Staff Advisory Council
Minutes
Thursday, April 20, 2017 @ 10:30am
EHFA 164

Members Present: Cameron Mott, Shametra Graves, Sandi Hatcher, Lisa Bellamy, Tukonya Vereen, Debbie Burch, Dee Braswell, Diane Wilson, Shane Tay, Dan Lawless and Lisa Bernadyn.

Members Absent: Lee Carter, Derek Doss, Jim Streicher, Kerry Lord and Lynn Fox.

Approval of Minutes: A motion to accept the March 30, 2017 minutes was made by Cameron Mott and seconded by Diane Wilson. The minutes were approved by the members.

Old Business

Follow up discussion on the following items:

Suggestion:

- “As a fairly new staff member, I am interested in moving forward with a master’s degree. When I attempt to find the policy regarding compensation, I cannot find anything other than the tuition waiver/reimbursement policy. Since appropriate approval is required for these programs, will compensation follow and what is that policy? Some of my colleagues have mentioned that it comes with a salary increase. Thank you for your time.”

Dan Lawless spoke to Kim Sherfesee, Director of Human Resources/EEO Officer, regarding this suggestion. It was reported at this time there are a number of policies that are being worked on. There is not a formal response at present time.

Dan Lawless reported after speaking with Kim Sherfesee we are still waiting for a formal response.

Dan Lawless shared the following response from Kim Sherfesee, “Receipt of an advanced degree does not automatically result in a salary increase. HREO is currently updating the Compensation Plan policy. We will be glad to provide more detailed information when the policy is finalized.”

Dan Lawless reported the policy is not finalized at this time.

Dan Lawless reported he has been given a rough draft of the policy from Kim Sherfesee, Director of Human Resources/EEO Officer. After discussion among Council members, it was determined Mr. Lawless will ask Dr. DeCenzo, University President, about adding a retroactive clause in the policy.

Dan Lawless did send an email to Dr. DeCenzo, University President, regarding the policy and shared the concerns of the Council members.

Dan Lawless reported, Dr. DeCenzo, University President, will forward this suggestion to the President’s Executive Council.

Dan Lawless reported this is currently with the President’s Executive Council. Mr. Lawless will follow up with Dr. DeCenzo, University President, regarding the suggestion.

Lisa Bellamy will follow up on this suggestion with Kim Sherfesee, Director of Human Resources/EEO Officer.
• “Is it possible to get a Lost and Found lock box put in the main hallway outside those offices for after hours, weekend and out-of-the-office drops? Many times I have come back from the weekend or a meeting to find keys hanging on my door or a phone propped up on the floor. A box in the hallway outside the suite near my office would be very helpful. Of course, larger items could not be put in there. Thank you!”

Dan Lawless will address this suggestion with the appropriate department.

Dan Lawless did address this suggestion with Rein Mungo, Director Facilities Planning & Management. Mr. Mungo responded he would need to know where the box would need to be installed and approval of each Dean for the buildings.

After discussion among the council members it was determined Dee Braswell will speak to Chief Roper regarding a lock box being installed outside of Public Safety.

Dee Braswell reported after speaking with Chief Roper it would be best keeping the current Lost and Found places as is. When items come in from Lost and Found Public Safety documents those items and has a 24/7 dispatch number to utilize for pick-up.

Dee Braswell will contact University Communication regarding a sign that can be posted at each Lost and Found location with Public Safety’s contact information.

Dee Braswell reported after speaking with Del Altman, Building Operations Manager for Facilities Planning and Management, and Rob Wyeth, Senior Director of Creative Services, a uniformed sign will be placed at the lost and found drop off locations. The sign should address that if it is after hours to please call Dispatch 843-349-2177. Ms. Braswell also reported receiving an email this morning with the following information, “The implementation of the system in all campus buildings will be reviewed very soon.”

Dee Braswell reported Del Altman and Rob Wyeth are currently working on this.

Dee Braswell reported Del Altman is waiting for Communications to proceed.

Dee Braswell will follow up with Del Altman and Dan Lawless will follow up with Bill Plate, Vice President for University Communication.

Dee Braswell reported at this time, it is under review to see what department will pay for the funding of the boxes.

Dan Lawless will address the funding of the boxes with Stacie Bowie, Vice President and Chief Financial Officer.

Dan Lawless reported Stacie Bowie, Vice President and Chief Financial Officer, will approve the funding of the boxes to be taken out of the Sign shop’s budget. Mr. Lawless will follow up with an email to Ms. Bowie and in return Ms. Bowie will give the approval to Rein Mungo, Director Facilities Planning & Management, and the Sign shop.

Dan Lawless has sent the email to Stacie Bowie, Vice President and Chief Financial Officer.

Dee Braswell will contact Rob Wyeth, Senior Director of Creative Services, regarding the signage and also inform him that it will be charged to the Sign shop’s budget.

Dee Braswell shared she spoke with Rob Wyeth, Senior Director of Creative Services, regarding the signage. Dan Lawless will follow up with Mr. Wyeth.
Dan Lawless will contact Rob Wyeth, Senior Director of Creative Services.

Dan Lawless reported he did contact Rob Wyeth, Senior Director of Creative Services. Mr. Wyeth was waiting to hear from the Sign shop regarding the size and text for the plaque. Mr. Lawless did contact the Sign shop and requested the information be sent to Mr. Wyeth. Dee Braswell will resend the text for the plaques to Mr. Wyeth.

*Dee Braswell will complete a work order to have the lost and found signs made. Sandi Hatcher will follow up with Del Altman, Building Operations Manager for Facilities Planning and Management.*

- “Why are we charged for everything that Facilities does for the University? Two instances are below:
  1. If they hang something, they charge by the hour.
  2. Keys that are requested are being charged whether they are brand new or old. Facilities has a budget just like everyone else, so it doesn't make sense.”

Dan Lawless will address this suggestion with Stacie Bowie, Vice President and Chief Financial Officer, and Sallie Clarkson, Associate Provost for Academic Administration. Mr. Lawless will also ask if when requesting the budgets if charges can be posted of the fees/charges for the upcoming year to adequately prepare.

Dan Lawless reported he did meet with Stacie Bowie regarding this suggestion. Mr. Lawless will gather more information on fees/charges and provide Ms. Bowie with the findings.

Sandi Hatcher shared facilities can provide a detailed report from SchoolDude and show what charges, labor or material was provided for the fees.

Dan Lawless will draft a letter to Stacie Bowie, Vice President and Chief Financial Officer. Items to be included are the increased costs associated with the printing of business cards, letterhead and envelopes, and why charge-back costs include the cost of an employee’s time.

Dan Lawless did send a letter to Stacie Bowie regarding this suggestion.

Dan Lawless reported he has not received a response from Stacie Bowie, Vice President and Chief Financial Officer.

Dan Lawless reported after speaking with Stacie Bowie, Vice President and Chief Financial Officer, Ms. Bowie will work on getting an answer to the Staff Advisory Council.

Dan Lawless will send a follow up email to Stacie Bowie, Vice President and Chief Financial Officer.

Dan Lawless did send an email to Stacie Bowie, Vice President and Chief Financial Officer. Mr. Lawless is waiting for the formal response.

Dan Lawless will contact Dr. DeCenzo, University President, regarding this suggestion.

*Dan Lawless shared the following response from David Yancey, Assistant to the Provost for Special Projects.*

> *“On labor and chargebacks in general*

Chargebacks are generally designed to serve as a check on the demands upon a shared resource. If a shared resource is overstretched only two things can happen, either the shared resource can get more funding from elsewhere in the organization or service quality will decrease (increased wait time,
Chargebacks seek to solve this issue as it allows an accounting of specifically which units are drawing upon that shared resource and thus trace those activities back to the requesting unit’s goals. This allows a better assessment of the efficacy of that effort. For example, I may request a marketing campaign from University Communication, and they would put together all the requisite components, brief me on the strategy, then execute that strategy. During this process I may have only limited understanding of specifically what goes into executing upon my request, nor is it necessary that I be aware of every detail. However, it is quite instructive if I have an overall idea of how many resources (often quantified in dollars) go into fulfilling my request. This allows me, as the requester, to compare that resource investment with my intended goals. It is the overt quantification of effort that allows for better assessment.

As it relates to labor costs as a part of any calculation, this is more a matter of judgement based on the specific case. Labor costs are very real, and often comprise the majority of the costs associated with a job. It is my opinion that a blanket omission of labor costs in any chargeback structure would be fiscally imprudent. That being said, if the labor cost is a minimal contribution to the total cost and/or they are low volume, short time tasks then I don’t think it’s totally necessary to complicate matters. Typically, a new shared service will begin as part of someone’s job. With increasing demand it may become someone’s full time job. At the point that multiple people are doing the same job we would want to start looking in greater detail at what was generating that demand.

On more specific chargebacks

With respect chargebacks being added or changed, I would like to take this to the Provost. I think some kind of annual posting of rates, just like we do with our space rates, would be something reasonable to ask. By and large, I believe most of the offices that do chargebacks do have published rates. The only one I can think of that doesn’t is University Communication, and theirs is because individual nuances of jobs can affect the price and they have such a wide range of products they generate. If you know of any specific departments, I’m happy to speak with them and see if they could get published rates.”

• “Why do we get charged for keys to our own offices? If we have to be charged, I can almost understand getting charged for new keys. I disagree when charged for an old used key. How many times can Facilities charge for the same cut key? It sounds fishy to me.”

This suggestion will fall under a previous suggestion regarding fees and charge backs that Dan Lawless is currently working on with Stacie Bowie.

Sandi Hatcher will address this suggestion with Kevin Bowers, Lock/Key Control Supervisor.

Sandi Hatcher reported this will be addressed with another suggestion that was previously submitted to Stacie Bowie.

Dan Lawless will contact Dr. DeCenzo, University President, regarding this suggestion.

Please see the response above from David Yancey, Assistant to the Provost for Special Projects, on labor and chargebacks in general.

• “Hi, in the past two weeks, I have seen a staff member and a student walk into the plate glass window between Cino and the Chant 411 desk. Thankfully neither were hurt. It would be a good idea to put a CCU decal up so people are aware of the glass and no one gets hurt.”

Sandi Hatcher will address this suggestion with the appropriate department.
Sandi Hatcher reported, she has sent a picture of the glass to Rob Wyeth, Senior Director of Creative Services. Mr. Wyeth is designing something to go on the glass.

_Sandi Hatcher reported Jeff Stone, Resident District Manager Food Services/Aramark, is working with Rob Wyeth, Senior Director of Creative Services, to design something for the glass._

Dan Lawless will also follow up with Rob Wyeth, Senior Director of Creative Services.

_Sandi Hatcher will follow up with Aramark to find out the status of this suggestion. Dan Lawless will also speak with Rob Wyeth, Senior Director of Creative Services, regarding the design for the doorways entering the Lib Jackson Student Union._

- It was suggested that umbrella covers be placed in Baxley Hall at the entrance doorways. Dan Lawless will address this with Amanda Craddock, Assistant Provost for Admissions & Merit Awards.

Dan Lawless did address this suggestion with Amanda Craddock, Assistant Provost for Admissions & Merit Awards. Mr. Lawless will also speak with Dr. Byington, Provost and Executive Vice President, regarding the funding for this.

Dan Lawless will follow up with Dr. Byington, Provost and Executive Vice President, regarding the funding for this suggestion.

_Dan Lawless reported April Betsch, Director of CHANT 411, is able to provide umbrella covers and keep them stocked for Baxley Hall._

- “When traveling to a conference, CCU pays the employee per diem for meals. I imagine the spirit of this policy is to limit the financial strain on the employee, considering the employee is traveling at the benefit of the employer. If the employee were home, they could make a home cooked meal at the fraction of the cost of eating out. When traveling, there isn’t the option for the employee to go grocery shopping and cook in a kitchen.

I’ve learned that employees no longer receive per diem funds in advance of travel. Rather, upon return, the employee submits paperwork to be reimbursed for per diem meals. Seems to me this will put a financial strain on many employees. For example, if it is out of state travel, and the employee is gone for four days, we are talking about quite a bit of money that the employee needs to front. $7 for breakfast, $9 for lunch, and $16 for dinner equals $32 per day. Multiply by four days equals $128.

I’ve been told the change in policy is a result of employees ending up not traveling, but having funds direct-deposited in their personal bank, and CCU needing to collect those funds back. I would imagine (hope) these instances are few. I struggle with CCU changing a policy in an effort to solve only a few difficult instances while ultimately putting a financial strain on the vast majority.

I apologize if I don’t have the full story or if there’s other considerations I’m not aware of. If that’s the case, I look forward to learning more. Thank you.”

Dee Braswell will address this suggestion with Lynn Silver, Office of Financial Services.

Dee Braswell will address this suggestion with Gregory Thompson, Deputy Controller of Financial Services.

_Dee Braswell provided the following response from Lila Taylor, Staff Accountant with Office of Financial Services. “The Office of the Comptroller General of the State of South Carolina allows for employees to be reimbursed for the actual expenses incurred in the obtaining of meals except that such costs shall not exceed $25 per day within the State of South Carolina. For travel outside of South Carolina the maximum_
daily reimbursement for meals shall not exceed $32. The breakdown of these amounts for breakfast, lunch, and dinner are based upon the departure/return time. State policy does not state that per diem meals can be reimbursed prior to the expense being incurred. In order for the University to be compliant with State policy, prepayment of meal per diems will not be allowed.

The University allows travel advances for 80% of the approved travel expense amount on the Travel Authorization (less any expenses prepaid directly by the University or the Travel Card) to relieve the financial burden to employees. With the implementation of the Corporate Travel Card program, employees now have the option to get a Corporate Travel Card in which all expenses other than meals can be charged. As outlined in the disbursement regulations of the Office of the Comptroller General of the State of South Carolina, no travel advances will be issued for travel within the state of South Carolina. Employees are only eligible to receive a travel advance for 80% of the estimated amount of the total travel expense. Travel advances will not be issued where 80% of the estimated travel expense does not exceed $250.00."

- “Several departments/offices (Student Accounts, Financial Aid, Registrar’s Office to name a few) have their own email addresses so students and staff can send an email to the office and not to just a person. Can a list of these special email addresses be added to the Administrative Directory or somewhere else for easy reference? Thank you very much.”

  *Dan Lawless will speak with the Directors of Student Accounts and Financial Aid regarding this suggestion.*

- “The steps leading into Lib Jackson Student Union are a safety hazard during evening hours. It would be helpful if lighting could be put at the bottom of the steps, maybe the type on the top of 3’-4’ poles. As you exit the building and walk down the sidewalk, you can easily step off the top step as there is no color differentiation between the sidewalk and the steps. Thank you for your consideration.”

  *Sandi Hatcher will address this suggestion with Rein Mungo, Director of Facilities Planning & Management.*

**New Business**

**Suggestion Boxes:**

Suggestion: There were no suggestions in the boxes.

**Web Page Comments:**

Suggestion:

- “In the Science Annex 2 bottom floor all gender restroom the door will not lock. The restroom door from the inside appears locked, however a person from the outside of the restroom can turn the handle and enter. The shower inside of the restroom will not get hot. The faucet inside the shower should be adjusted to allow hot water to flow.”

  Sandi Hatcher completed a work order thru [Myschoolbuilding](#) and the issues have been rectified.

- “Is it possible to have the door at the back of Singleton locked where employees can key or swipe in? Most people who come in this entrance are lost and looking for the front side of the building. Since they cannot travel through the ballroom, it’s a customer service issue. They are lost and on a wild goose chase. This building also needs better directional signage indicating which departments are located in each area.”

  Dan Lawless will address this suggestion with the appropriate person.
• “What do we need to do to get the side walk surrounded by caution tape in Spadoni Park fixed? It has been like that since Hurricane Matthew in October. Six months is an awfully long time to have caution tape up in an area that is heavily frequented by members of the community.”

The work in Spadoni Park has been completed and the caution tape has been removed.

• “Can we start some staff bonding activities up? I've heard that there used to be softball teams and the like in previous years. I'd love to be able to put a face with a name for all of the people I communicate with solely by email or phone. It would be great if we could do something active that isn't directly work related. Softball, kickball, wine and painting, trivia, etc.”

Dan Lawless will address this suggestion with Eileen Soisson, Executive Director Training, Development and Service Excellence, and Rose Marie Johnson, Coordinator of Risk Management and Strategic Planning.

• “When the University sends their "Policy Notification Email", can they also share what's changed for each policy? I just read through the Sick Leave and FMLA policies based on the notification email sent 4/14/17. I've previously read both of these policies; I can’t for the life of me tell you what's changed. Can a quick one or two sentence summary be provided within the notification email so we know what changes we are looking for?”

Lisa Bellamy will address this suggestion with BJ Landrum, Vice President for Human Resources and University Compliance.

• “The staffing report mentioned in yesterday in the President's Town hall MUST be made public. Everything else that supports the Strategic Plan is very transparent. This should be no different. You cannot say that decisions are being made based on a report that no one can see. It creates an atmosphere of fear and judgement amongst colleagues.  
This report should be on a website for everyone to see so that we can understand why decisions are being made.

Also - there needs to be more transparency on the fallout from the Phishing scam. There are several employees who are no longer at Coastal because of this scam, BUT nothing has been shared to explain the steps that are being made to prevent this from happening again - as well as reorganization that is taking place to correct the situation.”

Dan Lawless reported he forwarded this suggestion to Dr. DeCenzo, University President, once the suggestion was received. Dr. DeCenzo responded back that he is working on it.

Additional Discussion items by members:

• Council went over the findings of The Start/Stop/Continue/Change forms.

Adjournment: The meeting was adjourned at 11:30.

Next Meeting: The next SAC meeting will be held May 11, 2017 in EHFA 164.