University of Southern California Staff Assembly
General Assembly Meeting
Thursday, February 1, 2018
Ray R. Irani Hall (RRI) Room 101 @ University Park Campus (UPC)


Absent: Lali Acuna, Josie Amescua, Bertha Arce, Kristi Culpepper, Dawn Kita, Carla Obnillas, Yolanda Rios, Victoria Young

Call to Order:
President Jeffrey De Caen called the meeting to order at 9:05 am.

February Staff Recognition Award:
Jeff introduced February awardee Mike Jones, Technical Project Leader, Senior, Library IT, USC Libraries, and Linda Truong, Program Director, Library IT, USC Libraries, who shared some of the kind things Mike’s nominators said about him. Jeff presented Mike with a certificate signed by the Presidents of the Staff Assembly, Staff Club, and University. Gabe then presented Mike with an award letter for one free month of parking, courtesy of USC Transportation, and introduced Wade Thompson Harper, who presented Mike with a check in the amount of $100 on behalf of the USC Staff Club.

Approval of Minutes:
Gabe coordinated the approval of January’s General Assembly meeting minutes, which had been distributed to Assembly members in advance of the meeting. A change was made in the minutes to show several people were present who were on the absent list. Also, James Johnston pointed out that “CRC Security” should be “CSC Security”. On a motion by James Johnston (seconded by Mike Yarsky), the meeting minutes of January 11, 2018 were unanimously approved as corrected.

Associate Senior Vice President for Administration Report – Janis McEldowney
Janis reported that Awilda was out and didn’t have a report. Staff engagement survey will be sent out on Monday and will be available for people to fill out between February 5, 2018 and February 23, 2018. An email went out today to the managers to help encourage their employees to take the survey. It will take about 20 minutes to fill out the survey. It is comprehensive and not complicated. They want to see changes since the last survey which was done in the fall 2016. The response rate in fall 2016 was 40% which was low but they had a good representation. Lots of schools and divisions look forward to the results to see if the changes they made were positive and if people believe the culture has changed. Results will be out in March or April. The survey is done by a third party vendor, Gardner. Todd Dickey will be sending out and email February 2nd or 5th telling people the survey is coming. The results are confidential and all USC will see are the aggregate results. James Johnston asked a question about paper paystubs and that the printing just
Staff Retirement Association (SRA)/Emeriti Center Report – Bill Givens and Janette Brown

Bill reported that the SRA luncheon for new retirees is Friday, March 16, 2018. The SRA will be going on a tour of Dauterive Hall. The SRA lost two important members over the last month. Howard Saperstein and Carol Gustin.

Janette asked that if we know any retirees (staff or faculty) working on campus to let her known as there is a scholarship/award for $500 available for staff and a faculty award is given later in the year. On February 9, 2018 the RFA Distinguished Lecture series presents Professor Edward J. McCaffery, the Robert C. Packard Trustee Chair in Law Professor of Law, Economics and Political Science who will be talking about “Tax Policy in the Age of Trump”. It will be in the URC in the Fishbowl room from 12-1:30. It is open to everyone and sandwiches are available. There will be a Physical Therapy workshop on March 13, 2018 from 9-1 in URC 208. Faculty and Doctoral students will host mini-workshops on what happens to the body over a lifespan. There will be breakout sessions and then everyone will switch and be able to attend all four of them. Janette reported that the tour of Dauterieve Hall will be April 13, 2018. The money was donated by Vera Dauterieve and her companion will be leading the tour. The occupants in the building are all working to solve social world problems. There is a free lunch.

Gateway- David Robbins

David reported that on Mondays the Gateway Connect emails will go out. We are to email him if there is anything that we want to go out in the emails.

Committee Reports

Communications – Jackie Mardirossian, Committee Member

Jackie reported be will be posting the deadlines for the upcoming elections. They will also reach out to Gateway to post videos and other things to promote Staff Assembly.

Environment & Safety – Naomi Martinez, Chair

Naomi reported they met with the Transportation Committee and they will be working with the Academic Senate on issues with electronic devices such as Urbe-s. Signs have been added to Trousdale to remind people to slow down. If anyone has any suggestions where else signs should be posted, we are to let her know.

Rights and Responsibilities – Renee Almassizadeh, Chair

Renee reported that the committee reached out to Janis about notifications of being laid off. Staff are to be notified one month before. The individual can work for that month or in certain areas may be asked to leave before that, but they will still get one month of pay. When someone is laid off, there is internal help for getting placement and working on resumes but soon there will be a third party who will offer help in placement both in and out of USC. If an individual is laid off and a position is posted in that same department that is similar to what the person was already doing, the person would be recalled.

The committee also talked about compensation and the new law that was passed in January that when someone is interviewing, the person doing the interviewing cannot ask for their salary history. Renee reported that Dornsife HR told her that if a person who is interviewing asks for the range, then could say. A person outside of USC when applying for a job can now see a salary range. When someone within USC is applying through Workday, they cannot see the range. The committee felt that if a person outside of USC could see the range, then people within USC who are trying to better themselves should be able to see the range. Janis said
that we don’t have ranges at USC anymore. There are averages which is determined by a mathematical calculation around the average salary. She said that we have to explain to the candidate that the salary that can be paid is based on a budget. Renee would like to request that all jobs have the salary range posted. Janis said specific to the posting there isn’t a range because it every department or area is going to have a different amount. The HR Benchmark is not always helpful because it depends on the area. The committee is advocating the publishing of what the school is budgeting from. When someone is applying for a job knowing what the school is willing to pay will help an individual decide whether or not it is right for them and the committee would like current USC people to know what the salary is not just the applicants. It would help educate people to know what they are making compared to what others in similar positions are making. This would help if an internal candidate is making $35K and a new applicant makes $50K, then they can advocate for themselves.

**Rules and Elections – Rosemarie Tellez, Chair**

Elections will be the second week of March and requesting a report the week after the names are on the ballot.

**Scholarship – JaBari Brown, Chair**

Applications will be due May 26, 2018 and it will open mid-April.

**Staff Appreciation – Felicia Felton, Chair**

No update right now.

**President’s Report – Jeffrey De Caen**

President De Caen thanked everyone for their comments and feedback on the Task Force draft. The comments will be put together with the comments from the Academic Senate. The Task Force will be divided into subgroups this spring. The meetings with Michael Quick and Todd Dickey have been productive. Jeff reported that there have been Diversity and Inclusion meetings all year, but now they group has access to reports from the different schools.

Jeff reminded everyone that the next meeting will be March 8, 2018 since the President’s State of the University is March 1, 2018.

Jeff reminded everyone that we need to increase the number of nominations for the Staff Assembly and that we should all start thinking about people we know. We didn’t elect as many last year as we would like. And it would be nice to have a waiting list in case someone needs to step down.

**Guest Speakers: Douglas Shook, Chief Information Officer, Information Technology Services and Lucy Avetisyan, Assistant CIO, Business Strategy & Applications, Information Technology Services**

Doug introduced himself and told us he has been at USC for a long time in different roles such as Professor of Data Services, he’s been Dean of the Marshall School and the USC Registrar. The first thing they looked at when he started was the network and the infrastructure. The average age of the network was 15 years with some switches being 20 years old. As a whole we had not done a good job of maintenance. He asked the President and the Board of Trustees for $70 million over three years to rebuild the infrastructure. We are now using the same switches that Amazon is using. Previously the network was up 93.7% of the time and that equated to 22 days of the year the network was down. Now we are up 98% of the time and down 15 less days. Cyber Security has also been elevated and the questions they are asking are do we have the right people and services.
Doug then talked about digital transformation. The world has changed, the customers have changed and the demands have changed and we are not ready. It isn’t always about better technology but enhancing systems to be a better fit for what we need. The student information systems need to be enhanced as they are 35 years old and it will be 40 years old before it is updated. The digital center is in LA and near the San Andres fault so they are looking at whether or not to have it in Arizona and have pipes with cables that will allow us access to the data or if the iCloud is a better fit.

Doug was asked to be at the level of Stanford, Yale and Princeton and he said no we should be at the level of Amazon, Uber and Facebook. The students coming in now were born in 2000 and we need to improve things for what is needed by the students now. It costs $272K for a Master’s Degree and we need to be able to give them apps to register for class, apps with information of Faculty so they know who got good reviews and who didn’t.

Lucy talked about the need for reliability and data cleaning. A third party company came and looked at us and determined that the core services had to change and that the changes would help us be successful. Several areas were identified. 1) Program Management had to ally with the University and need to head in the same direction so projects had to be prioritized. 2) Change Management has brought in new software and change needs to be palatable and that ITS can help us through it. 3) IT Governance looked at how the decisions were made and where the money was going 4) Financial Management looked at how we engage with third party vendors and to make sure that the different schools were paying the same amount for the same services. 5) Organizationally there are skill sets that need to be added.

There is progress. They have looked at Workday and want to configure it to work the best for the organization. SISS is not stable but there is a holistic SISS platform out there that they are looking at and also looking at minimizing the different softwares that interact with SISS. They are also looking at Kuali and looking at making it cloud based. Another big issue they are looking at is the core services and how they can provide the best service to everyone.

They are looking at the benefits of three areas: 1) Customers, 2) Employees, 3) IT Units. They want to improve delivery of programs and have systems be more responsive and more secure. They are going to put together an advisory committee and they would like volunteers to join and be a voice of what is needed and what is working and what isn’t working. There are 300 buildings at USC and 30 of them have been updated to the new network. The new buildings such at the Village and Michaelson were built with the new network.

Some schools have their own IT Staff such as Cinema School and Dornsife because they have different requirements. ITS offers a platform and the schools base their own IT on their platform. ITS is responsible for networks, email, support, and classroom support. Over and above that is dependent on the schools paying for it. HSC and UPC have different models and services because the medical environment is different. They have their own IT group that can deal with machines, electronic records etc.

A question was asked about the overlap with Project Renewal. Doug responded that the ITS changes happened before Project Renewal and he had to find ways to cut the budget to be in compliance.

Next Meeting:
Thursday, March 8, 2018 from 9:00 a.m.-10:30 a.m. Location: (TBD), University Park Campus
Adjournment:
A motion to adjourn was made by Michelle Jones and was seconded by Randy Zuniga. The meeting adjourned at 10:26 am.

Minutes submitted by Secretary Katie Boeck.