Minutes of the Staff Advisory Committee to the President
August 12, 2014
Stern Center 201

Attending: Charles Bradley, Josh Bryson, Frank Budd, Meredith Chance, Michelle Futrell, Teena Ham, Melissa Hortman, Amy Orr, Emily Padgett, Ashleigh Parr, Jane Reno-Munro, Karee Keefer White

Not attending: Bronwyn Barron, Susan Hallatt, Meredith English Perrone, Ed Pope (ex-officio)

Ashleigh Parr called the meeting to order at 11:04 a.m.

Minutes from the June 10 meeting were approved.

New Business

Elections by voice vote for Chair, Vice Chair and Secretary/Treasurer:

Nominations for Chair - Ashleigh Parr
Nominations for Vice Chair - Amy Orr
Nominations for Secretary/Treasurer - Emily Padgett

Voice vote:
- Ashleigh Parr elected Chair
- Amy Orr elected Vice Chair
- Emily Padgett elected Secretary/Treasurer

Subcommittee Selections:

- Communications and Concerns – This subcommittee addresses items submitted by staff, coordinates Staff Awards, and plans the Celebration of Staff. Some submitted items are sent to HR and will not be dealt with by the subcommittee.
  - Members – Charles Bradley, Frank Budd, Susan Hallatt, Teena Ham, Amy Orr, Meredith E. Perrone, Jane Reno-Munro

- Membership – Facilitates and coordinates all subjects related to SAC elections
  - Members – Bronwyn Barron, Emily Padgett, Karee Keefer White, and (tentatively) Meredith E. Perrone

- Staff Liaison – Works with faculty and students to communicate what’s happening on campus, collaborate on areas of common interest, and prevent duplicated efforts
  - Members – Josh Bryson, Michelle Futrell, Susan Hallatt, Melissa Hortman
At the first subcommittee meetings, each group will elect one Chair.

The SAC Webmaster is Josh Bryson.

Ashleigh reported that two SAC members need to serve on the Staff Development Committee that Elizabeth Kassebaum chairs. Teena volunteered to serve, but one additional member is needed.

**2014-15 SAC Meeting Schedule:**

Amy and Ashleigh met with President McConnell in July, and he would like to meet with the full SAC every other month. He will meet with the Executive Subcommittee in the off months. The September full SAC meeting will be with President McConnell, and it will be scheduled as soon as we have his availability. On the off months, SAC members’ Outlook calendars will be consulted when planning meetings (no Wednesdays or Thursdays were requested). Emily will consider trying for Tuesdays from 11:00 a.m. - noon. Meetings with President McConnell will be in the Randolph Hall Boardroom, and members will receive notification for the off month locations.

SAC has been working on gaining institutional recognition for some time, and the frequent meetings with President McConnell will give SAC concerns greater exposure on campus. Staff will see the impact of coming to SAC members with concerns.

Susan will set Communications and Concerns subcommittee meeting since she was the most recent Chair. Emily will set Membership subcommittee meeting date and invite a past member (Mandi Bryson). Michelle will set Staff Liaison subcommittee meeting date.

**Speaker - Institutional Ombudsperson:**

Deni Mitchell, the Institutional Ombudsperson, was invited to speak to SAC about her role at the College and how she can be of assistance to staff. See document presented at the end of the minutes.

**Ethics Policy**

Ashleigh served on a committee that reviewed the College’s current ethics policy to see what changes need to be made. The committee will also work on making sure that all employees are aware of our ethics policy. The Board of Trustees will review the policy changes in a future meeting.

**President’s Request for Information**

Ashleigh and Amy updated President McConnell in July on major concerns that SAC has addressed since our establishment: childcare, events, communication for staff who do not have regular access to College email, compression issues, compensation, staff training, fitness facility, and more.

- Childcare
  - McConnell asked SAC to look at additional childcare options on the peninsula so he can review all of the research at one time. He is aware that the Faculty Welfare Committee has done a lot of work on this subject in the past.
• Events
  o President McConnell wants to meet staff, so he plans to attend more events or create events in which he will be able to engage with staff.

• Communicating With Employees Who Do Not Have Regular Access To College Email
  o What is the best method to communicate with these staff members? SAC needs to be considerate of this and suggest ways to the administration in which communication can be most effective.

Ashleigh Parr adjourned the meeting at 12:00 p.m.

Respectfully submitted,

Meredith Chance

2013-14 Secretary, Staff Advisory Committee to the President

Document 1:

Faculty, Staff and Student Resource Coordinators
(Pilot Program) January 2010
Deni Mitchell, John Newell and Marjorie Thomas

THE ROLE OF THE OMBUDSPERSON
• As an advocate for fairness, the Ombudsperson acts as a source of information and referral, responds to questions presented by individuals and provides assistance in the resolution of concerns, problems, and informal complaints.
• The Ombudsperson does not have authority to take disciplinary action or reverse decisions. In addition, the Ombudsperson does not arbitrate, adjudicate, or participate in any internal or external formal proceedings. The Ombudsperson shall consider the rights of all parties involved. The Ombudsperson reports to the President of the College.
• The College of Charleston’s Ombudsperson adheres to The Ombudsman Association (TOA) Standards and Practice and is a registered member of the Ethics & Compliance Officer Association (ECOA).

RESPONSIBILITIES OF THE INSTITUTIONAL OMBUDSPERSON
• The primary duty of the Ombudsperson is to listen.
• Ensures that all parties are aware of their rights and responsibilities regarding College policies and procedures.
• The Ombudsperson does not participate in any internal or external formal proceedings.
• Works to facilitate communication and assist parties in reaching mutually acceptable agreement in order to find fair and equitable resolutions to conflicts or concerns. Apprises the administration of significant trends.
EXAMPLES OF DISCUSSION TOPICS

• College policies and procedures
• Performance evaluation (employment concerns)
• Interpersonal conflict
• Ethical concerns

• Employees who seek the assistance of the Ombudsperson can expect strict confidentiality in matters discussed with the Ombudsperson to the extent permitted by law.
• The ombudsperson will not disclose that you came to the ombuds office or disclose any part of your confidential communications unless in the course of your discussions with the ombudsperson, you grant your permission to do so.
• Exceptions to confidentiality exist when the Ombudsperson determines there is a threat of imminent harm or is ordered by a court or required by law to disclose information.
• Confidentiality cannot be waived by users of the office because the privilege of the confidentiality belongs to the Office of the Ombudsperson, not the users of the office.

Informal Complaints and Inquiries for 2012: 97 total cases graphed below

"The ombuds is ideally situated to play a vital role in virtually every phase of the change process. As the complaint handler at the center of the university, the ombuds meets with anyone with a concern: emeritus faculty, tenure candidates, and part-time adjuncts; undergraduate and graduate students; blue-collar workers as well as middle managers and senior administrators. The ombuds knows what is bothering people at all levels, and what they want; the ombuds understands the organizational culture and has the obligation to make recommendations for change within this context; the ombuds will continue to hear complaints about the new or changed conflict resolution systems to contribute to continuous evaluation and development." – Dr. Marsha L. Wagner