

**Ball State University Staff Council**  
**Meeting #7**  
**Thursday, April 21, 2011, 1:15 p.m.**  
**Student Center, Room 310 A-B**

Members Present:

Shannon Bell, Jon Buchanan, Maria Bumbalough, Terry Burgess, Amanda Collins, Kay Collins, Cathy Cunningham, Kathleen Harrold, David Kaufman, Sarah Kreps, Sarah McKillip, Kate Murray, Elaine Orr, Andrea Sadler, Lee Anne Shore, Loretta Smith, Judy Stearns, Jo Turner, Melanie Turner, Marilyn Waldo, Ted Workman, Angela Zahner

Substitutes Present: Bartley Hainz

Excused Absences: Brenda Ayers, Marilyn Davis, Julie Moody, Angela Pickett, Delana Ulmer

Guests: Judy Burke, Jo Ann Gora

I. **Call to Order** – President Loretta Smith called the meeting to order at 1:15 p.m.

II. Vice President, Kate Murray, introduced Jo Ann Gora, President of Ball State University

President Gora responded to the item of interest to the Staff Council: The current situation with the university budget. She provided the following information:

- The legislative session ends on April 29 and the university will be made aware of the state support at that time. It is a detailed process dictated by statute and the university has very little flexibility in making the information available to the campus community.
- May 13 is the date that the Indiana Commission for Higher Education will issue recommended tuition and fee caps.
- May 16 will be the public notice of the tuition and fees. It is a possibility that there could be a public hearing on May 26; it must be ten days after the public notice of tuition and fees. This public hearing would be in the morning and the Board of Trustees meets that afternoon. These timelines are all subject to change.
- One priority is to offer a salary increase, but the sense of the budget is not good. At the beginning, we stood to lose \$23 million over the next two years. Through the work of Ball State, it was reduced by \$10 million and, after even more work, we lost ground and it now stands at \$19 million. Indiana University is even more negatively impacted. Budgets are tight and we continue to struggle to build ground in the Indiana economy.
- Working on high-impact subjects:
  - 1) NCAA re-certification. It is anticipated the written document will be concluded in April or early May, with a visit from the NCAA in the fall (November).
  - 2) Awarding of Bold Celebration Scholarships. Informally ended the Ball State Bold capital campaign (it officially ends July 1, 2011). This was held at the Statehouse because it was the intent to indicate to the general session that we invest in our students. The original goal was \$200 million, but \$207 million was raised during this campaign. There will be a celebration in the fall to wrap up the campaign. It was very successful.
  - 3) Strategic Planning Task Force, 2012-2017. The Provost would like to attend a Staff Council meeting, if possible. He needs approximately 45 minutes. The task force would like to gather input from all segments of the campus community. The task force will be working for a year and will be able to present to the campus community what she hopes is an extension of the current plan. The University is

on a positive path.

- The university will obtain authorization from the Board of Trustees to expand (internally renovate) the museum of art.
- The dominant item on the Board of Trustees agenda will be the presentation on tuition restructuring. Students have indicated our tuition structure is outdated. There will be a reduction in the brackets, making it a simpler system. It will be easier to combine on-campus and online courses. Students will pay less for online courses than on-campus courses. There will be an incentive for students to complete their degree in four years for a bachelor's degree. A differential fee will be included for graduate courses compared to undergraduate courses. The Board of Trustees will receive this information on May 6; however, they do not have to act on it at that time.
- Construction on campus will include the reconstruction of McKinley Avenue at the scramble light (Riverside Ave.), from May 7 through August 5. The construction will continue south. The renovation of Teachers College will begin in the fall. The women's soccer field is in the process of becoming the Briner Sports Complex.
- Phase I of the geothermal project, will be up and running in the fall. Half the campus will convert to geothermal technology. The Glick Center for Glass is already using geothermal energy.
- Steve Kroft will be the commencement speaker for the May 7 spring ceremonies. Oz Nelson will receive the president's medal of distinction for his work with the Capital Campaign, and Marilyn Glick will receive an honorary doctorate of art.

The following questions from staff council members were answered by the President:

1. It is confusing deciphering the cutting of funding for higher education. Generally, it's K-12 that is discussed. President Gora responded that the general assembly can say they did not cut higher education, but did a reallocation of funding (5%). More money is flowing to Ivy Tech steadily from four-year to two-year institutions. It is impossible for the university to raise admission standards and grow; however, we have grown some. Raising admission standards is part of the plan to increase retention and graduation rates. Ivy Tech has different funding criteria. Enrollment growth seems to catch the attention of the Indiana Commission for Higher Education (ICHE) more than anything else. Ball State is listed as a high research activity institution, but they are not allowing us to access this funding. It is mainly going to Indiana and Purdue Universities. Forty-five percent of the funds for the four-year institutions are going into the research fund. Our enrollment decreased a slight amount between 2003-2005, and this is what ICHE is using to determine funding. No one knows from year to year what criteria they use to determine funding.

We have presented data that shows how the change in funding formulas has impacted Ball State. It has not kept up with other institutions. Money is slowly and but steadily dwindling from four-year to two-year institutions.

2. Would the Ph.D. in environmental science help our research activity? President Gora believes it would help with our funding. It normally takes many years to get a Ph.D. program approved, but our change was from an Ed.D. to a Ph.D. and it was approved in less than a year. This is all part of the strategy to build a research profile and it allows these departments to achieve funding from external funding agencies. Decisions were made years ago as to what state universities can offer these degrees.
3. The leadership team of the staff council wants to put a positive light on staff council. How can we be a benefit to the university? The President responded that we need to help them make good decisions. The more we understand, the more we will be able to help. Having representatives from all over campus come to talk to the staff council is an excellent idea. The strategic plan needs to include feedback from the staff council. She believes the staff council has much to add and contribute to the university.

Loretta Smith, president of staff council, expressed appreciation on behalf of the staff council, for coming

to today's meeting and welcomed her input on anything on today's agenda.

III. **Roll Call** – M. Turner called the roll of representatives and alternates. Roll called showed 22 representatives present, four excused absences, and three unexcused absences.

IV. **Approval of Minutes of March 17, 2011**

A motion was made and seconded (Buchanan/Cunningham) to approve the minutes with the following revision:

- Revise the meeting date at the top of the first page to March 17, 2010
- John Buchanan's name was added twice in the members present section.

The motion carried.

V. **Committee Reports**

- a. **Employee Relations** – Maria Bumbalough. No report.
- b. **Public Relations** – Amanda Collins reported the Staff Council received a letter from the Teachers Back-to-School store requesting our participation in their first annual purse drive. They will be collecting purses and selling them. There will be five donation boxes across campus: Alumni Center main desk, Carmichael 200, Cooper Life Science 121, Student Center 133, and Letterman 131. The deadline is May 19. Members and those keeping the boxes are requested to bring donated purses to the May meeting, which will be at the Cooper Life Science Building.
- c. **Elections** – Lee Anne Shore reported that assignments were mailed to the election committee and they will be moving forward with conducting the elections.
- d. **Hospitality** – Judy Stearns reported she received a thank you note from Marta Stephens thanking the staff council for their assistance at the Employee Recognition Dinner.
- e. **Research** – Cathy Cunningham reported the picnic table is now outside the Administration Building. Facilities is willing to put out another one or two tables if trash does not become a problem.
- f. **Salary and Employee Benefits** – David Kaufman. No report.
- g. **Special Committees**
  1. **A. Jane Morton Award** – Kate Murray reported that Stephanie Cox, Brenda Repass, Kristin Ramsey, Sharon Woodruff, Julie Eiser, and Marilyn Waldo were nominated for this award. Marilyn Waldo was the recipient of the award at the Employee Recognition Dinner. A round of applause was given to Marilyn (a staff council member) in recognition.
  2. **Angels for Life** (AFL) – Marilyn Waldo reported that 197 units of blood were donated, saving 591 lives. Kristine Pierce from the Indiana Blood Center, conveyed her thanks. The next drive will be May 25-26. Student organizations will not be on campus because of the summer break; she requested members get their constituents involved to help at the registration table.
  3. **Public Safety** – Marilyn Waldo reported that the committee is finished with their meetings this year; however, please forward problems to her during the summer months.

VI. **Unfinished Business**

*A. Follow-Up to RFI #35-2009/2010 – Weekend parking situation for library employees with restricted pass for Emens garage. After discussion in June, referred back to Research Committee for creation of a small task force to try to work out a resolution with Parking Services.*

*Response: Cathy Cunningham, chairperson of the Research Committee, reported the meeting scheduled for March 22 did not result in any decisions made to resolve the issue. The next step will be to forward these concerns to the University Senate Parking Subcommittee in the fall for their assistance.*

***B. Follow-Up to RFI #36-2009/2010 – Differences between recognition dinners for staff personnel and service personnel. Referred to Hospitality Committee to work with UHRS in the fall to explore options for a menu/service style change for the staff recognition dinner.***

*Response: Judy Stearns, chairperson of the Hospitality Committee, reported that the survey was sent out last week. Results should be available at the next meeting of the staff council. She encouraged everyone to complete the survey.*

**Discussion ensued at this time regarding the survey and its lack of objectivity, specifically with the comment made after the option of having the recognition ceremony in the form of a luncheon. It was suggested that it be re-examined or resent.**

**A motion was made and seconded (McKillip/Murray) to resend a survey that is not biased by removing the comments in the options section dealing with the different times for the recognition ceremony.**

**A hand vote was taken:            Yes:    1  
    No:    22**

**The motion failed.**

***C. Follow-Up to RFI #16- 2010/2011 – Why is it when someone submits a request and Staff Council forwards the information on to the appropriate person or department, nothing really gets changed. The person or department gets defensive by substantiating why they do it the way they do instead of being open to the suggestion of change. Take Marta Stephens response to the staff award selection. She said she “reviews the awards each year as to which ones are popular” ...popular with who -- the company selling them tells her that...surely it can’t be the employees because the selection is awful.***

***If Staff Council really wants to be useful they would submit these forms with the notation to the person or department to please consider updating or changing the way things are done – don’t just submit your answer in the form of explaining why you do things the way you do them. Ugh. Nothing will ever get improved around here if this is the type of responses we find acceptable.***

***Response from Loretta Smith, President of Staff Council:***

***A Request for Information (RFI) may not result in a policy change or update to a policy or procedure. It is only an avenue for the Staff Council to research the issue, acquire information, and pass it along to the constituent. The response from the department is brought back to the Staff Council for either review in the agenda materials, or read at the meeting if a response is not received in time to be included on the agenda. There is opportunity for discussion at the meeting and, if no further information is requested or necessary, the RFI is considered resolved. Since most RFI’s are submitted anonymously, it is the responsibility of the staff member to read the minutes of the meetings to confirm the RFI has been resolved or is continued for further discussion or clarification from the responsible department.***

***Many “Requests for Information (RFI’s)” are resolved with a change in policy or procedure. Three RFI’s come to mind, since they were recently resolved by the Staff Council and resulted in a policy change: 1) not limiting non-exempt staff’s limit of 40 hours per fiscal year for medical appointments to be in line with exempt and professional staff policy, 2) dependent fee remission for temporary, full-time staff, and lastly the opportunity for staff to use vacation and sick time in one hour increments. Some RFI’s require longer negotiations and correspondence with departments; therefore, they take longer to be resolved. Some RFI’s are the result of the staff member being confused or unaware of the***

*current policy. In this case, RFI's need only an explanation or clarification regarding a policy. Anyone is welcome to attend the meetings of the Staff Council as they are open meetings. Agenda materials, as well as the minutes from the previous meeting, are posted and sent to staff members through the Communications Center. Your representative is also an excellent source for information concerning an issue brought forward to the Staff Council. I encourage you to contact them by e-mail, phone, or campus mail, to voice your concern with a particular RFI and its resolution. Transparency between the Staff Council and our constituents is important to the success of the Council. We welcome and appreciate your feedback and hope we have answered your question successfully.*

Discussion included the suggestion to “bullet” the three items that reflected a policy change. This response would be good for others, besides, staff, to read so they have more of an idea of what staff council actually does. It was suggested to send out a short annual report prior to elections each year to list the issues discussed and revised. It is too late to include in elections materials this year, but will be considered for the 2012 elections.

This RFI is resolved.

*D. RFI #18 – 2010/2011 - I have a question that requires immediate attention! Why is it that if you are "Professional" status your retirement contributions are deposited into the accounts every month and on the day of payroll, versus if you are "Staff" status your retirement contributions, including personal contributions are deposited only quarterly, and as of today January 18th, they still have not reached the accounts? Why the difference? Every day that retirement contributions are not deposited in a staff's account means a loss of earned interest to the staff member, but then the university earns interest on this money during that time. I find this apprehensible that the university considers this to be fair practice. I understand that the retirement contributions of the professional are deposited in TIAA/CREF and the staff retirement contributions are deposited in PERF, but this does not constitute a reason to delay timely deposits. If it is mandatory that PERF payments are to be deposited only quarterly, then I recommend that they are at least deposited on the last banking day of the quarter rather than at the university's convenience.*

*Response from Marie Kavanagh, Director of Payroll and Employee Benefits:*

*I apologize for not getting back to you sooner than now in response to your concerns with the PERF deposits. As you might be aware I am involved in the ERP systems implementation for Human Resources and Payroll and have limited time to get my other work done so it takes me longer to get response like this done. I certainly appreciate the serious of you concerns and hope this response helps to resolve some of your issues.*

*After re-reading my response to your RFI I agree that it appears to be in contradiction to the information from the PERF customer service representative. However, my response is not a contradiction but rather my wording failed to provide more specific information on the actual source of the contribution rules. My response was focused on making sure you understood that the timing of the contribution was not arbitrary on BSU's part but rather a statutory requirement. I loosely stated that PERF dictates the contribution dates but in fact these dates are defined in the Indiana code shown below:*

*According to 35 IAC 1.2-6-1,*

*Sec. 1. (a) “In accordance with and pursuant to IC 5-10.3-7-12.5, a quarterly report and payment of employee contributions and employer contributions shall be due in the PERF office no later than the fifteenth day following the end of each calendar quarter. Specifically, January 15, April 15, July 15, and October 15 each year. If the fifteenth day following the end of the quarter falls on a Saturday, Sunday, or a legal holiday, the due date becomes the next working day.”*

Sec. 1 (d) of the IAC allows for a 30 day grace period from the due date.

*So specifically it is the Indiana legal statutes that determines when employers are required to make contributions to PERF. Based on the information you provided on the dates that the contributions were posted to your account , I can understand why you would think we had not made timely deposits. Per Elizabeth Volland, Pension Specialist and person responsible for transmitting the employee detail files to PERF:*

*“For the period January 1 2010 through December 31, 2010, quarterly contributions have been remitted and PERF has processed those contributions as follows.*

<u>Quarter</u>	<u>BSU Payment Made to PERF</u>	<u>PERF* Process/Posting Date</u>
Jan-March 2010	4/14/2010	4/29/2010
April-June 2010	7/14/2010	7/29/2010
July-Sept 2010	10/14/2010	12/06/2010
Oct-Dec 2010	1/14/2011	2/11/2011

*\*It takes 2 days after posting for money to be allocated to Member accounts and reflected on Members statements.“*

*In order to validate that the payments were made on the dates stated above, I researched the University’s accounting system and could see that the payments were made and processed by Accounting on the dates indicated.*

*Reading your e-mail again, I believe an explanation of the process that occurs between when we make the contribution and when you see it on your statement would be helpful. At the same time we make the contributions to PERF, we also have to transmit a detail file to PERF showing all the individuals and the amounts BSU is contributing for the particular quarter. PERF reconciles the information in the file for each person against the records in their system and when all the information is correct they will process or post the contributions to individuals accounts. This reconciliation process typically takes about two weeks as you can see in the first two quarters shown above but if PERF is having system problems or there are questions on any record in the file we sent then this process can take longer. If there are problems with the file, PERF usually notifies us to resolve the problem and we respond as quickly as we can depending on the source of the problem or how PERF needs the correction to be made. However, sometimes we don’t receive any notice from PERF that there is a problem with processing our file and the time it takes them to resolve the problem internally is much longer. We believe that is what occurred with the last two quarters shown above. We were unaware that there had been such a delay in the posting of the contribution for these last two quarters until you notified us and we researched the problem with PERF.*

*To summarize, BSU has made and will continue to make our contributions within the timeframes defined by Indiana legal code. We could not readily find any reference to Indiana code that defines deadlines for when the contributions we make have to be posted to individual member accounts at PERF. Our responsibility and commitment is to ensure the contributions are made on time and any problems that we are notified of are considered high priority and to be resolved as quickly as possible. I hope this explanation is helpful but should you still have concerns or questions, please let me know and I will commit to getting back to you within a day or so.*

**Discussion ensued. David Kaufman has the letter from PERF correcting the original information**

and will glad send a copy to anyone requesting it. Ball State has submitted their payments on time. PERF is upgrading their system; the first part was to make member options readily accessible on their website. The next part will be to upgrade their system to reflect timely deposits. This will take place approximately 13 months from now.

This RFI is resolved.

*E. RFI #19 – 2010/2011 – When notices go out from Payroll pertaining to Kronos – they feel it is important to only send the notice out to Kronos Coordinators and ASSUME we will all get that necessary information. This has gone on for years. This information should go out to everyone who utilizes KRONOS – not just the coordinators and the I don't know why they feel like it is privileged information. I am referring to notices on special dates or times that our time needs to be entered on our timesheets. I request a change to the effect that these notices go out to all employees in the Payroll system. A lot of other information goes out campus wide.*

*Response from Marie Kavanagh, Director of Payroll & Employee Benefits:*

*The notices that go out on Kronos are directed to those individuals in the University who are responsible for processing/approving/signing off on all the time records in Kronos for the employees in their area. Generally these notices have to do with Kronos deadlines, special handling for holiday hours, how to handle student records at different times of the year etc. This information does not pertain to all employees, only those who have to manage groups of employee time records. From a practical standpoint we often look to the coordinators and others who manage time records of their employees to communicate information on Kronos to their respective employees. Not all employees have access to e-mail during the workday so relying on emails to all employees to convey important information related to Kronos is not a viable solution. Information on the Kronos deadlines for each pay in the fiscal year is contained in Biweekly Pay Schedules that are posted on the Payroll and Employee Benefits web page ([www.bsu.edu/payroll](http://www.bsu.edu/payroll)).*

There was no discussion. This RFI is resolved.

*F. RFI #20 – 2010/2011 – There were several changes to our Paychecks this January with the social security tax and federal income tax. Why didn't Payroll advise us ahead of time of these upcoming changes. They spend time preparing a quarterly newsletter and sending it out, but failed to include pertinent information regarding our paychecks.*

*Response from Marie Kavanagh, Director of Payroll & Employee Benefits:*

*The only unusual change to taxes that occurred in January was the reduction in the employee's tax rate for Social Security. The Federal tax tables change every year to some degree particularly when a federal tax credit expires. This occurred in January when the Making Work Pay Provision of the American Recovery and Reinvestment Act of 2009 expired. This was the \$400.00 for single or \$800.00 for family credit employees got to reduce their taxes in 2009 and 2010. The net of both of these changes generally increased employees take home pay. Additionally, these changes were covered by the local news repeatedly for several weeks prior to going into effect in January.*

*In hindsight, we should have sent out a notice to employees that there would be a change in their taxes or at least featured the changes in our employee newsletter. In the future we will make sure to highlight these changes in some form of open communication. We do try and make sure our website always reflects any changes affecting employee's wages, taxes, or benefits in the NEWS section. Unfortunately, our website was in the process of getting converted to a new web application in December so all our information was in a transitional state and not 100% up to date.*

**There was no discussion. This RFI is resolved.**

G. Amendment to the Bylaws (second reading):

At their meeting on March 2, 2011, the Staff Council Executive Committee passed a motion to include the Angels for Life Blood Drive as a standing committee of the Staff Council.

Rationale:

1. All staff council members are required to participate on at least one committee. This would allow the opportunity for members to participate in the committee's functions prior to each blood drive.
2. The Angels for Life Blood Drive is a worthwhile project and one that deserves our continued support.

(Please note: As this is the second reading of this proposed amendment, discussion is appropriate and a vote will be taken to amend the bylaws at this meeting.)

Discussion ensued regarding how this committee would affect the membership of council members on other committees. Loretta Smith responded it is the president's duty to make appointments and taking into consideration the members' first choice. She believes there are enough people to fill committee memberships. Marilyn Waldo, current chairperson of the blood drive, indicated there just needs to be someone chair the committee; constituents can also be involved.

A motion was made and seconded (Collins/Cunningham) to approve this amendment.

A hand vote was taken: Yes: 23 No: 0.

The motion carried.

VII. Request for Information/Policy Change:

- a. RFI #21 – 2010/2011 - Question for Ms. Burke Regarding her explanation of why staff positions cannot be offered to current staff employees first before going to outside public? If she claims it is due to the strategic plan to meet our diversity goals – I can see it broadening the pool of applicants but seeing that HR aren't the ones doing the hiring (it's the individual depts.) – what training do you (HR) have in place to educate those throughout the university who are doing the hiring regarding the university's diversity goals. In other words, it sounds like HR are the only ones in the know about this basically. I don't think most of us have diversity statistics at our fingertips. And, besides, if the position were open to staff first and a department could not find someone within, then let them go outside the university and search the "massive diversity pool".

*Response from Judy Burke, Director of University Human Resource Services:*

*In the packets that hiring supervisors receive from HR when they have a posted vacancy, they receive a Memorandum from their HR Rep reminding them that Ball State University is an equal opportunity and affirmative action employer. HR sends this Memorandum each time a vacancy occurs unless there has been more than one vacancy in a 6-month period.*

*The Memorandum says: "Before you begin the interviewing process, take a few minutes to review the enclosed "Guide to Employment Considerations," the university's "Equal Opportunity and Affirmative Action Policy," and the memo and attachment regarding the Americans with Disabilities Act."*

*In addition, the university is a government contractor subject to the rules set forth in Executive Order 11246. Under this regulation the Office of Federal Contract Compliance expects contractors to “cast a wide net” (their words) in establishing large, diverse applicant pools. We believe our outside advertising when we have a full-time staff vacancy helps us to do this.*

*Finally, the Affirmative Action plan is discussed each year with the President and the members of the President’s cabinet. If a person has specific questions about the application of that information in his or her area, that person should contact his or her vice president for clarification.*

**Discussion ensued regarding whether the employer receives information on campus diversity. Judy Burke responded the representative from human resources has the chance to sit down and offer options and examples of letters that can be used to send to applicants for their position.**

**This RFI is resolved.**

- b. RFI #22 – 2010/2011 – Why is it that service positions have to normally start out as part time? Is this some type of union agreement that service positions start out part time or is it a BSU hiring Policy that’s never changed?

*Response: Staff Council only represents Staff classified employees. We suggest service employees direct questions to their Union representative.*

**This RFI is resolved.**

- c. RFI #23 – 2010/2011 – I was wondering why employee dependents and spouses cannot work out during the employee only times at Ball Gym. That creates a problem when you have a spouse or dependent who has the same hours you do, but are not at Ball State...so in order to work out with your family, you have to leave campus to go home then drive back to campus at 7. Not only does that waste gas, but then they charge a fortune to use the new gym or you have to use Ball gym and are unable to work out with your spouse due to the hours. I’m not going to drive home just to turn around 2 hours later to drive back to work out. Can’t do that with gas prices and dinner to take care of at home. Something needs to change.

*Response from Jason Adamowicz, Associate Director, Office of Recreation Services:*

*Spouses are and always have been permitted access during employee designated times in the Ball Gym Fitness Room.*

*The intent of the employee hours is to limit access to BSU students only, providing more opportunity for employees that choose not to pay the Student Recreation and Wellness Center membership fee (\$90 per semester which is identical to what is mandated to students).*

*Dependents are a bit more complicated. We do not permit anyone under the age of 14 into our fitness rooms (including the SRWC Fitness Center). Dependents that are 14-17 are granted access as long as they are accompanied by a parent/guardian. Once a dependent reaches the age of 18 they may access both fitness centers without the presence of a parent/guardian.*

*This is based on a national standard of care that we follow to prevent injury to our participants and manage risk. Depending on their age, this employee’s dependent may have been denied access due to this long standing policy rather than the newer employee only schedule.*

*We do permit dependents to access the Ball Gym Fitness room during designated employee times as long*

*as they follow the above age requirements.*

*I would also like to add that there are other fitness options afforded to employees and their families who do not wish to pay membership fees for access to the SRWC. They may also use the Ball Gym Track, Field Sports Building, Worthen Arena Concourse, Lewellen Pool, Ball Pool, racquetball/wallyball courts, Cardinal Creek Tennis Courts, Lucina Tennis Courts, and Irving Gym 200A during scheduled open recreation times.*

*Although rare, when taking into account the hundreds of thousands of visits we receive annually, there is always the potential for our student employees to enforce a policy incorrectly. We work diligently to train the 400 plus students that help us provide our services. When mistakes occur, we make every effort possible to make the appropriate corrections and learn from them.*

*Please feel free to forward my contact information to the Staff Council. I am not familiar with this process, so I am unclear as to if there is a way to forward my information to the individual that issued this complaint. They are welcome to contact me at anytime so I may answer any and all of their questions.*

*Ultimately, we want to be able to provide the best service possible and we would love to have an opportunity to learn more from this individual. We are constantly evaluating our policies to provide the safest and most enjoyable experience possible.*

**Discussion ensued. It was suggested that members share this information with their constituents.**

**This RFI is resolved.**

VIII. New Business

There was further discussion and a member requested further clarification concerning the survey e-mailed to staff members concerning the Employee Recognition Dinner.

IX. Announcements

Members were reminded to watch their mail for information concerning enrollment for health insurance. Flexible spending accounts must be renewed by the member each year. Any changes to health insurance must be done through the open enrollment period. The three-year rule to stay with your current insurance plan has been waived. The health insurance enrollment and the flexible spending account forms are all online.

X. Adjournment

The meeting adjourned at 3:10 p.m.

Respectfully submitted,

Melanie Turner  
Secretary, Staff Council