

Meeting Called to Order: 9:00am, Celeste Corpening

Present: (did we catch the list of attendees)

Meeting Presentations: Christina Al-Khateeb Events Coordinator for University Events, University Advancement; and Joanne Kendrach Associate Director for Commemcement and New Student Convocation
Beth Rugg Assistant Vice Chancellor for Client Engagement, Office of OneIT; and Jade Reed-Kreis Business Manager, Office of OneIT
John Daniels Interim Vice Chancellor for the Division of Research; and Deborah S.K. Thomas Interim Associate Vice Chancellor for the Division of Research
Scott Deyo University Ombuds, Office of the Chancellor

- Christina Al-Khateeb and Joanne Kendrach came to discuss volunteering for one of the university's four commencement ceremonies. We have increased the number of ceremonies due to students' demand for more tickets and need all hands on deck to show what it looks like to be a niner for the day! The ceremonies will take place on Friday. May 12 at 8am and 1pm, and on Saturday, May 13 at 8am and 1pm. Please sign up using this google form: https://forms.gle/KEDZSK7tzTdDTHjz8
- Volunteers are welcome to select multiple ceremonies to volunteer for. Please share this out with your areas - as volunteers sign up the commencement office will update the google form so it reflects what is still needed. There are many different areas you can serve in including VIP seating and guests and welcoming and directing guests to seats. If you need special accommodation in order to serve they will be accommodated - some roles do require standing for a prolonged period of time.



If commencement duties are not a part of an employee's regular job duties you are allowed to use volunteer hours in Kronos. Individuals can also request from their immediate supervisors that the time spent volunteering for commencement outside of normal working hours be considered comp time.

See Appendix I for summary of information with specific dates/time/procedures for volunteering.

- Beth Rugg nad Jade Reed-Kreis from OneIT came to discuss the upcoming email address change. The rollout will begin on May 18 and is an effort to support the university's rebranding efforts. The changes will be for all students, faculty, and staff members. It will likely take a couple of days to implement, but following the rollout @uncc.edu email addresses will update to @charlotte.edu email addresses. This change will not occur for high school students at Charlotte or for Charlotte alumni.
- Your email will default to the new branding once your account has been updated, and you will still receive emails that come to both of the addresses. While your email will be reflected with @charlotte.edu there are several things that will not change. This includes SSO, Eduroam, Duo, DocuSign, and Dropbox. Docusign will continue to be a challenge as we cannot use alias addresses so be aware of what email you are using when initiating a DocuSign form.
- In the future, OneIT will be working on updating google accounts, and other systems, including Banner which will still reflect your @uncc.edu email. You and your units will be responsible for updating all email addresses to the new one. This includes in your email signatures, on websites, mobile devices, and listservs that may need updating. The goal is to have this project fully complete by May of 2024.
- If you have any questions or concerns, please contact <u>gmail-change-group@uncc.edu</u>. You can also look at the OneIT website, where FAQs regarding this matter are forthcoming. OneIT is currently piloting the updated email addresses. Spam notifications have increased and are being investigated through google - this may just be because the emails are identified as "new".
- See Appendix II for the powerpoint presentation associated with this speaker.
- Scott Deyo, University Ombuds came to discuss the role of the ombuds and the trends in staff use of ombuds resources over the past year. The ombuds operates within specific professional standards. They are confidential (unless someone discloses imminent harm), independent, informal, and impartial. This allows pathways for growth and conflict resolution. (As noted above, the ombuds is a mandatory reporter - if an expression of imminent harm to self or others is discussed it must be disclosed to the appropriate authorities.)
- Generally speaking the ombuds is available to assist staff with workplace concerns. The ombuds does not play the role of a judge, but invites both parties to think about the challenges faced within



the issues at hand. The ombuds will also engage in conversations around addressing issues exploring all options at hand and the pros and cons of each.

- The ombuds resource ultimately provides information that empowers employees to make informed decisions in a given situation and outline ways to proceed. The ombuds is also available to assist staff in having conversations with their supervisors, or providing an environment for staff to work through the conversations they would like to have with their supervisors.
- Scott has offered listening sessions with units to allow conversations about private one on one departmental concerns, should there be many issues brought up within one specific unit.
- Broad concerns can be shared by the ombuds, anonymously, if staff consent to the information being shared. Following a conversation regarding concerns, the ombuds is able to provide some conflict coaching and training. They can identify shared interests of the parties involved, and help to implement problem solving techniques.
- The ombuds uses a Feedback Model (situation, behavior, impact, request) that can be used to reinforce and redirect the efforts of the resources in the ombuds office.
- Overall, he has had 216 visitors, the majority of which have been staff (62%). The main issues that were brought to the ombuds office include discussions regarding evaluative relationships (35%), appearance of high risk areas (18%), Personnel & Admin (17%), Organization, Mission, Strategy & Culture (15%), and colleague & Team relationship s (16%).
- If you are interested in engaging with the ombuds there are several ways to go about initiating contact. There is a scheduling tool on the ombuds website to set an appointment, you can email Scott Deyo directly, or call the ombuds office. All contact information can be found <u>here</u>.
- A council member asked if there will be online trainings offered for commonly reported concerns. The ombuds indicated that most needs that come through the office are targeted and situational, but that he can look into adding short videos on negotiation or giving feedback online. See Appendix III for the powerpoint presentation associated with this speaker.
- Finally, the Interim Vice Chancellor for Research and the Associate Vice Chancellor for Research, John Daniels and Deb Thomas, came to discuss the Universities aspirations to increase research production and the push to become an R1 institution. Charlotte has the potential to grow in research and provide more opportunities to all of those associated with it, including staff. The push for increased research productivity is a response to community need, a desire to be more relevant in higher education, and to increase our funding level to other top tier universities in the state - specifically UNC and NC State.
- When compared with the other 17 institutions in the state, it's clear that Charlotte has the capacity to become an R1 institution, if the university provides the resources necessary to get there. The Office of Research understands that nothing can be successful without the integration and support of staff.



- Since November of 2022 the Office of Research has reorganized into a new structure, has created a new ticketing system, have developed continued improvements to Niner Research, sought partnerships with public and private organizations for new facilities, disbursed \$1.2 million in seed grants, and have continued to promote and celebrate our campus research. Drs. Daniel and Thomas reminded us that this endeavor is a marathon and not a sprint it will be a long process with lots of involvement from several entities.
- The new ticketing system will allow individuals the ability to submit needs to division (without having to know who it specifically goes to) and enables the tracking of tickets as they move through the process for both administrators and the person who enters the submission which can currently only be done by administrators.
- The Office of Research plans to continue its effort to provide opportunities for feedback from surveys, focus groups, research administration training, staff recognition, and other measures. They expressed that the investment in staff is important to all organizations but they will not be updating the R1 aspiration plan to include staffing needs. They will, however, support staff professional development, increase staff recognition in key areas like OneIT and departmental administrators, and look forward to the ways being an R1 institution can benefit staff with increased pay and state funding.
- In lieu of updating the Research Strategy plan to include the needs for increased staffing or to outline how staffing will be effected/how increased research efforts will require increased staffing needs, they will implement a roadmap that will provide an opportunity to be more inclusive of staff participation in research efforts (directly or indirectly), will include information that is not included in the published report, and will incorporate information for staff feedback.

Staff Council Chair Report, Celeste Corpening

Announcements from the Chair:

- Staff Council elections will begin in early May. Visit the <u>Staff Council website here</u> for information regarding service terms and to submit nominations when the process begins.
- Don't forget to check out the Provosts webinar series (Morale/Burnout, Productivity/Efficiency, Managers) - more information can be found <u>here</u>. These webinars will continue to be offered throughout the rest of the academic year and in the summer.
- The next Board of Trustees meeting will be on April 27, 2023.
- Staff Assembly met April 3 & 4, 2023.



• Erskine Bowels Award Recipient will be announced in July.

Staff Assembly Chairs Meeting:

(See full HR report in Appendix V which includes information on the following)

- Resolution against BOG decision
- Career Banding
- Pending House/Senate Bills
- Grievance committee modifications
- Bonuses (SHRA v. EHRA)
- Campus Exit Interviews

Chancellor's Leadership Meeting:

- Leslie Zenk provided a SACS debrief from the recent accreditation visit. See Appendix IV for presentation within the chairs report. The results of the on site visit indicated that there are no recommendations from the accrediting board, which is the best possible outcome for the university.
- Betty Doster addressed Charlotte Strategy and a Legislative update. See Appendix IV for presentation slides within the chairs report. The Charlotte Strategy will work on the following what/why/action...What: fulfill our commitment of service to Charlotte and North Carolina, Why: growth of Charlotte and its University are inextricably linked, Action: amplify tactics in Charlotte to support our strategic plan. We have an Executive in Residence to use as a resource throughout this process.
- The legislative update indicates that the NC Senate is now controlled by a republican supermajority and republicans still hold a majority in the NC House. See presentation slides for the Charlotte alumni who are currently holding seats in the senate and house. The budget timeline is also included in the presentation which begins in November with the BOG providing guidance for campus budget requests and should finalize in June with budget negotiations between the house and senate, and the final budget being sent to the governor for signature or veto. The BOG strongly supports labor market adjustment reserve funding and there has been advocacy for salary increases. The Governor's recommendations are that state employees receive a 5% increase in FY25 and a 3% increase in FY25.
- NinerNation Gives had a very successful campaign with a total of 5,800 gifts resulting in \$3 million dollars raised.
- Doug Lape provided a CATS update the First Mile/Last Mile initiative has changed slightly. Originally the first phase was going to be in University City. It will now be in the Davidson/Huntersville area. We are still pushing for a late May/early June arrival to



campus. There was also an update of light rail statistics all of which can be found within the chairs report in Appendix IV.

- Beth Crigler provided University Advancement Updates.
- A policing update was provided specifically regarding the recent carjacking and the prompt response from UNC Charlotte police which ended in resolution all details of the update can be found in Appendix IV.
- The report also includes some kudos to the Charlotte campus community! Staff have been recognized for their holiday video, a group of international students from Nigeria will oversee the Graduate Research Symposium, softball and basketball have been winning games, and many staff (over 100) are taking advantage of Wednesday trainings!

Staff Council Vice Chair Report

Nothing to report at this time!

Treasurer's Report, Brenda Shue

Please see attached Treasurer's Report, Appendix VI

- General Fund: \$3,581.40
- Discretionary Fund: \$2,940.73
- Total: \$6,522.13

Secretary's Report, Jessica Waldman

Patrick Jones made a motion to approve the March meeting minutes, Carrie Lindquist seconded the motion. Minutes were approved!

Communications Officer Report, Jennifer Hicks

Golden Nugget Awards for March: 36 nominations, 35 awards (one submitted was a faculty, so they just got a notice of the accolade - no certificate \bigcirc)



Education and Events Committee Report, Le'Aira Hames

Carrie Lindquist noted that there is no new business to report at this time. Please see our website for Chili Cook-Off winners. A big thanks was given to volunteers for their assistance with the event.

Operational Support Committee, Celeste Corpening

- Election Dates
- Staff Council Retreat
 - July 12th
 - 9am 4pm
 - Harris Alumni House
- Admin Appreciation Day
 - Lucas Room, Cone
 - 8am 9:30am
 - April 27th

Staff Relations Committee, LaTonja Miller

Staff Relations Report

April 12, 2023

Staff Relations met on April 5th at 2PM.

Our next meeting is May 3rd at 2PM.

We have received one concern since our last meeting.

A staff member recommended that a link to the Staff Council website be listed in the Niner Insider in the Campus Resources list.

Staff Relations had already discussed and recommended this. We will follow up with our Executive Board on the recommendation.

Updates to previous concerns are as follows.

1. Textbook loan deadline concerns were sent to Auxiliary Services. We received the following



response. "The deadline for submitting a book request through FSTL is approximately 20 days before classes start. This allows our department enough time to provide all enrollment information to the bookstore so they can get the orders together and notify faculty/staff about when their materials are ready to pick up prior to the start of classes. Please keep in mind that they are also compiling all orders for students during this time which keeps the team extremely busy. Regarding the rental returns at the end of the semester, materials are due three business days after the course's final exam."

- 2. Faculty and staff only dining concerns were also submitted to Auxiliary Services. We received the following response. "We are currently in the early stages of a dining construction project in the Popp Martin Student Union. The areas of Bistro 49 and Crown Commons will undergo a complete renovation starting April 1, and will reopen this fall. The Bistro 49 space will remain a private dining area, similar to the previous Gold Room, with buffet-style dining and seating for 50 people. While we don't plan to turn students away if they decide to dine in this space, they will likely choose to eat in other areas of the union, leaving the Bistro area an ideal (quiet) dining space for faculty and staff."
- 3. The request for an on-campus day care was submitted to HR Benefits. We received the following response. "We appreciate the suggestion and will keep it under advisement as we look for ways to support our employees, however, the university does not currently have any immediate plans to provide daycare at this time."
- 4. Reconsideration regarding weather advisories for staff was submitted to Emergency Management and Employee Relations. We received the following response. "Unfortunately I'm not sure there is much we can do about this one. The University Operating Conditions and requirements of each (C1, C2, C3) are prescribed by the Office of State Human Resources. In other words, during a C1, non-mandatory employees should report as normal in compliance with the state policy. The message concerning the change to C1 did state "as long as you are able" which allows room for those that are not able, to coordinate with their supervisor to not report. There are a variety of ways in which they could make up the time (use vacation, telework, etc.). I don't think that implies staff members' lives are not as valued as faculty and students because those not able to report had an option not to."

Faculty/Staff Relations Sub-Committee

The Fac/Staff Sub- Committee had their first meeting and discussed the following:

- Staff Salary Concerns
- DEI and the BOG Decision
- Co-Chairs for Summer
- Faculty attending Staff Council meetings, staff attending Faculty Council meetings
- The potential of becoming a formal committee

Discussion of New Business



Executive board did meet with Rich Amon regarding the Salary Equity Report. They have completed it and will share an abbreviated version at our next Staff Council meeting. They do not plan to share it openly.

Adjournment:

Motion to adjourn made by Carrie Lindquist, seconded by Patrick Jones.



Appendix I

MEMORANDUM

TO: Dr. Alicia Bertone, Provost and Vice Chancellor for Academic Affairs

Dr. Richard Amon, Vice Chancellor for Business Affairs

Dr. Kevin W. Bailey, Vice Chancellor for Student Affairs

Ms. Beth Crigler, Vice Chancellor for University Advancement

Mr. James E. S. Humphrey IV, Vice Chancellor for Institutional Integrity and General Counsel

Mr. Robert (Mike) Hill, Director of Athletics

Dr. Brandon Wolfe, Associate Vice Chancellor for Diversity and Inclusion and Chief Diversity Officer Ms. Kim Bradley, Chief of Staff to the Chancellor

FROM: Deidra Harris-Lumpkins, Associate Vice Chancellor for Human Resources

DATE: March 31, 2023

SUBJECT: Commencement Workers

This memorandum reviews the standards for compensation of employees who work Friday, May 12, and/or Saturday, May 13, in support of UNC Charlotte commencement ceremonies. Please disseminate this information to the appropriate departments and supervisors.

1. SHRA employees subject to the Fair Labor and Standards Act (FLSA), who were regularly scheduled to work on Saturday, will not be entitled to additional compensation or compensatory time off for hours worked simply because Saturday duties were shifted to support commencement, unless the time worked generated a normal overtime situation for the week.

2. SHRA employees subject to FLSA who were not normally scheduled for Saturday work are authorized to receive overtime compensation or compensatory time off if the hours worked for the week are sufficient to generate the overtime situation. Such employees will be paid from funding in the department to which they are assigned. The rate of overtime compensation will be based on the employee's normal salary.

3. An EHRA or SHRA employee exempt from FLSA is not authorized to receive additional compensation for additional hours worked. However, Policy Statement #101.19 (Accounting for Annual Leave for FLSA-Exempt Employees Who Earn Leave) provides sufficient flexibility for supervisors to recognize significant extra hours worked with time off without a requirement to use vacation leave. However, such treatment is the sole prerogative of the employee's supervisor and requires that more than 40 hours be worked during or preceding the work week in question.

The standards above apply to commencement activities and similar situations where the University adjusts normal employment schedules and duties to conduct necessary business. That situation should be distinguished from normal instances of volunteerism in the spirit of public service (i.e., truly voluntary support of activities and campus-related events which are not part of one's employment responsibilities).

Questions may be referred to Kieffer Gaddis at extension 7-0654 or me at extension 7-0643.

Volunteers Needed for May Commencement Ceremonies

Volunteer help is needed for the upcoming May Commencement ceremonies for guest and graduate assistance. Click HERE to <u>register to volunteer</u>!

Commencement Ceremonies

Friday, May 12 Morning Ceremony (Shift is 8:00AM - 11:00AM) College of Liberal Arts & Sciences

Friday, May 12 Afternoon Ceremony (Shift is 1:00PM - 4:00PM) The Graduate School Doctoral, Master's and, Graduate Certificates for All Programs

Saturday, May 13 Morning Ceremony (Shift is 8:00AM - 11:00AM)

Cato College of Education The William States Lee College of Engineering College of Health and Human Services

Saturday, May 13 Afternoon Ceremony (Shift is 1:00PM - 4:00PM)

College of Arts + Architecture Belk College of Business College of Computing and Informatics

*Snacks and drinks for volunteers will be provided on both Friday and Saturday.

Volunteer Orientation

Orientations for all ceremonies will take place on **Monday**, **May 8**, **VIRTUALLY**. You are encouraged to attend. During this time, you will learn more about what to expect during the ceremonies and will be able to ask any questions you may have.

There will also be time on the afternoon of **Wednesday**, **May 10** for those who would like to do an **OPTIONAL** in-person walkthrough of the Barnhardt Student Activity Center. Additional information for this and the virtual orientation will be sent at the end of April.

We greatly appreciate our volunteers! With your valuable help, we can ensure a positive experience during this momentous occasion for our graduates, guests, and University.

Attention SHRA Employees

SHRA employees subject to the Fair Labor and Standards Act (FLSA) who were not normally scheduled for Friday or Saturday work are authorized to receive overtime compensation or

compensatory time off if the hours worked for the week are sufficient to generate the overtime situation. Such employees will be paid from funding in the department to which they are assigned. The rate of overtime compensation will be based on the employee's normal salary.

Departmental supervisors determine whether an employee will be paid overtime or receive compensatory time. The decision is primarily based on whether or not the employee will be able to use their compensatory time and departmental funding available to pay overtime. It's recommended you discuss this with your supervisor to determine how overtime would be handled in your situation.

Appendix II



Mail Migration #391

Moving University Email from @uncc.edu to @charlotte.edu

Email address migration



Beginning on **May 18, 2023** all student, faculty, staff, emeritus, generic accounts will receive a **@charlotte.edu** email address

NOTE: This will include yourninernet@charlotte.edu and your.alias@charlotte.edu (if you have an alias)

(a)

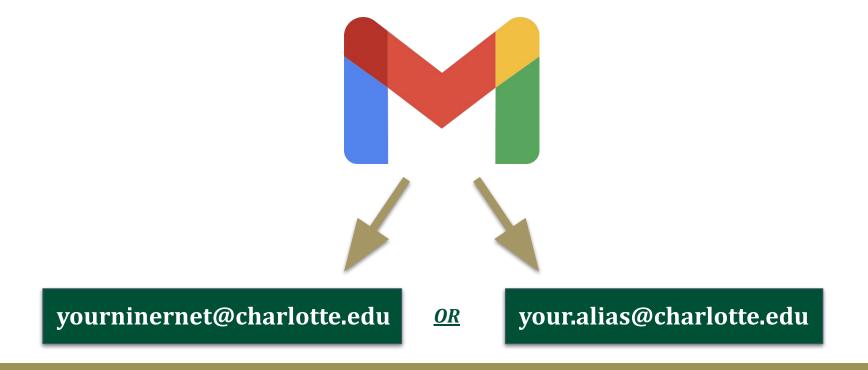
These changes are for the main uncc.edu email domain; alumni email and Niner University are excluded from this initial effort. Google group email is also excluded at this time.



Sending Emails



Default sending email address will be your **@charlotte.edu** email address

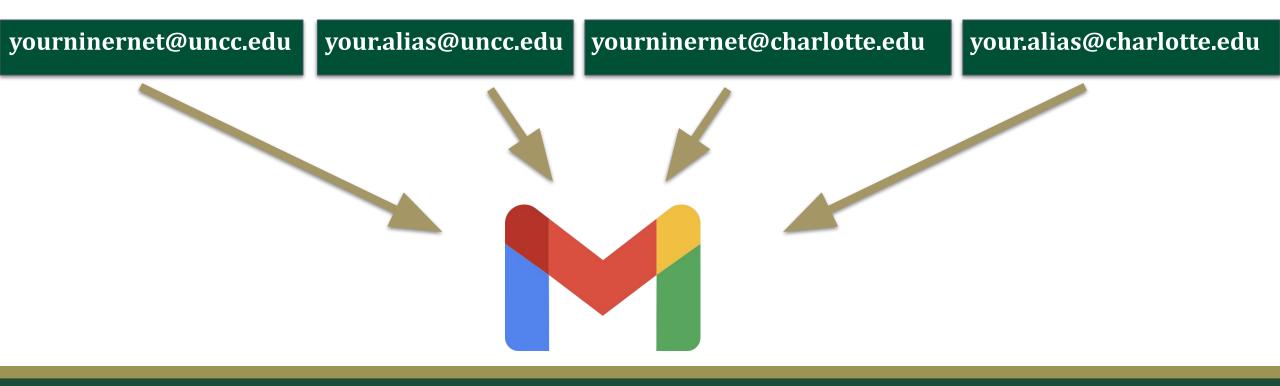




Receiving Emails



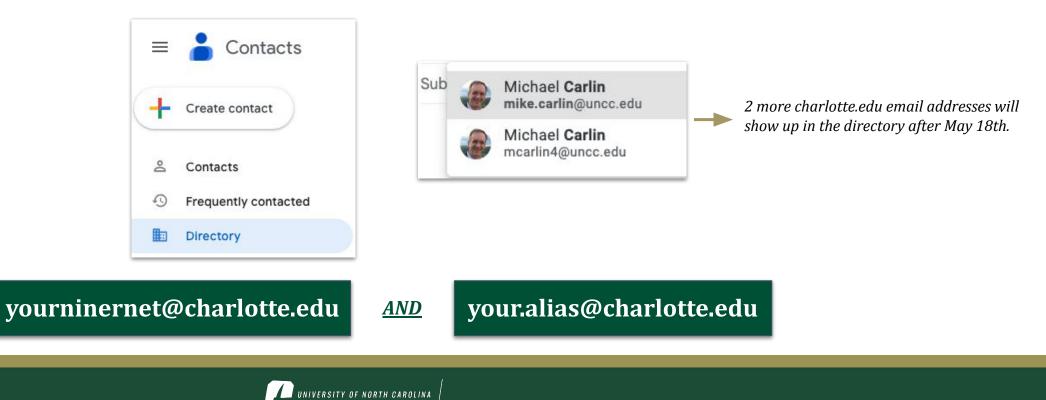
You will continue to receive emails sent to your **@uncc.edu** address <u>AND</u> begin to receive emails sent to your **@charlotte.edu** address







Contacts / Directory will show both @charlotte.edu AND @uncc.edu email addresses. **Choose @charlotte.edu when sending email.**



OFFICE OF ONEIT

Gmail Searching



Gmail will automatically search for both **@charlotte.edu** AND **@uncc.edu** email addresses.







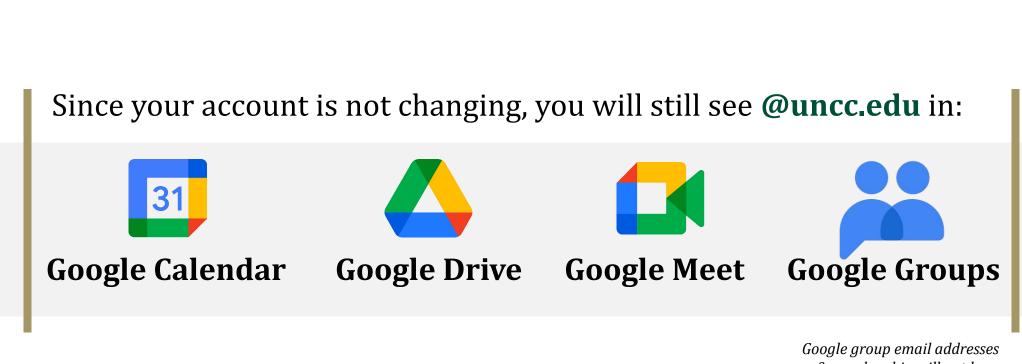
What's Not Changing: Google Account

Your Google account is not changing, it will still be **@uncc.edu.** The option to rename your account will come later.









& membership will not be initially updated. It will be a separate project.



What won't change

- Logging into systems with Single Sign On (SSO) e.g. Canvas, my.charlotte.edu, Banner
- Using Duo
- Using Eduroam <u>on campus</u>; off campus will need @uncc.edu email address
- Sharing to **@uncc.edu** for systems that don't use email aliases (Docusign, Dropbox)





You'll still see @uncc.edu

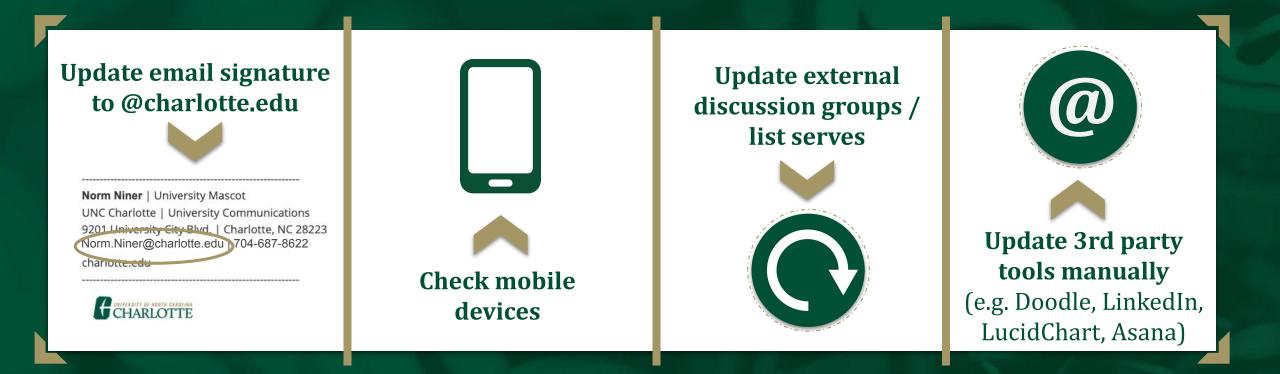




- This is just the beginning.....
- We still need to <u>switch</u> your primary account name to @charlotte.edu AND update email addresses in all systems (*e.g. Banner, Dropbox, Adobe*)
- This will take 1-2 years
- Until everything is switched, expect to see BOTH @uncc.edu and @charlotte.edu



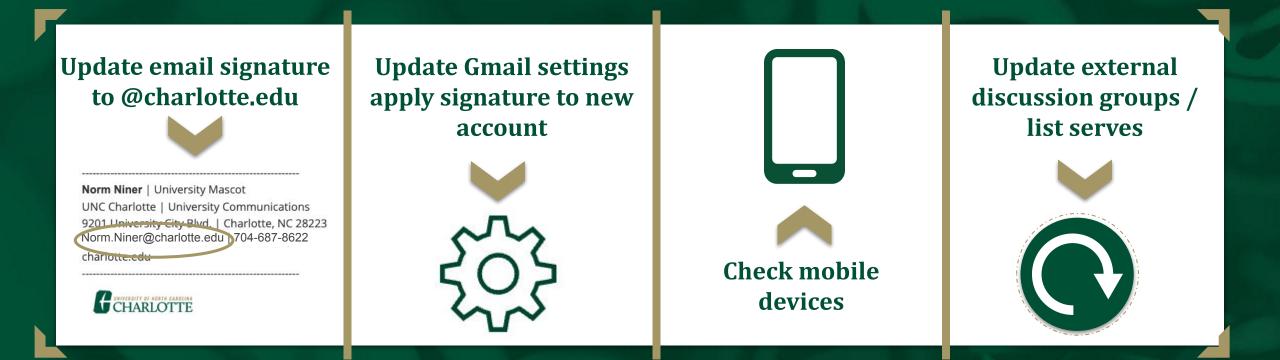
What you'll need to do May 18th...



The exact amount of time it takes for accounts to be created is TBD. This work can not be done until the account has been created.



What you'll need to do May 18th...



The exact amount of time it takes for accounts to be created is TBD. This work can not be done until the account has been created.



For Website Content Owners

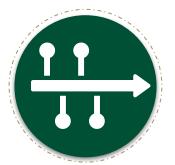




- I ou win need to manually update email addresses
 listed on websites after May 18, 2023 to the new
 Charlotte.edu email address. • You will need to manually update email addresses
 - Pdfs will also need to be manually updated.



Timeline



March - May '23

Pilot change within OneIT

May 18, 2023

Go Live with @charlotte.edu email aliases for <u>all</u> accounts

Summer '23

Develop user tool to "switch" primary account to **@charlotte.edu**; start issuing new accounts with **@charlotte.edu** as default

Academic Year '23-'24

User initiated "switch"

Summer '24

Automatically "switch" remaining accounts

After Summer '24

Continue to switch systems





Mail Migration to @charlotte.edu

coming May 18, 2023

@charlotte.edu

Default email addresses changing to @charlotte.edu.

Current Email Aliases

If you have an active email alias it will still function.

May 2023

@charlotte.edu address becomes the default send from address for the University community.

May 2024

@charlotte.edu address becomes your primary email; @uncc.edu should no longer be used.



LEARN MORE go.charlotte.edu/RHPJ

@uncc.edu

Legacy email addresses @uncc.edu will still function.

Access to University Systems

This change will not impact how you access University systems via single sign on.

Access to external systems

Update the email address associated with external websites, tools, systems to the new @charlotte.edu default.



>Email questions:

gmail-change-group@uncc.edu

>Website:

https://itprojects.charlotte.edu/highlighted-projects/project-391-mail-migration

>FAQs: coming soon



For Communicators



Since <u>systems</u> will still use **@uncc.edu**

- If you pull email lists from Banner, WebFocus, Report Express, expect to see
 @uncc.edu email address
- If you use Google groups, expect to see *@uncc.edu* email addresses. When the primary accounts gets switched then email addresses may start to change to *@charlotte.edu* in Google Groups
- 3rd party vendors that send from *@uncc.edu* email address are being converted to *@charlotte.edu* Spring '23; see <u>this list</u> for details
- Email security for mass emailing is different for **@charlotte.edu**; in order for a vendor to send from an **@charlotte.edu** email address they will need to meet current standards or the email may not get delivered. Direct questions to gmail-change-group@uncc.edu.





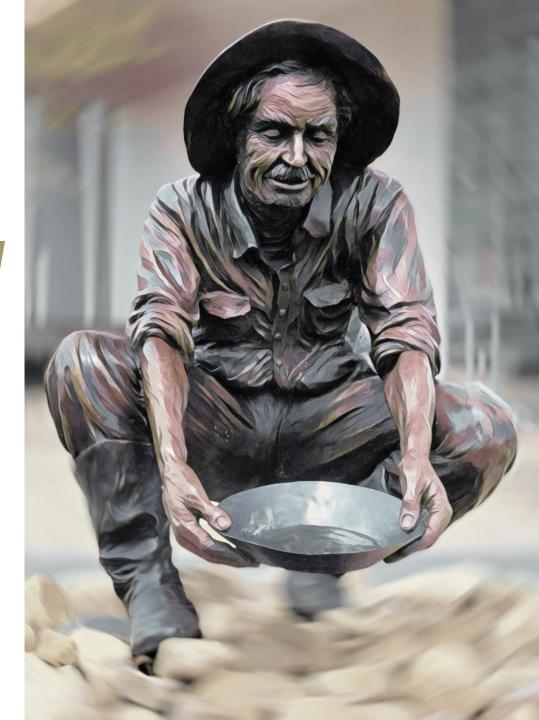
Appendix III

UNIVERSITY OMBUDS

ACTIVITY UPDATE

Feb '22 – Feb '23

Scott Deyo, M.S., CO-OP®



INAUGURAL PROGRAM



- On February 1, 2022, UNC Charlotte launched an Ombuds program that serves both faculty and staff
- The University Ombuds serves as a thought partner to help visitors explore the range of options, think through the pros and cons of the various choices, and help them come to a decision on how to proceed
- Additionally, the University Ombuds brings systemic concerns to the attention of the University administration and provides recommendations for positive change to University policies and practices

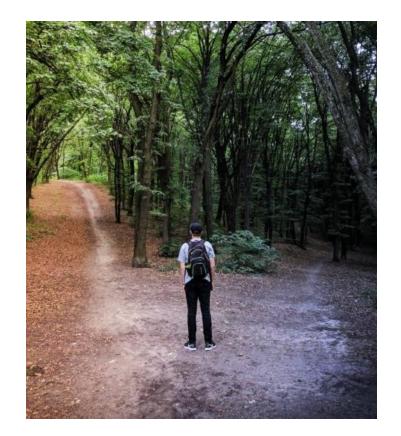
The University Ombuds plays a crucial role in supporting the University's mission, vision, and guiding commitments.



- Chancellor Sharon Gaber

The University Ombuds worked to help prevent problems from escalating and empowered faculty and staff to find productive, collaborative solutions to the issues presented:

- Listened to help make sense of difficult and complex situations
- Helped individuals develop and evaluate a wide range of possible options
- Enabled visitors to improve their skills and confidence in giving voice to their concerns directly
- Facilitated discussions to help with informal resolution



UNIVERSITY OMBUDS

ASSISTANCE PROVIDED Cont'd

- Referred individuals to other resources as appropriate, some of which included formal options
- Worked with specific departments to help improve team collaboration and business processes
- Shared new and anomalous issues and suggestions for improvements to policies and processes
- Provided information, resources, and training to increase knowledge and improve skills



UNIVERSITY OMBUDS



The University Ombuds worked to provide "just-in-time" tailored trainings on a variety of topics that were evidence-based and practical, including:

- Interest-based Problem Solving
- Mediation and Conflict Resolution Skills
- Frameworks for Having Difficult Conversations
- Skills and Strategies for Bridging Differences

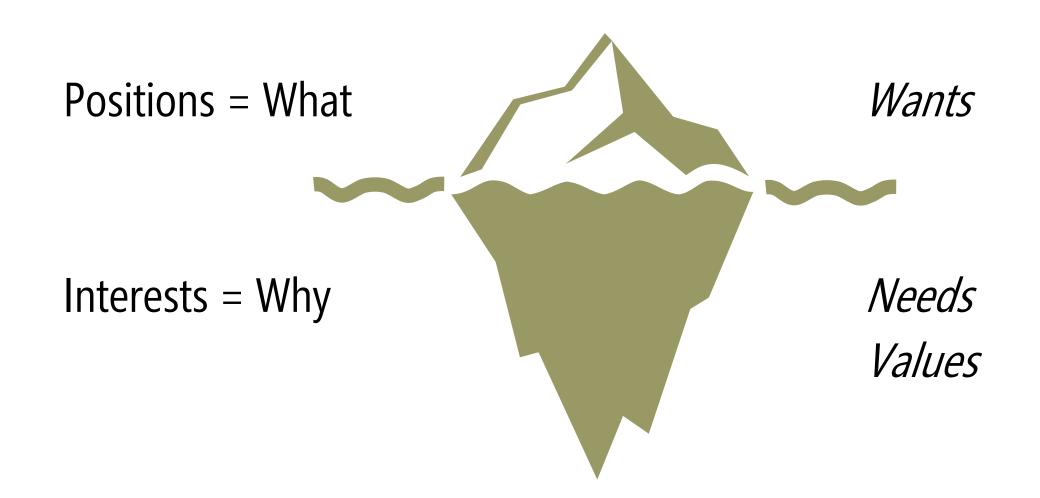
- Giving and Receiving Effective Feedback
- Creating "Speak-Up" and Feedback Cultures
- Elements of Collaborative Engagement
- Skills for New Leaders

EFFECTIVE LEADER CHARACTERISTICS

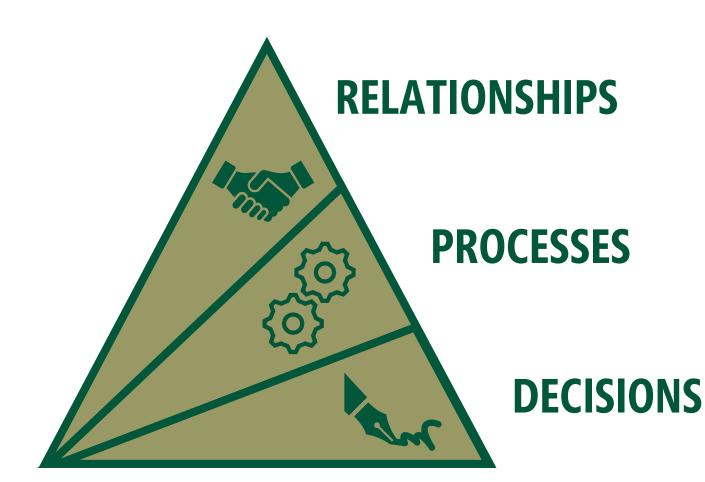


Citation: Kouzes, James M., and Barry Z. Posner. 2017. The Leadership Challenge. 6th ed. New York, NY: John Wiley & Sons.

IDENTIFYING SHARED INTERESTS



PRACTICING FAIRNESS



People-centered communication that emphasizes teamwork, collaboration, and respect

Meaningful and thorough "in-reach"; valuing and giving due consideration of diverse perspectives

The substantive outcome is lawful, ethical, timely, unbiased, and evidence-based



- A structured way of organizing feedback
- Positive & Constructive
- Enables open discussion

Reference: https://public-media.interaction-design.org/pdf/l-Like-I-Wish-What-If.pdf



FEEDBACK MODEL

- Situation
- Behavior

Can be used to *reinforce* or *redirect*

- Impact
- Request

National Cancer Institute. Collaboration and Team Science: A Field Guide. 2nd ed. May 2018. LINK



SKILLS AND STRATEGIES FOR BRIDGING DIFFERENCES





INTRAPERSONAL	INTERPERSONAL	INTERGROUP
 Assume Good Intentions Practice Mindfulness Expand Your Activities, Expand Your Views Seek and Promote Counter- Stereotypical Information Focus On Individuality, not Group Identity 	 Listen with Compassion Put People Before Politics Perspective Taking and Giving Find Shared Identities Understand Their Values Try Self-Distancing 	 Create the Conditions for Intergroup Contact Identify Common Goals Focus on Solutions, not Identities

PROFESSIONAL STANDARDS

CONFIDENTIAL

Protects Identities & Discussions

INDEPENDENT

Separate from Administration

INFORMAL

Mediative, Not Investigative

IMPARTIAL

Considers All Interests

The Ombuds operates with the utmost integrity and professionalism in accordance with the University's standards of ethical conduct and the International Ombuds Association's (IOA) Code of Ethics and Standards of Practice. The incumbent, Scott Deyo, is a Certified Organizational Ombuds Practitioner[®] through IOA.

On May 6, 2022, Chancellor Gaber signed the University Ombuds Charter, which memorialized the role and professional standards.

UNIVERSITY OMBUDS CHARTER



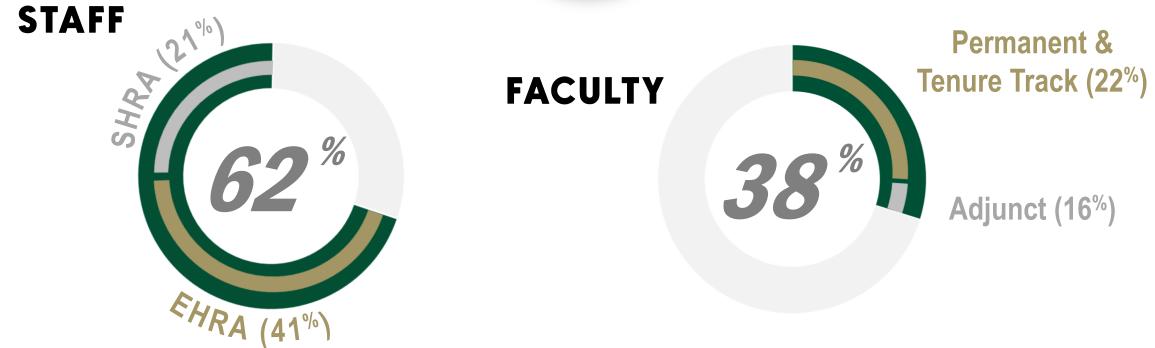
USAGE



The number of faculty and staff who visited the University Ombuds from Feb '22 to Feb '23:

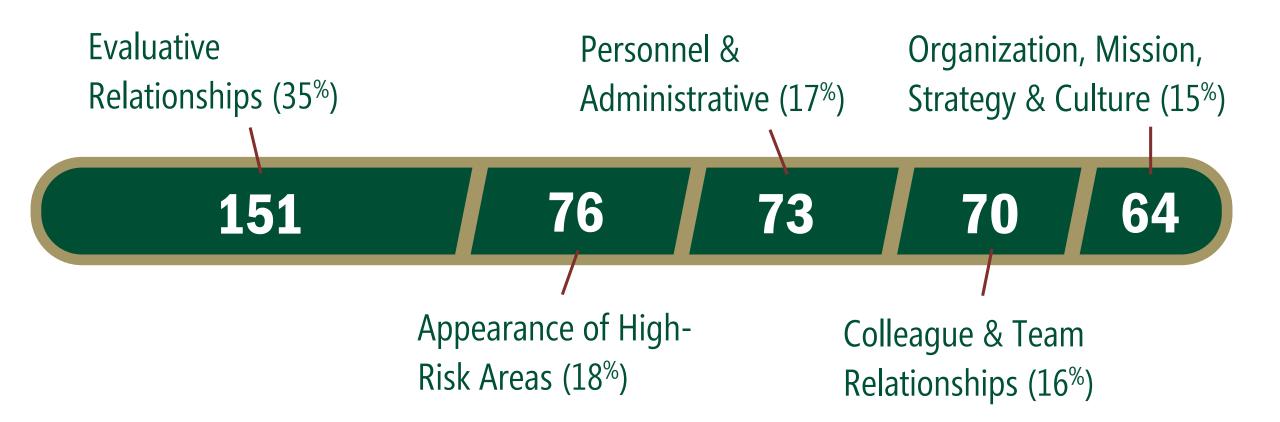


Of these, 43 voluntarily participated in three proactive group listening sessions.





The 216 visitors shared **434** concerns related to the following categories:



 The top theme within this subcategory involved their leaders' interpersonal behaviors (47, 11%) who were perceived as not being *respectful*, *fair*, *engaging*, *responsive*, or *professional*.

There were perceptions that their leader was not promoting a collaborative team environment or addressing workplace concerns in a respectful way (32, 7%).



Other concerns involved leaders':

- Communication in terms of *transparency*, *clarity*, and *frequency* (20, 5%);
- Commitment to **self-improvement** as a leader (20, 5%);
- Values including their *ethics*, *integrity*, and perceived *commitment to diversity, equity and inclusion* (18, 4%); and
- Openness to **continuous program improvement** not soliciting or valuing new ideas; not open to business process changes (14, 3%)



Subcategory Issues **OTHER**



- There were 76 (18%) concerns with **Elevated Risk**, including:
 - Retaliation for speaking up; "Isms," Discrimination, Harassment, Disability/RA; Not addressing serious concerns; and Turnover, lack of backfill, burnout
 - Other issues with a handful of concerns pertained to abuse of power/bullying; safety/security; and perceived mismanagement/adverse impacts of business decisions
- Visitors raised 73 (17%) **Personnel & Administrative** issues related to general administrative decisions; hiring and selection processes; and adverse actions





- 70 (16%) of the concerns related to Colleagues in terms of respect; cooperation & collaboration; competence/skills/reliability; level of commitment and dedication; communication; shared goals; and roles/responsibilities
- There were 64 (15%) matters related to the Organization, Mission, Strategy, & Culture that mostly related to:
 - Diversity, equity and inclusion environment;
 - $\,\circ\,$ Priority setting and funding; and
 - Perceived lack of structure or clarity in decision-making processes



UNIVERSITY OMBUDS

Scott Deyo, M.S., CO-OP®





ombuds.charlotte.edu





Appendix IV



Staff Council Chair's Report Celeste Corpening March 08, 2023



Announcements

- <u>Staff Council Elections</u> starting process in early (May)
- <u>Provost Webinar Series</u> (Morale/Burnout, Productivity/Efficiency, Managers)
- BOT Meeting: April 27th
- Staff Assembly Meeting: April 3-4, 2023
- Erskine Bowels Award Recipient



Staff Assembly Chairs Meeting

- Resolution against BOG decision
- Career Banding
- Pending House/Senate Bills
- Grievance committee modifications
- Bonuses (SHRA v. EHRA)
- Campus Exit Interviews



Chancellor's Leadership Meeting

- <u>SACS Debrief</u> (Leslie Zenk)
- <u>Charlotte Strategy</u> (Betty Doster)
- Legislative Update (Betty Doster)
- DEI Inventory (Rich Amon)
- CATS Update (Doug Lape)
- University Advancement Updates (Beth Crigler)



SACSCOC Reaffirmation

March 24, 2023 Chancellor's Leadership Team CHARLOTTE

Results: On-Site Visit Report

No Recommendations

(Best possible outcome)



UNIVERSITY OF NORTH CAROLINA CHARLOTTE

Results: Strengths Articulated

- Beautiful, well-maintained physical plant
- Strong support from state and system
- Evolving to meet the needs of one of the most dynamic regions of the country
- Investing heavily in infrastructure and culture needed to support active learning
- NINERways is the right QEP for UNC Charlotte right now



CHARLOTTE Charlotte Strategy: Why, What, Action

WHAT Fulfill our commitment of service to Charlotte and NC →Strengthen position as Charlotte's Research University and key influencer

WHY Growth of Charlotte and its University are inextricably linked →City and University mutually attract both intellectual and financial capital

ACTION Amplify tactics in Charlotte to support our Strategic Plan \rightarrow Charles Bowman named Executive in Residence

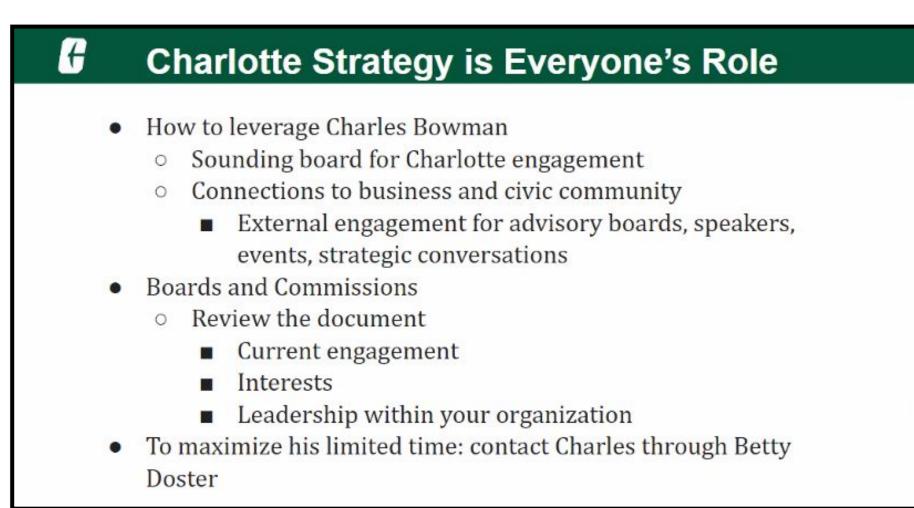
A

Executive in Residence



- Executive in Residence valuable perspectives
- Charles Bowman, retired Bank of America Charlotte and NC Market President
- Over 30 years of Charlotte civic leadership
- Trusted advisor to the "Charlotte power structure"







HCHARLOTTE

NC Legislative Update March 24, 2023

Betty Doster Special Assistant to the Chancellor for External Relations & Partnerships

f

2023 NC General Assembly

NC Senate

- Republicans hold a Supermajority
- 30 Republicans/20 Democrats

NC House

- Republicans hold a Majority
- 71 Republicans/49 Democrats

Supermajority: ³/₅ of members present and voting



f **Charlotte Alumni in the Legislature**

NC HOUSE







Tricia Cotham '01 Kevin Crutchfield D-Mecklenburg **R**-Cabarrus



Rep. Mary Belk '06 D-Mecklenburg





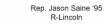
D-Mecklenburg



Rep. Kelly Hastings '09 R-Cleveland, Gaston



R-Lincoln



f **Charlotte Alumni in the Legislature**

NC SENATE



Sen. Ted Alexander '82 R-Cleveland, Gaston, Lincoln



Sen. DeAndrea Salvador '13 D-Mecklenburg



Sen, Dave Craven '12 R-Randolph, Montgomery, Union, Anson, Richmond



Sen. Vickie Sawyer '97 R-Iredell, Mecklenburg



Sen. Mujtaba Mohammed '08 D-Mecklenburg



Sen. Joyce Waddell '73 D-Mecklenburg

Rep. Cecil Brockman '06 D-Guilford

Rep. Terry Brown '09

Rep. Jake Johnson '16 R-Henderson, McDowell, Rutherford, Polk



f

Alumni in Key Positions

Senate

- Sen. Dave Craven, Co-chair, Commerce and Insurance Committee
- Sen. Ted Alexander, Co-chair, Appropriations on General Government and Information Technology and Co-chair State and Local Government

House

- Rep. Dean Arp, Sr. Co-Chairman, Appropriations and co-chairman, Public Utilities
- **Rep. Jason Saine**, Sr. Co-Chairman, Appropriations
- **Rep. Kelly Hastings**, Chairman, Appropriations - Capital and Chairman, UNC Board of Governors Nominations
- Rep. Jake Johnson, Chairman, Appropriations - Information Technology and Co-Chairman of Oversight Reform
- **Rep. Tricia Cotham**, Co-Chairman, Education - K-12
- Rep. Terry Brown, Minority
- 15 alumni now vs 2 (2 years ago)
- benefit in past \$30M to renovate Burson



f

Budget Process

November:	UNC Board of Governors provides guidance to campuses for budget requests	
December: Campuses submit requests to System		
	UNC Charlotte's request:	
	High demand program expansion: Data Science Program Expansion: \$12M	
January:	System presents recommendations to BOG for review	
February:	BOG approves budget including capital requests and policy recommendations	
	UNC Charlotte \$6M FY 24 and \$6M FY 25 (50% recurring)	
March:	House and Senate agree to spending limits 10% over biennium	
March 15:	Governor Roy Cooper releases budget; increase of 21% over biennium	
March 29:	House expected to release their budget Wednesday, March 29th	
April:	Senate develops their budget	
Early May:	Senate votes on budget	
June:	House and Senate negotiate budget	
	Send to Governor for his signature or veto	



G Salary Increases		
strongly supports Labor Ma Governor's Recommendati Salary increases: UNC System requests:	State employees 5% FY24 / 3%FY25 Mirrors BOG requests including UNC Charlotte	
Other items: Advocacy for salary increas	Expansion of: Teaching Fellows, Alternative pathways to teacher recruitment methods including 2+2 programs, New Teacher Support Programs, Principal Fellows, College Advising Corps, etc ses: BOG, President Hans, Chancellor Gaber, Trustees	





MARK YOUR CALENDAR March 28 - 30, 2023



\$3,000,000 TOTAL DOLLARS



5,800 TOTAL GIFTS



GIFTS FROM

ALL 50 STATES

+

CHALLENGES

Chancellor Gaber's Student Participation Challenge

 Chancellor Gaber believes it truly Takes A Nation to build a better Charlotte. She is calling on all student Niners to support the campus area most meaningful to them. If 900 Niners support Charlotte during #NinerNationGives, the Chancellor will contribute a \$2,490 gift to the area of greatest student need.

Provost Bertone's Faculty/Staff Participation Challenge

 Provost Alicia Bertone has challenged faculty and staff to show their support during #NinerNationGives. If we can secure 500 gifts from faculty and staff during the 49 hours, we will unlock her generous gift to the Faculty Development Fund.

Scholarship Challenge

 Members of the Foundation Board and friends of UNC Charlotte are challenging Niner Nation to support their favorite scholarships during #NinerNationGives! Throughout the 49 hours, gifts to ANY scholarships will be unlocking rewards up to \$100,000! 250 scholarship gifts will unlock the first \$25,000 prize. Give now!

Unit Alumni Donor Challenge

It takes a nation, Niners! Alumni couple Gene '73 and Vickie '71, '82 Johnson are awarding \$1,000 each to the first three units that reach 100 alumni donors. Give now to move your unit up the leaderboard!



FACULTY/STAFF KICKOFF



DATE: Tuesday, March 28th TIME: 11 a.m - 1 p.m. LOCATION: PMSU Multipurpose





UPTOWN CELEBRATION



#NinerNationGives Celebration at Discovery Place Science DATE: Tuesday, March 28 TIME: 5:30 - 7:30 p.m. LOCATION: Discovery Place Science, 301 N Tryon St, Charlotte, NC 28202 LINK TO RSVP:

https://ninernationgives.charlotte.edu/

CAMPUS BENEFIT CONCERT



Benefit Concert featuring John Sullivan '10 with Sulli & Friends DATE: Wednesday, March 29 TIME: 6:30 - 9:00 p.m. LOCATION: Hauser Alumni Pavilion

LINK TO RSVP: https://ninernationgives.charlotte.edu/



PARKING Update

CATS

- first mile, last mile initiative scheduled to kick of at univ city has changes
- phase 1 not in univ city but Davidson/Huntersville area
- no ADA 3rd party
- pilot required Uber and Lift
- after success, bring on 3rd with ADA
- still pushing for late May/June on campus

CAPS (May 2022)

- last year light rail had a derailment
- mechanical failure on train; wheel off track
- no injuries or hospital
- addl temp safety measures in place
- max speed, 35mph
- no impact to schedules
- max of 10 trains on rain at any given time
- addl maintenance in place (temperature, bareance)
- rail is safe



Police Update

Carjack of Charlotte student

- Provided description despite language barrier
 - weapon camouflage
 - sears for vehicle
 - vin number
 - desc of car
- Assistance from phone left in care and NCIC low jack link
- 830pm CMPD call
- Key was in student pocket; so car wouldn't restart after stopped
- convicted felon for arm robbery
 - charged with multiple felonies now
 - possession of fire arm and robbery
- Results
 - Recovered car
 - student safe and not hurt
 - missing backpack
 - suspect is in jail
 - police using system to track suspect's routes

NOTE:

- Experience is unsettling
- Charlotte is an open campus
- Using resources and partnership with off campus police, Charlotte was able expediate a resolution in this matter
- Charlotte prides itself on outreach efforts in communicating with students in crisis

CHARLOTTE

Kudos to Charlotte Campus community

Staff recognized for their holiday video

- regional Emmy award
- James Angel, Harrison Hieb, Ryan Honeyman and Jared Moon

Graduate symposium starting 3/24/23

cohort students from Nigerian overseeing

Charlotte Ideas Pillar 17-day Festival (Mar 31 to Apr 16)

• opportunity to engage with city

Wednesday trainings

- over 100 staff registered
- manage stress, mange employees, etc.
- Positive feedback

Athletics

- Softball team won another game; beat number 11
- Mid-Basketball 49er won CBI (22 wins, won 4 games in 5 days)

Recognize Sarah Edwards, on campus for decade







Thank You!





Operations Committee Meeting

- Election Dates
- Staff Council Retreat
 - July 12th
 - 9am 4pm
 - Harris Alumni House
- Admin Appreciation Day
 - Lucas Room, Cone
 - 8am 9:30am
 - April 27th

Appendix V



HUMAN RESOURCES UPDATE

UNC Staff Assembly April 2023

SUBMITTED QUESTIONS

UNC HR Team

Compensation Questions

- What's the status of the career-banding salary range update?
 - OSHR is allowing the UNC System to research and refresh current market data and salary ranges.
 - UNC is in partnership with Buck Consultants to review ranges for all SAAO-I, SAAO-II, IRIT, and SHRA, with an initial emphasis on completing SHRA and IRIT.
 - A steering committee of campus Chief HR Officers advises the process.
 - Our goal is to have a final product for campus review in June or July, with numerous feedback loops with campuses along the way.
 - Prior to implementation, we will have to work closely with the Office of State Human Resources for necessary approvals.
 - Please consult your campus Chief HR Officer for more information as this process progresses.



- Can we get an update list salary comparison report of all 17 campuses?
 - The latest SHRA Compensation Review (aka the "Scorecard") is in development.
 - The work on the salary ranges is taking precedent in the short-term.
 - Expect to have newest report available this summer.
- When an SHRA employee is reclassifying from contributing to journey, or from journey to advanced, in the same classification, does that employee's reclassification have to be approved by the System HR?
 - Potentially. It depends on the delegated authority the campus has for that class.
 - Delegated authority for SHRA positions is assigned class-by-class; no campus has blanket authority for all SHRA roles.
 - There are also some classes, like HR Consultant and Manager roles, where all salary and position changes must go through System Office.
 - Your HR department can clarify any specific campus-delegated authority.



- Why are Executive Assistants the only job classification that determines your competency level based on whom you report to (ex. VC, AVC, Director, Dean, etc.)?
 - While executive assistants are one of the few administrative classes that can be considered for EHRA status when they report directly to the chancellor, the systemwide classification doesn't necessarily contain any nuance regarding reporting requirements to specific higher education roles to determine competency level.
 - This may be a campus decision on how they apply the banded position to different parts of the campus based on the rank, scope, additional duties, supervision, etc. for the position.



- What research or comparisons were done when setting the minimum qualification for Accounting, Business and Finance positions that are being converted from SHRA to EHRA? It seems that the minimums were set purely by education level (regardless of relevance) rather than including any concession for years of experience. Having worked in these positions for most of my career, I can't help but feel that experience is a far greater metric of future success in these roles.
 - This issue is being actively discussed with the Chief HR Officers to propose sensible adjustments to minimum Education & Experience requirements for these work categories, such as entry-level IT or Audit/Business/Finance.
 - There's pending state legislation that may affect this conversation, so stay tuned we should have a better sense of next steps later this spring or early summer.



- What are the logistics required for SHRA retention bonuses? I keep hearing that it's difficult and that there are extensive barriers in place to make it a prohibitive process, why is that?
 - The recent policy revisions from OSHR have provided a wider opportunity to offer sign-on and retention bonuses to SHRA employees.
 - Although there are documentation requirements, there is considerable delegated authority to campuses to provide bonuses.
 - Institutions are required to submit certain actions to the state when they involve 50+ employees or use state funds and to be prepared to provide sufficient documentation of need if requested.
 - The retention bonus program is separate from the retention salary adjustment program, which would require documentation of an active employment offer.



Exemption Questions

- Many of our non-exempt staff would like to transfer to EHRA, will this ever be possible?
 - Authority to exempt employees from most provisions of the NC Human Resources
 Act (General Statute 126) must come through legislative action.
 - The University is currently pursuing authority to exempt all university employees who are also exempt under the federal Fair Labor Standard Act regarding overtime eligibility.



Diversity and Inclusion

- How do we assure employees that with the concern surrounding DEIB (Diversity, Equity, Inclusion, and Belonging) that staff are still valued for their uniqueness and that we still want to create a community that serves all of NC, as that is our purpose as a public institution?
 - Questions about the recent changes to the Political Activities policy related to compelled speech are being managed through the university's office of legal counsel.
 - Information was shared with General Counsels to coordinate with Chancellors and Chiefs of Staff on distribution at the campus level.



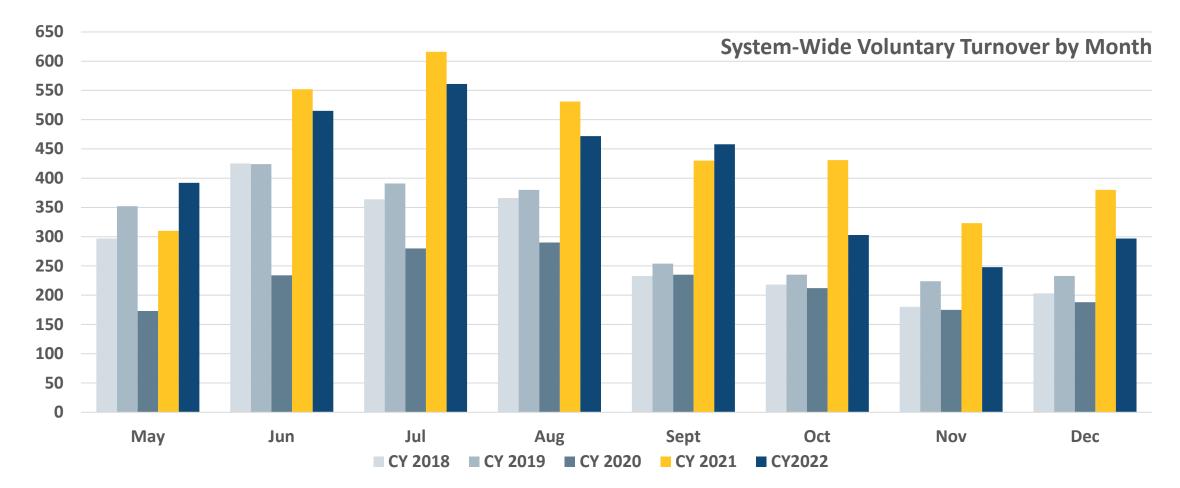
Diversity and Inclusion

- Many have asked for an update on the future status of DEI&B training that is offered at our university. Will this still be available?
 - In March, the Joint Legislative Commission on Governmental Operations of the General Assembly made a data request regarding DEI programming at the university and at state agencies.
 - No changes to current DEI programming has been conveyed to campuses at this time.



Employee Turnover

• What information is available about why employees leave the university?





REMARKS FROM GOV. DAVID POWERS

UNC System Board of Governors

10 ROADBLOCKS TO SUPERVISION

UNC SYSTEM HR

10 ROADBLOCKS TO SUPERVISION

- 1. Just Too Busy to Deal with It Right Now
- 2. Making Poor Hiring Decisions
- 3. Not Documenting along the Way
- 4. Not Providing Clear Direction
- 5. Hoping It Will Go Away on Its Own
- 6. Leaving HR out of the Loop
- 7. Jumping to Conclusions
- 8. Treating Employees Inconsistently
- 9. Dreading Difficult Interactions
- **10. Misreading Communication Styles**





HUMAN RESOURCES UPDATE

UNC Staff Assembly April 2023

Staff Council **Treasurer's Report** 4/12/23 1976 EST STAFF COUNCI **BANNER TOTAL** BANNER BANNER Staff Council **General Fund** Discretionary Æ 117561 Fund 139234 Funds Previous month ending balance 3,581.40 3,573.50 7,154.90 Expenses 0.00 632.77 632.77 **Ending Actual Balance** 3,581.40 2,940.73 6,522.13

General Fund Expenses

0.00

General Fund Expenses in Process			
4-pack plastic table cloths for chili cook off 8.09			

0.00

Discretionary Expenses	
B&N gift cards for chili cookoff	95.00
Admin Day supplies	53.92
Ribbons for chili cookoff	14.99
Chartwells/chili individual servings	284.90
Gold nugget candy	183.96
	632.77

Brenda G. Shue Treasurer Reconciled 04/10/2023

screenshot 4/10/23

117561

X Budget Availability Status FGIBAVL 9.3.13 (BANPROD)

Chart: 1 Fiscal Year: 23 Index: 117561 Commit Type: Both Fund: 117561 Staff Organization Organization: 13201 Staff Organization

Account: 911100 EHRA Perm Non-Teaching Salaries Program: 17000 Institutional Support Keys --- > Control Fund: 117561 Control Organization:

Control Account: 911100 Control Program: Pending Documents:

BUDGET AVAILABILITY STATUS						🕂 Insert
Account	Title •	Adjusted Budget	YTD Activity	Commitments	Available Balance	
911300	EHRA Non-Teaching Specia	0.00	0.00	0.00		0.00
918000	Optional Retirement Pool	129.00	0.00	0.00		129.00
919150	Social Security	72.00	0.00	0.00		72.00
925000	Domestic Travel Pool	2,600.00	0.00	0.00		2,600.00
927000	Fixed Purchased Services P	0.00	0.00	0.00		0.00
928000	Other Purchased Services P	200.00	157.42	0.00		42.58
930000	Supplies Pool	1,000.00	462.18	0.00		537.82
951000	Other Admin Expenses Pool	200.00	0.00	0.00		200.00
	Total	4,201.00	619.60	0.00		3,581.40

🛱 ADD 🖺 RETRIEVE

🖹 ADD 🖺 RETRIEVE 🛛 📥 RELATED

🖧 R

screenshot 4/10/23

139234

^	mai balance summary Port bark 8.0 (brine Rob)	

COA: 1 UNC Charlotte Fiscal Year: 23 Fund: 139234 Staff Organization OR Fund Type: Account: OR Acct Type:

* CURRENT FUND BALANCE						Delete 🦷	
Acct Type	Account	Description	Beginning Balance	Debit/Credit	*	Current Balance	
AA	G11000	Interfund Claim On Cash	8,705.42	Debit			2,994.65
FA	G21100	Accounts Payable-Vendors	0.00	Credit			53.92
KA	79100	Budgeted Change to Fund Balance	0.00	Debit			8,282.00
KA	79110	Budgeted Expenditure Control	0.00	Credit			9,577.00
KA	79120	Budgeted Revenue Control	0.00	Debit			1,295.00
KA	79200	Encumbrance Control	0.00	Debit			0.00
KA	79300	Expenditure Control	0.00	Debit			7,059.27
KA	79600	Reserve for Encumbrances	0.00	Credit			0.00
KA	79800	Revenue Control	0.00	Credit			1,294.58
LA	G33010	Net Position	8,705.42	Credit			8,705.42
	Total	ALLACCOUNTS	0.00				0.00
					Current Fund Balance		2,940.73