

Retiree Rights and Benefits Committee Year-End Report to the KU
University Senate
(17 May 2015)

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Respectfully submitted,



John G. Younger
Professor of Classics
Academic Director of Jewish Studies
Chair, RRB Committee, 2014-2015

Report, 2014-2015

In 2014-2015, the RRB Committee met three times (minutes, Appendix A).

The Committee had been specifically tasked to deliberate the following issues (abbreviated [for the exact charges, see Appendix B]):

1. parking privileges for the spouses of deceased retirees.
2. establish a website for "information for retirees".
3. assist HR to develop an "Exit Survey."
4. make KU more "retiree friendly."
5. establish uniform policies across the University for retirees.

1. Since parking is being re-evaluated at KU (both the fee structure and the assignment of physical spaces), the committee thought best to table any request for parking privileges for the spouses of deceased retirees.

2 & 4. One of the results of the Chancellor's Task Force on Retirees (2013-2014; see the Committee's report 2013-2014) was to establish a website for retirees. John Younger worked with Justin Henning to develop a website (<http://retirees.drupal.ku.edu/>), which Younger fleshed out somewhat with various kinds of information. He then turned the website over to Mary Lee Hummert in the Provost's Office to maintain professionally.

3. One of the last tasks the committee considered was exit surveys. HR had indicated that it had not developed an exit survey recently. The committee discovered an old exit survey (last update 2006) and employee checklist (last update 2008), and it examined some exit surveys offered by other institutions (see the minutes for May 8, 2015, Appendix A); all these are attached (Appendix C).

The committee debated the purpose of exit surveys. The fact that KU has not offered exit surveys since, apparently, 2008 could be construed to indicate that KU is not interested in examining its climate of employment or, even, the opinions of its employees upon leaving KU. Several of the exit surveys offered by other institutions dwell at some length on issues of fairness, clarity, equality (especially gender and sexual orientation), health insurance, and other matters of interest to employees at large institutions. What use, then, are exit surveys if the University pays them no heed?. Instead, the Committee wondered if employment climate surveys might be more useful if offered at regular intervals throughout the course of a person's employment, much like student-course evaluations. Surveys offered online and once a year might not be too onerous for employees to take.

In any case, it should be the Provost and Chancellor who decide whether KU offers employment surveys.

5. After some deliberation, the Committee decided that it was not in its purview to suggest standardized policies concerning retirees across the University. Each unit treats its retirees

differently (see, for instance, Handbook, "Voting Privileges"). Standardizing such treatments needs to be considered by the Provost's Office.

Most of the standard charges to the RRB Com in recent years were repeated for 2014-2015. The chair met with the Endacott Society twice, once by himself (29 Oct 2014) and once in the company of the Provost (12 Nov 2014). At all three of its meetings the Committee updated the Retirees Handbook. The final version has been submitted to the Policy Library/Human Resources: <http://policy.ku.edu/human-resources/retirees-handbook>.

Recommendations to the University Senate: future work of the RRB Committee

New Recommendations

1. The Provost's Office (Mary Lee Hummert) now has maintenance of the retirees website (<http://retirees.drupal.ku.edu>). Since KU is interested in attracting retirees from other institutions moving into the Lawrence area, whatever progress it makes in this area will also affect KU retirees. A properly maintained and updated website would be greatly valuable for both KU and outside retirees.
2. The Provost's Office should attempt to standardize the treatment of retirees across the University (emeritus status, continuance of rights & privileges in their former unit, service, rehiring, voting rights, etc.). As noted in last year's report we are concerned that units may lose people of great knowledge and service if University policies inhibit the ability of these units to tap the teaching, research and service talents of their emeriti. Policies for treating and hiring retirees should be uniform, fair, and based on the best interests of the University, its units, and their students.
3. HR should provide more and continuous information about the process of retiring, about post-retirement health plans, etc. There should be at least two information sessions per year (cf. the Provost's information sessions on P&T).
4. HR should create campus-wide surveys concerning the climate of employment at KU and should offer these at regular intervals (we suggest annually). These climate surveys should focus on issues of fairness, clarity, equality (including gender identity and sexual orientation), health insurance, and other matters of interest to KU's employees. To insure that KU has analyzed these surveys, their results should be made public.

Previous Recommendations from 2013-2014 Continued

1. The charge to maintain relations between the RRB Com and the Endacott Society needs to remain: the chair should consult the Society at least yearly.
2. In its efforts to update the Handbook, the RRB Committee continues to note how the hiring of KU retirees seems to be treated in disparate ways by various units. While current policies do exist, (<http://www.policy.ku.edu/provost/retiree-rehire-policy>), they seem to Committee to be overly detailed, even contentious.
3. In its efforts to update the retirees' handbook, the Committee discovered that three units, the School of Law, the School of Music, and the University Libraries, do not have faculty bylaws or codes posted in the University's Policy Library or on the unit's website. The Committee believes that, in the interest of transparency on governance issues, such documents should be readily accessible. We hope that the Provost's Office and the Policy Office will work with these units so that these documents are available on the web.

Appendix A: Minutes21 Nov 2014 **Minutes**

University Committee on Retirees Rights and Benefits, 9:00-10:30 am, at Public Safety

Present: Ted Frederickson, Ellen Reid Gold, Bob Herrington, Jeannette Johnson, Liz Philips, John Younger

[in the topics below, **bold** indicates the results of discussions around the topics]

JY reported that he had attended a meeting of the Endacott Society on October 29 (W), where he reported on the developing Retirees website mandated by the Chancellor's Task Force on Retirees (focusing mainly on retirees from elsewhere moving to Lawrence) and that he had taken the initial duty of filling in a website template supplied by IT; **maintenance of the website should be in professional/dedicated hands**

JY reported that he accompanied the Provost on a visit to the Endacott Society on Nov 12, where the Provost took questions concerning restoring parking rights and access to Lied Center tickets

JY ran through the SenEx's Charges to the Committee (pasted in below), noting that Standing Charges

- 1 & 4. promote communication with KU Retirees and with the Endacott Society; **this is now standard: the RRBCom's chair reports to the Endacott once a semester**
2. consult with SenEx; **this is done when necessary and in the annual report**
3. update the Retiree Handbook; **this is done annually**

Specific Charges

1. re parking: can privileges be granted to surviving spouses of deceased retirees? **Jeannette Johnson said she would look more into this**
- 2 & 5. strive to standardize treatment of retirees across the University; **this seems more a job for the Provost's office**
3. work with HR to implement more fully exit interviews/surveys; **perhaps a two-part survey, one administered at the time of leaving the university and a follow-up 6 months later ("how are the systems working?")**

Mike Rounds, Associate Vice-Provost for Human Resources and Madi Vannaman, Associate Director of Human Resources might be the people to improve the process

there was also some discussion about different Retiree health plans and about the difficulties of getting retiree pay depending on one's retirement plan

4. work toward making KU more Retiree-friendly (both outside Retirees and KU's)

JY presented printed hand-outs of the new Retirees website (retirees.drupal.ku.edu) with inserted texts here and there

it will be housed in the Provost's office; **Kathy Reed has volunteered to keep it updated**

In addition to the discussions above:

use a campus-wide email system (e.g., Chairs & Directors) to ask for opportunities for Retiree volunteering and internships [ask Marta Caminero-Santangelo for permission]

Next meeting: March 27 (F) 9-10:30 am in the Public Safety Office

27 Mar 2015 **Minutes**

University Committee on Retirees Rights & Benefits
27 March 2015, 3:30-5:00 pm, Public Safety Office
9:00-10:30 am, at Public Safety

Present: Cynthia Davis, Ted Frederickson, Ellen Reid Gold, Bob Herrington, Jeannette Johnson, Tom McCoy, Liz Philips, Suzanne Rice, John Younger

Discussions

restoring access to Lied Center tickets was discussed; there are senior discounts
Parking and Transit will NOT undertake a major change in parking assignments; it is planned to have license reading in the lots, and to eliminate the booths on Sunflower.

Parking at the Adams Alumni Center is in a private lot, uncontrolled by P&T.
charges from SenEx

to work toward making KU more Retiree-friendly (both outside Retirees and KU's); the Retirees website (<http://retirees.drupal.ku.edu>) is a good step in this direction.

standardizing treatment of retirees across the University

two issues with HR (Mike Rounds and Madi Vannaman of HR have been invited to our May 8 meeting)

1. different Retiree health plans and difficulties of getting retiree pay to local financial advisors, depending on one's retirement plan
2. work with HR to implement more fully exit interviews/surveys; perhaps a two-part survey, one administered at the time of leaving the university and a follow-up 6 months later ("how are the systems working?")

JY had asked for suggestions from HR. Madi Vannaman (Asst Director madi@ku.edu) and Ola Faucher (the Director ofaucher@ku.edu) would appreciate our help in putting together a survey. JY said he would look at exit/retiree surveys available online and come up with a template to share.

Faucher, Ola (3/24): Our staff are currently researching some best practices to reshape our exit questionnaire/interview process. Our former process did not have the level of participation that provided meaningful information so we're investigating better options. Of course, some campus departments conduct exit interviews/questionnaires of which we are unaware. I'm not aware of any existing KU survey that can be utilized. As Madi mentioned, we'd be glad to help if you wish to partner with us and/or the Provost Ofc. OIRP could also be a valuable partner since they have campus expertise in survey development.

Vannaman, Madi (3/24): providing a survey or the survey itself will probably need to be approved by the Provost Office. You may want to ask if email distribution of the survey will be permitted. Once the survey has been approved, HR can either provide the survey to those who are retiring or provide the names and addresses (email or residential) of those who are retiring. If the survey is also approved for distribution to those who have already retired, HR can provide the names and addresses (email or residential) that are available. The current exit survey is not specific to retirees. You may want to develop a survey specific to retirees. And does the Committee want a retiree-specific survey provided to past retirees? Perspectives and experiences of retirees who have been retired for a while and those who are just now retiring may differ enough that separate surveys might be helpful. Then, periodically, a survey to all retirees could be sent to see whether and how the baseline data results change for the retiree group as a whole.

Discussion focused on the apparent lack of administrative interest in the employee environment at KU; there are no "formative assessments" during an employee's time at KU and there is no "exit survey," either. Nor is there any clear consensus on what should

be done with the results of such surveys.

Discussion also questioned the purpose of such surveys, especially wondering how KU would respond to the results.

in addition to the discussions above:

use a campus-wide email system (e.g., Chairs & Directors) to ask for opportunities for Retiree volunteering and internships

HR sends out a long document that spells out retirement, but this is available only when one announces the intention to retire. There should be seminars/training sessions earlier, much like the University's Promotion & Tenure workshops.

Next meeting: May 8 (F), 9-10:30 am in the Public Safety Office

8 May 2015 Minutes

University Committee on Retirees Rights & Benefits
8 May 2015, 3:30-5:00 pm, Public Safety Office
9:00-10:30 am, at Public Safety

Present: Ted Frederickson, Ellen Reid Gold, Bob Herrington, Tom McCoy, Liz Philips, Suzanne Rice, John Younger

minutes of Mar 27, 2014 approved

Announcements

The Provost's Office (Mary Lee Hummert) now has maintenance of the retirees website:

<http://retirees.drupal.ku.edu>

JY invited Mike Rounds and Madi Vannaman to this May 8 meeting to discuss health plans, but they had prior engagements

Discussions

Exit interviews/surveys (as charged to the RRB Committee)

Ola Faucher and Madi Vannaman (see minutes to Mar 27 meeting) have said that such surveys are being developed but nothing concrete has emerged.

At the last meeting the Committee considered the absence of such surveys as indicating a lack of interest in retirees on the part of the administration, although the committee questioned the purpose of exit surveys (as opposed to job surveys conducted at regular intervals during one's employment)

Amy Smith has provided a copy of KU HR's 2008 exit survey (attached).

JY found several exit surveys on line that could serve as comparisons:

Prince William County Public Schools: [Employee Exit Survey \(Retirees\) 2014-15 - SurveyMonkey](#): very simple

North Carolina State University: [Faculty Exit Survey - Office for Institutional Equity and Diversity](#): very long

Pennsylvania State University: [Faculty Exit Survey - Penn State University](#): reasonable length

Exit Checklists: Ted Frederickson supplied us with KU's dating to 2009 (attached) and JY found a very similar one from the University of Colorado Boulder: [Faculty Exit Interview — Faculty Affairs Site](#)

In addition, there is the Work Institute that will design an exit survey specially to consider what the institute wants to use it for: [Employee Exit Surveys - workinstitute.com](#)

The Retirees Handbook is listed on the KU website directory

(http://policy.ku.edu/sites/policy.ku.edu/files/Retirees_Handbook_2014.pdf); the Handbook has been updated for 2015.

Recommendations

The committee made recommendations concerning exit surveys and other matters; these are listed in the Committee's report.

Appendix B**FY-15 COMMITTEE ON RETIREES RIGHTS AND BENEFITS**

Approved by SenEx: May 27, 2014

Approved by University Senate: September 11, 2014

- For further information or to schedule a meeting with SenEx to discuss charges or the committee's work, contact SenEx Chair Jonathan Mayhew at jmayhew@ku.edu.
- Minutes of each meeting should be e-mailed to the Governance Office (govern@ku.edu) as they are approved. The minutes will be posted to the Governance web site.
- If the committee is recommending a change to university policy or rules, SenEx must officially receive that recommendation by 3/24/15 in order to meet timeline requirements for full review by Governance.
- Please send a report of the committee's actions on each of the charges, as well as any recommendations the committee wishes to make concerning charges or membership for the following academic year, to University Governance, at govern@ku.edu. Please include the names of committee members and submit the report by April 1, 2015. If the committee still expects to conduct business after April 1, please submit a report by April 1 and later submit any addenda that may be appropriate.

Standing charges:

1. Promote all appropriate means of communication with retirees, with special emphasis on seeking information from them about their needs and concerns.
2. Consult with SenEx about views and concerns related to retirees.
3. Seek feedback from retirees and University offices about the *Retirees Handbook* and work with staff to ensure that it remains current. (ongoing)
4. Maintain an open line of communication with both the Endacott Society and the provost's office whose representatives are members of the committee, with representatives of the committee offering to meet at least once each semester with the Endacott Society.

Specific charges:

1. Determine whether and how privileges that now exist for retirees (parking permits) can be extended to the spouses of deceased retirees. While it is recognized that spouses of deceased retirees are not eligible for KU email addresses, could they be entered into the KU Alert System (<http://www.alerts.ku.edu/>)? Determine the number of individuals who would be eligible for this benefit.

Donna Hultine, Director of Parking and Transit, is receptive to the possibility of allowing the widows and widowers of retired KU personnel to purchase retiree parking permits. It needs to be determined if there is any policy or legal reason for not doing so, and whether such a change would require action by the Parking Commission.)

2. Since the information available for retirees often differs, unit-by-unit, study the possibility of setting up an official KU website for depositing "information for retirees". Links to "The Handbook for Faculty and Other Unclassified Staff", "Information for Retirees and Prospective Retirees", the Endacott Society's

homepage, and the Chair of the RRB Committee, as well as FAQs about retirement could be made available there.

3. Consider whether to continue to work directly with HR and the Office of the Provost to expand the HR "Exit Survey" to include questions specifically related to retirees' concerns and to determine whether there is a mechanism to encourage broader use of the survey by those who are retiring.
4. Participate in the oversight of the effort to make KU more "retiree friendly," which includes both KU retirees and retirees from other institutions moving into the Lawrence area.
5. Work toward uniform policies across the University in such areas as awarding emeritus status and hiring retirees.

Appendix C: Exit Surveys

The Work Institute will design an exit survey specially to address what an institute wants to use an exit survey for: [Employee Exit Surveys - workinstitute.com](http://workinstitute.com)

In addition to KU's exit survey (last update 2008, see below), the Committee examined three different exit surveys.

Prince William County Public Schools: [Employee Exit Survey \(Retirees\) 2014-15 - SurveyMonkey](#): very simple

North Carolina State University: [Faculty Exit Survey - Office for Institutional Equity and Diversity](#): very long

Pennsylvania State University: [Faculty Exit Survey - Penn State University](#): reasonable length

The Prince William exit survey is very simple and concise; in contrast, North Carolina State University's is very long and detailed, asking many personal questions, although it apparently considers an employee's sexual orientation and gender identity relevant. Pennsylvania State University's exit survey seems the most reasonable.

KU exit survey, 2008

**Department of
Human Resources**

Enhancing personal
& professional lives

We appreciate your taking the time to complete this questionnaire. Upon its completion, please staple and return this form directly to HR, Rm 103, Carruth-O'Leary.



If you have additional comments, or if there was not sufficient room available to provide all your comments, please attach an additional sheet of paper or email the comments to hrdept@ku.edu. A personal visit with an HR representative can also be arranged by calling 785.864.4946.

Thank you for taking the time to provide your comments!

2008



Human Resources
Phone: 785.864.4946
785.864.4790
Email: hrdept@ku.edu

Please return via campus mail or Federal mail (postage required) to:

Human Resources
Carruth-O'Leary Hall
1246 West Campus Road/Rm 103
Lawrence, KS 66045-7505



Exit Questionnaire

<http://humanresources.ku.edu>



Human Resources

The purpose of this exit questionnaire is to collect information about working climate and conditions when staff leave the university or accept positions with other departments on campus. Your responses help make KU a great place to work. [Results of questionnaires are available to management in summarized fashion, but individual responses remain confidential.]

*Asterisks denote required fields. Please provide your name and department only for internal tracking purposes and to avoid duplication of reporting. Questions? Please contact HR at (785) 864-4946.

Name* _____
 Title _____
 Dept* _____
 Length of Service _____
 Employee Category (check one)
 USS (Univ Support Staff) _____
 Unclassified Professional Staff _____
 1) Check the reason that best fits your circumstances:
 ___ resignation
 ___ retirement (skip question #2 below)
 ___ end of limited term appointment (skip #2)
 ___ non reappointment or layoff (skip #2)
 ___ going to another KU department
 ___ going to another State agency
 2) Check the reason for your change
 ___ better job
 ___ benefits
 ___ health
 ___ salary/wages
 ___ working conditions
 ___ other (please explain) _____
 3) How was your work load usually? (circle one)
 Heavy Moderate Light Varied

For questions 4 through 7, please use the following scale:
E = Excellent, **G** = Good, **F** = Fair, **P** = Poor, or **N** = No Opinion

4) Please rate the following compensation/benefit provisions at KU:
 Pay in relation to the job duties _____
 Paid holidays _____
 Vacation leave _____
 Sick leave _____
 Health insurance _____
 Retirement plan _____
 Flexible Spending Accounts (i.e. Kaleidex) _____
 5) Please rate the quality of the professional development opportunities provided by Human Resources/Equal Opportunity:
 Availability of training programs _____
 Quality of training programs _____
 Satisfaction with tuition assistance _____
 6) Please rate the following regarding your position/department:
 Overall orientation to the University _____
 Communication of policies/procedures _____
 Promotional opportunities _____
 Job duties were clearly communicated _____
 Working relationships with the department _____
 Cooperation with other KU departments _____
 Equipment provided _____
 Physical working conditions _____
 Workplace safety _____

7) Please rate your immediate supervisor in the following areas:
 Knowledge of work _____
 Appropriate delegation of assignments _____
 Observance of policies _____
 Provided feedback on performance _____
 Recognized staff contributions _____
 Listened to your ideas and concerns _____
 Resolved complaints and problems _____
 8) Do you feel that you experienced any harassment or discrimination while employed at KU? Yes No
 If "yes" please explain _____
 9) What suggestions would you make for improving working conditions, employee relations, productivity, efficiency and/or overall management of your department?

 10) Would you recommend your department as a good place to work? Yes No Comments _____
 11) Did you feel valued as an employee in the position you are leaving? Yes No If "no" please explain _____
 12) Use this space for any additional comments not covered by the previous questions (i.e. suggestions or concerns)

Return to Human Resources, Rm 103, Carruth-O'Leary

In addition, the Committee discovered **KU's employee checklist** (last update 2009), to which the University of Colorado-Boulder's is very similar [Faculty Exit Interview — Faculty Affairs Site](#).

EMPLOYEE EXIT CHECKLIST

The University of Kansas – Student Success

Unit Signature:

Date:

This checklist applies to every permanent Unclassified and USS position; also Temporary and Student positions, as applicable.

1. Employee Name:
2. Last Day Physically at work: Last Day on Payroll:
3. Date Resignation Letter Received: File in unit personnel file.
4. Keys Returned-includes all building, office, furniture/drawer, vehicle, etc.
To:
Date:
List of returned keys:
5. Staff Items Returned- includes parking permits, phone cards, BPC cards, cell phone, computer equipment, etc.
To:
Date:
List of returned items:
6. Unit Exit Interview Scheduled.
With Whom:
Date:
7. Instruct employee to complete KU Exit questionnaire at www.hreo.ku.edu/documents/exit_questionnaire/form.
8. De-activate all electronic accesses (i.e., Outlook, Novell, SAKE, J-Talk, etc.). Go to www.ssts.ku.edu/exit/ for procedures.
9. Change Departmental passwords for Novell and e-mail accounts.
By Whom:
Date:
10. Copier access codes deleted.
By Whom:
Date:
11. Internal Staff Directory updated.
12. Termination payroll form sent to Student Success (except USS temporary and student appointments which go directly to Payroll).
13. Employee advised to contact Parking (4-7275), Staff Benefits (4-4946) and Payroll (4-4385), if no longer employed at KU.

File completed checklist in unit personnel folder.