

# **OVPR ADMINISTRATIVE SUPPORT MEETING**

**FEATURING ~  
WORKING AT IOWA SURVEY 2012 RESULTS  
ORG 04 AND ORG 40**

# What is 'Working at Iowa' (WAI)...Why

- ❑ Confidential survey
- ❑ Asking Faculty & Staff about work environment
- ❑ Measure staff engagement
  - ❑ Employees with a higher level of engagement will better support the key goals, initiatives and mission of the University
- ❑ Build upon 2006 and 2008 surveys
  
- ❑ Results are used to:
  - Reinforce what we are doing well
  - Guide improvements in how our employees experience the University

# Structure

- ❑ 20 questions – 6-point scale of agreement or disagreement
- ❑ Questions focused on feelings about your position, your unit & the University as a whole
- ❑ 7 questions trended from 2006, 2008 & 2012
- ❑ Confidentiality – must have 15 or more respondents in order to receive a report
  - ❑ DSP, OAR, OSA, EHS, UHL

# Data & Reports

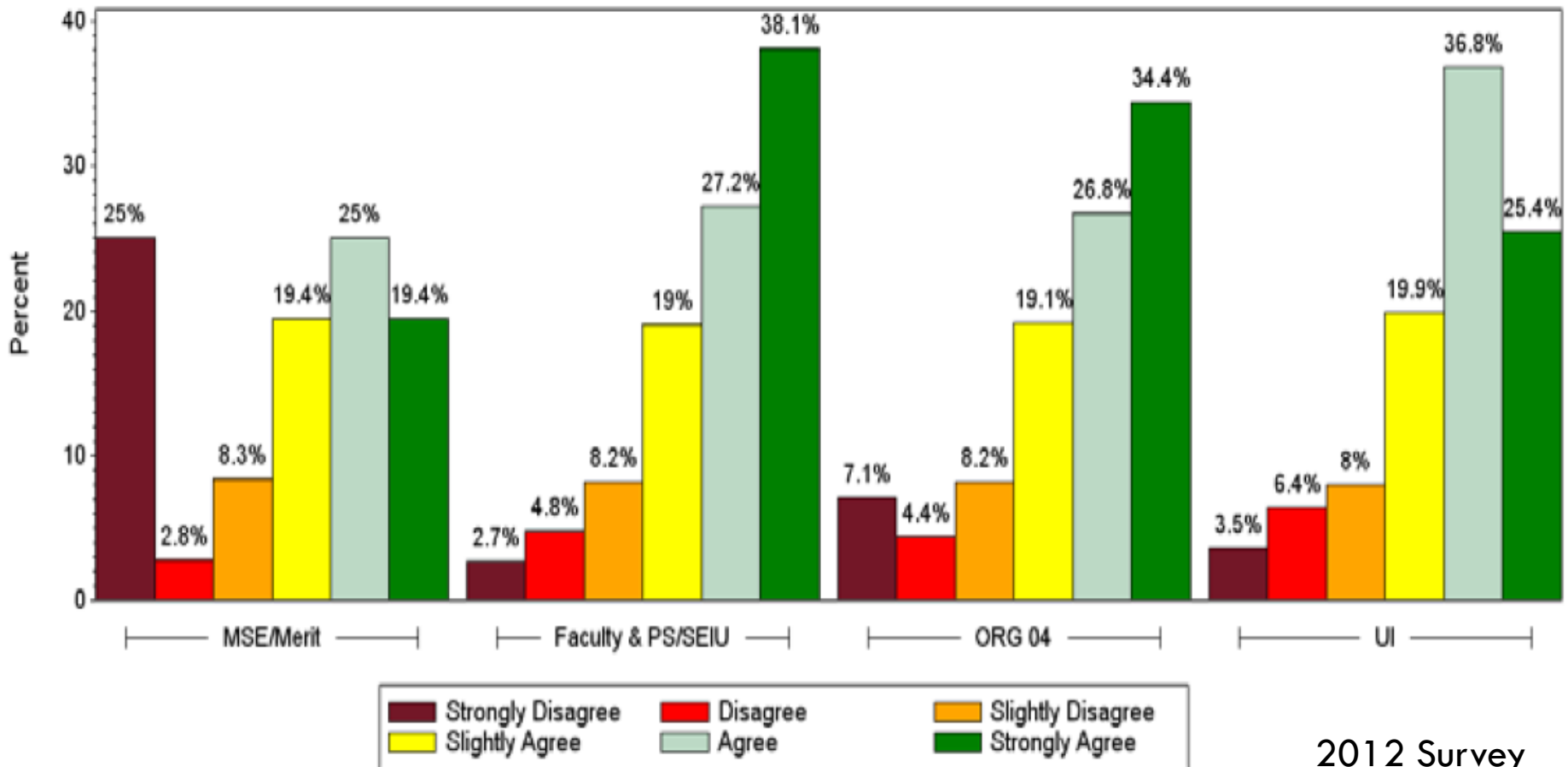
- 72.8% of OVPR staff participated – UI 67%

	# in population	% of total in population	# participated	% of total participated	% participated of # in population
Faculty	3	1.2%	3	1.6%	100%
PS	185	72.8%	145	78.4%	78.4%
Merit	66	26%	37	20%	56.1%
TOTAL	254		185		72.8%

- Overall, VPR Org is positive
  - One unit with a high number of merit staff reported disagreement in their answers to several questions.
- University-wide results were very positive
  - Results show progress even in areas that have potential for improvement
  - Summation of all agree results over 80% = good

# Areas to Celebrate - #1

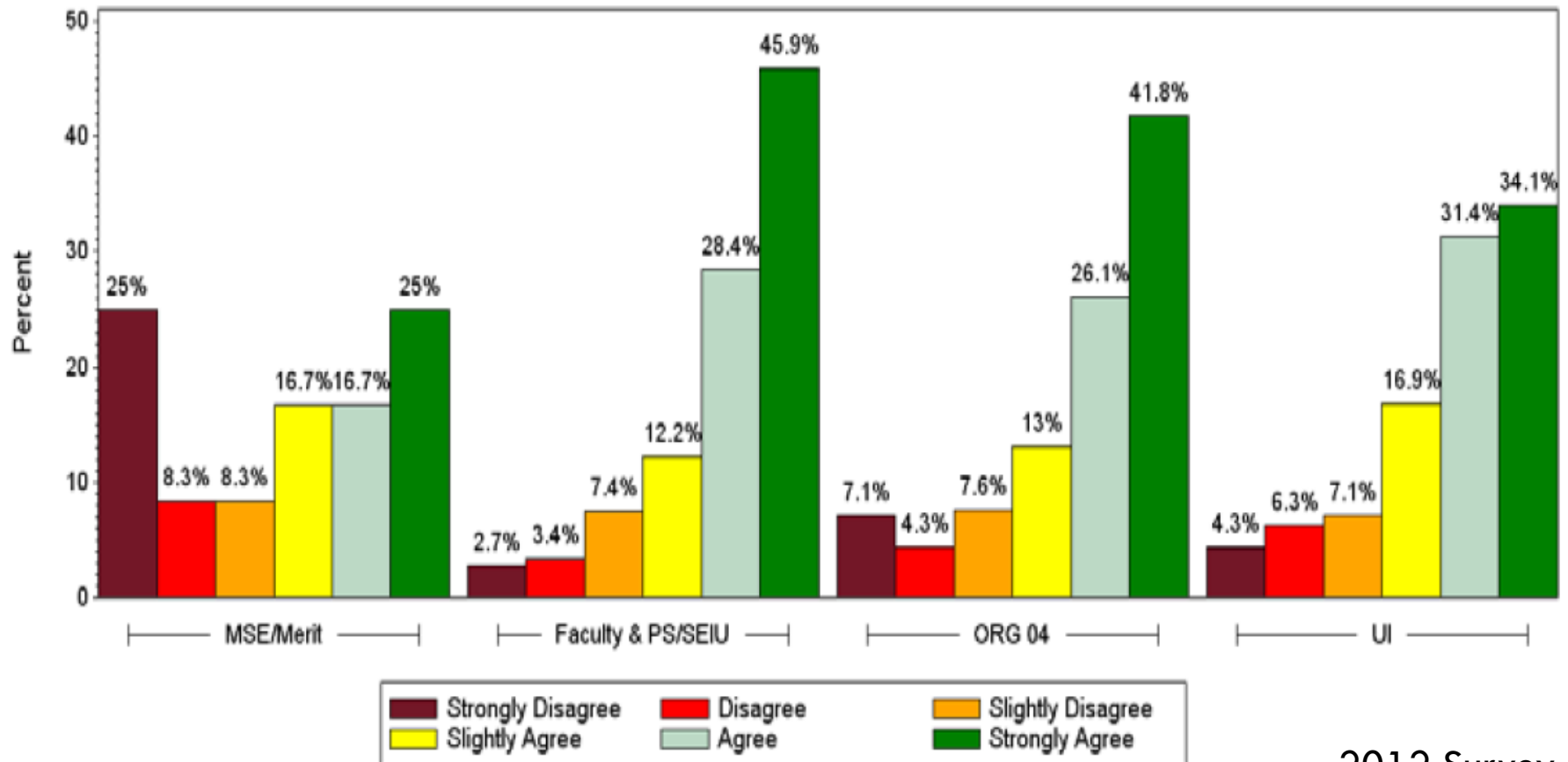
Q3: The Feedback I Receive from my Supervisor Helps Me to Improve my Performance.



2012 Survey

# Areas to Celebrate - #2

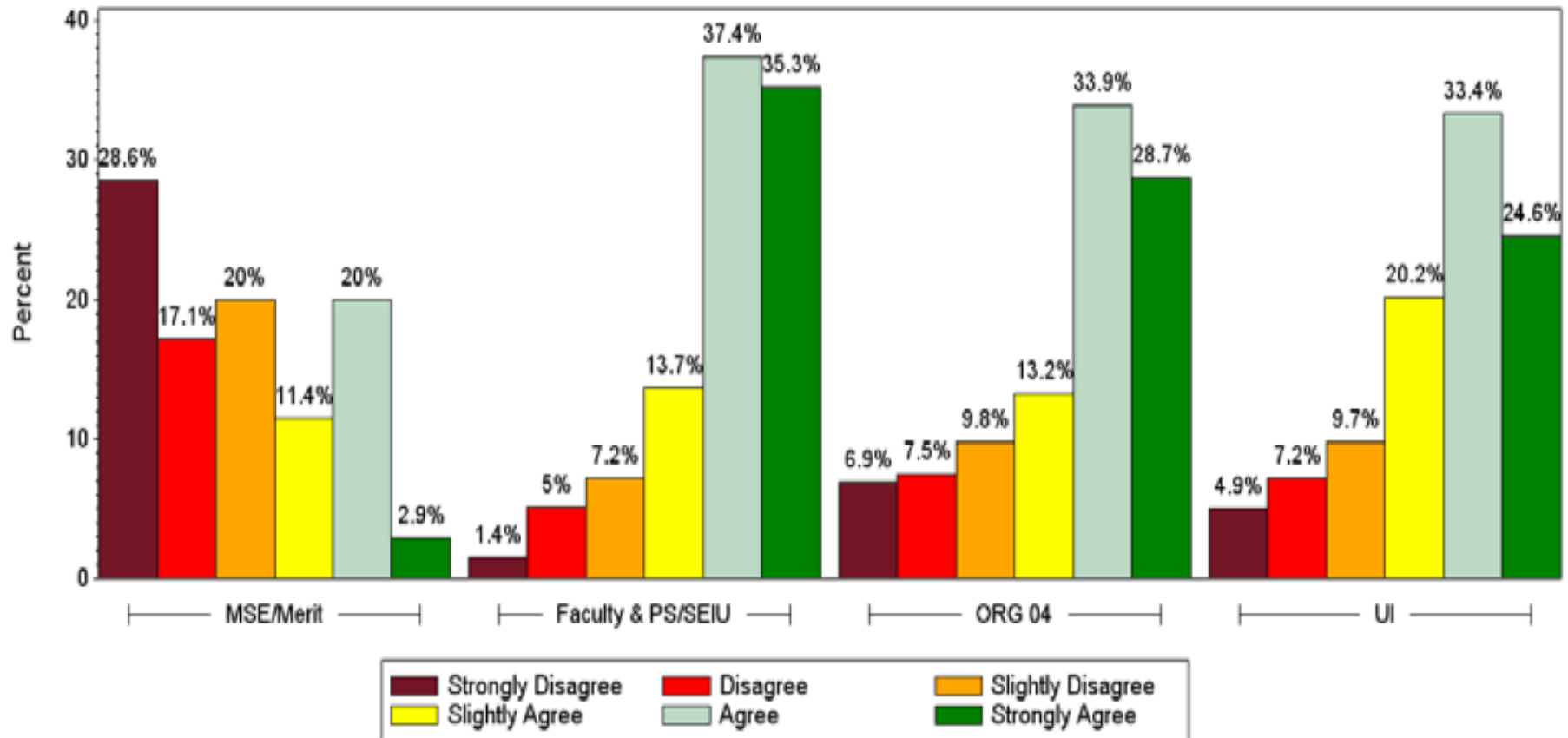
Q4: My Supervisor Acknowledges Me For Doing Good Work.



2012 Survey

# Areas to Celebrate - #3

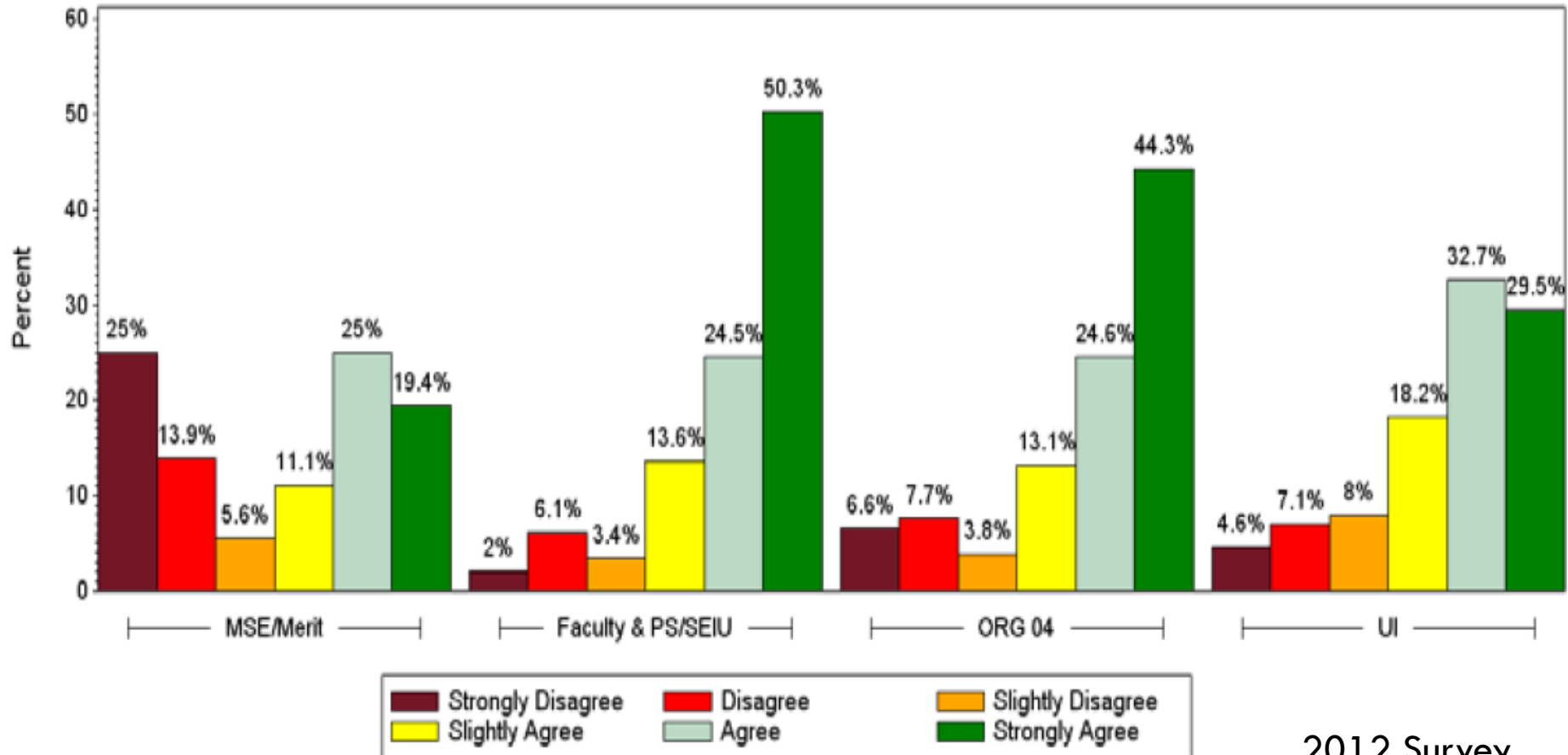
Q10: My Unit Provides Support to Help Faculty/Staff Balance Work & Personal Life Responsibilities



2012 Survey

# Areas for Improvement - #1

Q5: I am Encouraged to Participate in Professional Development.

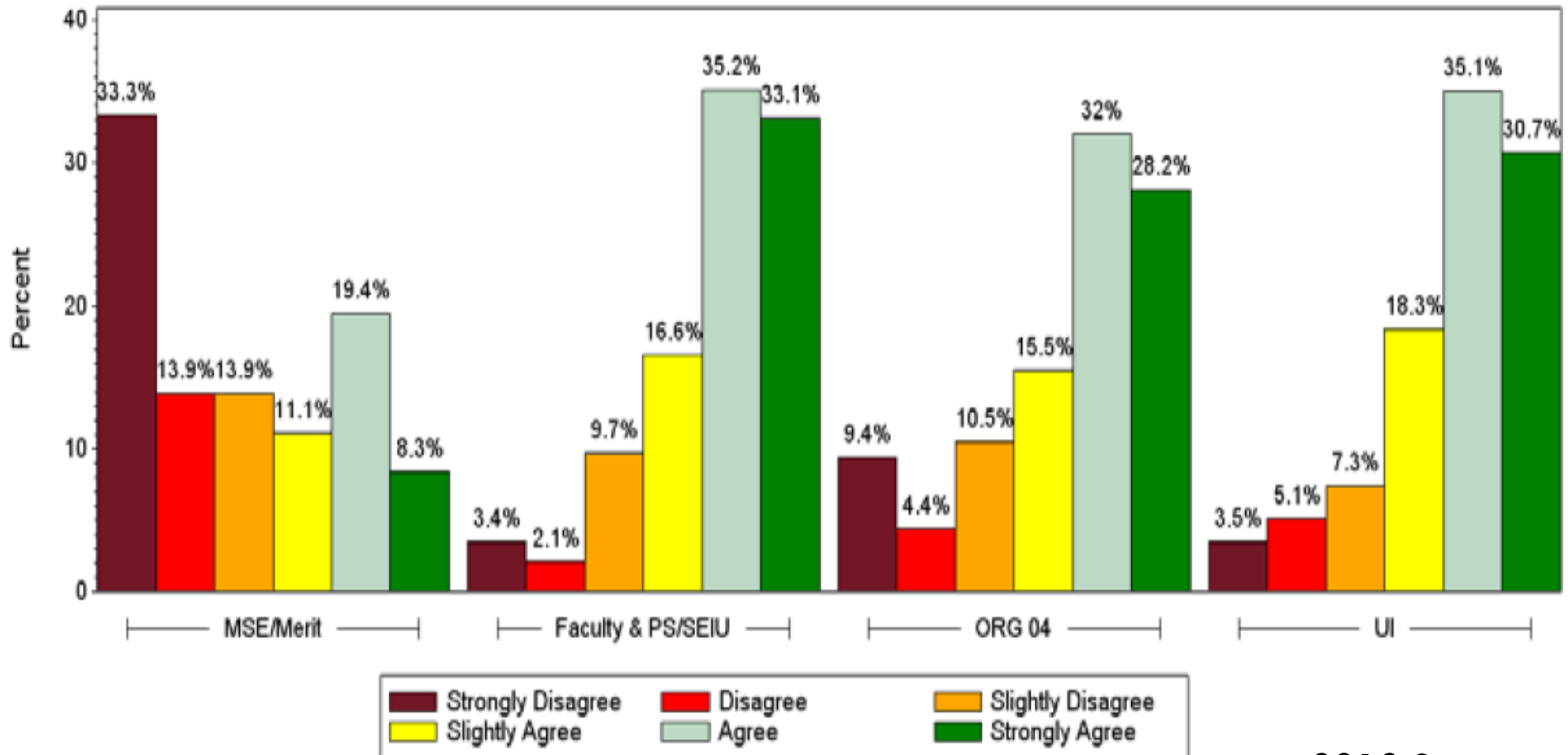


2012 Survey



# Areas for Improvement - #2

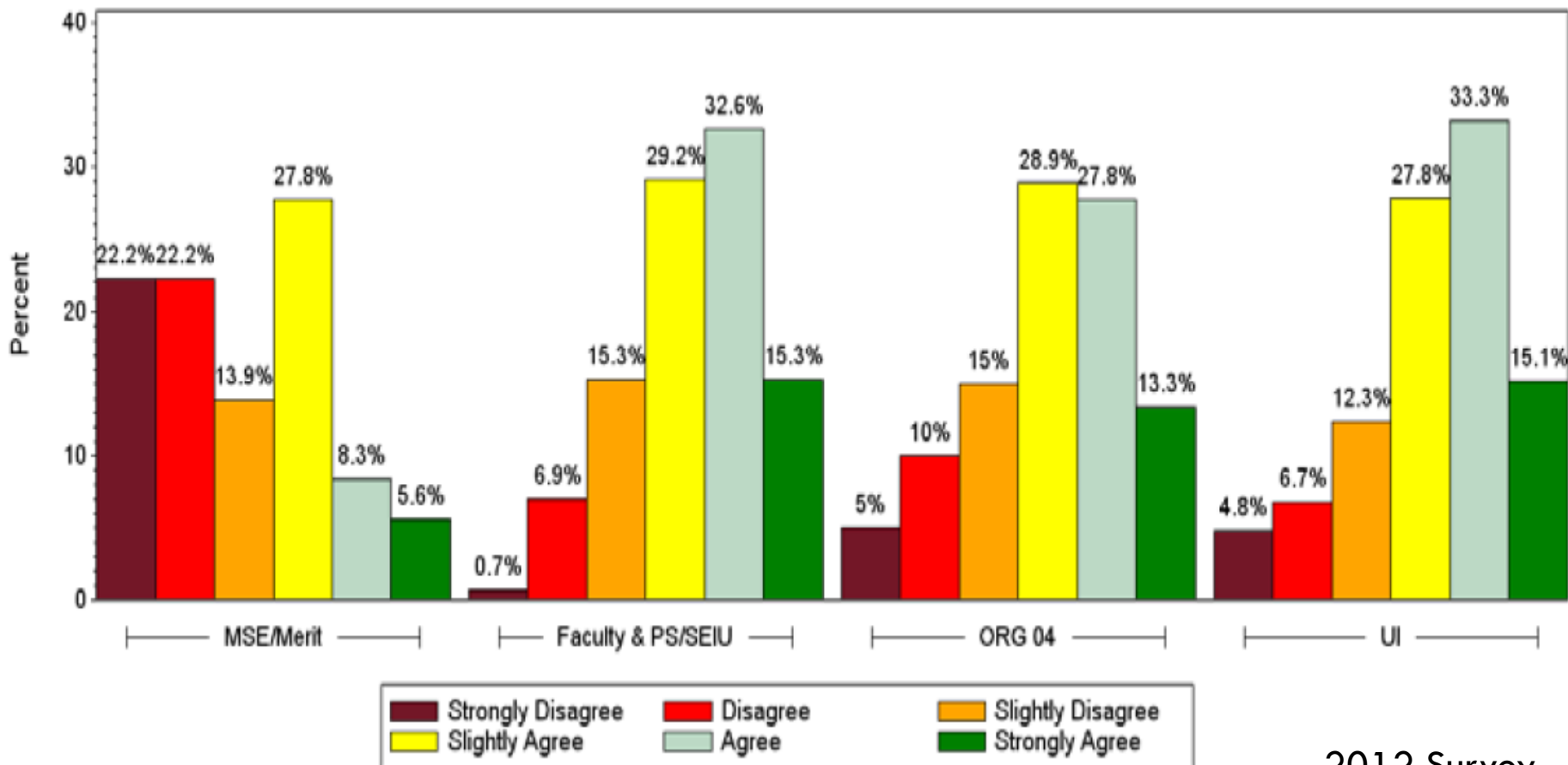
Q15: Given the Opportunity, I Tell Other People Great Things About Working in My Unit.



2012 Survey


# Areas for Improvement - #3


Q18: The UI Does a Good Job of Recognizing the Accomplishments of Faculty/Staff.



2012 Survey

# OVPR Trended Survey Data

 >1% above Favorable















 <1% above or below Neutral

 >1% below Unfavorable

Participation Rate:

UI: 66.70%

ORG: 72.80% 

Trended Survey Questions	Area	Strongly Agree/Agree/Slightly Agree			ORG Changes From 2008	2012 Comparison With UI
		2006	2008	2012		
1. I know what is expected of me in my work.	UI	95.0%	95.6%	95.2%		
	OVPR	85.9%	87.0%	91.3%	4.94% 	-4.10% 
2. I receive regular feedback about my work.	UI	74.0%	75.2%	79.9%		
	OVPR	89.1%	70.0%	78.1%	11.57% 	-2.25% 
8. My workplace has a strong focus on providing excellent service to those we interact with.	UI	91.0%	91.4%	92.5%		
	OVPR	87.9%	89.3%	84.7%	-5.15% 	-8.43% 
10. My unit provides support to help faculty/staff balance work and personal life responsibilities.	UI	80.0%	77.9%	78.2%		
	OVPR	83.0%	76.3%	75.8%	-0.66% 	-3.07% 
11. Work-related conflicts are managed constructively in my unit.	UI	64.0%	68.8%	73.5%		
	OVPR	51.1%	62.2%	63.6%	2.25% 	-13.47% 
16. I understand how my job fits into the overall mission of the UI.	UI	94.0%	94.3%	94.5%		
	OVPR	93.8%	93.8%	95.1%	1.39% 	0.63% 
17. I would recommend the UI to a friend seeking employment.	UI	88.0%	88.5%	92.6%		
	OVPR	82.8%	88.2%	88.0%	-0.23% 	-4.97% 

# What's Next? Communicating the Results

- ❑ Each OVPR unit director with 15 or more respondents received a departmental report
- ❑ OVPR Report will be available on HR website
  - <http://ovproperations.research.uiowa.edu/>
- ❑ UI Working at Iowa site:
  - <http://uiowa.edu/hr/working/index/html#index>

# What's Next? – Strategies to Improve

- ❑ Rewards and Recognition Program for VPR
- ❑ Detailed work plan for better engagement of Merit staff
- ❑ Training available for Managing Conflict
- ❑ Focus of Customer Service Training

# OVPR Thank You Program

- **Announcing a new recognition program for OVPR staff & faculty!**
- **Program is an opportunity to thank a staff member in the OVPR organization when they have gone above and beyond the call of duty to be of assistance to faculty, staff or students in support of the research enterprise!**
  
- **Guiding principles for the Staff Recognition Thank You Program:**
  - Any UI faculty, staff, and students may submit a staff recognition Thank You form.
  - All current OVPR staff & faculty members are eligible to receive a staff recognition Thank You card.
  - All nominations are encouraged. Nominators do not necessarily need to be in a supervisory role. Co-worker to co-worker nominations are encouraged.
  
- **Going live on April 1<sup>st</sup> -**
  - <http://research.uiowa.edu/vpr-staff-recognition-thank-you-program>

# Sample Action Plan – Better Merit Engagement

Concern or Issue	Action Plan
<p><b>Main Themes:</b></p> <ul style="list-style-type: none"> <li>• improve communication</li> <li>• improve/build the skills of our supervisors</li> <li>• Staff need regular feedback</li> <li>• clear expectations</li> <li>• acknowledged for their good work</li> <li>• professional opportunities</li> <li>• Work-Life balance</li> <li>• Able to speak openly with supervisor</li> <li>• Supervisor treats staff with respect</li> <li>• Work-related conflicts are managed constructively</li> <li>• Unit goals are clear</li> <li>• strong focus on excellent customer service</li> <li>• Workloads are distributed fairly in unit</li> </ul>	<p><b>Training sessions for Supervisors</b></p> <ul style="list-style-type: none"> <li>• performance management on a daily basis, giving effective feedback</li> <li>• Investigations, discipline &amp; performance management</li> <li>• setting example/modeling good behavior, giving effective feedback</li> <li>• Conflict Resolution/coaching/timely feedback</li> </ul> <p><b>Improve support, leadership and mentoring</b></p> <ul style="list-style-type: none"> <li>• Daily presence in each of the facilities will improve communication, set goals with staff, focus on safety &amp; injury prevention, resolve conflict in early stages, promote excellent customer service, provide firsthand knowledge of &amp; fair distribution of workloads.</li> </ul> <p><b>Wellness and Recognition</b></p> <ul style="list-style-type: none"> <li>• Workplace Wellness Group.</li> <li>• Rewards &amp; Recognition Program.</li> <li>• EAP, Wellness Programs, Personal Health Assessment.</li> </ul> <p><b>All Staff Training and Communication</b></p> <ul style="list-style-type: none"> <li>• Ombudsperson visit &amp; training</li> <li>• Customer Service training</li> <li>• Improve departmental email communications</li> <li>• All Staff Meetings</li> </ul> <p><b>Review job descriptions</b> annually during Performance Reviews.</p>
<p><b>In early 2014</b></p>	<p><b>Survey tool to measure improvements</b></p>

# Working at Iowa Survey 2012

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Questions?



# Social Security Number policy

- The UI Information Security and Policy Office recently informed us of an information breach involving the transmission of social security numbers via e-mail. As a reminder, SSNs must be transmitted in a secure fashion (i.e., encrypted). **Standard email is not an encrypted/secure mode of transmission.**
- More information about UI policies concerning the use of SSNs and Computer Security Breach Notification is available at:  
<http://www.uiowa.edu/~our/opmanual/ii/36.htm> (Social Security Number policy)  
<http://cio.uiowa.edu/policy/policy-notification.shtml> (Computer Security Breach Notification policy)
- If you have questions about IT Security and Policy – Cheryl Reardon

# Collective Bargaining Updates

## AFSCME

- **Wages:** 0% each year; steps still included for those eligible
- **Insurance:** Maintained at current levels per arbitrator's answer (Union proposal successful)
- **Significant Language Changes:** Unknown at this time; DAS will be providing BOR a summary of the language changes within the next 30-90 days

## COGS

- **Wages:** 2% year one and 2.25% year two
- **Tuition Scholarship:** Maintained 100% at CLAS resident rate
- **Health Insurance:** only 3 minor modifications to remain compliant with Affordable Care Act
- **Significant Language Changes:** None

## SEIU

- **Wages:** 2% year one and 2.5% year two per arbitrator's answer (BOR proposal successful)
- **Health Insurance:** Maintained at current levels
- **Significant Language Changes:** Professional Recognition Program MOU, wage compression, charge nurse differential increased by \$.50, salary minimums frozen both years,

# Criminal background checks

- The criminal background check policy was updated in January and now states CBCs should be run for **all regular merit, professional and scientific, and faculty positions** at the time candidates are selected for hire.
  - ▣ Candidates for temporary merit, professional and scientific, fixed-term faculty, and student staff (including graduate teaching and research assistant) positions that have been designated security sensitive by the appropriate dean or vice president also are checked at the time of hire.
- You no longer need to complete the 'Request to conduct a CBC' form for regular merit, P&S or faculty positions.

# Salary Overpayments

- Salary overpayments are being closely monitored and several things are in place to address them.
- Refer to the handout – Best Practices Guide to Prevent Overpayments
- **COMMUNICATION** is KEY! Employees, Supervisors and HR Reps have to communicate to ensure timely terminations
- A new system has been implemented in Self Service to handle overpayments – Overpayment Case Management

# Review of Sexual Harassment Training

- The BOR has set the mandate and expect 100% compliance with the policy.
  
- **UI Policy requires education for all persons as below:**
  - Faculty and regular Staff (P&S and Merit) employed at 50% effort or greater;
  - Graduate/Professional Teaching Assistants employed for at least one semester and any other students as identified by the Provost;
  - Medical Residents/Fellows and Postdoctoral Research Scholars/Fellows employed at 50% effort or greater during the academic year; and
  - Undergraduate Students working as University Housing Resident Assistants; and
  - any other students identified by the VP for Student Life.
  
- **Training Timeframes:**
  - New Hires: Within six months of hire unless they are Academic Administrative Officers (AAOs)
  - AAOs: Within two months of hire or appointment to a position identified as an AAO
  - Current Employees: An approved refresher course must be completed no later than three years from the date an employee completed the last UI-approved SHPE course.

# Business Planning & Practices

## Internal Audit Findings

- Documented Business Continuation & Disaster Recovery Plans
- Charge Capture – Billing
- Price Setting Methodology – Goods or Services
- Reconciling Cash Collections to Daily Revenues

# Compliance and Internal Controls

## Internal Audit Findings

- Segregation of Duties
  - ▣ Incompatible purchasing duties
- Timely Reconciliations
  - ▣ Monthly Statements of Accounts
  - ▣ Inventories
- Travel Vouchers – Approved by Supervisor
- Delegation of Signature Authority
- Cash Handling Procedures
- Oversight of Procurement Card

# Human Resources

## Internal Audit Findings

- Human Resources Termination
  - ▣ Timely Restriction of User Access
- Performance Appraisals
  - ▣ Overdue
  - ▣ Missing Signatures
- Procurement Oversight – Rewards & Recognition Policy
- Staff Training – Various Areas



# Inventory & Capitalized Equipment

## Internal Audit Findings

- Capital Equipment Tracking
- Equipment Disposal
  - ▣ Not Removed from Inventory
- Inventory and Supply Management
  - ▣ Periodic Inventory
- Non-compliant Equipment Sales
  - ▣ Not using University Surplus

# Information Technology

## Internal Audit Findings

- System Access Controls
- Server Vulnerability Scans
- Social Security Number Remediation from Computers
- Noncompliant Password Protocols
- Placement of Servers/Hardware
  - ▣ Accessible to the Public
  - ▣ Not Proper Environmental Placement

# FY14 Fringe Rates

~approved 3/22/13

<b>Rate Pool</b>	<b>Fringe Benefit Pool Rate</b>
Clinical Faculty	21.4%
Non-Clinical Faculty	27.8%
P & S (includes Merit Exempt)	34.5%
SEIU	36%
Merit	51%
House Staff	32%
Graduate Assistants	15.8%
Fellowships	10%
Post Docs	15.8%
Temporary	11.7%
Bi-Weekly Students	8.5%
Miscellaneous & Extra Comp	4.4%