

# University Staff Advisory Council

## Minutes for Tuesday, December 8, 2009 The Commons, Room 237

### ATTENDANCE:

#### Present

Atack, Becky  
Banks, Diane  
Barnett, Lora  
Boglin, Harriett  
Brassil, John  
Cage, Vickie  
Cribbs, Chris  
Dean, Mary Ann  
DiGiovanna, Sheri  
Dixon, Michele  
Dubois, Daniel  
Franklin, Keith  
Gambill, Jodie  
Hiltz, Shirley  
Holcroft, Nancy  
Houseman, Andrea  
Johnson, Faye  
Kendrick, Stacy  
Kiely, Kay  
King, Sue  
Koval, Kristin  
Krueger, Anna Kathleen  
Lang, Melanie  
Latham, Vickie  
Martin, Ashley  
McCurry, Barry  
McKee, Brenda  
McLeod, Laura  
McMeen, Ben  
Moore, Kenny  
Palmer, Dave  
Pepper, Ronnie  
Pruitt, Don

Richter, Andy  
Seezen, Karen  
Smeltzer, Mike  
Smith, Donna  
Smith, Susanne  
Soxayachanh, Olivia  
Stanard, Ray  
Steward, Dan  
Street, JJ  
Trenary, Carlos  
Villager, Nyla  
Walker, Bryon  
Wall, Andrea  
Watson-Wienzetzl, Myrna  
Whaley, Elizabeth  
Whately, Luci  
Wilson, Cliff

White, Lolita  
Whitlow, Cathy  
Wyatt, Michelle

#### Absent

Alley, Jean  
Amos, Stan  
Bailey, Bill  
Brake, Alyssa  
Bransford, Chris  
Bush, Alison  
Collins, Greg  
Fagan, Shawn  
Fisher, Joe  
Formont, Jamie  
Heath, Eric  
Jackson, John  
Jackson, Nancy  
Johnson, Stacy  
McClure, Cheryl  
Pickert, Don  
Pryor, Jessica  
Renshaw, Grace  
Sheldon, Brenda  
Steine, Cindy  
Strohl, Sandy  
Suttles, Todd  
Vincz, Janiece  
Waddell, Rochelle  
Watts, Katie  
Webb, Mary  
Wenzell, Alison  
Williams, Tara

#### Absent, sent regrets

Armstrong, Terri  
Chapman, Angela Chapman  
Fisher, Kristy  
McGrath, Jason  
Norfleet, Lydia  
Owens, Ann Marie  
Patterson, JoAnn  
Reed, Dylan  
Reynolds-Barnes, Deborah  
Rhodes, Katherine  
Soren, Carol  
Stuart, Kate  
Thompson, Molly  
Tucker, Phillip

**Guests:** Melissa Wocher, Jane Bruce, Cliff Joyner, Jerry Fife and Jason Hunt.

8:30 a.m. President Diane Banks called the meeting to order and thanked Jerry Fife, Jane Bruce and Melissa Wocher for joining us.

**MINUTES:** The minutes of the November meeting were unanimously approved with the following corrections:

- Vickie Cage was moved from the absent column to absent with regrets.
- In Cliff Wilson's report on Benefits, the next to last sentence was corrected to read: The Health care plan makes up 39.66% of **employee benefits cost**, followed by FICA at 29.24%, and Retirement at 15.89%.
- In the Chancellor's remarks, the amount of the endowment saved by Matthew Wright, Vice Chancellor for Investments was corrected to read **\$200M** rather than \$22M of equity.

## COMMITTEE REPORTS

**Events:** Andrea Wall thanked everyone who helped with blood drive and reported it as a huge success. The Red Cross goal was to have a minimum of 50 people donate blood at each site. There were 64 on Sarratt side (from the 72 who showed up) and more than 40 donors on the Peabody side for a total of 94 donors. We are still waiting to hear from Lenon Coleman for approval for our Kroger card fundraiser.

**Membership:** Andy Richter introduced and welcomed the following newly appointed members:  
Janiece Vincz, Human Resources Processing, Group 4  
Grace Renshaw, law school, Group 15  
John Jackson, Vanderbilt Police Dept, Group 27

Andy reminded the group that it is still not too late to join a standing committee. He is pleased to announce that our membership is at 94% and 80% are participating on a standing committee.

**Communication:** Carolos Trenary reported that they are still making changes to web page and making progress. They have two new committee members.

**Rules and Administration:** No report.

**Staff Life:** Co-Chair Melanie Lang reported that items on their agenda include volunteer activity that Co-Chair Kathy Rhodes is studying and a spring build with Habitat for Humanity.

## UNIVERSITY STANDING COMMITTEES

**Benefits Committee:** no report...meets next week.

**Traffic Committee:** Jason Hunt reported that the committee met December 2<sup>nd</sup>. The Committee also announced the discounted fares for Regional Transit express service. New routes include Clarksville, Gallatin, Hendersonville and Smyrna. See MyVU, where more info is currently posted.  
<http://sitemason.vanderbilt.edu/myvu/news/> New business for the Traffic Committee includes the blind spot at towers 1-4, a vandy van issue with pedestrians, and light timing issues (long light changes) at 24<sup>th</sup> and Children's Way.

**Athletics:** No report. The committee meets a week from Friday.

## NEW BUSINESS

There was no new business to report.

## GUEST SPEAKERS

**8:40 a.m. Matt Hall, Associate Vice-Chancellor for ITS and Veronica Burns, Senior Director, Human Resources, explain the Vanderbilt Electronics Policy.**

Diane Banks introduced Matt Hall, Associate VC and Veronica Burns, Senior Director, Human Resources to discuss the Acceptable Use Policy (AUP) and the related HR 25 policies which can be found at:

<http://www.vanderbilt.edu/aup.html>

<http://hr.vanderbilt.edu/policies/hr-025.pdf>

<http://hr.vanderbilt.edu/hrdepts/er/Electronic/player.html>

**Matt Hall** reported that ITS manages 33,971 telephones and 3000 assets that wear out, break, and become technically obsolete. Vanderbilt has a bandwidth of 1 GB per second (for searches on sites such as google.com) and 10 GB per second for research networks. It's a complex environment with 171

terabytes of storage located at the Hill Center. Google is the most popular destination for online viewing at Vanderbilt with 49 million views per month. The second most popular destination is Facebook with 23.6 million views per month. The NY Times is the tenth most popular sites with 3 M views per month.

Matt spoke about the Acceptable Use Policy (AUP) which is an update of the 1995 computer policy. The main points are the following (see appendix 1 for details of each area):

- 1. Don't do anything illegal.**
- 2. Don't do anything that violates Vanderbilt policy, including policies specific to your area.**
- 3. Have no expectation to privacy... Just because you can, doesn't mean you should!**

Matt noted that porno, gambling, and dating sites pose a great risk of allowing malware into our system. Staff internet activities are not monitored on a daily basis: ITS gets involved only when there is a complaint or a suspicion of inappropriate use of our technology.

Veronica Burns reported that the revised HR 25 policy effective Oct 1. 09 is a subset of AUP. HR 25 gives direction on what is acceptable and appropriate for staff regarding all our resources, telephone, fax, computers, blackberries, etc. and how they interface with the network.

The purpose of this policy is to provide guidance for the use of electronic resources. See <http://hr.vanderbilt.edu/hrdepts/er/Electronic/player.html> for information about the policy. Q&As are also available there. Anything wired, or tethered to you is covered under this policy. Staff responsibilities in this policy include:

1. Securing passwords: confidentiality is protected. Don't compromise integrity of data;
2. Employees have responsibility when given access to data based on job duties and those need to be honored. There's a process for approving any exceptions to that.
3. Refrain from inappropriate use. If you represent yourself as a VU employee and do something inappropriate, then it becomes an issue. *For examples of inappropriate use, please see appendix 2.*

The floor was opened for questions, *see appendix 3 for details*. The council members were encouraged to email Matt Hall or Veronica Burns with any remaining questions.

## **9:15 a.m. Jim Kendall of the Employee Assistance Program spoke about the Hardship Fund.**

Diane introduced Jim Kendall of the Employee Assistance Program. Jim gave the Council an overview of the Work Life Connections Employee Assistance Program whose mission is to provide psychological support to the VU community through the following programs:

- Faculty and Physican Wellness Program
- Employee Assistance Program
- Nurse Wellness Program

Jim used the image of a travel agent to describe the services offered by the EAP. They cannot provide all services, but are able to assess clients' needs and direct them to the most appropriate resources. **All visits are strictly confidential; nothing is kept in an employee's file.** From its beginning in May 1999, the EAP staff has increased to include 6 counselors, 2 administrative Assistants, and various physicians.

Of those suffering from depression who come to the EAP, 75% experience improvement. The EAP is also able to provide help to those with addiction and substance abuse issues. The EAP offers a number of presentations such as financial cash flow 101, resources on how to pro-actively cope with stress, as well as psychological first aid programs for managers to assist in dealing with office morale – for example, when a co-worker dies or other traumatic events occur.

**The Hardship fund:** This year, 87 employees received grants from the Hardship Fund for such things as funeral expenses, rent, relocation due to domestic violence, utility payments, emergency needs including food. A description of the Hardship Fund can be found at:

<http://worklifeconnections.vanderbilt.edu/service/overview-of-the-faculty-and-staff-hardship-fund>

Money is raised through donations by employees. Gifts made by the two staff councils are matched by the university.

There have been general criteria for recipients from the hardship fund since 1994. Each application is reviewed by a committee.

- The fund is for acute temporary hardship.
- The money given must have a significant impact on the situation.
- Recipient has to have been working at VU for one year.

In addition to the hardship fund award, EAP has a separate fund for food. To keep someone from going hungry, EAP can help with a \$50 gift certificate to Kroger, if more than that is needed, the Hardship Fund can approve up to \$200 per lifetime for an employee.

Jim explained the **Partnering with Parents holiday program**, the Elf program which accepts donations from departments which adopt a family in need. Recognizing the real significance of parents choosing gifts for their children, instead of gifts, EAP purchases gift cards for Kroger, Wal-Mart, etc. They have identified 34 families to receive assistance for the elf program this year to whom the money received will be equally distributed. Last year, the program benefited 34 families with each receiving about \$400. **This season, the Council collected \$350 for the Elf Program to help struggling Vanderbilt families buy gifts for their children.**

If you want to make a donation, to the Hardship Fund, please send it to Harriett Boglin ([Harriett.I.Boglin@vanderbilt.edu](mailto:Harriett.I.Boglin@vanderbilt.edu)), at the EAP. Checks made out to VU fac staff Hardship Fund, Employee Assistance program, or Worklife Connections are accepted. Gifts to the Hardship Fund are not tax deductible, as any employee is eligible to receive a grant from the Fund. If you donate to the Elf program, however, it is tax deductible. They can send you an official letter of receipt. Be sure to check with your personal advisor, this is not tax advice.

For more information about the Employee Assistance Program: Work/Life Connections, see <http://worklifeconnections.vanderbilt.edu/> or call 936-1EAP or 936-1327.

**10:00 a.m.** Diane Banks thanked Matt Hall and Jim Kendall for attending and for all they do and the meeting was adjourned.

The next USAC meeting will be on January 12th in Sarratt 220, the Rand Function Room. Jan Rosemergy, Director of Communication for the Kennedy Center will be our speaker.

*\*Reminder: All meeting times and locations are posted on the Staff Council website*

<http://www.vanderbilt.edu/usac/next.html>

## APPENDIX 1: *Details from Matt Hall's presentation*

The Acceptable Use Policy (AUP) was first adopted April 1, 2004. The first computer policy was formulated in 1995 and updated in 1996. There were roughly 120-180 million emails per year at that time. Use of these systems increases steadily. We are now up to 940 Million/year.

In November, 2007, Lauren Briskey and David Williams appointed a committee to review the policy. Apr 2, 2009, the committee's work was ratified by the Faculty Senate and signed by the Chancellor.

The Acceptable Use Policy (AUP) may be found at: <http://www.vanderbilt.edu/aup.html>.

The main points:

**1. Don't do anything illegal.**

**2. Don't do anything against policy – and there are lots of local policies.** AUP isn't going to prohibit specific things – that's for local departments to decide. For example, the Medical Center has a unique set of issues. Operator services takes a huge volume of calls and in addition to maintaining privacy, must be able to access Google maps to help people find the hospital.

**3. Have no expectation to privacy.** Vanderbilt has to protect the information that people trust to us. Hospital information needs to be protected. There is a proliferation of consumer electronic devices...cameras, blackberries, etc. There are horror stories about pictures that have been taken and posted on the internet. **Just because you can, doesn't mean you should!** There is a legal right to record a conversation, but it is against VU policy to distribute that conversation on internet, etc. So, portable devices create issues. ITS is not snooping. Frankly, ITS is just not that interested. There is so much volume, they cannot monitor everything. The only time ITS looks at what someone is doing on the internet or other devices is when HR or an appropriate office asks them for information as part of an investigation. It is a controlled process. It's the reality, if you send an email out to the world, you don't have privacy. There is danger when you send and store email. If you're under illusion that what you do on your computer is private to you, you are mistaken. We have to trust the info people trust us with. You should be very judicious as to how you use your PC.

The AUP holds ITS professionals to a very high standard. ITS has trusted and privileged access things others don't know and they have to maintain skills at higher level in order to provide support.

## APPENDIX 2: *Details from Veronica Burn's presentation*

Examples for HR 25 inappropriate use of technology:

- Using VU resources for personal use – each dept says how much is accepted and doesn't interfere with your performance. You are not to use resources for personal gain or conducting any business. HR has standardized eSignatures and tag lines - and these are communicated in various training sessions. We've put some templates out there that are recommended by public affairs and which are similar to a VU business card with authorized logos, and wording, etc for signature lines. We want to standardize. Personalizes signatures are not ones we want you to use as you conduct business for VU.
- Engaging in a violation of local, fed laws – gambling, porn sites, child porn, etc.
- We are not-for-profit so how we engage in political campaigns is regulated and cannot be individualized. Recordings are illegal to distribute, sending or soliciting offensive images in any way – for a protected class religion, race, gender, or just offensive to others in work area. We are not policing it - Comes to our attention when someone submits a complaint. That's when an investigation pursues.

Managers need to be setting guidelines and expectations with staff, read AUP policy, and understand their role in the policy. When someone leaves, make sure their paperwork is submitted and their access is discontinued upon separation from VU. Appropriate use standards are part of new hire orientation, but also should be repeated for someone transferring into a new role or new department. ITS gets lots of requests for help finding records once someone has left. For example, in the case of a person who was the customer contact. If you have customer exchanges, you should set up a centralized email box where multiple persons have access so there's no disruption of service when someone leaves. It's a big burden on ITS support people to try to retrieve data in these situations.

If there is a need for information from your computer during the course of an investigation by the General Counsel's office, from an ODC complaint, an HR complaint, or from a complaint brought to the VUPD, ITS will retrieve the information.

If you need to have access outside your normal purview or to send out broadcast emails that you are not typically authorized to do, there is an approval process. Contact HR for details.

### **APPENDIX 3:** *The floor received the following questions:*

Q: If an employee uses a Gmail account or other personal account, does that also affect VU?

A: We have our personal life and private life and they intersect. If you access Gmail that's great. Gmail is a fantastic, secure site. The issue for VU is if you take information that was procured during a federally contracted project or NIH grant and put it in Gmail, you may be violating a contract with government. If you put sensitive info in places such as Sky drive (which is 25 G of free storage), you may find a problem. But individual use is ok.

Q: On political issues. Are you prohibited from using VU email to email your congress person to vote one way or another oppose something?

A: General Counsel recommends that we not engage in political activity....unless you're in the Public Affairs Government office. Stay away from personal activism on VU resources.

Q: If you know of someone who you think is violating the AUP, is there a way to report that anonymously?

A: Probably not, go to their manager and inform them, go to the policy itself as a reference. A lot is done in ignorance, with no malice intended.

Q: Example: a staff member went regularly to a porn website, but he worked in an open area where others could see it. In 2005, there was no rule against it, but it created a hostile working environment.

A: It may not be the act you have to report but you can report that it creates a hostile work environment.

Q: Would be better if you see someone doing something inappropriate, to go directly to that person and say, "hey, that's against VU policy" before you go to their manager? New people coming in, even though they are required to go to learn these things, everything isn't covered in orientation so they might not know.

A: Yes. Sometimes it is just ignorance. It's important to be clear on what our expectations are. That's why the policy is posted. It is self help - they can educate themselves. If they chose not to be in compliance, the department then has to address it.

The real question you should ask is "How does this further the mission of the institution and its interests?" If we're not doing that with these assets, you probably need to not do that.

Q: Is this a policy that is being added to VPEZ so managers and employees are required to do it annually?

A: Good idea – something that people keep abreast of and in the forefront of self education

Q: A few of us log on to computers. Is there a way that we can control that others cannot go into it?

A: That is based on your support area set up. You can have shared access with appropriate protection on each PC. It can be achieved this way. If it's not, it can be. Speak with your LAN manager....mention that concern. Send an email and Matt will figure it out.