

KNOXVILLE OPERATIONS ERC

MEETING MINUTES

TUESDAY, APRIL 7, 2022 | 1:30 – 3:00 P.M.

PRESENT

Stevin Amonett, Jason Baggett, Brian Browning, Shannon Bruce, Jessica Cantu, Jon Chandler, Dana Deem (IPS Leadership Academy), Crissy Douglas, Darrell Easley, Wes Fernandez (IPS Leadership Academy), Chris Gilbert, Liz Gossett (IPS Leadership Academy), Holly Harmon, Steven Henry, Brandon Herriage (Guest Speaker), Debbie Lane, Jimmy Large, Mary Lucal, Terry Ledford, Sheila McNeil (Guest Speaker), David Moore (IPS Leadership Academy), Rani Pemberton, Gavin Ramsey, Ed Roach, Deborah Robinson, Elizabeth Smith (Guest Speaker), Jake Turner, Kaley Walker (IPS Leadership Academy), Dave Webb

ABSENT

David Blaylock, Erin Blake, Melinda Bousfield, Charles Burton, Jeremiah Cook, Dedra Cotner, Paul Finley, Judy Jones, Ethan Long, Raheem Obaid, Regina Olum, Chip Pennoyer, Julie Roe, Shawn Snipes, Thomas Spoon, Ruby Strange,

1. WELCOME

Jon Chandler, Senior Employee Relations Consultant, welcomed everyone to the April meeting. In addition, he welcomed members of the IPS Leadership Academy who were joining us to observe the April meeting.

1. UPDATES
   1. Finance and Administration Update – Brian Browning, Associate Vice Chancellor for Finance and Administration

Brian Browning greeted the group and offered to answer questions. Darrell Easley asked for an update on the [Starship food delivery robots](https://news.utk.edu/2022/03/08/robot-food-delivery-service-officially-launches-on-rocky-top/). Mr. Browning responded that robots were doing well, and average about 400 orders a day with a few days of 500 orders. There are currently 40 robots in service and, given their popularity, they are looking to have around 60 robots for the fall semester. A discussion about observing robots navigating campus took place. Mr. Browning reported Aramark staff are working diligently to load the robots. Gavin Ramsey asked if the robots were based out of the Student Union’s loading dock. Mr. Browning confirmed that is where the robots’ charging base is located. The robots leave in the mornings, with most not returning until late evening.

Mr. Ramsey asked where the College of Nursing would be moving to. Mr. Browning said most of Nursing will temporarily relocate into the old Nuclear Engineering building until the new Nursing building is complete in about three years. Mr. Ramsey asked who was moving into the old Facilities Services building next to Fleet Management. Mr. Browning noted that Art, Architecture, Engineering and Nursing all have space in the building. Mr. Ramsey asked about the status of the old Panhellenic building. Mr. Browning responded that the building is currently providing hoteling space for graduate students on a limited and restricted basis due to occupancy restrictions.

Ed Roach asked if Environmental Health & Safety would be temporarily moving to Andy Holt Tower due to stadium construction. Mr. Browning confirmed that was accurate and that they would be moving back to East Stadium Hall in August. The department will eventually relocate to North Concord Street, but that move will be several years away. A discussion about stadium construction delays took place. Mr. Browning confirmed construction would need to be complete before the first game of the season in September. Dr. Lucal asked if there would be any Thursday night games, and Mr. Browning said not at that time.

* 1. Human Resources Update – Mary Lucal, Associate Vice Chancellor for Human Resources

Dr. Lucal greeted the group and gave a short update, noting the most pressing issue for HR is looking at reports for missing [performance reviews](https://hr.utk.edu/performance-evaluation/). She noted that reviews need to be on file for an employee to be eligible for market or merit money. She shared she hopes conversations with supervisors are taking place year-round and not just at performance review time. She closed her update by noting that HR is hiring after experiencing turnover similar to many other departments related to remote work and compensation issues.

Mr. Roach asked about drops in performance review scores requiring remedial programs. Dr. Lucal responded that she wasn’t aware of a remedial program, but if someone scores at low thresholds that may involve performance improvement intervention. A discussion about performance review scoring and conversations around significant changes in scoring took place. Dave Webb noted Facilities Services has an appeals policy specifically for performance reviews. Facilities Services constituents who need assistance with appeals should contact him for assistance. A discussion about performance improvement plans took place. Per policy, performance improvement plans are [required for scores of 9 and below and highly recommended for scores between 10 and 14](https://universitytennessee.policytech.com/dotNet/documents/?docid=795&public=true).

Jason Baggett asked if 4/10 scheduling (i.e. four, ten hour days) to reduce travel expenses would be considered. Dr. Lucal responded that if flexible scheduling works operationally for the department HR is happy to work with them to explore that option. Mr. Ledford responded that Facilities Services would need to evaluate 4/10 scheduling based on shop specific plans.

Mr. Roach asked to clarify Facilities Services remote work policy. Mr. Ledford responded that outside of employees with approved work plans, only employees with Covid-related issues or approved accommodations are currently eligible for remote work.

1. GUEST SPEAKERS
   1. Enterprise Resource Planning (DASH) Update – ERP Project Managers

Elizabeth Smith greeted the group and introduced the [UTK Enterprise Resource Project (ERP) Project Management team](https://erpfinadmin.utk.edu/). She shared background information about the DASH ERP project noting it is a statewide initiative changing the system for all UT campuses. DASH is being implemented as the current ERP, IRIS, will be sunsetting in 2024. She explained that since IRIS has been in place there have been new cloud-based systems that have come on the market. These cloud-based systems will provide an opportunity to streamline and standardize the processes we currently have.

Sheila McNeil reviewed the history and implementation timeline of the DASH ERP project. She discussed activities including reimagining business processes and focus group meetings with subject matter experts. Oracle was selected by the UT System as the ERP vendor and Accenture was selected as the implementation consultant. A transition management team will be formed to manage change in core areas including finance, grants and research, human resources, reporting, and technical services. The goal is for DASH to go live in July 2024.

Brandon Herriage then shared a matrix of pain points the focus groups communicated. He shared the UTK ERP website which covers information about scope and status of the project. He encouraged the group to reach out to their team with questions and concerns about what is working well (or not) and to help them advocate for a system that meets our campus community’s needs.

Dr. Lucal shared her appreciation and noted the sizeable investment of personnel and money this project will encompass. She asked the group to show grace to people who are contributing towards the ERP project work as it is a major change management initiative.

* 1. Volunteer Time Off Policy – TSAC (Tickle Staff Advisory Council) Chairs

Amber White greeted the group and discussed the [Tickle College of Engineering Staff Advisory Board](https://tickle.utk.edu/tsac/)’s ongoing efforts to implement a volunteer time off policy to the group. The group was provided with a draft copy of the proposed policy prior to the meeting. Ms. White explained the objective of the proposed policy is to give employees eight hours of paid leave per year to participate in volunteer activities. She discussed the policy, including eligibility requirements and eligible organizations.

After presenting the policy, Ms. White asked the group for feedback. Dr. Lucal asked about narrowing the scope to nonprofit agencies. A discussion about organization eligibility including 501(c)3 status and location took place.

1. CONSTITUENT QUESTIONS
   1. Future Meeting Modality & ERAB

Mr. Roach asked if the group would meet in person in the future. A discussion about upcoming elections and meeting modalities took place.

Mr. Ramsey asked to confirm if he was selected as the group’s new ERAB representative. He was confirmed as the group’s new representative, but the ERAB does not have any meetings currently on their calendar.

1. OTHER BUSINESS/ANNOUNCEMENTS
   1. End of Academic Year Celebration Luncheon – RSVP

We are glad to announce that RSVP’s are open for our End of Academic Year Celebration Luncheon! The luncheon will take place on Thursday, May 19, at 11:30 a.m. at the Culinary Institute and Creamery.

We are looking forward to celebrating the end of the academic year together, as well as having a special moment to say thank you for your service to your constituents over the last two years.

* 1. ERC Elections

We are gearing up to hold ERC elections for the next two year term! Look for more information soon about upcoming elections.

* 1. Retirement: ORP/403b Transition

Retirement Services recently announced that the state has made changes to the Optional Retirement Plan (ORP) and 403(b) plans. Effective September 1, 2022, the ORP and 403(b) pans will consolidate to two active vendors – TIAA and VOYA. Participants enrolled in Fidelity, Ameriprise, and AIG (VALIC) will be required to enroll in TIAA or VOYA before September 1.

More information will be sent soon to all retirement plan participants. For questions, contact Retirement Services at 974-5251 or [retirement@tennessee.edu](mailto:retirement@tennessee.edu).

Also, the Retirement Services and the Payroll/Insurance Office is currently in the process of moving to UT Tower. If you need to contact them, please do so via phone or email as they have moved from their old office P1 of Andy Holt Tower.

* 1. Free Virtual Physical Therapy for Insurance Participants

Partners for Health has announced a new Virtual Physical Therapy service available at no cost to insurance plan participants and their 18+-year-old dependents.

This new service offers personalized virtual physical therapy created to meet your needs, requires no referral, and you can do therapy at home with no need for an office visit.

For more information, visit: <https://www.hingehealth.com/for/statetn1>

* 1. Sick Leave Bank Open Enrollment

We are now accepting applications for the Sick Leave Bank! To be eligible, you must be a regular employee accruing sick leave and have a balance of at least 48 hours or 6 days (prorated for regular, part-time employees) by June 30.

Employees who are not currently participating in a Bank were sent an email reminder and application last week.

For more information, visit: <https://hr.utk.edu/sick-leave-bank/>

* 1. UConnecT (Darrell) – Applications are now live. https://hr.utk.edu/uconnect/

UConnecT is an inclusive, yearlong immersive leadership and professional development program. Topics that will be presented include but are not limited to: Myers-Briggs and CliftonStrengths assessments, resiliency, relationship management, and shared decision-making.

For more information, visit: <https://hr.utk.edu/uconnect/>.

* 1. HR Newsletter

We’re glad to share that the first issue of our new HR newsletter, Engage, was distributed last month! Engage includes news and upcoming events from our HR teams as well as useful information from our campus partners.

Please share the newsletter with your constituents and areas, and look for our April issue to arrive later this month.

1. REMINDERS:

Please email Jessica Cantu (jlcantu@utk.edu) any constituent questions.