

**EXEMPT STAFF COUNCIL MEETING**

The University of Tennessee at Chattanooga  
Wednesday, February 15, 2017  
Fortwood Room, University Center

**Members attending:** Tonya Botts, Eddrick Brooks, Amy Davis, Christine Estoye, Delon Flanagan, Tonia Martin, Becca McCashin, Julie Russ, Chris Sherbesman, Charity Trillet, Barbara Webb.

**Others in attendance:** Laure Pou, Executive Director, Human Resources; Melanie Sadler, Administrative Specialist, Human Resources.

**Call to order:** Ms Martin called the meeting to order.

**Minutes:** A motion was made and seconded to approve minutes of the January 18<sup>th</sup> meeting.

**Guests: Yancy Freeman, Associate Provost for Enrollment Services**

Admissions are up 4% in acceptances as compared to the same time last year. The Tennessee Promise started in Fall, 2015, is now reaching the end of two years for those students enrolled at community colleges. Mr. Freeman said the university does not predict a large influx of students for the coming fall.

In Fall, 2015 admissions declined 164 FTE. Although 100 new transfer students were enrolled Spring, 2016, admissions declined by 34 FTE. Of the 100 new transfer students, 98 were from community college and the vast majority had completed only 1 semester at a community college. Overall transfer numbers are a little higher than they have been.

A member wanted to know if UTC would consider visiting businesses to recruit students. Mr. Freeman said the College of Business has an Executive Education program for higher-level staff employed by 5 large Chattanooga companies. The Executive Education program is not an actual academic program when it comes to recruiting and issuing degrees. Those attending do not receive a diploma/certificate from the registrar. It is targeted continuing education for business executives. Those attending the program are not counted in the overall student population and recruitment numbers. Continuing Education also offers courses for middle-managers.

The governor's announcement of Tennessee Reconnect, a bill that's part of the Complete College TN Act (CCTA), would allow adult students to enroll at a community college tuition-free. The governor has established a goal of 55% of Tennesseans to obtain a degree. The program, which includes students who have taken some college coursework but not completed a degree, could start as early as this fall. Mr. Freeman said most scholarship programs are directed to first-time freshmen. The age limit for attending UTC under the program is unknown but anyone over 21 years old is considered an adult for admissions purposes.

UTC has developed a seamless transition for students transferring from community colleges. A member asked if reintroducing Adult Services Office has been considered. Mr. Freeman responded that with the introduction of the Student Information System in 2010, many services are now available to students online with 24/7 access including the portal and payment information. In addition, any Enrollment Services offices should be able to provide service to any student,

regardless of age, which was in part due to a change in customer service philosophy. He added there might be a need for more understanding of exactly what adult services are needed. When asked if the topic of child care for non-traditional students had been discussed, Mr. Freeman replied that the student engagement survey allows students to voice opinions of what they think about the campus and if child care is requested.

It is difficult to predict enrollment in Financial Aid now that prior-prior year was enacted. Students were required to enroll January 1<sup>st</sup> using the previous year's tax return but now may apply in October. Students in fall, 2017 may use 2015 taxes to start earlier with the awarding process. That allows them to complete the process before filing deadlines and have a better understanding of aid/awards they might receive from UTC. FAFSA is a complex and time consuming form and will not need amending unless it is considerably different, in which case new information must be submitted.

The Mocs One Center provides a one-stop shop for any questions relating to Bursar, Financial Aid, and Records, funneling front door traffic from those departments to Mocs One. Students may log-in if there is a wait, and the system will relay a text message to them with the time to return.

The university has purchased a CRM or Customer Relationship Management System that deals with the life cycle of students, and Ms Martin serves as the CRM administrator. Within 18 months, Undergraduate, Graduate and Honors College were added to the system that has now expanded to include Testing Center, Continuing Education (including Challenger Center), International Programs, and Parent Association. Previously, each area was paying for a separate system and now data can be extracted in-house showing all points of contact for a student. The CRM will include an expansion of Graduate School and components of Career Services.

In July, the university started to build a new model for career services. There are 4 academic colleges and each is doing something different related to internship opportunities, evaluation process, etc. and differences exist within each college. A new strategy has been developed to increase internships with a uniformed approach to career services overall regardless of the discipline. This will include better use of technology overall for streamlined process. A 4-year career map for students will challenge Admissions and Orientation to talk about and get students thinking about life after graduation, according to Mr. Freeman. Dr. Rob Liddell, the new Director of Career Services, began work today.

Work has begun on a new MyMocsNet as 8 months ago it was no longer supported on a portal system. MyMocsNet has moved to Luminis V, a tool to help adult or first-generation students and though the process has just begun, it is hoped to be fully developed this fall. Weston Gentry was hired as Portal Administrator.

The 4<sup>th</sup> Orientation session had 100 students walk away without registering for one class last year. This year students were pre-registered as transfers and freshmen have done for several years, allowing departments to add additional sections or courses, as needed. This year, not a single general course was needed that couldn't be added. This registration period, students were able to plan for 2-3 terms, future semesters as well as spring and summer. Degree Works offers planner functionality. At the last Provost's Council, considerable time was spent discussing why courses went unsubscribed in the spring as no

predictive analysis was done. Now the need for specific classes can be predicted.

Online classes are the largest growing classes as the university looks at more of a hybrid structure. There are a significant number of students utilizing online courses to complete their education at UTC. Unless the university can expand face-to-face classes to include Friday, Saturday, and Sunday classes, online classes are needed to bridge the gap. Sevan Paris is leading a test pilot hybrid class, Mindset, aimed at students on probation.

#### **UPRAC Meeting**

Ms Martin attend UPRAC last week where each area presented their proposed budget with minimal increases in funding. There was some talk of increased facilities management monies due to an increase in square footage from acquiring the state office buildings.

A 3% pay increase has been requested by the governor with partial state funding. Pay increases will transition to become more merit-based. The lowest paid employees have typically received a minimum dollar amount increase, resulting in more monies than had they received a percentage increase.

#### **Performance Reviews**

Ms Pou said performance management training sessions will be offered next week, similar in content to the past sessions, and encompass goal setting.

#### **Competency-Based Job Descriptions**

The Provost emailed campus about competency-based job descriptions and Ms Pou sent specific emails to staff that might be contacted this semester. Identifying competencies was tried at the system level 4 years ago but was not completed due to the enormous size of the task. HR was invited to a campus Technical Advisory Council to address all competencies specific to a certain job.

Identifying job competencies would help in the selection process, identifying training if performance deficiencies exist, and defining funding for career ladders. Campus expertise is being utilized in Drs. Zelin, O'Leary, and Cunningham who teach job analysis in the I/O Psychology program with tasks assigned to graduate students with faculty oversight. Administrative support positions were identified and interviewed last fall with the goal to cover all positions before transitioning into faculty positions. Ms Pou said no other campuses have undertaken identifying job competencies.

Identifying job competencies, is not associated with compensation in any way. Every job has a position title and job title with job titles being organized by job family.

#### **Next Meeting**

Chancellor Angle is scheduled to speak at the March 15<sup>th</sup> meeting.

#### **Adjournment**

The meeting was adjourned.

Respectfully submitted,

Melanie Sadler  
Administrative Specialist, Human Resources