

**EMPLOYEE RELATIONS COUNCIL MEETING**  
The University of Tennessee at Chattanooga  
Thursday, April 21<sup>st</sup>, 2022  
Held via Zoom

**Members in Attendance:** Anna Laster, Brian Vann, Evie Deal, Heather Heinlein, Jean Betters, Katherine Lindsey, Kim Sapp, Kimberly Thomas, LaDonna Spruill, Laneeta Derrick, Marcus Williams, Marion Perkins, Mark Stotts (Vice Chair), Matt Holzmacher, Melita Rector (Chair), Monica Watson, Scott Sammons, Sharon Thomas, Shirley Hatfield, Stuart French, Susan Gutshall, Terri Bearbower

**Others in Attendance:** Laure Pou, Assistant Vice Chancellor of Human Resources; Julie Brown, Director of Employee Relations; Logan Rader, Administrative Assistant of Human Resources

**Guest Speakers:** David Seidel, Associate Director of Parking Services; Tina Camba, Director of Total Compensation; Gohar Sheikh, Total Compensation Specialist

**Minutes:** The minutes for the March 2022 meeting were submitted electronically and approved with no changes needed. The minutes were approved with a motion that was carried by Mark Stotts and seconded by Jean Betters.

**Call to Order:** Melita Rector called the meeting to order.

**Parking Updates (David Seidel):** Mr. Seidel shared updates for parking services on campus during the Spring 2022 semester. Various construction projects have impacted lots around campus. The top level of the parking garage attached to Lupton Hall is closed, as it is being fully redone. The bottom level of that same garage, Lot 11, is also blocked due to a separate utility project. Lot 11 is due to be reopened within a few weeks. Those affected by the closures will receive an email upon reopening. The lot near the Metro Building is partially closed due to ongoing construction.

No major changes are expected for the Reserved/General lot designations in the foreseeable future.

Compared to Spring 2019, there were roughly 100-200 less available spaces during the day in Spring 2022, mostly due to the construction projects already mentioned. There is a higher-than-usual amount of available General spaces.

UTC has been utilizing virtual permits and license plate recognition (LPR) technology for some time, as the campus has moved away from physical permit tags. Although there have been articles stating the LPR does not properly detect the new TN state license plates, the detection system seems to be functioning correctly across all license plates

and environments. Any questions related to parking services may be routed to [Parking@utc.edu](mailto:Parking@utc.edu)

**Questions for Parking Services:** There will be a new building placed near Lot 49 and the SIM Center, but the impact should be minimal on parking spaces and permits. Regarding part-time employees and parking permits, there may be a possibility of discounted rates for employees who are here less than full-time employees. The logistics regarding enforcement and retainment present a challenge, though the suggestion is noted.

You can find answers to frequently asked questions like this at <https://www.utc.edu/finance-and-administration/auxiliary-services/parking-services/parking-services-faq>.

**Total Compensation Services (Tina Camba & Gohar Sheikh):** UTC Total Compensation in Human Resources oversees and offers services to all UTC personnel such as payroll, benefits and retirement, position description and equity reviews, any and all types of leave, sick leave bank, etc. Gohar Sheikh joined UTC in April as the contact for position description requests and reviews, as well as workers' compensation and the sick leave bank. She is also equipped to handle any inquiries regarding benefits. Total Compensation will soon implement Dynamic Forms to process reclassification requests for positions in order to streamline compensation changes for employees.

More information on Total Compensation can be found at <https://www.utc.edu/finance-and-administration/human-resources/total-compensation>.

**Staff Engagement Assessment (Laure Pou):** Laure Pou shared the data from the staff engagement survey that was sent in Fall 2021, which was subsequently shared with the Executive Leadership Team. The survey focuses on the ABCs of working at UTC: Attitudes, Behavior, and Cognition. Engagement outcomes include in-role and extra-role performance, satisfaction and commitment, worker accidents, theft, absenteeism, turnover, and creativity, among other factors. Laure presented the snapshot in time which showed strengths and areas of growth in terms of best employment practices as illustrated by the survey data. Strengths to be leveraged include Employee Empowerment, Departmental Relationships, Working Environment, Coworker Relationships, and Culture. These factors are results of practices present in departments and areas of campus. A call for feedback on best practices was issued by Laure Pou during the March meeting, and some members offered their findings to the council:

- **Best Practices:** Members of the council shared that actions such as semi-regular social time with colleagues, a shared sense of wherewithal to accomplish goals, positive collaboration, and meaningful goal orientation can offer concrete

steps to improve the work environment within a department and at UTC. These practices do not fall on a specific employee, but it is possible and encouraged to institutionalize these practices through creation of development opportunities and engagement with senior leaders to collaborate toward a more positive and engaging environment.

- **Challenges:** It was also shared that some areas of campus present challenges involving and affecting expectations, shared experiences, and overlapping working time between supervisors and staff. Communication is a key point of contention when exit interviews occur, in that those departing the university often identify basic communication of policy or perspective as a significant shortcoming at UTC. To identify those points of contention, summary exit interviews can be shared with departments, but detailed reports must still be retained by Human Resources to ensure confidentiality between the departing employee and the department. Less-than-ideal numbers of employees take advantage of the ability to express feedback through exit interviews, and Employee Relations is in ongoing discussions to improve communication, more effectively utilizing that system of feedback.

Laure shared preliminary results of the “Best Places to Work Survey” of Chattanooga issued in December 2021: There was a 24% response rate among Faculty and Staff, and there were similar patterns found in both this survey as well as the assessment conducted by McLean and Company.

#### **Blue Ribbon Award:**

- February 2022:** John Johnson, Parking Services
- March 2022:** Nora Ketron, UTC Library

#### **Other Items:**

- **May 2022 ERC Meeting:** The council meeting for May 2022 will be held in-person with a virtual option on Thursday, May 19<sup>th</sup>, from 8:30-9:30 a.m.
- **Staff Appreciation Brunch:** The Staff Appreciation Brunch will take place on Friday, April 22<sup>nd</sup> from 9:00-11:00 a.m. on Chamberlain Field. Any and all staff members are welcome to attend.
- **Sick Leave Bank:** Employees must utilize all annual and sick leave hours before utilizing the sick leave bank. There is an incredibly minimal percentage of sick leave claim denials.
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**Adjournment:** The meeting was adjourned by Melita Rector with a motion from Mark Stotts, seconded by Jean Betters

Respectfully submitted,  
Logan Rader  
Administrative Assistant of Human Resources