

Marshall University Classified Staff Council Minutes

March 21st, 2024, Virtual Meeting via Microsoft Teams

Members Present: Jesse Baldwin, Nina Barrett, Lacie Bittinger, Tim Cline, Carol Hurula, Heather Lowe, Becky Lusher, Nick Martin, Anita Mathis, Larry Morris, Lisa Maynard, Carleen O’Neill, Lisa Ransbottom, Terri Thompson, Justin Tyler, Tony Waugh

Members Absent: Beretta Coleman, Anna Evans, Samantha Holiskey, Amy Weaver,

Members Absent (Excused):

Guests: Diana Adams, Mike Adkins, Sam Aretz, Michaela Arthur, Jean Ann Bevans, Hailey Bibbee, Mistie Bibbee, John Bowen, Mark Brame, Kathy Brannock, Butch Burriss, Jesseka Bush, Pat Campbell, Perry Chafin, Courtney Chapman, Latrenda Clay, Cassandra Contreras, Jon Cutler, Meg Cyrus, Tiffani Daniels, Amy Marie Davis, Kaleigh Decker, Maggie DeLong, Misty DiSilvio, Bruce Felder, Melanie Gallaher, Kenneth Greenwood, Katherine Hetzer, Eric Himes, Alyssa Hudson, Brandi Jacobs-Jones, Paige Kennedy, Chris Key, Simone Kompanek, Dena Laton, Kelly Marcum, Christina McDavid, Michael McGuffey, Char McKenna, Teresa McSweeney, Rebecca Meek, Glen Midkiff, Susan Midkiff, Nathan Miller, Amad Mirzakhani, Terri Morgan, Brian Morgan, Avinandan Mukherjee, Katherine Murphy, Becky Neace, Ginny Painter, Jyotsna Patel, Sara Payne, Jodie Penrod, Daniel Persinger, Tina Powell, Tabby Puckett, Erika Riley, Alice Roberts, Angie Rose, Jerry Ross, Emily Roush, Tyler Sharp, Marcy Simms, Tracy Smith, Wes Spradlin, Robyn Stafford, Sarah Stephens, Allen Taylor, Robin Taylor, Kim Thomas, Seth Thomas, Matt Tidd, Lora Varney, Laura Walker, Eric Wallace, Mary Waller, Charlotte Weber, Cora Westmoreland, Tracie Wheeler, Kathi Wintz, Miriah Young, Jodi Zimmerman

Chair Tony Waugh called the meeting to order. Parliamentarian Becky Lusher verified there was a quorum.

John Marshall Service Award

- Bruce Felder announced the January 2024 recipient of the John Marshall Service Award.
 - The 1st recipient of the award was Tammy Reynolds from the College of Liberal Arts.
 - The 2nd recipient of the award was Michaela Arthur from the Office of Student Conduct.
- The John Marshall Service Award recognizes staff that support our vision by providing exceptional service to our students, co-workers, and the community in which we serve.
- JMSA nomination form can be found at <https://www.marshall.edu/human-resources/john-marshall-service-award/>.
- Nominations can be submitted by supervisors, staff, co-workers, faculty, and students.

President Brad Smith – University President

It has been a busy semester of arduous negotiation with the legislature and milestone accomplishments towards Marshall for All, Marshall Forever as well as things yet to come.

- **Legislative Update**

President Smith extended many thanks to Marshall's Government Affairs Team including Charlotte Weber, Sara Payne-Scarborough, Tony Stroud and all the staff, faculty and students who have helped to engage our representatives and as one unified Marshall University. We were clear on our priorities, creed, and we moved in force.

- Marshall was present and part of the conversation regarding every meaningful bill.
- There were 2,575 bills introduced this legislative session.
 - 62 of those bills impacted higher education directly.
 - 280 bills passed, and 38 have been signed by the governor.
- COVID Funds and State Funds – When COVID first hit and West Virginia was given federal money to help the State, West Virginia immediately got the money into the hands of the counties. However, the Federal Government had not yet written the rules on how they wanted the money accounted for, and now the State of West Virginia has \$545 million to reconcile.
 - Because of this, as a State we thought we had \$700 million in surplus, but now have \$545 million to account for.
- Marshall University State Budget
 - The legislature asked for proposed budgets to be flat, and anything additional that's asked for will be revisited at special session in May.
 - Possible additions include PEIA relief, inflation adjustment, help with aviation and with our manufacturing center.
 - The legislature supported the performance-based funding formula.
 - Unfortunately, it is in arrears and based on when our enrollment was lower.
 - Thus, Marshall will get \$200,000 less than last year.
 - The Governor passed a 5% pay increase amounting to \$3.2 million for Marshall.
 - 5% for State Employees does not support 5% raises for all Marshall Employees as not all of our employees are paid through the State. 43% are paid by the state, and 57% are paid through MURC, Big Green, Foundation and others.
- House Bill 5594 Passed
 - Allows us to enter into agreements with state entities so we can help with economic development.
- MURC (Marshall University Research Corporation)
 - MURC can now do economic development in addition to research.
 - This gives incentive for helping to bring companies into the state.
- **Significant Accomplishments**
 - Marshall was named by Fortune Magazine as the number one online master's program in Computer Science in the country.

- Marshall's Swim and Dive team was number one in the nation for the highest grade point average.
- After welcoming our students into the new College of Business on 4th Avenue, Huntington Bank presented us with a \$500,000 grant to invest in the innovation district around the College of Business.
- Marshall partnered with the Marshall Health Network to help kick off renovations of the downtown Pritchard Hotel into a Center for Healthy Aging.
- 3rd Avenue Arena has been renamed the Marshall Health Network Arena.
- Women's basketball coach, Kim Caldwell, named Sunbelt Coach of the Year.
- Women's basketball player, Abby Beeman, named Sunbelt Player of the Year.
- Zelideth Rivas has been named as a finalist in the West Virginia Professor of the Year Awards.
- **Upcoming**
 - **Campus Carry**
 - Goes into effect July 1st.
 - We have been working with and learning from the 11 states who already implemented this before us.
 - We have been engaging with the campus community with monthly meetings.
 - We have stakeholders from all different constituencies coming together to give ideas.
 - We have been working with local mayors and communities.
 - We have launched a website, <https://www.marshall.edu/mupd/campus-carry/>.
 - The next town hall is on March 27th at 4pm.
 - **Pay Rates**
 - President Smith stated he hopes to soon share what they intend to do with the money from the Governor and what we will try to do as a university to begin the multi-year journey of paying our employees better.
 - **Commencement Speaker**
 - The spring commencement speaker will be Chris Gardner, the real life man who inspired the role Will Smith played in *The Pursuit of Happiness*.

Avi Mukherjee – Provost

- **Enrollment**
 - 8402 applications for Fall 2024
 - 21% more than the number of applications we had on the same day last year.
 - 5% more than the final number of applications for Fall 2023.
 - 1888 accepts for Fall 2024
 - 40% more than on the same day last year.
 - In-State student applications remain flat, while all other segments have grown in applications compared to last year.
 - Non-resident out of state: increased by 37%.
 - Metro: increased by 60%
 - International: increased by 30%

- **Green and White Days**
 - Over 2000 students have attended Green and White Days during the 2023-2024 school year, whereas the 2022-2023 school year saw only 1048 students.
 - Saturday, April 6th, 2024 – last Green & White Day
 - 10am-11pm and 11am-12pm – Academic Showcases
 - 2:30pm-3:30pm – College Experience Session
- **Accomplishments**
 - Marshall School of Therapy ranked 27th nationally for the first-time board NPTE pass rate.
 - Tied for 1st place for ultimate pass rate (3 attempts) at 100%.
 - The dedication ceremony for our new Brad D. Smith Center for Business and Innovation on 4th Avenue will be held on Wednesday, April 3rd at 2:30pm.
 - Our Marshall University Supplemental Instruction Program has been recognized as a high impact practice.
 - Our Center for Student Success has been identified for the best supplemental instruction leader; a senior chemistry major.
- **Director Search**
 - Currently searching for a new Executive Director for the Institute for Cyber Security.
 - 3 finalists are scheduled to come to campus in the coming weeks.
- **Student Research and Creativity Symposium**
 - Our 3rd annual event will be held on April 4th and 5th.
 - Will be held in a number of venues primarily around the student center.
 - 144 research submissions this year, which is an increase of 21 from last year.
- **Five-Year Program Reviews**
 - Done every five years to assess the viability of the programs.
 - 22 programs reviewed this year and have position recommendations on twenty.

Matt Tidd – CFO

- **FY 25 Budget**
 - Met with almost every unit on campus and working to consolidate the budget for the entire university.
 - The State has provided some funding for pay raises.
 - We hope to begin making progress towards the market equity adjustments.
 - Significant revenue sources from spring semester have come and must be used to maintain payroll and spending for the next three months.
- **Q:** When a department has an open position that was budgeted for, but has not yet been filled, what happens to the funds that were budgeted for the position?
 - **A:** It creates a “vacancy savings” in our budget, which is not the same as “cash savings.” It isn’t swept or taken and given elsewhere. In the past some departments have been able to make small purchases since it was still within the budget, but we would prefer that not be done during this time of tight cash outflow.

Bruce Felder – Human Resources

- **Employee Assistance Program**
 - This no-cost program can be found on the Marshall website, and was created to provide assistance to employees for help with anxiety, stress management, anger management, family/marital issues, etc.
- **University Closure**
 - The University is closed Friday, March 22nd to observe a holiday we did not get to observe over winter break. The holiday had been added due to a proclamation by the governor.
- **Open Enrollment**
 - April 2nd – May 15th
 - There are three new voluntary plans being introduced that can help offset things that may not be covered by PEIA. <https://mountaineer.fbmcbenefits.com>
 - Accident insurance plan for costs associated with accident or injury.
 - Critical illness plan for illnesses like heart attack, stroke, cancer and other critical illnesses. It is designed to pay up to \$50,000.
 - Hospital indemnity plan for costs associated with hospital stays.
- **Candidate Statement**
 - We are working to create a candidate statement, which will be used for recruitment and retention. The statement would show the total value of a position's salary in addition to all of the other benefits provided by the university including sick leave, annual leave, extensive winter break, dependent employee tuition, employee tuition, longevity pay, etc.
- **Performance Evaluations**
 - A new online, fully electronic system is being implemented for all employees.
 - Training will be rolled out online and in-person for anyone responsible for conducting performance evaluations.
- **Q:** Will there still be short-term and long-term disability offered?
 - **A:** Yes, although the plans are changing slightly. Information can also be found at <https://mountaineer.fbmcbenefits.com>.

Tracy Smith – Health and Safety

- **Campus Carry**
 - We are continuing to move forward with our campus carry implementation.
 - Between 70 and 80 people attended the town hall earlier in the month.
 - Many questions were asked and the FAQ page of the website continues to be updated. www.marshall.edu/mupd/campus-carry.
 - Working on a short video that will go over what is required, exemptions, etc, which will be available to the campus community soon.
 - Next town hall: March 27th at 4pm.

Jodie Penrod – Information Technology

- **Microsoft Licensing**

- Microsoft is changing some of how they do licensing, and we are looking at any changes we need to make.
- They are retiring the no-cost license that many employees use, called A1-Plus.
- Employees must now replace the A1-Plus license with either an A1, A3 or A5, each of which have different functions.
 - Departments will decide which licenses are best suited to each employee.
 - We are looking for ways to “Save to Serve” through this process.
 - Employees who do not need a traditional phone number to call out and don’t mind using the web-based versions of Microsoft applications would probably do well with the free A1 license.
- Student licensing will not be affected, as we receive 40 student licenses with desktop applications for every one A3 or A5 license purchased.

Microsoft Licensing – Save to Serve

- **Why?**

- Microsoft is retiring the “A1-Plus” license type, which allowed access to desktop apps
 - IT needed to determine how to replace these licenses (A1, A3, or A5?)
 - 816 A1-Plus Users could have meant an additional \$85K to the University if upgraded to at least A3.
- Many people don’t use their 304 number – opportunity to Save to Serve

- **A5 Licensing**

- Desktop Teams Phone
- Call Control / PBX Capability – Transferring calls, auto attendant, call queue, etc.
- A5 licenses cost \$129/per user/annually

- **A3 or A1 Licensing – What you can do...**

- Login to Microsoft Teams to send chats and place calls
- Voice & video calls can only be made to internal users in the directory or Teams users from other organizational tenants (if permitted by their organization)
- Can receive transferred phone calls from external users.
 - Example: I received a call from an external user to edmonds35 (account with an A5). I was then able to transfer the call to a test account with an A1.
 - The external user was able to leave a voicemail and the test account was able to see and listen to the voicemail.
- Login to the Microsoft Teams app on mobile devices.



Microsoft Licensing – Save to Serve

- **A3 or A1 Licensing – What you can't do...**
 - Cannot make phone calls to an external user.
 - Do not have a dial pad to make calls, only the option to search for users.
 - A3 Licensing – Access to Desktop Apps (Word, PPT, Excel, etc.) + A5 Security - \$104.28/per user/annually
 - A1 Licensing – Web based apps – No additional cost to the University
- **Student Licensing**
 - MU receives 40 licenses for students (with desktop apps) at no cost for every A3 or A5 license (~275 A3 or A5 licenses equate to ~11,000 student licenses)
- **Information Security**
 - A3 and A5 licenses provide more enhanced security protection to M365 accounts
 - All A3 accounts will have A5 security added a la carte



Microsoft Licensing – Save to Serve

- **Additional Information**
 - Front desk phones are logged into a generic account, user licensing will not impact these generic phone lines. These phones can dial 911.
 - Life Safety Equipment are also connected to generic phone lines and not tied to Microsoft licensing.
 - 911 can be configured for all license types, the MU Infrastructure Comms team is investigating set up options.
 - This is not a forced change for users, however, if you rarely use your phone, there are significant cost savings to the University.

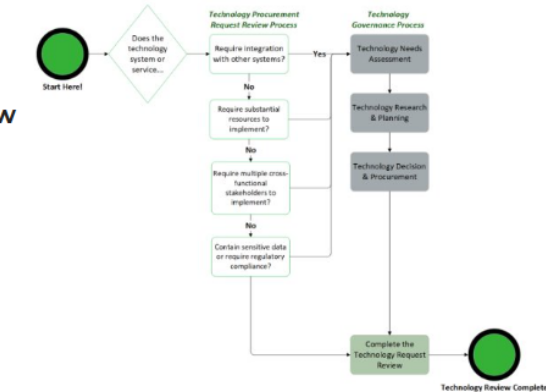
Forward Looking...

- **Heightened Focus on Information Security**
 - Training for Faculty, Staff, & Students
 - Printing & Device Management
- **Infrastructure Stabilization**
 - Banner & OCI Upgrades
 - Banner efficiencies/process improvements
 - Re-work of integrations using MuleSoft API
 - Disaster Recovery/Business Continuity Planning
- **Student Support**
 - Student 360
 - Student Case Management using AI & Self-Service
 - Integrated Data between systems
- **Network Infrastructure Upgrades**
- **Save to Serve**

- **IT Council**
 - Council for shared governance. Anyone is welcome to attend.
- IT welcomes comment and feedback.

Technology Updates

- **New Enrollment System Live**
 - apply.marshall.edu
- **Technology Governance & Procurement Review**
 - Comments by March 21, 2024
- **Information Technology Terms of User Policy**
 - Comments by April 4, 2024
- **MyMU Testers needed!**
 - Live May-June 2024
- **IT Service Portal**
 - Robust Knowledge Base
 - Form based reporting (no more e-mail)
 - Integrated into MyMU
 - Live June 2024
 - AI Agent in Fall 2024



Approval of Minutes

- The February 15th, 2024 minutes were approved as written.

ACCE – Justin Tyler

- ACCE met on March 8th at the Marshall University South Charleston Campus.
- Approved Minutes
- Made wording changes to ACCE bylaws to remedy vague language.
- Met with Taryn Wolford and Trish Humphries from HEPC.
 - Reported that they are having bi-weekly meetings for classification and compensation and market pay.
 - Getting job descriptions from all institutions within the State to do another market survey and pay scale. They hope to get uniform descriptions of job titles by the end of the month and update the salary schedule based on market and wage inflation.
- There will be a 10.5% increase in PEIA premiums this year, but there will be no decrease in benefits.

Committee Reports

Election Committee – Nina Barrett – The election committee held a special election in February to fill vacancies. Those elected will serve through the current term, which will end on June 20th, 2025. Those elected were:

- EEO 10 – Mark Brumfield, Facilities and Operations
- EEO 30 – Dena Laton, Library
- EEO 40 – one position remains vacant
- EEO 50 – Maegan Gruber-Basenback, Admissions
- EEO 50 – one position remains vacant
- ACCE Representative – Justin Tyler, Facilities and Operations

Legislative Committee – Carol Hurula – No report.

Personnel/Finance Committee – Rob Williamson – No report.

Physical Environment Committee – Becky Lusher – No report.

Service/Staff Development Committee – Carleen O’Neill – No report.

Announcements

Minutes taken and prepared by: _____
Katie M. Counts, Program Assistant, Classified Staff Council

Minutes approved by: _____
Tony Waugh, Chair, Classified Staff Council

Minutes read by: _____
Brad D. Smith, University President