




MEMORANDUM

To: Donna E. Shalala, President
From: Richard L. Williamson 
Chair, Faculty Senate
Date: April 19, 2013
Subject: Faculty Senate Legislation #2012-37(D) – Faculty Senate Administrative Services
Committee Report and Recommendations

At its April 17, 2013 meeting, the Faculty Senate unanimously accepted the Faculty Senate Administrative Services Committee on Report and endorses the recommendations stated within the report.

The report and recommendations are enclosed.

This legislation is now forwarded to you for your information.

RW/rh

Enclosure

cc: Thomas LeBlanc, Executive Vice President and Provost
Joseph Natoli, Senior Vice President, Chief Finance Officer
Larry Marbert, Vice President, Real Estate and Facilities
Theresa L. Ashman, Associate Vice President and Controller
Janet Gavarrete, Associate Vice President, Campus Planning
Karen Beckett, University Registrar
Richard Sobaram, Director Parking and Transportation; Chair, UBike Committee
Ruth Rubi, Director, Business Operations
Mitsunori Ogihara, Chair, Task Force for On-line Education
Charlotte Rogers, Chair, Administrative Services Committee

The Administrative Services Committee: Report for 2012-2013

Committee Guidelines

The *Faculty Manual*, Section B4.4: THE ADMINISTRATIVE SERVICES COMMITTEE monitors and reviews, either on its own, upon request by the Chair of the Senate, or upon request of a faculty member, the administrative services of the University. One of the committee's goals shall be to improve the efficiency of administrative services. In order to avoid lengthy delays, the chair of the committee may deal directly with the Office of the Executive Vice President and Provost on procedural matters.

Committee Members

Thomas Curtright	JoNell Potter
Igor Kamenkovich	Charlotte Rogers
Theodore Malinin	Marcus Wagner
Govindarajan Narayanan	Jonathan West

Goal, Issues, and Recommendations

The Committee's eight members worked as a team under the Senate's guidelines "to improve the efficiency of administrative services," identified seven issues, made recommendations for six, and carried one issue forward—awaiting further development-- to 2013-2014. Identification of the seven issues follows:

I. Delivery of W-2 Forms to University of Miami Employees

On 4 December 2012, the Payroll office emailed notice concerning preparation and distribution of W-2s.

In October 2012, the University of Miami (UM) signed a two-year agreement with Automatic Data Processing, Inc. (ADP), whose specialty is payroll outsourcing. W-2 distribution is one aspect of ADP, which handles 15,000,000 W-2s annually. The contract is with ADP, the parent company; franchises or subcontracts can only occur with UMs permission.

The change had to be made, according to the Controller's office. Printing former W-2s in-house, UM used a local vender whose specialty was printing. The local vender was simply not set up to handle distribution of W-2s. With security at issue, the office sought the highest security provisions, savings in money, and flexibility—including timing and printing—for handling W-2s for both faculty and staff. The recommendations for ADP passed through all appropriate administrative channels unanimously.

In December 2012, the faculty and staff were notified of two choices: one, to receive the W-2 electronically through ADPs portal or, second, to receive the W-2 from ADP through U.S. Postal service. Those choosing electronic were 3,500; those choosing postal were 14,500. Two approaches for delivery were mandatory: IRS prohibits mandating electronic delivery and requires an "opt in" approach.

"This process has tightened security considerably," asserted the Associate Vice President and Controller on 21 March 2013. Strong evidence supports this assertion.

But even Apple, reported in the *Wall Street Journal*, 20 February 2013, A1, was hit by hackers, with valuable comments including this: "the size of the infrastructure of the attacker. . . suggests a large organization . . . and often ignored sensitive financial data to instead focus on stealing intellectual property." ADP, too, experienced a system intrusion in June 2011—affecting only one client—on a non-payroll platform no longer sold by ADP. The reported details of the incident included no significant damage, according to Mike Lennon, "ADP Experiences Security Break." *Security Week*. 15 June 2011. Web. 15 February 2013.

With both awareness of national danger to identity security and memories of the lost/stolen hospital records at UM and the months' delays in notifying faculty of the danger, two Committee recommendations concerning ADPs distribution of W-2s are warranted:

1. If ADP becomes aware of any security breach of UMs employee personal data, ADP must notify both UMs Controller office and the faculty immediately.
2. The Faculty Senate needs to be alerted by administration to emerging policy changes.

II. Access of Bicycle Travel throughout Campus

What is the status of the access of bicycle travel throughout campus and possibilities of meeting bicyclists' needs? This Committee and campus U-Bike Committee have worked together to convey to Campus Planning and Development the facilities and other needs of campus bicyclists. With this cooperation, the Committees have studied what other campuses are doing and invited the League of American Cyclists to evaluate campus facilities for which UM receives a bronze-level evaluation.

Improvements have appeared this academic year: both faculty and students have been encouraged to bike by having paths marked on roadways, installing more bike racks, and reaching UM police to become more aware of bikers, both their needs and their safety. Spring semester the campus police offered the first bike safety session. The Wellness Center also gave free access to commuter cyclists or pedestrians for showers; the Law School cleaned a storage room uncovering a connected shower now available to its faculty and student commuter bicyclists.

Possibilities remain for meeting campus bikers' needs and safety. Although Coral Gables has placed shared road markings for cars and bicycles, this is not the answer: real bike lanes are the answer. With the exception of the bike rack at Richter Library with its roof overhang, no cover for bike parking exists. Neither are bicycle repair posts installed nor are sufficient racks currently available.

To meet these bicyclists' needs and their safety, one vital recommendation emerges:

1. Efforts by this Committee and by the UM Bike Committee should be strongly supported and improvements continued.
 - Develop a written bike policy for campus. Make a positive list—more effective than lists of "Thou shall not"
 - Encourage campus people to use bikes. Both the bicyclists' safety class and the student handbook offer two options.

III. Consideration of the Future Location of the Faculty Club and Its Dining Facilities

The Administrative Services Committee and the Facilities and Planning Committee have worked together on options for locating the Faculty Club. Chartwell, the current major contractor for campus food services, plans summer remodeling of IBIS cafeteria and taking the current space of the Faculty Club. Options for the Faculty Club initially included the spot referred as Oasis where the temporary Rathskeller is located and the spot occupied now by campus Post Office. The vacated Post Office space offers room for small dining groups and conferences and individual dining. This would include both food and environment desired by faculty. Both Committees make these six recommendations:

1. Make the required move to the current Post Office space.
2. Add to this space facilities for outdoor seating.
3. Reserve a reasonable number—five or more parking spaces near this location for off-campus faculty coming to the Faculty Club for meetings and food.
4. Engage both the Campus Planning and Development Department and the Budget and Planning in the development of the Faculty Club's dining spaces, vital to achieving both needed space and functional and aesthetic qualities.
5. The Faculty Senate, its two Committees with this issue, and the Administration should continue working together in creating this environment and making available food services needed on main campus for faculty.
6. The Faculty Club should remain open throughout spring, summer, and fall semesters.

IV. Satisfaction with Food Service on Coral Gables Campus

The Administrative Services Committee, the Facilities and Planning Committee, and the Campus Planning and Development Department worked together on this issue. Current challenges were identified by the office of Student Affairs, by on-campus tours, and by comparative visits to other campuses. These challenges were recorded:

- Providing safe- and health-food services,
- Improving the menu where current choices—including Mexican, German, and American—look alike and making genuine cultural choices for diversity, a positive variable so often identified with UM,
- Considering options from privately owned sources, including Wendy's Smoothies, Quizmo, second Starbuck, and Einstein Bagels,
- Creating spaces where students can interact without leaving campus,
- Creating a food court—attractive, comfortable, and conducive to grouping,
- Providing small spots around campus for selling healthy and varied foods.
- Providing food on the weekends (With Chartwell's facilities closing at 3:30 p.m. on Fridays and opening mornings on Monday, options are needed for both faculty and students on weekends. Although food is served in dormitories on weekends, the numbers of people eating during these service hours pose problems.)

In addition to resolving these seven challenges, two recommendations are stressed:

1. Chartwell needs to extend options--not only for on-campus residents but also for faculty and study groups—for dining on weekends.
2. Continue to offer more choices for healthy food.

V. Management of Faculty Facilities including Classroom Allocations—Gables Campus

How are classrooms allocated for individual courses? This is the first-of-three questions given this Committee concerning faculty teaching facilities.

The office of the Registrar holds the responsibility for designating the over-all spaces, and its physical improvements of rooms, installment of technology, and technical help in using this technology are commended. The office makes specific and limited allocations for special needs, including events scheduled after classes, access for disability needs, needs of teaching units in the dormitories, and requests from departments for extra space. Allocation of the larger units follows this process: after notifying the office of the Registrar of needed spaces at specified times, the Schools through their Departments allocate classrooms to their individual faculty. Some schools—including the Law School and Business School—have complete control. Although this represents the current broad process, plans exist for changing the system, but remain in the developmental stage.

What needs are faculty currently identifying? Specific classes and faculty require technology; others do not. Some need a speaker's stand, and the low desk for electronics-- usually located in one corner-- fails to substitute. Locked doors periodically delay beginning class; now public safety must be called for entrance when this lockout occurs. Technology over the years—like most technology—requires more upkeep and updates. Even if technology runs in perfect performance mode, curtains in classrooms may remain broken, making overheads and power points less effective in the sunny classroom. Curtains remain under the responsibility of Physical Plant, somewhat slow in responding to current classroom needs.

Recognizing and appreciating the help given faculty, the Committee identifies five faculty needs for which recommendations are made to fulfill:

1. Although the Law School has its own space assignment, too few rooms exist. That is an issue within the Law School. The technology is good.
2. Assign rooms fitting course requirements—class size, need for technology, and individual teaching needs such as the speaker's stand and map display, or recording sessions for giving feedback to student presentations. (Pop ups on assignment lists could identify individual needs in the classroom.)
3. Coordinate Physical Plant's and Technology's specific responsibilities. Give one the responsibility for quick repairs, including periodic checks in each classroom of useable blackout curtains and board markers.
4. Technology specialists overseeing needs in the Memorial Building offer a successful model for other campus buildings. This excellent team, however, needs more people, especially now that the installed technology needs more repairs.
5. Outside Memorial, faculty can be assigned rooms without technology and available needed equipment—whether extension cord, batteries for equipment, or labeled telephone connections like Memorial. With cell phones, no infrastructural changes are needed, but labels in each classroom can identify help services. All assigned teaching spaces should meet UMs standards.

Updates for improvements for facilities and technologies are now in developing plans. The Committee further recommends both keeping the Faculty Senate informed and involving it in identifying faculty needs.

VI. Receipts for Meals Reimbursed in UM Travel

This calendar year several faculty began asking questions about processing receipts for meals on their travel for UM. Administrative processing of their eBERFs was returned with similar notes: "We are no longer accepting summary receipts for meals; we only accept itemized meals." Thus the department administrator fills out the "missing receipt affidavits," posts them, and receives the confirmation: "We will accept these affidavits this time, but no Longer," according to interviews with administrators processing BERFs, 12 Feb. and 20 March 2013.

What has changed? The policy—DO15E-- has not changed; only policy enforcement has changed.

Has faculty read the policy, section "MEALS EXPENSE," DO15E, page 9? "Federal regulations require that the reimbursement of meal expenses may be requested on either an actual cost or an allowance (per diem) basis provided the method used is applied to an entire trip and not to selected days of the trip. ... Travelers are expected to use the University Travel Card to pay for meals."

The policy continues with needed backup documentation: "When claiming reimbursement on an actual cost basis including gratuity, the original charge card receipt and the itemized restaurant bill/receipt, must be submitted with the BERF/eBERF. This requirement applies to all meals requested at actual cost."

Note the vital clause in D015E now enforced: "Reimbursements will be denied/rejected if not supplied with itemized receipts."

Questions also concern reimbursement for alcoholic drinks with meals. The word *alcohol* appears once in Reimbursement Policy, subtitle "Entertainment Expense": alcohol "charges not allowable on any sponsored governmental grant or contract" (D015E 11). As for alcohol, what is the policy if travelling on UM business other than under governmental grant or contract? Although unwritten in current policy—neither DO15E nor DO15, Accounts Payable representatives rely on UM employees to "use their judgment when consuming alcohol with both quantity and expense." The standard rests on the representative of UM retaining judgment unaffected by "consumption of alcohol." One-two glasses of wine or beer identify reasonable consumption, but reasonable expense can be calculated differently on cost effectiveness for two or more ordering. "[O]rdering a bottle of wine ...priced at \$800. is not reasonable." But a bottle costing \$60 may be more cost effective than ordering two drinks each for a larger number. Other Committee questions were raised on per diem meal allowance, but their answers are outlined clearly in D0152 9-10).

Representatives of reimbursements were most helpful and clear in sharing this needed information by faculty and Faculty Senate. Some time ago review and changes for meal reimbursements (policies bearing Rev. 07/2008) were initiated. The process continues.

With continuing appreciation for ongoing help with reimbursements, the Committee finds four faculty concerns and offers recommendations.

1. Both aware of the lengthy forthcoming review and existence of the policies, how must faculty now handle current changes—if only in policy enforcement? Make available to departmental administrators processing eBERFs the list and location of policies needed in processing meal receipts. The targeted faculty could receive this notice

- through the department's Listserv. Notice once a year—or more if change—should suffice.
2. Clarify: what should faculty do to meet the required paperwork when the receipt fails to translate to the required form? For example, neither national nor foreign restaurants always offer itemized receipts, especially the less expensive or less cosmopolitan restaurants. Will all receipts be in English?
 3. Clarify the reimbursement for alcohol. If a policy exists—and it does, that policy should be in writing and communicated to faculty.
 4. The faculty's travel and business expense policies are important to faculty. May faculty be part of the volunteer committee reviewing policies affecting faculty? With importance and efficiency at stake, we recommend that policies—especially changes and clarifications of faculty concern—be brought for discussion and feedback through appropriate channels to the Faculty Senate.

VII. Responsibilities and Implementation of Electronic Education

The Office of Provost emailed, on 29 November 2012, to all faculty an announcement proposing "a strategy for the future of on-line education at UM." A "Task Force on On-Line Education" has been established. This Task Force consists of a 13 UM-wide committee under the Provost's direction to "propose a strategy for the future of on-line education at UM."

Subsequently the Task Force emailed, on 1 March 2013, a questionnaire asking faculty "to engage the university community in a conversation about the role of online education as a core mission" of UM.

At this time our Committee lacks sufficient information about UM online education to comment further on this topic. For the Committee of 2013-2014, we leave this exciting and important development. The Faculty Senate must stay both informed and involved.

Submitted by C. D. Rogers
Chair, Administrative Services