

**UNIVERSITY OF SOUTH CAROLINA
STAFF SENATE MEETING**

Tuesday, September 12, 2023
3:00 – 4:30 p.m.
Close-Hipp Building, Lumpkin Auditorium, 8th Floor

PRESIDING: Tyson Lusk, President

Call to Order – Tyson Lusk, President

President Lusk officially called the meeting to order at 3:00 PM. President Lusk welcomed staff senators and visitors to the staff senate meeting. He reminded attendees that only Staff Senators who are in person are permitted to speak during the meeting.

Roll Call/Attendance Report - Katherine Hilson, Secretary

Secretary Hilson checked the roll after taking attendance. According to the attendance report, 46 senators were in attendance, 4 senators were absent, no senators gave proxies, and 3 senators were virtual.

Establish Quorum – Chris Burkett, Parliamentarian

Based on the attendance report, Secretary Hilson declared a quorum was established and Parliamentarian Burkett declared business could be conducted.

Approval of Minutes – Tyson Lusk, President

There were no changes to the July 11, 2023, staff senate meeting minutes. Senator McCormick made a motion to accept the July 11, 2023, general body staff senate minutes as written. Senator Lee seconded the motion to accept the minutes as written. All senators were in favor. The motion was adopted and carried, and the minutes were accepted as written.

Guest Speaker – Stacey Bradley, University Organizational Excellence

USC Strategic Priorities:

- Reimagining the Student Experience & Advancing Post-Graduate Success
- Increasing Research & Scholarship to Drive Community & Economic Impact
- Transforming Service Delivery & Promoting Operational Excellence

Overview of Goals and Metrics:

- User Friendly Services – customer satisfaction ratings and other quantitative customer feedback + key qualitative customer feedback
- Efficient Processes – reductions in process time, number of steps and handoffs, and other efficiency gains
- Effective Use of Resources – redirected work hours and direct cost savings

IMPROVEMENT PROJECT FACILITATION

- **Process improvement projects** to streamline high-impact, cross-functional processes
- **Resource optimization projects** to align strategy and achieve more gains in service, efficiency, and optimization

IMPROVEMENT PROJECT START-UP GUIDANCE

- **Charter and set-up guidance** for improvement projects that will be self-led within units

SKILL BUILDING

- **Practical tools and tips**, learning sessions, newsletter, and an improvement leader program to cultivate a culture of improvement across the university

Approach:

- **Collaboration and teamwork are key.** Improvement involves change, and change works best when it's done WITH people and not TO people.
- **More people need to do the work of improvement.** By providing tools and guidance, we build our capacity for positive change and results.
- **This is about achieving meaningful results.** It is essential to track progress and show how this is making a difference.

Improvement Resources:

Website: www.sc.edu/excellence

- Practical tips, templates and other resources
- Highlights from quarterly newsletter
- Reports from completed projects

Improvement Leader Program:

- 13 Participants in FY24 Cohort
 - Representing: 3 colleges, 5 administrative units, 3 student service units, alumni association
- Blends practical learning with immediate use of improvement methods and tools
 - 8 learning sessions = 14 hours
 - Facilitation of hands-on improvement project within their unit
 - Application required 3 potential improvement projects supported by department/division leader
 - One project will be selected by each participant – they will learn by doing as they obtain a core tool set and receive coaching to facilitate the chosen improvement project

High Impact, Cross-Functional Improvement Projects

- **Purchasing Improvement Project:**
 - Goals
 - Improve processing times for Purchase Orders
 - Increase customer satisfaction among university department customers

- Develop and document a process for training and reference within the Purchasing Department
- Strengthen cohesion as a unit by working together to support mission and foster improved relationships with stakeholders
- Customer Feedback:
 - Held 6 listening sessions to get input from those who depend on Purchasing
 - Principal Investigators, Administrative Leaders, Business Managers, IT Managers, and others
 - Heard from 161 requisitioners via a comprehensive survey (42% response rate)
 - Sent to all who submitted requisitions in last 12 months
 - What works well with the current process?
 - What are the most common pain points?
 - What are your suggestions for improvement?
- Process Mapping:
 - Goods and Services
 - Construction
 - Professional Services
 - Sole Source Procurement
 - Alternative Delivery Method
 - Emergency Procurement
- Improvement Needs:
 - Provide Simple Tip Sheets and Checklists
 - Make it Easier to Check Requisition Status
 - Implement Initial Process Improvements
 - Track Customer Service Metrics
 - Expand Internal Purchasing Know-How
 - Learn More About Customers' Business Needs
- What's next?
 - Student Disability Accommodations Process
 - Graduate School Application Process

Questions?:

Senator Leslie: How do you anticipate accepting projects in the future?

Bradley: We anticipate it to be a continuing program and receive applications in the summer and then decide which offices to work with for the following year – hopeful for more visibility in the future. We will likely change things in terms of the design but expect it to continue. If an area is interested in a project to be considered, how would they go about that. Contact us on the website, shoot me an email, I'm glad to discuss that – have a conversation with the leadership in your area.

Treasurer Berry: How do you determine which projects are taken on by your group?

Bradley: We look at specific selection criteria.

President Lusk: Could you give an example of a blitz project?

Bradley: Purchasing processes, narrow in on just one or two processes versus ALL processes. 5-month project versus something a little shorter in timeframe. It might be something where we are able to gather a lot of data and feedback on the front end and share with that office on their process.

Senator Lee: How could this work moving forward where this could streamline processes but we are inefficiently duplicating efforts, is there a way to move forward to consolidate some of the work we are doing at the same time?

Bradley: Yes, that is what we are hoping we will be able to do! There is so much opportunity in the better coordination of our work as one university. Stakeholder feedback, it's time to clarify.

Reports of Officers:

Tyson Lusk, President

Thank you, Stacey! If we can make our work and processes more efficient, especially to assist with employee retention and happiness at work, let's get that to Stacey's office and see what opportunities exist in your units to share out and make updates.

I've met with President Amiridis, VP Caroline Agardy, and VP Ed Walton.

Retention and staff mental health were a hot topic in my conversations with both the president and VP Agardy. Taking some of the best practices from the private sector and figuring out what we can implement here at USC.

At the direction of Caroline Agardy, we are sharing all the courses available to staff with some aspect of mental health.

Staff Appreciation Day is confirmed – the date will be in May.

Working on a budget for the Staff Appreciation Day approved by the President.

Staff Ombudsperson position is now available for applications on USC jobs.

Reports of Committees:

Membership: William Boland/Julia Hodge

- We met on Tuesday, August 15 and began discussions about reviewing current Staff Senate bylaws, as they pertain to membership, current senator apportionment, and other university staff senate procedures.
- Additionally, Bill and I now have access to the election system, and we met with Jessica McKie to go over the election timeline and procedures, both for electing officers for the executive committee as well as general elections for senators.
- Our next meeting will be next week on Tuesday, September 19 at 2 PM on Teams.

Communications: Thom Harman/Michaela Taylor

- We have started a communications audit across campus. We are documenting how units, colleges, etc. communicate with faculty and staff.
- We will share with whole senate to add how their units communicate to help fill in any holes we are missing.
- We hope to begin a template for sharing staff senate news with units in our next meetings(s).

Staff Policy and Well-Being: Beth Herron/Cassandra Pope

- Excited to share that the staff ombudsperson position is posted on the USC Jobs website!
- Senator Cross also shared some handouts for staff mental health benefits.

Professional Development: Georgia Doran/Rebecca Christopher

- We have established our charter & had wonderful discussions.
- We will be having Nicole Vaughn from the Organizational and Professional Development Office (OPD) joining us in our September 19 PD committee meeting. We will be asking questions to learn more about the office and how we may further the mission and goals of their office through Staff Senate engagement and advocacy.
- I would encourage you to review the offerings in the Learning Registration System on the OPD website. This system houses all continuing ed offered through the Center for Teaching Excellence (CTE), the Office of Access and Opportunity (previously known as the Office of Diversity, Equity, and Inclusion (DEI)), and HR's OPD.

Community Projects: Toni Karl/Amanda Minnet

- As discussed in the August General Body meeting, the Community Projects Committee is partnering with the Leadership and Service Center for Service Saturday on October 28th. If you would like to volunteer, please complete our Microsoft Office link. Please note this form will end on Monday, October 2nd.
- If you are available to volunteer, in addition to our RSVP link, the LS&C would like you to complete their Formstack sign-up. Here is the link to their form. Be sure to select "October 28th" as the date at the top left corner of the form.
- As we get closer to the date, Margee Zeigler (mzeigler@mozart.sc.edu) will send out more information and updates leading up to the day of service, i.e., site location, where to meet up, etc., to those who are available to volunteer.
- If you have any questions, please let us know! We are looking forward to a fun day service with the USC community.

By-Laws: Julia Bellon/Marissa Buck

- The By-laws committee discussed Senator virtual attendance and voting due to the changing nature of the workplace (more Staff Senators work 100% remotely and how Staff Senators who work remotely have an additional burden to attend meetings in person (possible travel from around the state) and have equal participation.

Concerns:

- By-law changes for voting
- By-law changes for attendance
- Technical limitations or challenges
- Next Steps:

- Sent this information to Executive Committee and Membership Committed for feedback
- Possible survey to Staff Senators

Staff Senate Awards and Recognition Committee (Ad-Hoc): Bridget Leslie

- Staff Awards next meeting is September 20th at 10 a.m. We have great news to share during this time that will soon be shared with the entire body. We have drafted a staff resolution that is still being developed that will soon be presented to the legislature for consideration to make a designated day in May '24 a USC Staff Day. Also, we are drafting an itemized budget to support the USC Staff Day. More to come!

Staff Senate Scholarship/Fundraising Committee (Ad-Hoc): Chelsey Malloy

- Two members interested in joining, Art Farlowe and Wright Culpepper
- Next step is to set a meeting after the vote today

Additional Announcements

- I. Senator Bellon: as we shared last meeting, The Bylaws Committee would like to propose the following updates to the current Staff Senate bylaws:

Article V: Election Procedure

D. In the event of a tie in the election of any Senator, a runoff will be held between the tied candidates. This run-off will be held within 2 weeks of the stated deadline of the original voting. If the tie is not broken after the runoff, the candidate with the longer time of service to the University will be designated as the winner.

Article V: Election Procedure

E. In the event of a tie in the election of any Officer, a runoff will be held between the tied candidates. This run-off will be held within 2 weeks of the state deadline of the original voting. If the tie is not broken after the runoff, the candidate with the longer time of service to the University will be designated as the winner.

Article VI: Committees

Section 1: Committees

Awards and Recognition Committee:

The purpose of the Awards Recognition Committee is to plan and implement the annual Staff Senate Award program, as well as consider and implement additional USC staff recognition opportunities. The Committee will create opportunities to recognize and appreciate Staff on the USC campus.

Scholarship and Fundraising Committee:

The Scholarship and Fundraising committee is responsible for soliciting philanthropic funds to support various staff senate initiatives. Funds raised by this committee will be housed in the staff Senate Educational Foundation account.

Senator Leslie made a motion to make the Ad-Hoc committees standing committees. Senator Allen-Malloy seconded the motion. There was no discussion. All senators were in favor and the motion passed.

Senator Hodge made a motion to clarify the election of officers in the event of a tie. Senator Denisi seconded the motion. There was no discussion. All senators were in favor and the motion passed.

GIUFG Collection:

We partnered with community projects last year to give it up for good and last year we saved 65,757 pounds of materials from landfills and repurposed. We look forward to partnering again!

Senator Doran talked about retention of staff at USC but even in her own area she has experienced 60% of turnover in 30 months. I think it would be important if we collected information on consistency of distribution of workload or tasks is handled. Is the manager expected to do that work or is it distributed with appropriate compensation. I wanted to bring this to the group to get some insight and hear feedback from you all. I would love to discuss this and figure out what we can establish together.

VP Agardy shared with President Lusk about all of the available tools to share with the final decision maker regarding additional pay via a bonus, TSA, etc.

Senator Berry shared that September 26 is the Health and Wellness Expo (former Benefits Fair), 8 AM – 2 PM, farmers market, giveaways, a walk and can see what benefits USC has to offer!

Senator Keller shared that the Athletics senators took pictures of the roads near Rice Athletics center and shared with the email with AD Tanner and Representative Seth Rose, so we had some road work done, but we are very thankful for the fixing of potholes and beyond!

EVP Colascione: Family and Friends weekend is upon us! September 22-23, check-in starts the 21 and we are looking for volunteers to assist with the weekend.

And now that we have voted for the ad-hoc committees to be official, I will be reapportioning committees in the future, but if you want to change committees, please let me know.

Senator Harmon shared that the office of communications and marketing offers brand training throughout the year. September 27 is on the brand overview. October 4 is on feature writing. October 11 is on AP style. October 18 is on media 101. And we have a writing course!

Upcoming meetings:

- 10/10 – General Body Meeting
- 11/14 – General Body Meeting
- 12/12 – General Body Meeting

Adjourn

Senator Culpepper made a motion to adjourn. Senator Harman seconded the motion to adjourn. All senators were in favor. The formal meeting adjourned at 4:10 PM.

Next meeting: Tuesday, October 10, 2023, at 3:00 p.m. in the Lumpkin Auditorium, Close-Hipp Building, 8th Floor.

Respectfully Submitted,

Katherine Hilson

Secretary
Staff Senate