



# University Staff Advisory Council

## AGENDA

November 14, 2023  
THC 305

<https://urichmond.zoom.us/j/86032754530?pwd=a2xpblFNWmJpSmN0M2VOVUhYbjhPZz09>

Meeting ID: 860 3275 4530

Passcode: 426454

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- ❖ Attendees: Derek Miller, Cassie Price, Mary Wheaton, Rachel Weinberg-Rue, Kirstin Stacia, Jess Oliver, John Shines, Ashley Kuemmerle, Wendy Sheppard, Susan McNulty, Frances Dickerson-King, Mike LaRue, Rose Nicholson, Veronica Clinton, Emily Phaup, Shandra Daniels, Jamie Lynn Haskins, Jillian Zemp, Kaylin Tingle, Melody Wilson, Pat Coleman, Crystal Hamilton, Carolyn Smart, Kayla May, Monica Booker, and Carole Yeatts.
- ❖ Call to Order: Derek Miller called the meeting to order at 1:02 p.m.
- ❖ Presentation on Bias Review and Response Process – Dr. Glyn Hughes, Director of Institutional Equity & Inclusion, and Dr. Mia Genoni, Dean of Westhampton College  
<https://equity.richmond.edu/resources/bias-incidents/index.html>
  1. Used student, staff, and faculty feedback to craft a bias review and response process pilot.
  2. Three parts to our integrated and holistic approach: Reporting, response, and data gathering; data analysis and process review; proactive initiatives to build community capability and coordinate education efforts to mitigate bias.
  3. Process involves three steps: Individual submits bias incident report; core teams receive reports based on incident details; core teams take action.
  4. Some changes made to the process in response to student feedback: Now have a definition of bias-related prohibited conduct. Statement about investigation and sanctions of bias-related prohibited conduct. Violations of harassment/discrimination grouped in their own category. Charges with allegation of bias are heard by a dean.
  5. Working together: Communication back out to the UR community — in the past that has usually been done through a campus-wide email, but now the responses may come from campus units/professionals able to help in the healing process. Transparency: You can file a report but there is no guarantee that you will hear what happened, because that information may be private. Working on a unifying philosophy for how we respond to these incidents. We have a feedback form on the website.
  6. Glyn: As much as possible, we hope people can address bias on a person-to-person level, but when that is not possible, people should report the incident.
- ❖ Budget Report: We spent \$422 total in October, including \$136 for printing USAC fliers to distribute at the Benefits Fair and \$285 on the breakfast with Provost Joan Saab. Our remaining budget for the academic year is \$4,112.
- ❖ Committee Reports: Volunteer Committee (Kirstin Stacia): Thanks to everyone who volunteered at the USAC table at the Benefits Fair. XXX (John Shines): Good to see folks at the Fall Fest. Benefits Committee (Jess Oliver): MidAtlantic Women’s Care didn’t reach an agreement with Cigna, so this service will no longer be covered in-network, effective Nov. 1. Planning and Priorities Committee (Ashley Kuemmerle): Flexible Spending number went up.

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Most of the P&P Committee work is confidential and can be shared only after the Board of Trustees has approved it. Committee members engage in thoughtful dialogue about tuition, housing, meal plans, and other issues.

- ❖ Update on HR Website Inclusive Language Audit: Derek shared that HR has completed its audit and the website should have inclusive language throughout — however, HR is only human, so if you notice something amiss, contact HR to ask for a correction.
- ❖ Wellness Center Tour/Activities – Dec. 14 at 2 p.m. Attendees can choose to participate in three out of the five available stations. Invitations coming soon.
- ❖ Chief McCoy will discuss campus safety at our December meeting.
- ❖ Web Submissions

**USAC Web Submissions** - November 14, 2023

## **Idea/Question #1:**

Amid the larger challenges we're navigating in our day-to-day, I recognize this request feels quite trivial, but I will ask nonetheless. Is it possible to ensure our EMS events management system can leverage single sign-on? It currently uses guest access, making it difficult for administrators to easily log in with saved passwords. Given the extent that this system needs to be used (even for scheduling a simple meeting in a conference room), this technicality can be frustrating. I'm coming to USAC because I'm concerned that submitting a simple Help Desk ticket will not be received with the same weight. (This raises larger concerns that it can be hard to know how to advocate for our larger systems-level technology needs as students/staff/faculty, as the current dynamic can sometimes feel like "we get what we get"; however, I wish there was more opportunity for dialogue between people who made systems-level technology decisions and staff/faculty/students. I've appreciated the overall collaboration and openness to various ideas from time to time by IS - they work very hard and take good care of so many people on campus - but we don't have a lot of formal channels, like an annual survey, to express our needs.)

## **Rationale/Reason:**

See above

## **Response:**

This is under review, particularly given changes in many university business practices and vendor adjustments to how features relate to different authentications. EMS is integral to many systems and operations across campus. EMS currently authenticates with LDAP and uses Active Directory groups to give people access to different templates based on different criteria. University credentials are often an option for access. Native EMS integrations, EMS integrations to and from other systems, and new systems like Workday can impact EMS access. After we have a better understanding of the impact of current projects, we hope we can further explore the issue of single sign-on to our EMS system. Faculty, staff, and students who are having log-in issues can reach out to [urevents@richmond.edu](mailto:urevents@richmond.edu) for troubleshooting. All feedback and questions

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can be sent to [urevents@richmond.edu](mailto:urevents@richmond.edu) or by submitting a form here:  
<https://events.richmond.edu/ems/question.html>.

Crystal Hamilton (Applications Admin EMS & Bus Services - Onecard Office) added this: If you're able to log into campus computers, you should be able to log into EMS. We will be looking at EMS more closely as we wrap up other technology projects.

## **Idea/question #2:**

Can we please make an effort to limit after-hours emails? Last night, I received emails at 11:55 p.m. and 1:05 a.m. reminding me to complete training for HR. I understand this is probably automated by a third party. I also understand all of this can be scheduled to land in our inbox during a reasonable working hour.

## **Rationale/reason:**

It's hard to feel like mental health & work-life balance are taken seriously at Richmond when this occurs.

## **Response:**

After speaking with senior administrators about this issue, they agree that work-life balance is important and suggest that people schedule emails to be sent during normal business hours if possible. Please note that some system-generated emails are designed to be sent after hours to accommodate data loads and system availability/resources.

Wendy Sheppard added this: How will we know that senior administration has talked to supervisors about not sending emails during off hours?

Kirstin Stacia: It would be most effective if it's both a top-down and bottom-up message. Top administrators should convey this message to supervisors, and employees should express their work boundaries to their supervisors.

## **Closed Session**

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