Ball State University Staff Council
Minutes #2
Thursday, September 17, 2015
Student Center Room 301-2

Members Present:
Margo Allen, Susan Bourne, Ranae Burkett, Chris Caldwell, Bob Cope, Sarah Dixon, Christine Edgeman, Tammy Edwards, Matt Gaither, Hank Gerhart, Tonya Johnston, Michelle Jones, Mandy Lowe, Heather Melton, Sarah Newell, Kathie Nix, Leilani Pearce, Angela Pickett, Kristin Ramsey, Jill Schneider, Lori Siefker, Cheryl Veatch, Kathy Weaver, Peggy Weis, Angie Zahner

Substitutes: David Hensley for Adam Dungan, Cheryl Simpkin for Melissa Nagle

Unexcused Absence: None

Excused Absence: Cathy Cunningham, Adam Dungan, Melissa Nagle, Tonya Price, Cheryl Veatch

Guests: Marie Williams, Gracie Reiff, Kristine Pierce, Danny Brown, Jeremy Watson

I. Call to Order – The meeting was called to order at 1:15 p.m. by Hank Gerhart, President of the 2015-16 Staff Council.

II. Roll Call – Angie Zahner called the roll of representatives and substitutes. Roll call showed 25 representatives present, 2 substitutes, 5 excused absences and 5 guests. A quorum was constituted for the meeting.

III. Speaker – Hank Gerhart introduced Marie Williams. Marie briefly discussed the upcoming HR reorganization and the introduction of the new Talent Management System for online applications. Marie introduced Gracie Reiff and thanked her for her dedication to the implementation of the project. Gracie reminded everyone that the launch date for the Talent Management System is today for staff. The Professional portal will be introduced at a later time. This portal makes our application process more user friendly.

Tonya Johnston introduced Kristine Pierce of the Indiana Blood Center. Kristine introduced two additional guests that were also from the Indiana Blood Center – Danny Brown and Jeremy Watson (former BSU graduate). Kristine gave an overview of the Indiana Blood Center, utilizing a PowerPoint presentation (attached to these Minutes). Kristine thanked the Angels for Life Committee for all of their hard work in putting together the blood drives here on campus, most recently on September 15-16, 2015. On September 15th we had 124 donors registered; 88 whole blood donors, 7 double red cells; 29 deferrals – potentially impacting 271 lives. On September 16th we had 136 donors registered; 100 whole blood donors, 7 double red cells; 29 deferrals – potentially impacting an additional 307 lives. This was a very good turnout for our drive and numbers were up from 2014. The Indiana Blood Center’s Mission is to provide continuous, safe and adequate supply of blood products and biological services, first in Indiana, then wherever our products and services are needed. The Indiana Blood Center is a vital link in Indiana’s healthcare infrastructure. They only collect blood from Indiana donors; they were established to reduce dependency on the national blood supply; and they are a 501c3 non-profit community service organization depending wholly on volunteer blood donors. They are Indiana founded and Indiana focused. The Blood Center provides blood and blood products to IU Health System, which includes Ball Memorial Hospital as a secondary supplier to the Red Cross who currently
has the contract with IU Health. Kristine emphasized that the Angels for Life blood drive is the largest college blood drive they sponsor. More information was shared by Kristine in response to RFI #2 2015-2016 below.

IV. Approval of Minutes - A motion was made and seconded (R. Burkett/Jill Schneider) to approve the Minutes of July 16, 2015.

The motion carried.

V. Committee Reports

a. Employee Relations – Adam Dungan. No report.
b. Public Relations – Michelle Jones. Michelle noted that three new staff employees received Staff Council letters.
c. Elections – Chris Caldwell. Chris shared with everyone that Tammy Rhoades has recently accepted a different position which opens up a constituency position on the council. After contacting others within the same area who had received prior votes, there was not an acceptance of the appointment to Staff Council. Chris has sent an email to all constituents within the area seeking a volunteer to serve.
d. Hospitality – Cathy Cunningham. No report.
e. Research – Christine Edgeman. No report.
g. Angels for Life – Tonya Johnston. Tonya deferred to Kristine Pierce’s earlier remarks concerning the recent blood drive held on September 15-16, 2015.
h. Special Committees
   i. Public Safety – No report.

VI. Old Business.

a. RFI #15 2012/13 - Many Employees would like to see the policy changed where we can only use “5” of our sick days per yr. for taking care of family members. Since there is no surrounding this issue, it is clearly an HR policy that could be changed. Many employees have multiple children, aging parents, & spouses, etc. and if an employee has accrued several hundred hours of sick leave, why can’t we use say “10” days a year. We don’t want to use unpaid FML.

Response: 7/13/2015: Commencing in the early fall the University will begin scheduling this item for discussion and approval through the various governance committees, including staff council. This recommendation will also be subject to board approval.

Response 9/15/15: The proposed policy changes to increase the number of sick days to care for a family member from 5 to 10 days will be submitted and discussed with staff council during its meeting to be scheduled on October 17, 2015, along with a proposal for extending the number of days that can be used by faculty, professional and staff employees for the adoption/foster placement of a child. The recommendations will be submitted to Staff Council and through University Senate to the other pertinent governance committees during this semester. These recommendations will be subject to board approval. Marie Williams
b. **RFI #17 2014-2015** - Recently the salary levels of Ball State University Faculty have been discussed very openly in the Ball State Daily news. The study said Ball State placed 14th out of 35 Indiana colleges and universities for average amount paid to full professors as well as 11th for the average salary of associate professors and 13th for assistant professors. A plan has already been put in place to correct this problem according to Terry King. This was published in the BSU Daily News on 9/10/14. A Ball State strategies to close the salary gap: "First, we increased the general salary pool for faculty by 3.5% in 2012-13 and 3% last year and this year. We have made these increases a priority, funding them largely through reallocations of existing budget lines and finding efficiencies across the campus." "Second, we have made increases for full and associate professor pay increments that faculty receive when they are promoted to those ranks. These raises are on top of the increases to the general salary pool I just mentioned. We are in the second of a three-year plan to raise associate professor salary increments from $2,500 to $4,000. Full professor increments will rise from $3,700 to $6,000." "Third, for the past 3 years, a higher percentage of discretionary merit pay has been allocated to the faculty, totaling $150,000 in the 2014-15 academic year alone." "Fourth, and finally, the university has budgeted for the second consecutive year additional funds for strategic mid-year salary increases for targeted tenured and tenure track faculty. Like last year, the process for determining these additional increases to the base will take place this fall semester and they will be effective October 1. This will be a two-pronged increase, including an across the board increase for associate and full professors and additional strategic increases for approximately 100 of the University's most meritorious and productive faculty." Quotes provided by Provost and Vice President for Academic Affairs, Terry King Many of the Departments on Ball State University campus use The Chronicle of Higher Education to create and base the salaries of new faculty. **When is the University going to look at the salary base for Staff (Staff Classification System and Salary Ranges)?** If the Faculty are placed 14th out of 35 then it is highly likely that it is that way for staff as well. The staff ranking may be even lower. If the salary classification were updated to meet just the median salary of what The Chronicle of Higher Education has suggested then there would be an increase in moral and consequently an increase in production and job retention. I have attached copies of the reports I have referenced to this memo. It is time the administration takes a good long looks at the staff at BSU. They would find the staff are a valuable part of the University environment and the foundation required for the administration, faculty, and professional staff to perform their duties. Most of the staff jobs require additional education after high school with many requiring an Associate's Degree or a Bachelor's Degree. It is also time for the staff contribution to this university to be acknowledged by giving the staff (a much lower paid portion of the University) the same percentage raise that the faculty receive. Low morale is another item talked about on campus often but it isn't recognized that staff morale is negatively impacted by the perception of being less valued than other categories on campus because our yearly raises are a smaller percentage than faculty are awarded. Often the raises staff are given are eaten up by the higher insurance premiums we're asked to pay every year and the parking passes we are required to buy to park on campus. One cannot survive without the other. Please look at comparable pay increases (the faculty vs the staff) at review time as well as bringing the pride back of working at BSU. Ball State University is the largest employer in Muncie but we are quickly becoming the most overworked and under paid employees in Muncie IN especially when compared to our equivalent counterparts at other Universities. BSU Daily News [http://www.ballstatedaily.com/article/2014/09/professor-salaries](http://www.ballstatedaily.com/article/2014/09/professor-salaries) BSU Staff Classification System and Salary Ranges [http://cms.bsu.edu/about/administrativeoffices/humanresources/employeeinfo/staffcomp/staffclass](http://cms.bsu.edu/about/administrativeoffices/humanresources/employeeinfo/staffcomp/staffclass) Copies of the Chronicle of Higher Education referenced, THE CHRONICLE OF HIGHER EDUCATION Administration April 21, 2014 New Survey Documents Pay of Hourly Workers on Campuses By Benjamin Mueller Electrician supervisors and firefighters had the highest median salaries among hourly workers on college campuses in 2013-14, and food servers and custodians had the lowest, according to a report being released this week. Conducted by the College and University Professional Association for Human Resources, the survey is the group's first attempt to gather information on nonexempt staff members in higher education, workers who are paid an hourly rate and are eligible for overtime pay. Those employees are a vital but overlooked part of a campus work force, said the association's president, Andy Brantley. "Campus leaders frequently struggle to attract and retain the talent needed for nonexempt positions, the employees who truly make the campus run," Mr. Brantley wrote in an email. "This survey data will provide much-needed information regarding salaries of these positions." The report reflects the salaries of 177,165 nonexempt staff in 118 positions at 807 public and private colleges and universities. The
association released median salary data for university administrators, faculty members, and professional staff members earlier this spring. As expected, Mr. Brantley said, the hourly positions on campuses that require training beyond a high-school diploma paid workers best. Those included firefighters, police officers, paralegals, and electrician supervisors, whose median salary of $54,828 was the survey's highest. Positions that are often filled by workers who have not graduated from high school, like food servers and custodians, had lower salaries, Mr. Brantley said. Food servers, who were paid a median salary of $24,213, earned the lowest pay. Mr. Brantley said the survey would give colleges and universities the first reliable salary data on some positions, like research and lab assistants, that exist only on college campuses. “Research assistants and lab assistants are an important part of the teaching and learning for many of our campuses,” he wrote. The association's survey showed that those assistants typically earned $35,000 to $40,000 in 2013-14. Additional supporting Documents will be present at the Staff Council Meeting.

Response from Marie Williams (5/11/15): Due to the complexity of the items raised, Bernard Hannon, Vice President for Business Affairs & Treasurer and Marie Williams, Associate Vice President for Business Affairs would like to arrange a time to meet with Staff Council in the fall to begin a conversation about the items raised in RFI #17, and to also present examples of the staff salary benchmark analysis that the University performs on an annual basis. The date of this meeting is tentatively scheduled for the Staff Council October meeting.

RFI #23 2014-2015 – Has the university ever looked into changing the pay schedule for exempt staff, professional, and faculty? With payroll technology and its advances in the last few years it would seem that issuing pay checks to all employees bi-weekly would be appreciated by exempt employees and would be an additional selling point to landing future employees to the university.

Response: 7/2015: The University periodically benchmarks its pay practices with other peer institutions. According to our research, it is a common business practice in higher education to pay exempt staff, faculty, and professional employees on a semi-monthly or monthly pay schedule, which reaffirms that our pay schedule at Ball State for exempt staff, faculty, and professional employees is in line with the pay schedules of our peer institutions, such as Indiana University and Purdue University. Marie Williams

Hank Gerhart took this time to explain the RFI process. RFI’s come to the Agenda Committee which meets on the 1st Thursday of each month. The Committee member assigned the particular RFI tries to have the research completed and a response by the Staff Council meeting taking place on the 3rd Thursday of the month. Sometimes an answer is immediate and can be discussed at that next Staff Council meeting, but many times the response is anticipated on a later date.

A motion was made and seconded (T. Edwards, Tonya Johnston) to resolve this RFI.

The motion carried.

RFI #24 2014-2015 – Is it possible to change the policy where staff has to use all of their vacation by the end of June? Could it be changed to the end of August like professional staff can use their time? Many staff
members like to use their vacation in the summer when it’s nice outside. By limiting us to the end of June, it makes it hard for us to get our time in. Especially when professional staff are saving some of their time for the summer as well and in small offices with only a couple of people, having a professional staff member off during the summer stops the staff member from being able to take time off. Thank you for your consideration.

Response: 8/20/2015: Thank you for your inquiry. Per the “Handbook for Nonexempt Staff Personnel,” on p. 24 it states: “All vacation accrued in a work year must be used before the end of the following work year except balances of less than one hour will be carried forward to the next work year.” In other words, vacation earned on July 1, 2015, has to be used by June 30, 2017, or approximately two years. Professional employees have only a two-month extension in which to use their vacation that was earned in the previous fiscal year. If the university grants this staff person’s request, nonexempt staff personnel would have a maximum of 14 months instead of 24 months in which to use vacation. Recognizing that the time limits are different for different employee groups and that summer months are busy for most areas around campus, we strongly encourage managers to work with all their employees to ensure that all vacation is used by the established university vacation deadlines. Marie Williams

A motion was made and seconded (T. Edwards, L. Pearce) to resolve this RFI.

The motion carried.

VII. New Business.

RFI #1 2015-2016 - Why does Staff Council only represent Full Time Staff? With the increase of part time staff that is being hired in all departments it would only make sense to represent them as well. These folks support the University but lack a group to represent them within the University.

Response: 9/15/15 – Christine Edgeman has submitted the RFI to HR for clarification.

RFI #2 2015-2016 – Please stop using the Indiana Blood Center for your blood drives. Since the Indiana Blood Center no longer supplies blood to Ball Hospital it does not stay in our community. I feel it is important to keep things transparent and what the Indiana Blood Center did to the "Muslims for Life" blood drive is unacceptable. I’ve attached the link for the Red Cross to set up a drive, http://www.redcrossblood.org/hosting-blood-drive .

Response: 9/17/15 – Kristine Pierce of the Indiana Blood Center addressed this RFI. She stated that the Indiana Blood Center is a good steward and does not like to cancel scheduled blood drives but cannot be wasteful. Unfortunately, the need to cancel scheduled drives does occur as the shelf life for blood
donations is 45 days. One or two times a year there is sometimes a surplus. During this time, drives can and will be cancelled. The Muslim blood drive was not the only drive cancelled at that particular time. Jeremy Watson spoke of the fact that the Indiana Blood Center looks at the scheduled drives and tries to cancel the smaller ones if need be. Jeremy stated that over a two week timeframe when the Muslim drive and others were scheduled, 81 drives were actually cancelled as the need for blood at that time was lower than anticipated. Angels for Life had a drive scheduled within a couple of days of the Muslim drive cancellation, but it was taken into account that our dates are publicized well in advance and rescheduling such a large drive is more difficult than a smaller drive. It was also noted that the Muslim group had cancelled an earlier Fall drive two days prior to their scheduled time. This was also taken into account as all stats are considered before any drive is cancelled. Kristine stated that there have been past successful Muslim drives and they look forward to more in the future. In an earlier article concerning the Muslim cancellation, it was mentioned that the Indiana Blood Center had cancelled their drive twice in the past. Kristine stated this was not an accurate statement.

Leilani Pearce stated that from experience she knows drives are able to be rescheduled when the need is present. Kristine reiterated that blood drives can be rescheduled and again stated they dislike having to cancel drives, but cannot let the product be wasted if there is no immediate need. Jeremy stated they do not want to dispose of expired blood and look for research outlets before allowing the blood to expire.

Tamara Edwards asked Kristine how events are scheduled through the Blood Center. Why are drives scheduled so close to ours when our dates have been disclosed? Was this a scheduling problem or a need issue? Kristine again stated that this particular instance was only a need issue as a blood surplus existed at the time. 550 donations are needed each day so drives are scheduled close together in anticipation of that need and the Indiana Blood Center does everything they can to accommodate the scheduling of drives.

Christine Edgeman asked for clarification on BMH being a secondary recipient of our donations. Jeremy stated that IU Health seeks competitive bids for the cost of blood. During the past bidding cycle, the Red Cross outbid the Indiana Blood Center as primary provider. This is not to say that during future bids the Indiana Blood Center will not return as the primary provider to IU Health. The Indiana Blood Center still supports BMH as well as locations outside of Indiana such as Chicago and Detroit. IU Health actually helped in the founding of the Indiana Blood Center.

Peggy Weis asked about the priority as to where the blood is directed. Jeremy and Kristine stated that Indiana is a first priority recipient.

Leilani Pearce stated that perhaps she doesn’t completely understand the meaning of the RFI as she doesn’t care where the blood actually goes. She stated she feels the blood could go anywhere, even outside Indiana and she would be fine with that decision. Jeremy again reiterated the Blood Centers priority lies within Indiana before going outside to the other states.
Christine Edgeman asked if when the interview in the Daily News was conducted was information being given at today’s meeting not given to the Muslim group? Kristine stated the expiration of blood was explained but omitted from the article. Jeremy stated that the Indiana Blood Center hates to reduce drives/collections, but sometimes they have to say no, which is difficult, in order to preserve the integrity of the blood center and their desire for no wasted blood.

Sarah Newell asked if the Daily News article had been addressed by Staff Council for correction? Tonya Johnston reported we made no response. Hank stated that the Executive Committee felt it best to allow the Indiana Blood Center to make the official response via this RFI.

Kristine thanked Staff Council for allowing herself, Danny and Jeremy to attend the meeting and explain the situation and for our many successful blood drives.

A motion was made and seconded (T. Edwards/L. Pearce) to continue allowing the Indiana Blood Center to hold blood drives on campus.

The Motion carried.

RFI #3 2015-2016 - In regard to a previous RFI regarding the Student Affairs dress code, I would like to provide more information in hopes of a more specific response. The department was told that it was Dr. Bales’ policy (not the department head) for Student Affairs that no capris or jeans were ever to be worn. We never saw a written policy and despite the supposed policy, employees who were seemingly favorites were permitted to wear articles of clothing that did not adhere to the dress code. In addition, in an effort to boost an already low morale in the department, we decided to participate in the homecoming activities. However, when the director was asked about employees purchasing the homecoming t-shirts that are sold each year, the response was incredibly dismissive and unsupportive. We were also told that we would be "in trouble" if Dr. Bales came to the department and witnessed us wearing t-shirts. When a department wishes to show their support by participating in homecoming activities along with being willing to buy the University approved t-shirts, we were both shocked and confused by the response. Obviously, there is some confusion with what is permitted and what is not in terms of the dress code and precisely who is determining the dress code. Could Dr. Bales please issue a statement regarding what is and is not permitted in regard to the dress code for Student Affairs if it is indeed coming from her, and not the department head? Specifically, if leggings, ankle pants, and short, SHORT skirts and dresses are permitted, can we please be permitted to wear capris? Are jeans permitted on a predetermined "casual Friday" or is denim completely out of the question? Are we permitted to wear Ball State homecoming t-shirts? PLEASE clarify the dress code in writing so that we can all be on the same page.

Response: 9/15/15 – Christine Edgeman stated the RFI has been submitted to Dr. Kay Bales.
RII #4 2015-2016 - Recently the department that I work for (Dining) instituted a policy change in which staff are required to take a one hour lunch break. While this hour long lunch break has been practice throughout the university our department has not followed this policy until it begins this school year. My concern with this policy is that on weekends there is only one supervisor in the building for most of the day. Since this is an unpaid break, and we are allowed to leave the work area, I don't see how it is fair that the weekend staff are required to stay in the work area while we are on our break. Upper management and chefs do not work weekends so they have the luxury of being able to do what they want on their breaks. I would like clarification on how management would propose we take our breaks on weekends. I might add that in the past when the breaks were 30 minutes, we still had to stay in the work area for our breaks. This doesn't seem fair for those who work weekends to be required to essentially work on their unpaid break.

Please add this to the previous comment I made about the hour break policy: When this policy was announced my supervisor just told me that we are supposed to stay in the office and the dining room during my break. When I questioned her she said that was just how it was going to be. That is why I wrote the first comment.

Response: 9/16/15 – Ranae Burkett stated that per Gracie Reiff’s response from HR, discussions are ongoing with University Dining regarding this RFI, and a response will be submitted for the October staff council meeting.

RII #5 2015-2016 - One of the benefits of being an employee at Ball State University is that our children can attend college/classes at a reduced rate. This has always been in place and has included on campus, online and dual high school credits. My son started taking dual high school credits this year. The reason for it is so he can achieve an honors diploma from high school and get a jump start on college. He has completed half of what is needed to graduate from high school. He submitted his paperwork for the second half. Today, he was informed that dual high school classes are no longer covered by our fee remission effective this fall. I don't understand why we would remove this from our benefits as being an employee. Most staff employees do not make that much money and our salary increases do not cover the additional fees we would have to pay. I would like to see this changed back ASAP. This change could prevent children of employees from pursuing honor diplomas and from taking college classes. I have not received any information on this change. Very disappointed in this decision.

Response: 9/16/15 - Ranae Burkett read the following response: On July 27, an email was sent to employees which detailed the changes to the Undergraduate Tuition Remission Program that would be effective on August 1, 2015. This program provides a valuable benefit to eligible dependents of university employees and is reviewed every year. That review sometimes results in modifications to this
program. Some of the modifications that were effective on August 1 are: the amount of tuition remission for online/off-campus study has been increased from 50 percent to 90 percent of undergraduate basic tuition; tuition remission benefit applies only to undergraduate courses for credit, excluding high school dual-credit courses and audited courses; eligible students must not have previously earned a bachelor’s degree from any institution; tuition remission under this program for eligible dependent children is limited to four years from the date of first attendance at Ball State after high school; for all employee classifications, an application for tuition remission under this program must be submitted by the first day of the semester in which the student is enrolled and is not retroactive to prior semesters.

Next year when the Undergraduate Tuition Remission Program is reviewed dual credit courses will be considered for inclusion. However, this is not a guarantee that dual credit courses will be included in the program as a result of that review. Gracie Reiff, HR

Tamara Edwards stated she was never aware of the past policy.

Kathy Weaver stated that the cost of two Delta classes is approximately $700.00.

A motion was made and seconded (C. Edgeman/T. Johnston) to resolve this RFI.

The Motion carried.

RFI #6 2015-2016 - I pay to park in a restricted parking lot, which costs a lot of money. I got the 2015-2016 sticker and information last week, as did a lot of people in my department. Someone in my department who also pays to park in the same restricted lot noticed when she was looking through her information (red slip of paper) that we can no longer park in a yellow lot, only our restricted lot and green lots. My red slip of paper says I can park in yellow lots, so which paper is correct? If it is indeed true that we can no longer park in yellow lots, this is simply ridiculous!!! I pay $344 per year to park and I can only park in my red lot or a green lot? If my lot is full I should be able to park in a yellow lot! I pay a lot more than people who pay for yellow lot parking, but they only pay $65 per year and get more parking lot options than I do because they can park in any yellow lot! I’m sure Parking Services will give the same old tired excuses that they give us every year to justify ripping us off for more than the year before, but this is even more frustrating than usual. If people who pay for red lots can’t park in yellow lots anymore, then this needs to be changed!

Response: 9/15/15 – Christine Edgeman reported the Committee reviewed this RFI and read the following response from Nancy Wray: When departmental permits were introduced, they were intended to allow anyone who needed to move about campus in their personal vehicle to do so without consequences of being out of zone or overtime at a meter, however, we continued to allow red pass
holders parking in yellow or green lots as well. We have been observing an increasing number of red pass holders that will regularly park in the yellow parking lots all day, every day, in effect taking 2 parking spaces.

If you have a red parking permit and need to go to a meeting across campus and parking in a yellow parking lot for a short period of time, you will most likely not be cited on those occasions. However, those who are parking in yellow parking lot all day every day because it may be a shorter walk to the office or just because they can, will more than likely be contacted by our office asking that you be considerate their fellow colleagues with a yellow pass by not taking up two spaces daily.

We continually review parking procedures and regulations in order to better serve our users. This change is intended to help us better manage our parking resources so that everyone with a need to park may do so. It is the responsibility of Parking Services to take into consideration the overall good of the university which take precedence over the individual requirements that may be in conflict when managing our parking resources.  

Nancy Wray, Manager, Parking Services

After the reading it was discussed to send this RFI back to the Research Committee for additional clarification.

Bob Cope asked about the reference to “Departmental Permits” and what that has to do with this particular RFI. He also stated that there is a lot more convenient parking than red lots in his area, therefore people do park in areas other than the red which they have paid for.

Kathy Weaver stated that she pays for a red permit and is surprised that yellow is not permitted as back-up parking for red lots.

Peggy Weis asked the question “why buy a red permit which is more expensive to turn around and park in yellow lots. This doesn't make sense”.

Jill Schneider stated that parking services is short-staffed at this time. She also clarified that a red permit holder has received a ticket from parking in a yellow lot.

It was discussed that the term “reasonable” in Nancy’s response above needs to be clarified as well as the use of yellow lots as back-up for red lots. Christine will seek clarification prior to our next meeting.

RFI #7 2015-2016 - Parking Services, every year I've gone in to the parking services office to buy a parking pass. This year I'm told I have to buy it online. So I do and accept the extra "convenience" charge to buy it online. Then I return to the office and I'm told it takes three days to process and there is not anything they can do... This whole system is broken. Why must I pay to come to work? Where is the customer service in parking services
that other departments must have towards all our customers both internal and external? Why do we allow an elitist system whereby if I make more I can pay more to park closer then my less payed co-workers? What does the money we pay to park at work go to? I know in my department if I had a three day processing time lives would be lost and students would leave, but its okay in parking services? I could not find this "policy" anywhere, within the process of buying a parking pass online. I want the "convenience" fee to be returned, since being forced to by online is not a "convenience". Second I would like to see the elitist parking to be stopped and red and yellow lots to be combined in to one.

Response: 9/15/15 – Christine Edgeman read the following response: In order to improve customer service and make purchasing a permit more convenient for everyone, this year we went to all online permit purchase. We have been able to better serve the majority of our customers and we no longer have the long lines with a 20 to 30 minute wait as we have had in the past.

During the peak time and high volume of requests, there was a 48 to 72 hour turnaround time for permit pickup and in the interim there is a printable receipt and temporary that can be displayed on the driver’s side of the front windshield on the dashboard in your vehicle. This was our first year for this process and we will take a look at our turnaround time for the future.

Parking permit fees provide the free shuttle bus for students and employees; resurfacing, sealing and striping of parking lots; and the maintenance and upkeep on the three parking garages on campus.

The convenience fee is not a Ball State fee nor is it a Parking Services fee. It is a fee charged by the bank that handles the online credit card transactions for the university. We offered ACH payment along with Payroll Deduction option for payment other than Credit Card.

Nancy Wray, Manager, Parking Services

It was discussed that BSU has no control over the fee being charged for use of a credit card. Other means are available to pay which do not generate a fee.

A motion was made and seconded (B. Cope/T. Edwards) to resolve this RFI.

The Motion carried.

VIII. Announcements

a. Hank asked if all committee members had been contacted by their committee chairs. Many noted they had not. Hank asked that all committee chairs get in contact with their committee members prior to our next meeting. Bob Cope mentioned the letter all Staff Council members’ supervisors should have received from HR. Hank stated this was started about two years ago to inform supervisors of employee placement on Staff Council and to allow employees to attend meetings. Staff Council members were reminded to inform their
supervisors well in advance of upcoming meetings to ensure proper coverage in their designated departments while they are attending meetings.

b. Kathie Nix asked if it was possible to receive an updated constituent listing of members. Chris Caldwell will provide this listing to all members.

c. Next meeting will be Thursday, October 15, 2015 in the Student Center Room 301.

IX. Adjournment

The meeting adjourned at 2:26 p.m. (T. Edwards/B. Cope).

Respectfully submitted,

Angie Zahner, Secretary