

Ball State University Staff Council
MEETING #7
Thursday, March 18, 2010

Present:

Jennifer Lawson, <i>President</i>	Sarah McKillip
Maria Bumbalough	Elaine Orr
Carl Burgess	Lynn Shipley
Terry Burgess	Lee Anne Shore
Amanda Collins	Loretta Smith
Cathy Cunningham	Judy Stearns
Marilyn Davis	Carol Terry
Sandy Duncan	Connie Tyner
Kathleen Harrold	Delana Ulmer
Max Hunt	Marilyn Waldo
Janet Johns	Ted Workman
Ralph Julius	Coralee Young
David Kaufman	Angela Zahner

Alternates Present:

Robert Cope	Paula Rench
Bartley Hainz	Lori Siefker
Kate Murray	

Guests Present:

Judy Burke	Kristine King, <i>Indiana Blood Center</i>
Randall Howard	

Excused Absences:

Joyce Lewis	Angela Pickett
Julie Moody	

- I. **Call to Order** – President J. Lawson called the meeting to order at 1:15 p.m.
- II. **Welcoming of Guests** – J. Lawson welcomed all guests to the meeting.
- III. **Guest Speaker** – C. Young introduced Dr. Randall Howard, Vice President for Business Affairs.

Dr. Howard shared campus focus areas which included:

- Sound Financial Stewardship
- Strong Campus Planning
- Policy and Business Process Review
 - Efficiencies
 - Business continuity
 - Balanced
- Financial / Administrative Systems
- Transparency
 - Mutual understanding and Respect

Dr. Howard said during the process of preparing for budget reductions, administration strived for strategic focus, campus involvement, a balanced approach, and analyzing the issues.

Howard reviewed a few of the recently completed projects on campus include Park Residence Hall, Woodworth Dining, Ball Honors House, and the Letterman Building. Projects nearing completion or under construction include Kinghorn Residence Hall, Glick Center for Glass, Student Wellness and Recreation Center, L.A. Pittenger Student Center, and the Geothermal Conversion Project.

Future plans and campus projects will include a refresh of the main floor of Lucina and the Library, completion of Phase 3 of the McKinley Project, Neely Avenue Project, central campus utilities improvements to Teacher's College, North Quad, and Applied Technology buildings, and Studebaker East. Howard said the LaFollette housing complex will eventually need to come down. It may be razed in phases or taken down all at once. At this point, they are unsure when and how it will come down.

Dr. Howard answered questions and thanked the council for inviting him to come and speak.

IV. **Roll Call** – C. Terry called the roll of representatives and alternates. Roll call showed 26 representatives present and 3 excused absences.

V. **Approval of Minutes from February 18, 2010 Meetings** – The minutes were unanimously approved as submitted on a motion by A. Collins and seconded by R. Julius.

VI. **Committee Reports**

- a. **Employee Relations** – M. Bumbalough – no report.
- b. **Public Relations** – A. Collins shared flyers for the April 5-16 food drive. She asked that all contributions be taken to the Biology Department by April 19.
 - i. **SCAN** – A. Collins said the newsletter should be emailed soon. She asked to meet with her committee after the meeting.
- c. **Elections** – L. Shore said she sent constituent lists to representatives for review. Please make any necessary changes and return the lists to her.
- d. **Hospitality** – L. Shipley thanked those who volunteered to help usher for the staff awards dinner. She reminded everyone to purchase a ticket and plan to attend.
- e. **Research** – C. Cunningham – no report.
- f. **Salary & Employee Benefits** – L. Smith – no report.
- g. **Special Committees**
 - i. **A. Jane Morton Award** – C. Young said the committee met and reviewed the nominees for the award. The nominees will be announced at the staff dinner.
 - ii. **Angels for Life** – M. Waldo said the next blood drive will be held on Wednesday, March 24 and Thursday, March 25. Kim Hiatt is still the go-to person for the blood drive. Kristine King from the Indiana Blood Center attended the meeting and shared packets, flyers, and posters with staff. She thanked everyone for their help and efforts on behalf of the Indiana Blood Center.

VII. **Old Business**

- A. Follow-up to RFI #16-2009/2010 & #17 2009/2010 – Parking issues

Update: C. Cunningham said she is awaiting a response from Gene Burton in Public Safety regarding the submitted parking proposal.

- B. Pending RFI #20-2009/2010 -- Is there a plan in place for the crossing on McKinley adjacent to the parking garage? An “island” like on University would be ideal. Besides having to wait for long periods of time (often during very inclement weather), it is sometimes dangerous to attempt to cross the street. Part of the problem is the bus stop on that corner. Cars will pull out to pass the bus and not see pedestrians already in the process of crossing. It is really a very dangerous situation and probably only a matter of time before someone is seriously hurt.

Response: Dr. Howard said there is a plan in place, Phase 3 of the McKinley Project, for the McKinley Avenue crossing.

- C. Follow-up to RFI #21-2009/2010 – Dependent fee remission for full-time temporary staff personnel.

Update: J. Lawson said she is awaiting a response from Dr. Howard regarding the proposed dependent fee remission resolution.

- D. Follow-up to RFI#24-2009-2010 – TRIOTA as donation drive alternative.

Update: M. Bumbalough said that Lynda Wiley has been extremely busy with the ERP project and will prepare a response for next month’s meeting.

- E. Follow-up to RFI #25-2009/2010 – VP’s office make-over.

Response: C. Cunningham contacted Dr. Randy Howard and he provided the following response. “[I am] happy to answer and thanks for giving me the opportunity – the carpet and wall coverings in my office were old (almost 22 years old) and worn out. The only furniture item that was replaced was a chair (again at least 22 years old) that was broken. Since Business Affairs often finds themselves in the position of saying no to others, we perhaps wait too long to maintain our own areas, replace our computers, etc. Shortly after moving into the office eight months ago, I decided it was time to fix some of these issues. We have also been slowly replacing inefficient lights with energy efficient lights across the campus (often in conjunction with other maintenance projects), and facilities decided to test some LED lighting as part of this project. All of this was put in motion before the state cut our operating budget. When the budget cuts were announced, I knew this would be a visible project and draw some criticism, so I actually considered delaying or cancelling it. But since the materials had already been ordered and delivered, I decided to continue. I might also mention that we continually update offices and areas across the campus and we will continue to do so – other examples would be the Student Center, carpeting in Bracken Library, and multiple small projects involving offices, classrooms, labs, and other spaces throughout the campus. Deferring maintenance or periodic updates to finishes (like carpet) will result in a temporary, one-time savings. However the expense is simply deferred and in some cases, though perhaps not this one, it might cost more down the road. The budget reduction really calls for permanent savings to our baseline budget. The money for the project came from the Business Affairs budget – just like in other areas, these funds can be used for miscellaneous supplies and

expenses including minor facility projects. Thanks and please let me know if you have any other questions.”

F. Follow-up to RFI #26-2009/2010 – Changes to prescription drug coverage.

***Response:** L. Smith asked Marie Kavanagh, Director of Payroll & Employee Benefits, to respond. “We are sorry that you are unhappy with the recent change to MEDCO as our provider of prescription drug coverage. Perhaps this response will provide you additional information and insight that will help you through this adjustment period. The concerns you raised seem to fall into a couple of categories that I will address individually:*

1). Objection to having to use mail order for prescription coverage.

Requiring employees to use mail order for maintenance prescriptions is not a new feature to the plan. This requirement has been in place for at least 4 years and was instituted to help reduce the costs of prescription drug coverage. There is a significant cost savings with mail order for both the plan and the employee in addition to the convenience of getting a 90 day refill rather than having to refill a prescription every 30 days. Controlling the rise in prescription costs is critical for Ball State and every other employer in this country. Our healthcare benefit, which includes prescription coverage, is funded 100% by the University and employee contributions. Plan designs which can control these rising costs will benefit all of us by keeping premium increases to a minimum.

2). Concern with mailing drugs for both temperature control and security.

Any company that provides prescription mail order is required by law and good business practices to ensure the packaging and transporting of a medication is in compliance with the handling instructions and postal regulations. MEDCO is not an exception to this rule but rather one the country’s best at providing high quality service for mail order prescriptions. A detailed description of how MEDCO packages medications for security and temperature control is available on the Prescription Frequently Asked Questions on the Payroll and Employee Benefits website under Benefits.

3). Being forced to change pharmacies.

When we were transferring our plan to MEDCO a primary concern of the University was to ensure the pharmacies currently used by our employees were in the MEDCO network. MEDCO compared the pharmacies used by our employees under Anthem to their network of 60,000 pharmacies and found that there were only 3 retail pharmacies, not in the MEDCO Network. MEDCO worked with these pharmacies and got them added to their network prior to going live on January 1, 2010. There are a minimum of 63 pharmacies in the Muncie area close to or in your home’s zip code. In the FAQs I referenced earlier in this response as well as the communications sent to employees before going live, employees were urged to locate their pharmacy in the MEDCO network and notify us if their pharmacy was not listed. To date no one has requested any pharmacy be added to the MEDCO network. I would gladly work with you to determine if your pharmacy needs to be added to the MEDCO network.

4). Higher costs than when under Anthem.

While there will be some variation in the costs for prescriptions between MEDCO and Anthem, we have compared the costs of dozens of drugs and consistently found MEDCO’s costs to be lower than Anthem’s. This has been particularly true with high blood pressure medication. If the cost of your husband’s medication seemed much higher it might have been due to the \$25.00 deductible that you had to satisfy at the beginning of the calendar year. I would gladly compare the costs of your prescriptions between Anthem and MEDCO to determine if your ongoing costs in 2010 will be higher or lower under MEDCO.

In summary, our primary goal of our healthcare benefit design is to provide the highest quality care for our employees and their families. In order to sustain these benefits, we are continually challenged to control the costs without diminishing or compromising the quality of care our employees receive. Controlling costs is a shared effort between employees and the University since we all own the plan. Some changes to the plan design might result in employees having to use the benefits in a different way than in the past but no change would ever be implemented that would put our employees health in jeopardy.”

L. Smith also spoke with Brandi McGlothlin, Manager of Employee Benefits and she offered the following additional comments. “...no one is actually “forced” to use [the mail order pharmacy]. You simply have to pay a 15% penalty to continue using retail. Also...the welcome letter the employees received from Medco listed a few pharmacies that were found to be close to each employee’s address only as a courtesy – the pharmacies listed are certainly not the only ones in the network.”

VIII. Request for Information/Policy Change:

27-2009/2010: Could Staff Council look into the possibility of getting the Authorization for Travel form on Formblaster?

***Response:** L. Smith asked Sherry Barlow, Director of the Accounting Office. At this time, Barlow indicated that putting the travel form on Formblaster is not an option because of the work being done on the Enterprise Resource Planning (ERP) project. Barlow expects the electronic work flow system to be in place by summer 2011.*

28-2009/2010: If the university is doing everything possible to save money, why can’t Human Resources put the performance appraisals online? They are way behind the times with these paper copies you have to type on. There is no good reason why they have to be printed and mailed.

***Response:** L. Smith contacted Judy Burke to respond. Burke commented that her office submitted a project request to UCS about a year ago. Since then, the ERP project has taken a lot of time and efforts of the UCS staff so UHRS withdrew their request. Burke hope to have the performance appraisals included with the new system. In the meantime, however, performance appraisals may be typed in a Microsoft Word format and attached to the document. The performance appraisal may also be hand-written; it does not have to be typed to be submitted.*

29-2009/2010: Is there any possibility that Staff Council could investigate the option of having a more user-friendly purchasing system? I think it is very outdated with the DOS formatting.

***Response:** C. Cunningham contacted Rhodene Upchurch, Director of Purchasing Services for a response to the RFI. Upchurch offered the following, “I sure can! Please see the message from Pres. Gora by following this link: <http://cms.bsu.edu/About/StrategicPlan/Enterprise.aspx>. Plans and actions are well under way and the Purchasing and Accounting systems are the first to be replaced with major work commencing 8/2010. However the go-live date will occur, sometime within a one year from that date, timeline. This is not a small undertaking, but a welcomed one!”*

30-2009/2010: Is it possible during inclement weather for the University to make sure that

handicap ramps/walkways are completely cleared for those who use them? During this winter a large pile of snow has been left at the end of each ramp that makes it difficult for individuals using the ramp to access it.

Response: *This RFI was submitted with a name so C. Young responded: “We have had several of inquiries similar to yours this year. Each time we have contacted Kevin Kenyon, Associate Vice President, Facilities Planning & Management. Mr. Kenyon has assured us that the facilities staff does its best to keep our grounds cleared and as safe as possible for students and staff during inclement weather. However, they do rely on all of us to let them know about trouble spots so they can address them immediately. Please contact Work Control at 5-5081 to report the specific ramp(s) that need attention.” The most recently referenced RFI#23 that addressed the issue is included below:*

Response to RFI #23-2009/2010 from January 21, 2010 minutes: *C. Cunningham sent an email to Kevin Kenyon. His response follows: “We sometimes do not salt sidewalks or ramps while it is still snowing. The brooms or plows will just come through and remove the salt a short while later and it is mostly wasted. It is best to put the salt down after the snow has stopped and the brooms have been through. Salt is not very effective below 15 degrees F and we tend to use less when it is very cold for that reason. This week we will be getting into the freeze/thaw cycle where the sidewalks will be wet during the day from snow melt and then freeze at night. No matter how hard we try to keep everything salted there will be slippery spots. Proper footwear and using caution while walking is always the prudent thing to do during the winter. Other than those factors, we use the same snow removal and salting methods during the breaks as we do during the semesters. Staff are not ignored. I do not know where this person fell and that is always helpful information when we get feedback like this so I can follow up with the snow removal crew. Mistakes do sometimes happen.”*

31-2009/2010: Comments were submitted disagreeing with Judy Burke’s response to RFI #22-2009/2010 (see January 21, 2010 minutes) regarding non-exempt staff’s limit of 40 hours per fiscal year for medical appointments. A question was also raised about her presence at Staff Council meetings.

Response: *J. Lawson reminded that Staff Council meetings are open for all staff to attend. C. Cunningham asked Judy Burke for comment about attendance at meetings and her position as the ex-officio member. J. Burk responded, “After re-reading the Staff Council Constitution, the Dir. of Human Resources serves under Section 3.1.4 of the SC Constitution. 3.1.4 The President of the University shall appoint a representative to the Council. This representative shall serve in an ex officio, non-voting capacity. The Director of Human Resources (whoever happens to be in that position) has served under 3.1.4 as far back as 1984 (the last constitution I have) when Joe Nial was Dir. of Human Resources and Dr. Worthen was President. I hope this information is helpful.”*

S. McKillip asked why there is a difference between non-exempt and professional staff on the 40 hour limit. J. Lawson said the policy was set-up to help and encourage staff employees to save sick days.

After some discussion, C. Young made a motion to refer the issue to the Salary and Employee Benefits committee to clarify the answer between salary types and limits and why there is a

difference in exempt and non-exempt benefits. The motion was seconded by C. Terry and passed by majority vote.

32-2009/2010: Can Staff Council please request that the vending company stock our machines with “standard” size candy and snacks instead of extra large or king size. Not only is the size too big for what most of us want, but so are the prices. I don’t care if they take credit cards or not, most of us don’t want to spend over \$1 on an item in the machine. The university spends money on a wellness department to help us all stay in shape then we use a vending company that stocks us up with extra large candy bars. Who is in charge of these vending machine purchases?

Response: J. Lawson said the Staff Council received a similar request for information and was reported in the November 19, 2009 minutes.

Response to RFI #15-2009/2010 from November 19, 2009 minutes: We have a new vending machine company and were informed there would be no new price increases; however, they have loaded up our vending machine (in the Administration Building) with “supersize” items with “supersize” prices. You can’t go to the vending machine anymore with just a \$1. Candy bars, chips – extra large size for \$1.25-1.50, etc. Pack of gum \$1.75! We were supposed to be getting healthier choices and maybe they have added a few healthy items, but please address this issue with Purchasing and the vending company and get us back our regular size items with reasonable prices under a \$1.

Response: C. Young asked Matt Stephenson, Director of Business Services and Special Assistant to the Assoc. Vice Pres. of Business and Auxiliary Services, and he offered the following: “Prices for the vending machine items of the same size and type did not change when moving from the old vending company to the new. The new company did introduce larger or premium snack items to serve those customers that desired such products. A survey of the snack machine at the Administration building on November 10, 2009 found 23 items at or under \$1.00 including a mixture of candy, snack items, gum and mints. There were also 7 Balanced Choice (healthier choice) snack items. Future inquiries regarding the vending machines can be forwarded to me.”

IX. New Business

There was no new business presented to the council.

X. Announcements

Our next meeting will be held on Thursday, April 15, in Worthen Arena Lounge. Our speaker will be President Jo Ann Gora.

XI. Adjournment

With no further business being presented J. Lawson adjourned the meeting at 2:50 p.m.

Respectfully submitted,

Carol Terry
Secretary, Staff Council