

EXEMPT STAFF COUNCIL MEETING

The University of Tennessee at Chattanooga

Wednesday, February 17, 2021

via Zoom

Members attending: Chris Sherbesman, Michal Wells, Susan Lazenby, Beth Luehrs, Kristen Nalley, Rebecca Dragoo, Donald Behneman, Laura Perryman, Alexa McClellan, Terry Sanford, Brenda Johnston, Zach Ridder, Jamie Booth, Sara Jackson, Robert McLean, Lance Keatley, Jessica Pierce, Tonia Martin, Christine Estoye

Others in attendance: Laure Pou, Assistant Vice Chancellor, Human Resources; Julie Brown, Manager of Employer Relations, Human Resources; Janice Michaels, HR/OEI Assistant

Call to order: Mr. Sherbesman called the meeting to order.

Minutes: The minutes for the January meeting were distributed and approved electronically.

Blue Ribbon Award: Kristen Johnson, Procurement and Contract Services, was the recipient of the Chancellor's Blue Ribbon Award for December 2020.

Guest: Brett Fuchs, Associate Dean of Students, Director of Student Conduct, Director of Student Outreach & Support, CARE Team Chairperson

Mr. Fuchs shared an update from his area along with a brief Q & A.

Question: Have you seen an uptick in reported honor code violations since the pandemic hit and more virtual courses are taking place and do you know the percentage of courses using proctoring services for exams in order to diminish any cheating, etc.

Answer: Absolutely yes. The case count has gone up on both the Academic and the General Conduct sides.

Question: How do you and your staff maintain any type of work/life balance? How do they manage the student load and needs while also setting boundaries?

Answer: Student outreach is born from the underlying needs for support. The needs continue to grow each semester. We often spend time talking to students and/or parents after hours to resolve issues. Work/Life balance is hard and there is never enough time/resources to handle it all. Most of us are on call 24/7.

Question: Please explain the Student of Concern form process workflow. I've used it for both my student assistants as well as students of concern within the library as patrons. However, I do hear employees think that they cannot submit a referral form

since they're not in the classroom or that it has to be a life-threatening issue to submit one.

Answer: The form can be found at [utc.edu/coc](https://www.utc.edu/coc). This form can be used for any faculty, staff or student of concern. It can be used to report behaviors that are concerning and provide assistance to those in need.

Question: Please touch on the student grievance process and the workflow process.

Answer: The General Student Grievance (Complaint) Procedure is the process by which students may share concerns, grievances, or complaints in relation to University, or its faculty or staff, when there is not another specific procedure to resolve the concern. The form and complete process can be found at [utc.edu/complaint](https://www.utc.edu/complaint). The workflow is that the immediate supervisor for the office is the first point of contact for the review. Once a determination is made, it goes back to the Dean of Students office to be shared with the complainant. If they choose to appeal, the process is repeated going up the chain of command all the way to the Vice Chancellor, if needed.

Mr. Fuchs also shared the following links with the group:

- <https://www.utc.edu/care/roadshow.php>
- <https://www.utc.edu/excuse> (Academic Notification)
- <https://www.utc.edu/report> (Student Conduct Report)
- <https://www.utc.edu/hcreport> (Honor Code Report)
- <https://www.utc.edu/student-outreach/scrappys-cupboard/help.php>
- <https://www.utc.edu/covidnotify>

Other Issues:

Mr. Sherbesman asked that all members email their questions for the March guest, Tyler Forrest by March 10. Please review UPRAC meeting <https://new.utc.edu/finance-and-administration/budget-and-finance/budget-process/fy-2022-budget-2021-22>.

Mr. Sherbesman announced that Dr. Ethan Carver was looking for volunteers to participate in the newly formed Police Advisory Committee's upcoming focus groups.

Tonia Martin announced the roll-out of the UTC Marketplace:

The Office of Strategic Enrollment Technology (SET), in partnership with the Bursar's Office, is pleased to announce the creation of the UTC Marketplace, a university approved portal for online conference registration and payments for events your department is hosting at UTC. This portal can be used for virtual events and conference registrations, as well as in-person events in the future.

The UTC Marketplace is set up to make registration and fee payments personalized and seamless, giving you peace of mind and more time to focus on your other work.

Here's a few features of the Marketplace:

- Fully customizable to meet your needs. We work with you to create a custom conference registration forms, invoices and receipts and more
- Personalized communication plans, including emailed invitations, registration confirmations, payment reminders and more
- Personalized online dashboard to monitor registrations and other data in real time
- Technical assistance from knowledgeable SET staff
- Secure reconciliation and distribution of online payments by the Bursar's Office

[Learn more about the Marketplace on our website.](#)

Have any questions? The Office of Strategic Enrollment Technology is always here to help. Don't hesitate to email us at setadmin@utc.edu or give us a call at (423) 425-2906.

Next Meeting

The next meeting will be Wednesday, March 17, 2021 at 10:30 a.m.

Adjournment

The meeting was adjourned

Respectfully submitted,
Janice Michaels
HR/OEI Assistant