



DATA STEWARDS
Faculty/Staff Email ID Implementation Requirement Committee
September 20, 2002 3:00 – 4:00
230B McVey Hall

ATTENDEES: Nick Arnold, Jan Bates, Mike Cantrell, Jayna Cheesman, Debra Claunch, Ben Crutcher, Sarah Hall, Kathy Hamperian, Sarah Nikirk, John Sampson, John Tibe, Ed Tiemeyer

PRESIDING: John Sampson

PROJECT COORDINATOR: Jayna Cheesman, Debra Claunch

AGENDA ITEM	DISCUSSION
<ul style="list-style-type: none"> • Handouts 	<ul style="list-style-type: none"> ▪ Agenda 9/20/02 ▪ Committee Purpose and final recommendations on Employee email ID requirements. ▪ Email from Ruby Watts regarding email ID requirements for students.
<ul style="list-style-type: none"> • Welcome and Introductions 	<ul style="list-style-type: none"> ▪ John Sampson welcomed everyone and asked them to introduce themselves and tell where they were from. ▪ John said the purpose of the Email Implementation Committee, as he understands it, is to implement policy to ensure students, staff and faculty have an email address and to terminate these at times yet to be determined. Those in attendance agreed with this.
<ul style="list-style-type: none"> • General Discussion 	<ul style="list-style-type: none"> ▪ Kathy asked if anyone from the Customer Service Center (CSC) (Help Desk) was on the committee, as they would be the frontline for answering questions after the policy is implemented. A representative from CSC will be pulled into the meetings at a later date. ▪ ACTION: Jayna will ask Karen Willmott who she wants to represent CSC. (Completed 9/24/02. Karen indicated Sidney Scott should be on the committee at the appropriate time.) ▪ The timeline is to have the policy implemented by February 1, 2003. John Tibe indicated the technical requirements should be in place by the end of 2002. ▪ John Sampson said he thinks the best approach is to start identifying the steps needed to hit the deadline. ▪ John Tibe said they are working on a generic email, a logical, understandable name and address, like John.Doe@email.uky.edu. ▪ Nick said the procedural aspect will be the most difficult and most time consuming. He said it would be important to define the types of communication that are to be sent via email. ▪ Kathy said paper communication currently comes to select groups and may be read and discussed in meetings. ▪ Jayna indicated she tried to group the agenda items in a logical progression of what steps needed to be addressed. ▪ Kathy said the committee needs to explain what they're doing and why, and communicate this via established communication vehicles, such as the business officers meetings, deans meetings, manager, director, or staff meetings. ▪ Jan asked if any official communications were being converted to Spanish. General discussion agreed we need to address the growing Spanish-speaking community and non-readers, as part of the communication plan. ▪ Jayna said someone from the Public Relations staff had been requested to attend the meetings, but to date, she has received no response as to who this will be. ▪ Kathy said the most successful projects on campus have been, in effect, a 'road show', taking the information to various

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	<p>groups on campus and getting their input before any final policy and procedure changes are made. She also wondered if the timeline is too aggressive. John Tibe agreed it would take time to get the information out and gather the issues and questions.</p> <ul style="list-style-type: none"> ▪ Ben said the committee should start with the President’s staff meeting to get their buy-in on our objectives. It would be the departments’ responsibility to get computers or get the information in the hands of the employees. He feels a top-down approach would be more successful. ▪ Jayna asked if Dr. Todd had been notified of the implementation. Kathy said he is aware of the general purpose and supports it, but she is not sure how much detail he has been supplied with. <ul style="list-style-type: none"> ▪ ACTION: Jayna will talk with Connie Ray and ask her to speak with Dr. Todd and his staff regarding the implementation. (Completed 9/23/02.) ▪ ACTION: Connie will talk to the President’s staff about email implementation and get back with Jayna. ▪ Nick suggested a slower implementation time for creating kiosks, buying in to the meetings, and time from work to read email may be necessary. The committee needs to make sure everyone is getting notices by email or paper. ▪ Kathy said of 17,127 employees, currently 11,731 have email on campus. ▪ John S. said an Online Applicant Tracking system is being implemented in Human Resources by November 15, 2002. There will be no more paper related to the applicant process. He said the issue of accessibility has been raised and it will be an issue for an online Open Enrollment in April 2003, for initiatives Wellness is pursuing, and other projects across campus. ▪ Ben asked how information is gathered now, and if the new policy will include alumni. Jayna thinks most Lexington Community College (LCC) staff and students have email. Kathy said they are not registered in Whois. ▪ A process to implement an email id would be required when someone starts work at the university. John S. said the Applicant Tracking system does not tie to HRS. Kathy said it would need to key off HRS, because this is the official university employment system. She also indicated reports would be necessary to terminate email id’s, as people are terminated from the university. Reports should be monthly, at a minimum, although weekly would be preferred. ▪ The issue of tying it to employment was raised. Faculty are often hired in June, but don’t come until August. It would be nice to be able to communicate with them via email before they arrive on campus. ▪ Nick suggested after Dr. Todd approves the implementation, the committee ask his staff which committees or groups they want us to meet with to discuss the new policy and procedures. ▪ Jan said in some instances, posting paper may be better for the situation than trying to have computer accessibility such as cases where a person is not at a desk very often, (i.e. nursing staff, PPD workers, etc.) John said suggested locations for bulletin boards should be defined. Nick said New Employee Orientation would be a place to start by training employees to ask where the bulletin board for their area is located.
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Ben asked if any changes to personnel policies would be needed requiring non-exempt employees to read their email. Jayna said T. Lynn Williamson felt it would be better to leave it up to departments to decide how best to communicate with these employees. T. Lynn did say they are not to read official university email after hours. Departments must give the employees an opportunity to receive the communication during regularly scheduled work hours as they currently do with paper communication. Departments will be given the choice to continue current paper and oral communication and/or oral communication and/or to allow employees to read email during the normal work day. • Jayna said we are not changing what is communicated, only the method of delivery. Kathy said items like the holiday schedule are put with pay checks/stubs, or posted on bulletin boards and this would not change. This implementation

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	<p>deals with general, university-wide communications.</p> <ul style="list-style-type: none"> • Sarah asked if there is an equity issue, where employee(s) in one department are allowed time to read email during the work day, and employee(s) in another department are not. <ul style="list-style-type: none"> • ACTION: Committee members who have policy issues should forward them to John Sampson, who will see they are forwarded to T. Lynn Williamson to be addressed.
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> ▪ Sarah Hall asked for a clarification on Core Recommendation IV, which states, “employees will be responsible for promptly reading any email they receive concerning the policy and procedures of the University.” Nick asked if ‘reading’ needed to be changed as it relates to non-readers and Spanish-speaking employees. <ul style="list-style-type: none"> ▪ ACTION: John S. will find the Administrative Regulation (AR) that applies to employee’ responsibility for reading/understanding UK policies and bring copies to the next meeting. ▪ Sarah Nikirk said there are some employees who come in early to read their email and then feel they need to be paid for this time. John S. agreed lawsuits for this are increasing. Sarah H. said it is important that email is read as soon as possible for it to remain pertinent. Kathy said even a paper process does not guarantee delivery on time.
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> ▪ Sarah H. asked if email id’s would be collected from students. Kathy said students change their email provider too often, and the university can’t ask them to supply an email. The university needs to have some control over the email and be able to prove it is working, whether it is being read or not. Email will not be used for individual communications such as grades or benefits. That is why UK will assign the official email ID, and students and employees may then forward their email. ▪ General discussion regarding the definition of what is high criticality, such as water advisories. Jan said email should not be used for critical communication since it couldn’t be relied on to be delivered, or read in time. John S. said other types of communication to supplement email would be needed. Communication will need to be classified. Water advisories should be “high” and supplemented with other forms of communication. Medium and low communications may be via email alone. ▪ Kathy said a person representing Public Relations needs to be on the committee, since their office approves what is published. ▪ Nick said the completeness of current distribution lists is an issue.
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> ▪ General discussion regarding how often to meet and the best time. Most preferred Thursday mornings at 9:00. <ul style="list-style-type: none"> ▪ ACTION: Deb will obtain a location(s) for the meetings and notify everyone when established. (Completed 9/20/02. Meetings will be on Thursdays from 9:00 – 10:30 in Room 149 ASTeCC, through November 21st.)
<ul style="list-style-type: none"> • NEXT MEETING 	<ul style="list-style-type: none"> • September 26, 2002 Room 149 ASTeCC