



MINUTES

Conference at Salt Lake Community College
July 16-17, 2015

July 16, 2015

9:30 am Breakfast and Gathering

10:00 am Welcome by UHESA Pres. Brett McKeachnie and Michael Blain of Salt Lake Community College

Roll Call (Please see the UHESA web site for delegate status.)

Name	Institution
Amelia Williams	Weber State
Jennifer Ungerer	Weber State
Debbie Murphy	Weber State
Melanee Mariner	Southern Utah
Jared Wilcken	Southern Utah
James Loveland	Southern Utah
Bruce Barclay	Southern Utah
Julie Ellis	Salt Lake Community
Michael Blain	Salt Lake Community
Brett McKeachnie	Utah Valley
Sherry Harward	Utah Valley
Shalece Nuttall	Utah Valley
Leslie Farnsworth	Utah Valley
Sylvia Bradshaw	Dixie State
Andrea Brown	Dixie State
Debbie Millet	Dixie State
Katie Armstrong	Dixie State
Kathleen Briggs	Dixie State
James Miller	Dixie State
Holly Bigelow	University of Utah
Paul Peterson	University of Utah
Karren Nichols	University of Utah
Jan Lovett	University of Utah
Todd Hugie	Utah State
Taci Watterson	Utah State
Amanda Davis	Utah State

Each institution names two main and two alternate delegates. These were identified by representatives of each school. Brett also asked that any proxy voters be identified.

10:30 am Modern Rules of Order – Andrea Brown

Ms. Brown presented on the option of Modern Rules of Order as a less rigid alternative to the standard Roberts Rules of Order. Handouts are available through Andrea at abrown@dixie.edu.

11:00 am Commissioner David Buhler

Commissioner David Buhler and Assistant Commissioner for Public Affairs, Spencer Jenkins visited with the group after which Commissioner Buhler was presented with a UHESA paperweight. Below are some points of his discussion.

1. Expressed gratitude for all that each individual as well as the UHESA organization does, saying “it is critically important”.
2. Legislative Issues
 - a. Spencer is the lobbyist for the House of Representatives.
 - b. Much good was accomplished this year, but compensation, which was our top priority, was also our biggest disappointment. “By the time they had moved from 3%, they were locked into 2%.
 - c. It was important that we were mobilized toward the end. “There is nothing more important than individuals contacting their representatives. It is so important for the rank and file to let their legislators know that we are equal to state employees.”
 - d. Spencer and Dave have already met with where our first priority will be compensation for higher education employees.
3. Questions from those present:
 - a. Question: How can we help staff know how important they are?
 - b. Answer: A number of states have cut spending on higher education, then made them earn it back. Luckily that hasn’t hit Utah yet. The progress we have made is a modest start. Senate Bill 232 will be the new model of measuring a 6-year grad rate and monitoring those who are underserved. When we ask for compensation, it should be merit-based.
 - c. Question: How are those things being measured?
 - d. Answer: First we take the money appropriated, then schools compete against themselves for it. The formula measures outputs, total graduates and workforce data. Data will transition from PELL student grads to first generation grads.
 - e. Question: Why do we ask for merit retention if it doesn’t work?
 - f. Answer: Because it works best with legislators. It shouldn’t be all or nothing. If it’s given to us for merit there should be some kind of measurement.
 - g. Question: How can we as staff employees best support our own schools and higher education in Utah?
 - h. Answer: Personally know your legislator! Go to your precinct caucuses. “Count My Vote” will make some impact, but for the most part delegates will stall make a difference. Campaigners (those willing to put signs in their yards, etc.) are those they’ll remain loyal to.

- i. Question: How do we effectively know that our concerns are being conveyed? How much clout does one representative have? How much does the Commissioner's office have?
 - j. Answer: Sometimes one person doesn't have much impact, but sometimes they do. The commissioner's office seems to be well-regarded. When legislators see a united effort among all of the schools, they listen. It does have an impact, but the schools need to keep it at 2-4 priorities. Our priorities for the upcoming year will be Compensation, enrollment growth, performance funding and other initiatives. Budget is a balancing act for the institutions. Each one will have a slightly different view. The same goes for various groups on campus. Talk to the staff about it. Tell them, "We know this is what the regents' priorities are; this is what it means to you."
 - k. Question: What can we do to support you?
 - l. Answer: Work with Spencer on legislative issues. Keep up on that relationship Build on that. Send suggestions for content for the newsletter. Make sure your voice gets heard.
4. After Commissioner Buhler and Mr. Jenkins left, Brett led a discussion on what was learned from their visit.
- a. We need to be involved in the process.
 - b. We need to have events on our campuses getting the staff mobilized.
 - c. We're intimidated by the process, but this would be helped by going to the capital and watching the process.
 - d. We especially need to motivate counties and schools outside of Utah, Salt Lake and Davis counties.
 - e. There is no huge time commitment. Holly is willing to go the schools and train staff.
 - f. There must be a partnership with the institutions, staff, regents and UHESA. We must all tell the same story.
 - g. We need to know it's worth it.
 - h. We need to ensure we're conveying these messages to our staff. One idea is to have each staff association write a letter of their own that would support UHESA's mission.
 - i. Decided on a strategic plan to take to the legislature. Define priorities and how we want to fight for them.
 - j. Survey results collected last year can help with this.
 - k. School staff associations should send feedback to UHESA.
 - l. If we don't go back to our staff association meetings and share what we did here, we're not doing our job. That communication must go both ways.
 - m. Maybe we should concentrate on communication with regents rather than legislators.

12:00 pm Lunch & SLCC Campus Introduction and Video

The video was wonderful and through questions and answers, we learned more about Salt Lake Community College.

1:00 pm Committee Reports

- Financial – Brett on behalf of Vern Bales
 - UHESA is in very good financial shape.
 - Vern will send out instructions on getting reimbursement.

- He'll be sending out invoices soon.
- PR/Media – James Miller
 - The focus has been on the new web site. It will continue to be improved. There will be a social media page soon.
 - We have a Facebook page and are on Twitter and are used for all staff employees. Linked-In is used for internal messages among the UHESA delegates. Use social media to help with priorities, etc. The best way to enhance and grow it is to use it.
 - We could submit an article to the Higher Ed Matters newsletter.
 - Put the UHESA agenda and meetings on the agenda for school staff associations.
- Legislative – Holly Bigelow, who will be stepping down next year.
 - We have made huge strides.
 - We have learned that we have two sources of money: state money and tuition.
 - Of the state money appropriated, 50% goes to public education, 25% goes to higher education.
 - Public Ed made a huge mistake by asking for too much and the legislature got tired of it. We can learn from this and be appreciative for what we are given.
 - When we make a request, accompany it with a solution.
 - Compensation is a priority for the Board of Regents, but ultimately, institution presidents decide how to spend what is given. We need to fight for our staff.
 - Make use of the V.P. of Government Relations on each campus. Build a relationship with them.
 - Two concerns legislators have is that when we visit Capital Hill, you're there on company time OR that you're lobbying for the school and not for your own concerns. Going forward, we shouldn't require staff to take a personal day to attend, but we just won't tell the legislators.
 - Form letters just don't work. One idea is to write a combined hand-written letter from any staff group there may be at a meeting. Pass it around with each staff adding their own personal note or concern, then present it to a senator or representative when you meet him/her.
 - If you cannot make it to the UHESA day at the capital, send an email or call. So few people participate that everyone who does show up makes a difference.
 - Being a delegate is very powerful. Holly can train staff on how to become one. However, if you're not one, just asking to meet with your representative is also very effective.
 - They do want to talk to us even though some are more approachable than others.
 - Now is the time for reaching out.
 - Everyone should know who your reps are.
 - Letters stand out. Some others prefer another way, such as emails or texts.
 - If we could get database of everyone on campus who is willing to make a connection on each campus, then mobilize them, using it when important bills are coming up, it would be a great tool.
 - Invite legislators to your schools.
 - Having a legislative representative on your staff association boards is very important.

2:00 pm “State of UHESA” speech – Brett McKeachnie

- It is an honor to have served. Thank you to Bruce Barclay and Sheri Butler (presented with a certificate of appreciation).
- UHESA’s Reach
 - We affect our institutions, staff associations, helping to develop them.
 - Then we hopefully are taking what we learn to our associations and hopefully to the staff employees.
 - We affect 25,372 staff employees, whether we’re doing our job well or poorly.
- UHESA’s Role
 - The mission of UHESA is to unify, train, educate, and cultivate higher education staff and their associations; to create a powerful voice for staff within the state of Utah; to instill a sense of pride in higher education staff; and to educate the citizens of Utah regarding the worth of higher education.
 - Our ultimate goal is promoting higher education.
 - We may not be able to do something about each of our purposes, but there are some large goals that would bring about smaller ones.
 - Bylaws
 - We have all got to get on board to help.
 - We should be doing things all year so that legislator day is the knock-out punch.
 - Strategic Plan
 - Maybe we need to be selective. Rather than do many things poorly, we can do some things very well.
- UHESA’s Relevance
 - Do we matter to the Board of Regents? Do we matter to USHE? Developing a relationship is the key, whether it’s with the Board of Regents, school associations, and individual staff.
 - Do we matter to the legislature? The key is the same: develop relationships with your representatives.
 - It is the same with the governor, institution presidents, faculty leadership, statewide faculty senate, etc.
- UHESA’s Future
 - UHESA’s success is directly proportionate to the effort put in by the delegates.
 - Each staff association’s success can be enhanced by our efforts.
 - Sylvia will lead us well.
 - The future is bright.

2:45 pm Break

3:00 pm Officer Nominations

- Legislative Committee Chair
 - Clint Moser - elected
 - Jan Lovett
 - Linda Lievhardt
 - Paul Peterson

- PR/Media Committee Chair
 - Todd Hugie - elected
 - Nikki Dang
- President Elect
 - Julia Ellis
 - Sherry Harward
 - Todd Hugie
 - Andrea Brown - elected
- Secretary
 - Debbie Millet- elected
 - Shalece Nuttall
 - Melanee Mariner

3:15 pm By Laws & Constitution (pre-reading)

- Proposed Changes to Bylaws
 - Article III, #2, change “my” to “may.”
 - Article III, #4, replace with “The UHESA organization may on a case by case basis, pay up to the full amount of conference costs, food, travel and lodging for the executive board or committee chairs.
 - Article II, #2, change “Treasurer’s Institutional Policy” to “traveler’s institutional policy”.

5:00 pm Adjournment



AGENDA

Conference at Salt Lake Community College
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9:00 am Breakfast and Gathering

9:30 am Welcome & Future Meeting Schedule

- October 23, 2015 – Utah State University
- January 28, 2016 (tentative) - UHESA Day at the Capital
- April 1, 2016 – Meetings at Dixie State University
- July 14-15, 2016 – Annual Conference, Utah State University

9:45 am Campus Reports/Discussion

- Dixie State University
 - Building
 - There is a new addition to the Burns Arena being built to house office space for HR and other departments.
 - In the fall, for the first time in 50 years, a new housing complex (300 beds) will be built.
 - Beginning to implement their 5 year strategic plan.
 - There is much shifting of positions among staff and administration.
 - Their new HR Director, Travis Rosenberg, will take over on August 3rd.
 - Their two staff associations are joining together much more now.
 - Their Staff Breakfast with the President was a huge success.
- Salt Lake Community College
 - Building
 - There will be a new development near the airport and one in Harriman. They already have 9+ new relationships at other locations. They also host university programs through relationships with other schools.
 - A new program called "Bridge to the U", helping students start out at SLCC, then transfer to the U of U, is doing well.
 - A review for candidates for a new HR director is beginning.
 - Their new president is doing everything she said she would do. She is "real".
 - First generation students are a high priority.
- Snow College

- Southern Utah University
 - Building
 - A new theater is being built and the Southern Utah Museum of Art will be slated to be built.
 - “Student Services” is now “Student Affairs”.
 - “Academic Advisors” are now “Student Success Coaches”.
 - Strategic planning is being implemented and includes how they address international students, etc.
 - A new “jump start” program is being implemented wherein all BE classes are completed the first year. It includes trips to exciting places.
- University of Utah
 - New buildings:
 - The new Larson Studios are taking up a lot of parking, but apartments are being built above the studios.
 - They just finished a new law school, but they haven’t yet decided what to do with the old one.
 - There will be a new center at the Huntsman Cancer Center.
 - A new student life center will be great for students, but it hasn’t yet been decided how much to charge staff.
 - Two new parking terraces, costing from \$2,000 to \$9,000 per stall to build, are being built.
 - A new basketball center is being built.
 - There will be a bridge built over Campus Drive.
 - The new program with SLCC is for students who failed at the U, but who can come back to finish their degree.
 - They are having trouble with “People Soft”. They are having to take out all of the data from the past 20 years, fix it and then put it back in.
- Utah State University
 - Building
 - A new student exercise facility will be built by fall. The students paid for it through student fees. It’s a very nice building for students only.
 - The new Maverik football stadium will be the first in the state to have one named after a commercial sponsor.
 - A new business building is being built around the old building.
 - Big names like Steven R. Covey or high national rankings of departments or programs may be prestigious for students, but they also will pay higher tuition to participate.
 - This will be the year of the water with many programs relating to it and a big campaign to develop new technology, irrigation and other well-advertised programs.
 - A new wellness program is being implemented. Much of it came from the survey of those who may use it. Part of it will reimburse the staff for wellness efforts.
- Utah Valley University
 - Building

- The new classroom building is finished.
 - Fundraising is underway for a new arts building, finally bringing the different programs together.
 - An expansion plan for their Thanksgiving Point property will develop the community college focus.
 - They are seeing very heavy traffic for the Life and Wellness facility and that program, which is really stepping up.
 - Next year will be their 75th anniversary.
 - Self-funded insurance option got a 1-time rebate, showing that using benefits wisely can be good.
 - The Affordable Care Act is causing problems on campus, some of which are unique to UVU. It has gotten very messy with employees who go over 40 hours a week or the part time limit being fired. This is affecting international students a lot.
 - Overall it's been a good year.
- Weber State University
 - Building
 - A new beautiful science building will help the problem of math classes being spread all over campus.
 - They are focusing on getting a downtown presence. There is a bookstore and a technology work space for the community, with professional development opportunities. They are also looking to buy another building downtown for Community Education.
 - The Davis campus is growing by leaps and bounds. There is a lot of new building and buying others. A new facility in Farmington is an example.
 - They went through the 7-year accreditation. Quite surprisingly, there were no issues and no recommendations. They are now looking at their 5-year review.
 - They are preparing for their 125th anniversary with a capital Campaign
 - There is an LGBT center that has done much to heal divides and bring people together.
 - Employees are excited to see what the new Provost will do.
 - This was the first year of combining the exempt and non-exempt staff associations. It has come together very well and they are looking forward to working together now. They have combined the two boards. They did an apportionment of exempt and non-exempt staff to determine the number of representatives on the board. They currently have 16 people on the board. Five of them are new. By next year they'll be in line with the plan. They're hoping to make a difference, bringing the two groups together in purpose.
 - The new "Dream Weber" campaign allows any student coming from a household income of \$40,000 or less free tuition.
 - New masters programs and nationwide marketing are helping it grow. Davis County is growing fast and they're trying to keep the people there.

1:00 pm Martha Wilding – “Give Them a Pickle!”

- Our customers are students, faculty, staff, administrators, and the community. We are their only choice for our service. They can't shop around for another like department or office, but they can shop around for colleges.
- We're all in customer service and will make a difference, either negative or positive.
- Exceptional customer service
 - Create a total service experience.
 - Exceed customer expectations.
 - Make an emotional connection.
 - Serve quickly on their terms.
 - A satisfied customer is your best strategy.
 - Everyone on your team must be targeting the same goal.
 - Exceptional customer service is when you have any opportunity to change a unhappy customer to a pleased one. When you do that, you are using exceptional customer service! The reward is turning a bad day and a bad experience into a great day and a great experiences!
 - Give 'Em A Pickle
 - Ms. Wilding showed a video of a restaurant owner who trained his staff that it's better to give customers what they want than to stand your ground on policy and chase them away.
 - **Servicing others** must be your first priority. Find out what the customer wants and give it to them.
 - **Attitude**. How you think about your customer is how you treat them. They're the boss. We're in show business. We need to play he part no matter how we feel.
 - **Consistency** comes from setting high standards and holding to them every day. Everything you do ends up in front of the customer.
 - **Teamwork**. No one can do it alone. A team is a group of people who go out of their way to make each other look good.
 - Every day we're in the position to make or break somebody's day.
 - Ask yourself how would you want to have the problem solved and then do it.
 - We're representing the entire institution.
 - The ability to work well with others is critical to your success on the job!

1:30 pm Election Results

President Elect: Andrea Brown

Secretary: Debbie Millet

Legislative Committee Chair: Clint Moser

PR/Web Committee Chair: Todd Hugie

2:00 pm Adjournment
