



ANNUAL REPORT
July 1, 2017 to June 30, 2018

OVERVIEW

The overarching goals of the University Staff Advisory Council (USAC) for 2017-2018 were communicating transparently, building relationships with the faculty constituency, and facilitating the role of staff in implementing the Strategic Plan. More specifically, the goal of transparent communication included identifying and working to fill communication gaps across the University community, communicating appropriate information in a manner that is easily digestible, and representing staff interest across communication channels.

MAJOR ACCOMPLISHMENTS

Planning and Priorities Committee

In March 2018, a third staff seat was added to the Planning and Priorities Committee. Additionally, in September 2017 USAC filled an immediate vacancy created by the resignation of staff member sitting on the committee. The USAC Elections Committee also managed the nomination and election process for a staff seat that opened in May 2018. More specific information about the improved process for nominations and elections for staff seats on P&P is included within the report provided by the Elections Committee.

A Conversation with Dr. Crutcher - Implementing the Strategic Plan

In December 2017, USAC sponsored an opportunity for staff to communicate with senior level administrators about initiatives within the Strategic Plan and the role staff play in ensuring their success. Dr. Crutcher opened the conversation, followed by members of cabinet providing an overview of an initiative of the plan under each of its five pillars: Academic Excellence, Thriving and Inclusive Community, Access and Affordability, Alumni Engagement, and Stewardship.

Appointment of a Faculty Liaison

USAC appointed Shannon Best to serve as the Faculty Liaison. In this role, Shannon attended Faculty Senate Meetings and provided updates to USAC regarding relevant topics and discussions amongst our colleagues. The Faculty Senate appointed, for a one year term, Barry Lawson, Professor of Computer Science, to serve as their Liaison to USAC.

Hosted a Faculty/Staff Mixer

In April 2018, USAC hosted a mixer open to all faculty and staff. Over 100 individuals registered (12 faculty and 94 staff). While some individuals did not show up, others that had not registered did attend. Nearly 90 colleagues embraced the opportunity to engage over food and drinks. Additionally, registrants were asked to bring canned goods to benefit FeedMore.

Established Foodservice Involvement Team (FIT)

The FIT was formed through the initiative of two USAC members representing dining staff and held its first meeting in November 2017. FIT Members serve a minimum one-year term and serve as the voice for their co-workers at their location as well as other areas of campus food service including the dining hall, retail operations, catering, and Richmond on Broad. Additional information is provided with the committee report.

Incorporated Plant Involvement Team (PIT)

The PIT is a group of representatives from each area within Facilities that meet on a monthly basis to discuss and resolve issues impacting Facilities staff. Topics that impact the campus community as a whole are shared during USAC meetings.

Improved USAC Functions

- The Bylaws were updated in July 2017 to reflect previously passed adaptations. Additionally, Council discussed how to best identify the role of the PIT and FIT Liaisons.
- The freestanding Elections Process Document was updated to reflect current practices and nomenclature. Previously approved language regarding election by majority was also added. Finally, the timeline for elections was adjusted to increase voter participation.
- The Planning and Priorities nomination and election process was reviewed and updated to include designation of seats, and filling both expected and immediate vacancies.
- The USAC Request for Nominations Questionnaire was developed. The purpose of this questionnaire is to gather additional information from requestors when USAC is asked to solicit nominations for University committees. The additional information is passed along to constituents to help them be better informed when making recommendations for nominations or soliciting recommendations from campus areas.
- Joanne Even from Executive Education was invited to the August 2017 meeting to discuss what it means to be part of a committee and how an individual can contribute effectively to a group. Joanne provided tools and information for council members to identify the role they play in and the strengths they bring to USAC.
- A funding application and year-end report template were developed for Staff Interest Groups.

- The Communications Committee created and distributed a poster with pertinent USAC information across campus, updated informational flyers for display at events, and developed new chip clips as giveaways during events USAC attends.
- A Websub Inventory was completed. The Executive Committee reduced the number of unresolved web submissions for the past three years. A survey was done to formulate a list of unresolved issues, which resulted in 23 web subs, 12 of which were brought to closure.

ADDITIONAL HIGHLIGHTS

President's Advisory Committee – Making Excellence Inclusive

USAC provided names for consideration to participate on the President's Advisory Committee for Making Excellence Inclusive. The President's Advisory Committee for Making Excellence Inclusive is an administrative, *ad hoc* committee responsible for making recommendations to the President on issues related to creating and sustaining a thriving, inclusive campus community. Confirmed staff membership includes:

- Melanie Jenkins – Institutional Effectiveness
- Maya Ozery – Athletics
- Mia Genoni- Westhampton College
- Lee Dyer- Common Ground
- Marti Tomlin- Recreation and Wellness
- Chantelle Bernard – Multicultural Affairs
- Ellen Sayles- International Education
- Britnie Hopkins – Sexual Assault Prevention and Education
- Carl Sorensen – Human Resources

Benefits Committee

USAC provided a lists of staff members interested in serving on the Benefits Committee to Human Resources. Rhonda Lambert was selected.

Spiders in the Know

The third annual event was hosted by the President's Office and organized by HR and the Event's Office in May. USAC was invited to participate again this year with the Chair providing an introduction, council members running the microphone during Q&A, and soliciting feedback following the event.

MEETINGS

The format of USAC meetings remained very similar to years past. A question of the month was added to provide an opportunity for all members of Council to participate in discussions at each meeting. Initially, the Executive Committee discussed moving the location of meetings in an effort to encourage more participation. Finding locations that fit USAC's needs was challenging,

so only the December 2017 meeting was held at a different location, the Richmond Room in Heilman Dining Center.

Guest Speakers

- Carrie Rose Pace, GRTC, and Natalia Green, Parking and Transportation Director, August 2017
- Joanne Even, Adjunct Faculty in Executive Education, August 2017
- Jeff Legro, Executive Vice President and Provost, September 2017
- Dr. Steve Bisese, Vice President of Student Development, and Dr. Pete LeViness, Director of CAPS, September 2017
- Ann Llyod Breeden, Vice President and Secretary to the Board, October 2017
- Andy Gurka, Director, Living-Learning & Roadmap Programs, and Katrice Hawthorne, Assessment Specialist, Office of Institutional Effectiveness, November 2017
- Jamelle Wilson, Dean, School of Professional and Continuing Studies, November 2017
- Carl Sorenson, Senior Associate Vice President, Human Resources, Laura Dietrick, Director, Benefits and Compensation, and Bernadette Costello, Director, Talent and Organizational Effectiveness, December 2017
- Mark Detterick, Senior Associate Vice President for Finance and Administration, January 2018
- Tom Roberts, Associate Vice President, Health and Wellbeing, and Steve Bisese, Vice President for Student Development, January 2018
- Steve Bisese, Vice President for Student Development, February 2018
- Laz Lima, Professor of Latin American and Iberian Studies & American Studies, February 2018
- Kris Henderson, Director of Compliance and Title IX Coordinator, March 2018
- Kim Dean-Anderson, Associate Director, Community Relationships and UR Downtown, April 2018
- Rob Andrejewski, Director of Sustainability, April 2018
- Chuck Rogers, Director of Design and Construction, May 2018
- Shana Bumpas, Director of Information Security, May 2018

COMMITTEE REPORTS

Volunteer and Engagement Coordinator, submitted by Tara Stewart

USAC successfully staffed a table at the Benefits Fair in November (11/2, 11/8, and 11/10) as well as at the Wellness Fair in March (3/22). Additionally, 192 new staff members were welcomed to the University by their USAC representative.

Faculty Liaison, submitted by Shannon Best

As faculty liaison, Shannon attended monthly Faculty Senate meetings and tried to bridge the real or perceived gap between faculty and staff at the University of Richmond. Her responsibilities included sharing information between the two groups as needed, and

planning the inaugural Faculty-Staff Mixer. Over 100 individuals registered (12 faculty and 94 staff).

Communications, submitted by Meg Pevarski

The Communications Committee created and distributed a poster with pertinent USAC information across campus, updated informational flyers for display at events, and supported other committees by publicizing information on Facebook. Additionally, new chip clips were developed as giveaways during events USAC attends, such as the Benefits and Wellness Fairs.

Workplace Environment, submitted by Paul Lozo

This past year, USAC continued the work started by the previous executive team of updating the format of web subs into three categories; compliments, suggestions and questions. This goal was to provide a platform for a larger variety of submissions. Web subs were administered by the Vice Chair, Paul Lozo, with an emphasis on gaining timely responses to the submissions. The Council received 57 total web submissions, of which 28 were questions, 20 were suggestions, and 9 were compliments.

While the topics of the submissions were many, it appears that traffic safety/crosswalks, compensation, benefits and Facilities drew the most submissions. In an effort to share the breakdown further, the following list shows the submissions by department:

- Facilities – 16 total – 4 regarding custodial, 3 for landscaping, and 9 miscellaneous.
- Human Resources – 15 total – 5 regarding benefits, 1 about compensation, and 8 regarding policies and procedures.
- USAC – 7 total – 3 regarding the web sub or webpage, 3 about P&P, and 1 in reference to term length.
- URPD – 6 total – 2 about traffic, 2 regarding sidewalks/crosswalks, 1 about dogs/leash law, and 1 referencing transportation.
- Recreation and Wellness – 3 total.
- Sustainability – 3 total.
- Dining Services – 2 total.
- Events and Supports Services – 2 total.
- Chaplaincy, Athletics, and University Communications each received one (1).

The Executive Committee also reduced the number of unresolved web submissions from the past three years. A survey was done to formulate a list of unresolved issues. The Executive Committee worked with University Administration to provide a response to many of the outstanding questions. A spreadsheet with the remaining outstanding web submissions will be left with the incoming Executive Team.

Plant Involvement Team (PIT) Liaison, submitted by Paul Lozo

The Plant Involvement Team (PIT) consists of elected members of Facilities that serve as the voice of the various areas within the department. The representatives solicit questions, suggestions, and comments from the areas and bring the information to meetings for discussion and potential resolution. The PIT Liaison reviews notes from the meetings and shares relevant information with USAC.

In 2018, the PIT committee held 12 meetings to share ideas, concerns and questions regarding both Facilities and the University Community. While many topics were discussed, it seems that most of the focus was spent on the uniform policy, the use of campus carts on sidewalks and grass areas and traffic hazards on certain areas of the roadways & crosswalks. The increase of scooter use on campus was also discussed and more specifically, the parking that takes place near the entrances to the buildings.

Not all PIT topics were shared with USAC because many are internal issues that don't have direct impact with anyone outside of Facilities. The PIT representative will continue to share pertinent information with the USAC committee during the upcoming year.

Foodservice Involvement Team (FIT) Liaison, submitted by Lisa Bayard

The FIT (Foodservice Involvement Team) was formed. The team's first meeting was Thursday, November 2, 2017 at 2:00 pm at Tyler's. Subsequent meetings were held each month (except January) through April 2018 at different food service locations. Representatives serve a minimum one year term. As a member of this team they represented their co-workers in their working locations as well as all other areas of campus food service, to include the Dining Hall, Retail Operations, Catering, and Richmond on Broad.

The objective is:

- Discuss any needs, challenges and changes that are true issues for a work team in any food service area.
- Share best practices and information from their area that might be beneficial to other food locations.
- Learn how and where to find solutions to problems and get answers to their questions.
- Build a bridge of communication with their supervisors, co-workers and USAC to create informative conversation in each food service department.

FIT Accomplishments:

FIT brought food service locations together for a common good. That common good was communication; a better understanding of the need to communicate within our work teams. It was a year of learning about each other's locations, job duties, and generating relations that bridge us all together.

Topics and events during this year’s meetings were:

- Benefits/list of perks for all employees
- Best practices
- What is going on in each unit or location (new specials, new employees, new work tasks)
- Sponsoring students during a break
- Customer Service Excellence Presentation
- Updates on campus (what is going on that may affect them or their co-workers)
- What is happening on campus- Service Awards, Quality Enhancement Plan, email upgrade, word of the week in spider bytes, and student events and sports
- Submitted a question to USAC
- Attended a USAC meeting

Going forward, FIT will continue with meetings in September, 2018. The team will work towards making a difference by communicating important work and campus information to their work groups.

Elections Committee, submitted by Pam Lee

The following Council members served on the Elections Committee for 2017–18: Pamela Lee (chair), Dustin Engels, Beth Ann Howard, Julie Neville, Austin Leach, and Joseph Woodward. The committee was charged with managing the nominations and elections of Council members, Executive Committee representatives, and one Planning & Priorities Committee (P&P) seat that would be opening in May 2018. Outside of monthly Council meetings, the committee met 12 additional times from August 2017–May 2018 to discuss the elections they were managing.

Council Nominations and Elections

The committee coordinated elections for 10 divisions that would have an open seat for the 2018–20 two-year term. These 10 new representatives joined the Council on July 1, 2018.

Nominations

Open March 13–27, 2018. Received 71 nominations.

Seat	# nominees	# accepted	# declined	# no response
Acad Affairs: SPCS/Law	8	4	3	1
Acad Affairs: Business School	2	1	1	0
Boatwright Library	8	3	2	3
Athletics	8	1	6	1
Advancement/Communications	8	4	3	1
Dining Services	10	5	2	3

Facilities	10	4	3	3
Public Safety	4	1	2	1
Information Services	10	4	3	3
Student Development/Chaplaincy	3	2	1	0
TOTAL	71	29	26	16
%	-	40.85%	36.62%	22.54%

Elections

Open April 10–May 1, 2018, conducted through simplyvoting.com. 29 candidates in 10 seat elections, *as outlined above*

Seat	# electors	# voted	turnout %	elected member
Acad Affairs: SPCS/Law	77	52	67.53%	Rosanne Ibanez (Law)
Acad Affairs: Business School	19	15	78.95%	Nick Minnix
Boatwright Library	38	36	94.74%	Travis Smith
Athletics	92	41	44.57%	Chaz Coleman
Advancement/Communications	88	64	72.73%	Rhonda Lambert (Adv)
Dining Services	188	50	26.60%	<i>two-person tie ... see next table</i>
Facilities	200	83	41.50%	Michael Torquato
Public Safety	43	25	58.14%	John Jacobs
Information Services	70	58	82.86%	Melody Wilson
Student Development/Chaplaincy	84	57	67.86%	Meriwether Gilmore (SD)
TOTAL	899	481	53.50%	

All elected representatives accepted their nominated positions.

Run-off election

A run-off ballot was held within Dining & Retail for the 2018–20 term, because the first ballot resulted in a tie between the two candidates with the highest number of votes. This run-off election, conducted through simplyvoting.com, started at noon on Wednesday, May 2, and concluded at 10 a.m. on Monday, May 7.

Seat	# electors	# voted	turnout %	elected member
Dining Services	188	43	22.87%	Joshua Carroll

The run-off election representative accepted his nominated position.

Council’s Executive Committee Nominations and Elections

The committee coordinated elections for three Executive Committee positions (chair, vice chair, and secretary/treasurer) to lead Council 2018–19.

Nominations

Open January 29–February 28, 2018. The nominees per seat were:

- 5 Chair (1 accepted, 4 declined)
- 8 Vice Chair (1 accepted, 7 declined)
- 5 Secretary/Treasurer (1 accepted, 4 declined)

Elections

Due to only one candidate per position accepting her nomination, voting by voice was held at the April 10, 2018, monthly USAC meeting. Elected unanimously, the Executive Committee for the 2018–19 term is:

- Chair: Wendy Burchard
- Vice Chair: Meg Pevarski
- Secretary/Treasurer: Pamela Lee

Planning and Priorities Committee (P&P) Nominations and Elections

Newly assigned to the Elections Committee was a more active role in the P&P process. The committee not only managed nominations and elections for a staff seat on P&P that was opening in May 2018, but they also evaluated the current process for nominations and elections to develop an improved process for more anonymity while making this less of a “popularity contest”, and evaluated adding a third staff seat.

At four monthly USAC meetings, the Elections Committee was on the agenda to present our ideas for the revamped process based on routine seat vacancies and immediate seat vacancies for those instances when a staff member on P&P departs UR during his/her term.

In March 2018, the third staff seat was added to P&P. With the addition of our third staff seat and newly adopted nominations and elections procedures, the Elections Committee recommended the three staff seats be segmented by operating divisions at UR (Academic Affairs, Business Affairs, and At-Large). This proposal was passed during our February 13, 2018, USAC meeting.

Nominations

Open April 2–6, 2018, via email nomination. 28 nominations were received. 16 nominees accepted and 12 declined. Those who were nominated were contacted by email and asked to accept or reject their nomination no later than April 12 through a UR Poster form requesting name, contact information, and to answer three questions:

1. Why do you want to serve on the P&P Committee?
2. What skills/knowledge will you bring to the P&P Committee?
3. Feel free to provide any additional information we should know about you or your desire to serve on the P&P Committee.

Upon the close of nominations, nominee information was pulled from the UR Poster form by a non-voting USAC member. It was that member's responsibility to remove any identifying information from the nominations in order to have as anonymous as possible information for the Elections Committee to review and rank the candidates, based on their answers to the three questions.

At a meeting on April 23, 2018, members of the Elections Committee reviewed the submissions to determine the top candidates for presentations.

Elections

Three Academic Affairs candidates and three At large candidates were invited to the May 8, 2018, USAC meeting to informally present why they would like to serve on the P&P Committee. Through secret ballot voting during the May 8, 2018, meeting, the following candidates were elected:

- **Academic Affairs:** Lisa Miles (through two rounds of voting)
- **At large:** Susan Taylor (through three rounds of voting)

Budget

USAC was allocated an original budget of \$5,875 for the 2017-2018 year. The council concluded the year with a surplus.

The USAC leadership continued efforts to be transparent with the budget and spending through the 2017-2018 year. The Secretary/Treasurer provided an update each meeting that included spending to date, earmarked funds, and upcoming expected expenses.

Receptions and events were the largest percentage of the budget this year. The largest expense of the year was the cost of the Faculty/Staff mixer. USAC was responsible for the event costs and Business and Finance sponsored the alcohol at the event by transferring the equal amount billed to the USAC budget. This ended the budget with \$6,465. Other expenses included promotional items, printing and marketing materials, the voting platform, and supporting Staff Interest Groups.

Looking Ahead

Moving forward, the Council will continue to have opportunities to grow and positively engage with partners across the University. There still remains the challenge of increasing the community's knowledge about what USAC does, what the Council represents, and the importance of staff involvement. Members are encouraged to find additional and ongoing ways to engage their peers.

The development of the Faculty Liaison, as well as the mixer with Faculty and Staff, were well received. Offering additional occasions for faculty and staff to come together and expanding the role of the Liaison will continue to bridge the gap that is perceived on campus.

Now that it is fully in effect, it may be beneficial to evaluate the effectiveness of the representative model. This may include assessing the term limits of members. Additionally, USAC committees could be restructured to best address demand and better use the time and skills of the Council.

Finally, as Human Resources finalizes the Performance Management and Career framework initiatives, USAC will need to help facilitate communication about implementation. Beyond these initiatives, the Council should stay abreast of UR Better and continue to support execution of the Strategic Plan.

Membership

2017-2018 Executive Officers

Chair: Brittany Schaal

Director of Emergency Management
Public Safety Departmental Seat, 2016–18

Vice Chair: Paul Lozo

Director of Maintenance, University Facilities
Facilities Divisional Seat, 2016-18

Secretary and Treasurer: Amy Gallagher

Assistant Director of Class Giving, Office of Annual Giving
Advancement or Communications Divisional Seat, 2016-18

Academic Affairs

Dustin Engels

Senior Research Analyst, Institutional Effectiveness
Academic Affairs At-Large Seat, 2017–19

Cassandra Taylor-Anderson

Customer Service Supervisor, Boatwright Memorial Library
Boatwright Memorial Library Seat, 2016–18

Shannon Best

Manager, Community Events, Jepson School of Leadership Studies
School Staffs - Any Seat 2017–19

Beth Ann Howard

Manager, Credit Programs, SPCS
School Staffs - Any Seat, 2016-18

Tara Stewart

Program Coordinator, Graduate School of Business
School Staffs - MBA, Law, or SPCS, 2016-18

Enrollment Management

Emily Martin

Administrative Coordinator, Financial Aid
Enrollment Management Divisional Seat, 2017–19

Advancement and Communications

Pam Lee

Marketing Operations Manager, University Communications
Advancement or Communications Divisional Seat, 2017-19

Athletics

Mika Elovaara

Associate Head Coach, Women's Soccer, Athletics
Athletics Divisional Seat, 2017-19

Stephanie Bernthal

Associate Head Coach, Women's Field Hockey, Athletics
Athletics Divisional Seat, 2017-18

Business Affairs

Wendy Burchard

Strategic Sourcing Manager, Procurement and Strategic Sourcing
Business Affairs At-Large Seat, 2017–19

Rick Richardson

HVAC Mechanic, University Facilities
Business Affairs At-Large Seat, 2017–19

Lisa Bayard

Manager, Tyler's Grill, Retail Operations
Dining Services Departmental Seat, 2017–19

Joseph Woodford

Line Attendant, Heilman Dining Center
Dining Services Departmental Seat, 2016–18

Austin Leach

Groundskeeper, University Facilities
Facilities Departmental Seat, 2017–19

Information Services

Jason Cope

Network Specialist, Information Services
Information Services Divisional Seat, 2017–19

Julie Neville

Technical Support Consultant, Information Services

Information Services Divisional Seat, 2016–18

Student Development and Chaplaincy

Meg Pevarski

Assistant Director for Greek Life, Center for Student Involvement

Student Development/Chaplaincy Divisional Seat, 2017–19

Heather Sadowski

Assistant Director for Wellness, Recreation and Wellness

Student Development/Chaplaincy Divisional Seat, 2016–18

Ex Officio Membership

Matt Barany

Immediate Past Vice Chair

Lynn Robertson

Manager, Events, Conferences, and Support Services

Carl Sorensen

Senior Associate Vice President for Human Resources