking work with them on smaller mid-size devices such as an iPad. Also, a new help feature, present on the left navigation menu and represented by a question mark, provides access to a "Quick Tour" for familiarity with the new version. Once a form is accessed such as a "ASUM – Account Summary," "SPRO – Student Profile," or "APRN – Approvals Needed" forms will appear with some minor cosmetic differences, but function virtually the same. Ellucian made design changes specifically to address concerns around the American's with Disabilities Act (ADA).

Please remember should you encounter any issue with Colleague to make report to the OIT Help Desk at (606) 783-HELP (4357) or email ithelpdesk@moreheadstate.edu. Staff have both instructions to share and/or escalation paths with all areas of OIT including external partners so that issues are resolved as quickly as possible.

****CONCERN (submitted 10/24/2017)****

Please have aramark, or third street eats talk to their delivery trucks and ask them not to park/unload while parked in crosswalks.

RESPONSE (received 10/30/2017 from Bill Redwine)

I will make that notification this morning.

****CONCERN (submitted 10/23/2017)****

Because of the situation that MSU is in and the budget shortfall, it doesn't make sense to start at the bottom of the totem pole to reduce our spending. These people are the people who physically work to keep things flowing. They actually get the work done! For many years MSU has been top heavy. There are so many administrative positions that do not need exist. Direction and leadership are vital but cuts from the bottom have already been done and that has served no purpose.

RESPONSE (received 10/30/2017 from Harold Nally)

Thank you for this staff concern. I would say to you and other employees (faculty and staff) cuts hurt no matter what division it is in. If future cuts become necessary, all divisions will be examined carefully as to minimize the impact on MSU's mission and services.

****CONCERN (submitted 10/23/2017)****

Staff in KRS would like to request that HR bring someone from Frankfort to campus to answer questions. Some questions could help with individuals about when would be the best time to retire.

RESPONSE (received 10/30/2017 from Harold Nally)

Employees that were moved from exempt to non-exempt (hourly) were not moved from the KTRS to KRS. Also, what you've heard about some staff that were moved to hourly are now being moved back to exempt is not correct. As of this date, no employees that were moved to non-exempt from exempt on October 1, 2016 have been moved back to their previous classification. There has been some discussion about the possibility of this move, but no decision has been made.

****CONCERN (submitted 10/17/2017)****

Understanding it will not answer all of our funding concerns, but wondering if it will alleviate issues concerning KERS, I recommend that staff who were moved from EXEMPT to NON-EXEMPT in anticipation of the FLSA ruling that DID NOT pass be reinstated to EXEMPT status.

RESPONSE (received 11/4/2017 from Harold Nally)

Thank you for your concern. First of all to be clear the FLSA "ruling" was not a change in the law, but was to be implemented because of new regulations. The regulation was stopped via an injunction by a federal judge prior to the effective date of December 1, 2016. We are closely monitoring the US Department of Labor as to when they will undertake further rulemaking to determine what the salary level will be.

****CONCERN (submitted 10/10/2017)****

Are there any updates regarding bringing back Spring Break as a PAID holiday for ALL staff as well?

RESPONSE (received 10/10/2017 from Harold Nally)

I will leave this staff concern for the Staff Congress to speak on.

****CONCERN (submitted 10/10/2017)****

This isn't necessarily a comment/concern, but a question. Who monitors the non-tobacco policy on campus? Is a vape device considered a tobacco product for purposes of MSU's non-tobacco policy? Thanks for taking the time to answer my questions. Keep up the good work!

RESPONSE (received 10/10/2017 from Harold Nally)

The originator of the University's Tobacco Use Policy falls to both Student Life and Administration and Fiscal Services as to include all members of the university community. So both students and employees are covered under this policy. To address the employee side, supervisors are responsible for monitoring and the enforcement so as to aid in keeping the campus tobacco free. Employees may report incidents of tobacco use to their supervisor.

Morehead State University Tobacco Use Policy

Originator: Vice President for Student Life

Vice President for Administration and Fiscal Services

Initial Adoption: 6/29/2011

Revision Date:

Purpose: To promote a healthy University Community

Scope: This policy is in effect for all persons, at all times, who are attending classes, working, living, visiting, attending/participating in athletic events, programs, and all activities and programs on University owned, leased, or controlled property and in campus owned, leased, or rented vehicles. This includes University property outside the main campus such as farm facilities, golf courses, art galleries, parking lots, performance venues, and sporting venues, and functions that are held in these facilities and venues.

Definitions: Tobacco is defined as all tobacco-derived or containing products, including but not limited to cigarettes (clove, bidis, kreteks), cigars and cigarillos, hookah-smoked products, and oral tobacco (spit and

spitless, smokeless, chew, snuff) and those devices/products giving the appearance tobacco use such as electronic cigarettes (e-cigarettes).

Description: Morehead State University acknowledges and supports the findings of the Surgeon General that tobacco use in any form, active and/or passive, is a significant health hazard. We further recognize that environmental tobacco smoke has been classified as a Class-A carcinogen and that there is no safe level of exposure to environmental tobacco smoke (ETS), a recognized toxic air contaminant. In light of these health risks, Morehead State University has adopted a NO TOBACCO USE policy.

Tobacco use is prohibited on all University owned, leased, or controlled property and in University owned, leased, or rented vehicles. This includes but is not limited to all University sidewalks, parking lots, landscaped and recreational areas; at lectures, conferences, meetings and social/cultural events held on University-owned or controlled property; in vehicles owned and/or operated by the University; in privately owned vehicles parked on, or in transit across University property; and in the interior of all buildings and University residences, including residence halls and fraternity and sorority houses on campus.

Tobacco use is prohibited in all buildings, including the pro shop, barns, sheds, covered pavilions and work areas, animal care facilities, and storage structures at the Eagle Trace Golf Course, University Farm and Browning Orchard.

This policy applies to all faculty, staff, students, visitors, clients, contractors and vendors. This policy is in effect at all times (twenty-four hours a day, seven days a week).

****CONCERN (submitted 10/5/2017)****

I have worked at MSU for the past 18yrs and recently, have taken another position with Morgan County Board of Education. My last day with MSU will be this Friday, October 6th. Yesterday, I had an appointment to take my two year old daughter to get a flu shot. Before her appointment, the pediatrician's office called me and said they had ran my insurance and I no longer had none, it was terminated as of 9/30. I had no idea my girls or myself were no longer covered until the phone call. I assumed I would be covered until my last day of employment. Thankfully, nothing has yet happened that would require me to have to use my insurance this week. I'm was not aware this is a university policy. I have emailed Shayla Dunn and she is the one that informed me that if I was not employed for at least 11 days within the month, I would be dropped. I would expect to be carried until my last day of employment because I am SURE that money will be taken out of my check. I am now an hourly employee so it should not be taken out, we'll see, I have a suspicion it will be taken out, even though I am not covered and paid after working. My question for you is, is this a MSU policy and if so, why are people not informed sooner so that they can make some type of arrangements?

Thank you for your time,

Wendy Raloff

Counseling Coordinator, Talent Search

RESPONSE

To be addressed by Harold Nally during the November Staff Congress Meeting, HR report.

Other Reports

Staff Regent Report: Dr. Shannon Harr

Staff Regent Harr announced there is a Board of Regents work session Thursday November 9, 2017. Committees will be reporting on bylaws and the audit process. Dr. Harr also invited everyone to the ribbon cutting at the new dining facility, The Rock, at 1:30, November 9, 2017.

Human Resources Report: Harold Nally, Director of Human Resources

Director Nally indicated he presented most of his report during the discussion of Benefits and Compensation, but reiterated that he thought open enrollment went well. In regards to the staff concern submitted by Wendy Ratliff, Nally discussed the issue of health insurance coverage for outgoing employees and referred to PG-35. He said employees must work 11 days of a month before termination of employment for health insurance coverage to be available.

Cabinet Report: Beth Patrick

VP Patrick was absent. No report.

OLD BUSINESS:

None

NEW BUSINESS:

Credentials and Elections Chair Margaret LaFontaine conducted a special election per Staff Congress Bylaws to fill the unexpired secretary position vacated by Jessica Thompson. The two candidates were Annette Hines and Laura Rucker. Laura Rucker was elected Secretary.

CAMPUS ANNOUNCEMENTS

- Wednesday, November 1 – Tuesday, November 14: Advanced registration for Winter 2017 and Spring 2018.
- Wednesday, November 22 – Friday, November 24: MSU closed in observance of Thanksgiving.
- Recreation and Wellness Center holiday hours of operation:

Date	Hours
Tuesday, November 21	6:00 a.m. to 7:00 p.m.
Wednesday, November 22	9:00 a.m. to 3:00 p.m.
Thursday, November 23	CLOSED
Friday, November 24	CLOSED
Saturday, November 25	9:00 a.m. to 1:00 p.m.
Sunday, November 26	9:00 a.m. to 1:00 p.m.
- Wednesday, November 29th: Holiday Carnival, 6:00 p.m. in Laughlin Gymnasium.
- Thursday, November 30 – Friday, December 1: Ye Olde Madrigal Feast in the Button Drill Room, 6:30 p.m. RSVP by November 27th. For ticket information, call 606-783-2033.

- Saturday, December 2nd: Appalachian Holiday Arts & Crafts Fair, 9:00 a.m. – 4:00 p.m., Laughlin Gymnasium
- Monday, December 4: NEXT STAFF CONGRESS MEETING in Combs Building 413 at 1:00 p.m.
- Thursday, December 7th: Annual Community Dinner, 4:00 p.m. -7:00 p.m., The Carl Perkins Center, Morehead.
- Friday, December 8th: Annual Community Christmas Parade “Celebrating Merry Christmas”, 6:00 p.m., Main Street, Downtown Morehead.
- Men’s Basketball season tickets are available for faculty and staff for \$50. To request seating, contact Paul Rhodes in Athletics at 606-783-2088.

PLEASE CLICK [HERE](#)
TO VIEW/REGISTER FOR
THE LATEST
PROFESSIONAL
DEVELOPMENT
OPPORTUNITIES

**Please click [here](#) to
submit a
STAFF SALUTE**

PLEASE CLICK [HERE](#)
TO SUBMIT A STAFF
CONCERN