

Attendees: **Co-Charis** Caterina Caiazza, Marc Seigfred, **Members** Paul Wlosinski, Sherri Gunter, Amanda Sharpe, David Vanwey, Janelle Kolhman, John McIntyre, Dawn Marshall-Hosier, Kristi Brock, Katie Papas, Andrea Walton, James Chudyk, Michael Osadciw, Chris Apple, Terra Buttram, Joe Williams, Theresa Danylak, Rani Bhagwat, Yennifer Hernandez, Robert De Leon, Lauren McKenna, Celeste Cooper, Rich Wattie, Christine Federation, Tony Siragusa, Josh Spenard, Kari Kafka, Melinda Adelman, Laurel Contomanolis **Guests:** President Mangelsdorf, Erin Kane, Robert Vickers, Michelle Lewis

There will be the option of live transcription during these meetings for those who are interested. You may move the transcription to wherever you want on your screen or disable it if you wish.

Update Aux Union/Union Election

Joe Williams from Dining Services was selected as the new representative for Aux Union.

Meeting Minutes Approval

Amanda Sharpe posted the minutes and received very few comments. She will update them to PDF's and will file them away in the meeting minutes folder. Robert DeLeon and Sherri Gunter provided motions for approval.

Marc Seigfred posted first Executive Committee notes. There are currently four documents for review. The plan going forward is to upload each month's meeting minutes to Teams.

Update from Co-Chairs

- Cathy Caiazza shared that the GSC was asked to host the next All Staff Town Hall by President Mangelsdorf.
 - Cathy will be facilitating. There will be no large announcements, just an opportunity to share updates with the University and the opportunity for staff to ask questions.
 - It will be a recorded session.
 - The Town Hall has not been scheduled yet.
 - Erin Kane and Robert Vickers will be joining our meeting with President Mangelsdorf today to see what issues the staff is currently experiencing to better prepare for the upcoming Town Hall.
- The search process for Chief HR Officer has begun
 - Cathy will be on this search committee, the reason being is that the Council Co-Chairs will meet with the VP Chief Human Resources Officer on a regular basis and we want to be sure we have representation on the Search Committee.
 - This group has started to meet and are partnering with an outside firm.
 - There has been a change in the job description and now the job will report directly to the President.
- Career Path Modernization Project Update
 - Leah Stormo-Soles is leading the three-year project.
 - Website: <https://www.rochester.edu/human-resources/professional-success/career-path-modernization/>

- Cathy is also serving on the Advisory Committee for the project.
- The HR Website has recently been updated.
- Unions will be involved to some extent in the project, but Cathy is not certain of their level of involvement due to their contracts.

Faculty Senate Benefits Committee

- Kristi Brock and Marc Seigfred attended first meeting last Friday.
- The meeting included five members of the faculty, Marc, Kristi, Michelle Barrett, Michelle Hill, and Holly Crawford.
- Goal of committee is to review and plan and make recommendations for Total Rewards program at the University.

President Mangelsdorf joined the meeting at this time.

District Updates for President Mangelsdorf:

Warner- A new dean has been appointed. Everyone is looking forward to returning to campus. Staff morale is great partly because Warner is 100% remote, which offers flexibility. We are not seeing any current challenges.

University IT- We are unique in that we have a lot of levels between staff and leadership. Leadership is currently working on providing additional resources to focus on workplace culture and climate and making sure people are comfortable working from home. The challenges we are dealing with are that folks are asked to do more with less people which is showing some evidence of burnout. *President Mangelsdorf recognized that IT is one area in which moving everything online has resulted in a large amount of additional work for that department.*

Simon-A new dean has been appointed. People are looking forward to hearing her new strategic plan. Simon is currently in a hybrid mode with some staff remote and some in person. The morale seems mostly positive.

Libraries- The morale is pretty high. Everyone shifted services for students and faculty quickly to online and continued to make improvements along the way. Our biggest challenge currently is physical space.

MAG- The Memorial Art Gallery has been open since last summer. There are daily zoom meetings for staff. There are still rotating furloughs, and facilities are down by 3 employees. *President Mangelsdorf commented that even though the Art Gallery has been open, fewer people are allowed to be there at one time, so revenues are way down. The MAG will survive this and will still be here post-pandemic.*

Laser Lab- The Director of the Laser Lab stated from the beginning of the pandemic that he is committed to making sure that this situation works for everyone. The Laser Lab has been successful in that. Some of the challenges they are dealing with are that there are a wide variety of positions, some of which can work 100% remote whereas some must be in person. We need to make sure everyone feels valued and important.

Eastman-The climate seems to be okay, but people are feeling disconnected as many employees are working 100% remotely. People are lacking opportunities to provide feedback and receive updates on

issues. We are aware of three scheduled staff meetings during Spring Semester that we plan to present updates from the Genesee Staff Council.

Central Administration-Central Administration's goal is to serve the University and keep it going. There are extremely unbalanced workloads with some departments struggling to meet demands under conditions that are not sustainable, while others find themselves underutilized and fear layoffs or furloughs. We've heard a lot of questions about the continuation of working remotely post-pandemic and have some people upset about paying for parking while working from home. We are proud of our transitions, adaptability, and teamwork and will persevere and be creative. We care deeply for our students, patients, and each other. *President Mangelsdorf acknowledged that Kristi Brock works for University Health Services and that UHS has worked above and beyond the call of duty. She is trying to find ways to get more staffing help for that area.*

Aux Union-Our biggest challenge is work life balance, but we are here and ready to serve our students and staff. Two additional challenges are staff burnout and financial distress. Some folks on unemployment due to layoffs or furloughs have been getting notices asking that they pay back their unemployment benefits while others are denied benefits altogether. Also, we are considered essential workers and those on the Medical Center side have been offered vaccines while the River Campus has not been given that option. *President Mangelsdorf asked for more information on the notices for repayment and denial so that she could have someone investigate that. She also discussed the issues with vaccine shortages and some concerns of vaccine safety. John McIntyre said that there is going to be a Town Hall to discuss vaccine safety. The goal is to include not just experts on the vaccine but also some individuals who are apprehensive about its safety. Genesee Staff Council members who have received the vaccine could be role models for others who are reluctant to take it.*

AS&E-There is a wide variation how people are handling the current situation. Some staff are doing better than others. Overall, everyone seems to be hanging in there. The wage adjustments were a great thing and on behalf of the staff we wanted to say thank you for that. *President Mangelsdorf said they would like to continue to make the adjustments on a smaller scale annually assuming all goes well. There is still a lot of work to be done with job titles and classifications.*

Advancement- It is a mixture with some staff thriving. Our staff and leadership are good at showing appreciation of the work being done. Transparency has been good. Like others we are doing more with less resources while growing programs. It has been difficult especially as the University is shifting towards equity and inclusion and trying to make that a forefront in what we do in every aspect. *President Mangelsdorf acknowledged that many people used to travel a lot for events and that has changed quite a bit. She looks forward to being able to meet in person again but thinks we should keep up some of the remote activities and events.*

President Mangelsdorf's Update to the Council

Last Spring was very difficult time for the University due to having to shut down elective procedures and focus on Covid, which resulted in many empty hospital beds. We sent students home and refunded their room and board. We also had additional costs and lower revenue when adjusting to remote work. The Medical Center loss was 70 million in March, 140 million in April and another 50 million in May. Once things started to reopen, we saw things rebound but were still worried In January as our cases began to surge in Monroe County. Because things are looking better financially, we were able to offer the wage

compression adjustments in December and we are now looking at the restoration of retirement benefits and salaries for folks who had cuts. It is still being determined whether the salaries for senior leadership will be restored at this time. We did save money on the furloughs and not making as many purchases as we do in a normal year. We are hoping for more relief from the Federal Government. Things are looking better, and we are cautiously optimistic. Students are getting lax in their safety protocols and we have to keep reminding them they need to stay vigilant to avoid another shut down. We are at 50% capacity at out isolation and quarantine space and we are paying for their hotel space.

Cathy Caiazza asked President Mangelsdorf to weigh in on the recent news story regarding vaccinations for donors. Cathy asked the President if she could spend some time talking about how we are holding our community members accountable to institutional values to ensure that we are equitably distributing vaccines.

President Mangelsdorf addressed the shortage and how our supply dropped off and was sent to CVS and Walgreens. She said the University will be doing an investigation into the matter and that it was certainly not one person's fault but more of a systemic breakdown. The Governor's statement that hospitals and clinics would face a fine for any unused doses led to an environment where that could happen. The goal is to get all faculty and staff vaccinated who want to be, but it will not be mandatory.

Marc Seigfred asked how the past 18 months of experience has shifted the President's priorities of the institution and how things might be different going forward after Covid.

President Mangelsdorf said she hopes to continue some online events and programs. Warner's new Dean said they saw an increase in enrollment when things went virtual because it provided opportunity for folks that in the past might not physically be able to come to campus. Going forward we want to think about ways to reach other student audiences and offer versions of some programs online. Considerations need to be made on how to market these new programs. Warner and the School of Nursing has done a great job with their online programs.

Cathy Caiazza asked President Mangelsdorf if she had any questions or wanted to share any last thoughts with GSC.

President Mangelsdorf was appreciative of everyone's candor and emphasized that she is understanding of the difficulties this pandemic has presented to all of us. Although we continue to have virtual events, she misses having in person interaction with friends, family and colleagues and looks forward to when we can all be in person again.

The President provided an update on Commencement 2021:

- A meeting was held earlier this week and we will be working with all the Deans on the best way to hold Commencement.
- If we can have an in-person commencement it will not be the traditional ceremony, but many smaller ones and we will not be able to invite families to come watch in person.
- It is unlikely this will be able to take place in May unless the vaccines become more readily available.
- We may use the football field to hold the ceremonies, but nothing has been finalized.

President Mangelsdorf asked if she could continue to meet with GSC every semester. She thinks it's important to meet more than just once a year so that she can understand what staff is coping with.

Debrief from Presidential Mangelsdorf's conversation

- Rich Wattie- I appreciated that she stated that this is a mess we have to clean up and I wanted to say that the issues Dawn brought up regarding employees being asked to pay back unemployment are very serious and I think we should continue to focus on that.
- David Vanwey stated that the Laser Lab employees have been having issues with fraud. People are having fraudulent claims filed on their behalf. Some have received notices in the mail and thought they were just junk mail and tossed them, so please be aware that this is happening.
- Yennifer Hernandez is unsure why certain business partners can assist with these issues and some cannot.
- Terra Buttram said in general the University isn't supposed to get involved too much in the unemployment benefits because it's an adversarial thing. Because there have been so many folks in certain departments who have been affected Kathy Miner has been assisting with these matters.
- Theresa Danylak said that Dawn provided some helpful feedback and it seemed like Sarah was listening and taking notes. Theresa also thinks that the Vaccine Awareness Campaign is something the GSC may want to consider taking part in.
- Melinda Adelman asked if GSC members could forward the President questions that they did not have time to address in the meeting. Marc Seigfred said he and Cathy Caiazza could bring those to her in one of their regular meetings and can also try to incorporate them into the Town Hall meeting.
- Janelle Kohlman asked if the Council would be seeking questions from other staff members for the next meeting with the President because she feels it would be good to gain some perspective from staff members outside this group. And Janelle also asked if there has been any more discussion about adding a representative from the Med Center.
- Cathy Caiazza said they still need the administrative support to move forward with adding the Med Center.

Michelle Lewis joined the meeting and began by thanking everyone who participated in answering the questionnaire. The questionnaire was created by her to gather information about the current status of training and development opportunities for staff and to learn what staff would like to have developed in the future. It was distributed only to members of the GSC. She shared a presentation that she put together with results from the questionnaire. The survey questions had a rating 1-10 and Michelle had 17 responses. The first two questions came directly from the Press Ganey Survey.

- 1. I get the training I need to do a good job- avg score 5.76**
- 2. This organization provided career development opportunities-avg score 4.0**

Michelle shared that there was a large increase in results from the same questions a couple of years ago.

Some additional responses are as follows:

- 3. I know that training and resources are available to me -avg score 4.41**

4. **I feel supported and encouraged to engage in training -avg score 6.76**
5. **I feel that I clearly understand the goals of my department-avg score 7.53**

Summary of responses:

- **Feedback from customer**
- **Feedback from supervisor/manager, team or project leader, sponsor**
- **Feedback from colleagues or peers**
- **Performance evaluations and reviews**
- **Ability to meet deadlines, get work completed, think proactively**

Ratings of training available on a scale of 1-5 1=not adequate 5=adequate

- **New Employee Orientation -avg score 2.65**
- **Departmental Onboarding -avg score 2.94**
- **Skills Development -avg score 2.35**
- **Supervisory Skills Development -avg score 2.24**
- **Professional Development for Emerging Leaders -avg score 1.82**
- **Leadership Development -avg score 1.71**
- **Culture Strengthening -avg score 3.18**

Leadership & Development opportunities that people felt were beneficial:

- **Diversity, Equity & Inclusion trainings**
- **Leadership Development programs like Emerging Leaders or mentor programs**
- **Using tuition benefits, Mental Health First Aid opportunities to teach others**

List of additional Learning and Development topics that employees would like HR to consider in the future:

- **Continued Leadership Development around culture**
- **Mentorships, apprenticeships, preparation for leadership positions**
- **More communication about what is available and relevant**
- **More free classes or additional funding for classes**
- **Job skills-software, budget, payroll, grant writing, communities of practice, data literacy, industry specific training, policy, and procedure**

Additional thoughts:

- **Continue to work on overall culture change**
- **Need better communication regarding what is available**
- **Need more varied opportunities**
- **Work on leaders' attitudes toward employee development**
- **Provide options rather than only support**
- **Career development plans**
- **Revamp orientation and onboarding procedures**
- **Communities of practice**
- **Whatever we embrace, fund as a capital project**

Questions and comments:

Michelle will take notes and will follow up with any unanswered questions.

- Culture Training language should be infused in the Leadership Training
- Communities of Practice is regarding people from different industries who share knowledge and expertise
- Michelle made some headway with having her request for funding looked at by HR, but progress has been slow
- We need to create processes that extend beyond just one person, in the event that person leaves
- Michelle's goal is to provide more tools and resources to all departments at a lower cost through bulk pricing
- Currently departments are using different types of benchmarking
- Michelle suggested having someone present on the Career Path Modernization project to learn more about professional development opportunities for employees in different roles. It is a 3-year project, but Michelle is hoping to start seeing some benefits in the next 12 months or so.
- Could the GSC help in promoting the Communities of Practice efforts?
- There seems to be a gap between job categories. How do we fill in these gaps to allow people to advance their careers?

Michelle thanked everyone again for their input and asked everyone to put together a list of additional feedback for her and said that she would take it all into consideration. The goal is to put together programs and processes to make people feel valued and that the University is investing in them, which will help with retention and drive engagement.

Matters Arising

- Joe Williams introduced himself to the Council. Joe is originally from Rochester. He joined the service after high school where he served for eight years. Joe went to college at MCC. His mother has been working in Dining Services for roughly 25 years and Joe wanted to continue her legacy.
- Michael Osadciw reminded GSC members to contact him if they have not yet received their pin. He can send them Interoffice Mail to anyone who has not yet received one.
- Sherri Gunter recently participated in a Zoom workshop on fostering an anti-racist campus given by Dean Olivares's staff. It was so well done and one of the best training's she has participated in at the University.
 - It is being looked at as a possible training for the GSC, and Cathy Caiazza will discuss with Mercedes Ramirez-Fernandez the opportunity for providing the training more broadly.
 - There is a doctoral student at Warner who offers a five-week course called *Scratching the Surface, Anti Blackness, White Fragility and American Culture*. This student may be able help lead University-wide conversations.

The next Genesee Staff Council Meeting is scheduled for March 5th, 2021 from 9 am -12 pm

