

USC Staff Assembly

UNIVERSITY OF SOUTHERN CALIFORNIA
General Assembly Meeting – May 28, 2021
9:00 AM – 11:00 AM

Culture Value Spotlight:
EXCELLENCE | WE BRING OUR BEST SELVES

Present (41):

Acevedo-Lam, Tanya	Hinojosa, Shannon
Adams, Teri	Jones, Michelle
Almassizadeh, Renee	Kirchner, Jake
Amescua, Josie	Lewis, Kierra
Andalon, Tiffany	Luna, Sarah
Azarraga, Arlene	Mardirossian, Jackie
Black, Rachel	Mitchell-Huizar, Nichelle
Boeck, Kathleen	Mizushima, Linda
Bonagofsky, Kathleen	Ortiz, Bryan
Brown, Amber	Padilla-Casillas, Sara
Caballero, Marc	Preciado, Aida
Chesley, Erika	Reyes, Natasha
Coles, Richard	Rivera, Lillian
De la Rosa, April	Taylor, Bernice
DeFrank, Ginny	Thompson-Harper, Wade
De Vera Mata, Nicole	Turner, Philip
Estrada, Laura	Vazquez, Lydia
Gallegos, Robert	Welch, Ryan
Halfacre, Gloria	Wills, Olivia
Hansen, Jenny	Yu, Jenny
Hernandez, Irma	

Absent (18):

Abrahamyan, Ann	Lynn, Crystal
Acosta, Dulce	Mico, Brian
Alarcon, Patricia	Morataya, Claudia
Bartlett, Amber	Nieto, Lou
Bodiwala, Sonali	Ochoa-Springer, Liliana
Culpepper, Kristi	Sandhu, Juggy
Gorse, Michael	Schroth, Richard
Gratz, Thomas	Welch, Zelinda
Jester, Tonisha	Zuniga, Randolph

Guest (26)

1 Erika Chesley, Staff Assembly President, called the meeting to order at 9:01 AM.

2
3 President Chesley extended words of welcome and noted this is a bittersweet moment
4 since this will be her last full assembly meeting as president.

5
6 **Culture Value Spotlight - Excellence**

7 Honoring our Graduates

8 Bryan Ortiz, Linda Mizushima, Kristi Culpepper shared their thoughts on Excellence.

9
10 President Chesley also recognized Richard Schroth for completing the LEED Green
11 Associate credential. Staff Assembly would like to honor all those participating in a
12 certificate or graduate program. Please send to the Staff Assembly email so we can
13 recognize you.

14
15 **Approval of April 2021, General Assembly Meeting Minutes**

16 President Chesley referenced the minutes that were distributed to the members in
17 advance of the meeting for discussion and approval.

18
19 Jackie Mardirossian moved to approve the minutes with corrections. Katie Boeck
20 seconded. Motion passed with corrections by majority voice consent. (Oppose – 0;
21 Abstain - 6)

22
23 **June Recognition Award Recipient**

24 Michele Morgan, Director, Campus Support and Intervention, Campus Wellbeing and
25 Crisis Intervention (CSI), introduced Rachel Goad, Health Leave Specialist, Campus
26 Wellbeing and Crisis Intervention, the June awardee.

27
28 **Committee Reports**

29 **Rules and Elections** (Phil Turner)

- 30 • Tiffany Andalon, Debbie Williams, Katie Boeck, Renee Almassizadeh are terming out.
31 Thank you for your service.
- 32 • Elections are complete. There were challenges and ways to improve.
- 33 • 759 staff members cast votes to total over 4000 votes. There was a tie requiring a
34 run-off vote. Candidate statements were provided and a final secure vote was
35 conducted. Since we have a member leaving both candidates can now join Staff
36 Assembly.
- 37 • The Rules and Election committee standard operating procedure (SOP) is updated
38 annually in July with the new members. The tie and run-off process will be added to
39 the SOP.
- 40 • The best and easiest way to bring changes to Staff Assembly is to present it to Rules
41 and Elections committee.
- 42 • All officer positions are open for the new term. Please declare your intent to run and
43 submit your biography statement before officer elections. The biography statements
44 will be posted for members to review.
- 45 • The June General Assembly meeting will begin with an open session from 9:00 am to
46 10:00 am. The second portion will be a closed session from 10:00 am to 11:00 am for
47 the new body to vote for the new officers.
- 48 • Staff Assembly re-organization - The proposed resolution has been refined by the ad
49 hoc committee. The Executive Committee will review and it will be presented in more

50 depth and distributed for all to review. The next step of the process is to bring to the
51 General Assembly for a vote to approve the “House of Representative” and “Senate”
52 model. President Chesley would like the ad hoc committee to complete this task this
53 fiscal year for new the body in July. President Chesley expressed words of
54 appreciation to the committee.
55

56 **President’s Report**

- 57 • President Chesley announced the co-chair of the DEI committee, Michael Gorse, is
58 leaving USC on June 1st. He has a new opportunity as a math teacher and earning a
59 full teaching credential. She expressed appreciation for his contribution to Staff
60 Assembly.
- 61
- 62 • The Community Advisory Board (CAB) report is now complete. It will be presented to
63 President Folt this week. Thank you to Kristi and Tiffany.
- 64
- 65 • The first Culture Council meeting is next week and look forward to reporting back to the
66 body.
- 67
- 68 • The Policy and Community Advisory Committee (PCAC) met last week and the update
69 will be presented in the Human Resources (HR) update.

70

71 **Guest Speaker**

72 **Update on USC’s Enhanced Code of Ethics**

73 Dmitry Chausovsky, AVP Institutional Compliance, Office of Culture, Ethics and
74 Compliance

75
76 Dmitry expressed words of appreciation to the staff for everything they do because what
77 staff do every day affects the success of the institution. A lot has changed in the country
78 and at the university over the last 16 years which is why the Code of Ethics needs to be
79 enhanced:

- 80
- 81 • Existing Code of Ethics was created in 2004
- 82 • Enhance the Code by linking to USC’s Unifying Values, policies, resources, and
83 tools
- 84 • Former Code did not link to policies, guidance, or training and was therefore not a
85 resource tool for employees

86
87 The Code of Ethics should represent the university as a collective body and not just
88 faculty or staff or students. The enhanced code will be a tool and resource for employees.
89 It will also provide models for specific ethical decision-making. The enhanced code will
90 also have real-life questions and answers for reference.

91
92 Over 50 higher education institutions and industry entities were reviewed to benchmark for
93 the Code’s content and design. It involved subject matter experts (SME), working group
94 sessions, presentations, collaboration, inclusive, open and transparent processes. This
95 was presented to the leadership and will go to the Board of Trustees in October/November
96 this year.

97
98 A preview of the code, table of contents page, was presented. The document is over 30

99 pages. It focuses on accountability, provides resources on how to meet unifying values,
100 with common themes and formats, how to find information, is user-friendly, and can be
101 shared electronically or in paper format. When this is rolled out, there will be online
102 training on the updated values and re-introduce the code. There are specific examples
103 and explains how to raise questions, find resources, and more. Training can be provided
104 to specific departments and units and even in-person to areas where computers are not
105 available. The code is based on existing values and policies. It is not creating new
106 policies.

107
108 The floor was opened for discussion:

- 109
110 • A member asked whether training will be in-person or on Trojan Learn and if it will
111 be different for staff, faculty, and students. It will be on Trojan Learn but in-person
112 training will be provided to groups that do not have computer access. The training
113 will apply to faculty and staff. Students will be made aware of the enhanced Code
114 of Ethics but not required to complete a training session.
- 115
116 • President Chesley acknowledged that one document won't change how we
117 behave. We need the support of senior leadership and managers. We need to
118 build a culture of accountability, build on our daily actions and be able to reference
119 the rules. The faculty handbook is the Code of Ethics for faculty and sets the
120 expectation. Working groups periodically review the handbook and keep it current.
- 121
122 • A member mentioned the Code of Ethics is referenced for grant proposal
123 submission. The policies home page links to the Spanish version and requested a
124 link to the English version.
- 125
126 • Dmitry noted that updating the Code of Ethics is not a regulatory requirement, but
127 we would not want compliance outside of the University to see that this is outdated.

128 129 **Human Resources Update**

130 Felicia Washington, Senior Vice President, Human Resources

131
132 Felicia welcomed the body and expressed interest in seeing most everyone back on
133 campus soon.

134
135 Last General Assembly meeting, Tim Bessolo presented on the Workforce Planning and
136 Design sessions and the future of work. We have heard from other universities on their
137 campus plans, but all are at different places in the process.

138
139 USC continues to follow public health guidelines and has been able to open gradually with
140 limited capacity. There were some exceptions such as the Annenberg School of
141 Communications receiving permission to host a live election coverage event and the 14 in-
142 person graduation ceremonies recently held at the Coliseum.

143
144 On June 15 many restrictions in California will be lifted, but USC is still guided by the
145 higher education return to work guidelines.

146
147 Post-COVID, USC will take advantage of learnings from the remote work experience.

148

- 149 1. Workforce optimization – want units to think about what is the appropriate
150 workforce mix.
151 2. Develop workforce strategies – create roles and responsibilities.
152 3. Unit leaders – provide tools to develop a process to create a multi-year plan or
153 longer-term strategy.
154

155 The Workforce survey talked about preferences, systems, tools, processes, concerns,
156 what works and does not work. The results were shared with academic and business
157 units for short and long-term planning.
158

159 Workforce planning pilots were conducted in Auxiliaries, Enrollment Services, and
160 Information Technology Services (ITS). There are 7 administrative units still going through
161 the process.
162

163 Key insights from staff survey:

- 164 • 46% response rate.
165 • 53% of the staff prefer to work in a hybrid role.
166

167 The current work arrangement models and the mission of the university must be
168 considered. It will not be based on personal preferences.
169

170 Two-thirds of the participants felt they were more productive working virtual. We want to
171 take advantage of how to be as productive as possible.
172

173 Some action items:

- 174 • Create a virtual work playbook that includes the key events or activities that should
175 happen in-person versus virtually.
176 • Craft engagement guidelines that align with the USC's culture journey and remote
177 work strategy decisions.
178

179 What are managers saying about remote work:

- 180 • Can be effective.
181 • Can continue in some capacity.
182 • Need to ensure all managers have the right types of training and tools to be
183 effective leaders in a hybrid environment.
184

185 The Workforce Insights Survey was conducted during the height of the pandemic. To get
186 some insights post COVID, the body was asked to complete a poll on a few similar
187 questions to compare with the larger staff survey.
188

189 There will be an opportunity to talk to doctors about COVID, ask questions, and get
190 educated. An announcement will be coming on the Gateway. President Chesley polled
191 the body to see if they wanted a private "Ask The Doctor" session. The majority of the
192 body was interested.
193

194 USC is planning for in-person instruction this fall. The return to campus is not a one-size-
195 fits-all. It will be necessary to make a plan and adjust as needed. The administrative units
196 will continue with the current work arrangements at least through the end of June. When
197 the guidelines allow return, we will give as much notice as possible to adjust.

198

199 Some remote work will continue and some may remain out-of-state, but avoid any new out
200 of state remote work for the restart. A committee is being formed to look at health and
201 safety, legal compliance, consistency of approach, and wellbeing. There will also be an
202 implementation into Workday to help document where employees are working, help verify
203 compliance, legal responsibility, payroll, compensation, benefits, processes, and structure
204 that needs to be in place. General Counsel is involved.

205

206 Breakout Discussion Questions:

207

208 1. What about the remote and socially distanced environment do you want to keep?

209 What's working that you hope stays in place? What do you want to change?

210

- Able to attend more meetings because of Zoom.

211

- Many like to work remote or a hybrid.

212

- Miss in-person training, and mentorship.

213

214 2. What key communications and through what channels do you and your team need to

215 be successful as we navigate opening the campus to return in the fall?

216

- Focus on safety.

217

- Is the vaccine effective and will it protect us from the variants?

218

- Concerns with non-vaccinated.

219

220 Please send additional thoughts or comments to Moira Mulrone at mulrone@usc.edu

221

222 **Guest Speaker**

223 Greg Condell, Vice President, Finance and Chair of the Employee Benefits Advisory

224 Committee (EBAC)

225

226 Health plans guiding principles:

227

- Improve Employee Health Outcomes

228

- Support Keck Goals

229

- Bend the Cost Curve

230

231 Health benefits cost about \$300 million. Each year we need to look at ways to reduce

232 costs and maintain levels of access and care.

233

234 The "Benefits Governance Process" timeline was outlined in the slide presentation.

235 Health Plans + HR, Health Plan Sponsors, EBAC, and Consultants begin the process from

236 January to June with some involvement with Academic Senate. President's Cabinet,

237 Academic Senate, and Staff Assembly are involved from July to September before open

238 enrollment in October. There are 3 members from Staff Assembly and 3 members from

239

Academic Senate that participate in the governance process.

240

241 A conceptual plan to develop a multi-year strategy in 2022 was presented.

242

- Plan Design - encouraging migration to EPO plan, evaluate high deductible plan options, continue value engineering to maintain cost trend.

243

244 • Keck Partnership – value based service organization engagement (VBSO), VBSO
245 partnership to manage chronic patients, technology solutions, pivot from campus
246 assessment to annual primary care provider (PCP).

- 247 • Member Service – member satisfaction survey, expand wellness offerings at low or
248 no cost, continue to develop the salary bands program, healthcare that is easier,
249 more accessible.
250

251 The floor was opened for discussion:
252

- 253 • Greg opened the discussion with the fitness incentive program. It is new and being
254 adjusted to make more equipment included in the program. Please contact the
255 health plans team or Wage Works to confirm what may or may not be covered.
256 Additional benefits will be reviewed and added within reason.
257
- 258 • A member inquired about clarification of benefits which can be misinterpreted.
259 Although the question was answered by HR, the interpretation was not correct. It
260 was suggested that there should be highly specialized guidance available to
261 answer those types of questions.
262
- 263 • Premier Care is a service available to USC Trojan Care EPO and USC PPO
264 patients. It is a specific care concierge service to help make your health care
265 easier, more convenient, and more personal.
266
- 267 • The on-campus assessment was changed to help primary care providers to
268 develop relationships with members to improve member health. It helps to target a
269 population that is not seeing their provider regularly. Regular engagement with the
270 primary care provider can be a more holistic and inclusive approach. The on-
271 campus assessment is limited and can be a risk for the university.
272

273 **Announcements**

274 None.
275

276 **Next Meeting**

277 General Assembly: June transition session on June 25, 2021, 9:00 am -10:00 am open
278 session and 10:00 am - 11:00 am closed session on Zoom.

279 **Adjournment**

280 Gloria Halfacre moved to close the meeting. Ryan Welch seconded. Motion passed by
281 unanimous voice consent. Meeting was adjourned at 10:59 am.
282

283 Respectfully submitted,
284

285 Linda Mizushima
286 USC Staff Assembly Secretary
287
288