



UNIVERSITY OF NORTH DAKOTA

Staff Senate Agenda

August 8, 2018

Memorial Union River Valley Room

1:00 pm – 2:30 pm

1. Call to Order
2. Guests
 - a. Alice Brekke – retiring after 39 years
 - b. Kristi Okerlund - Food For Thought Food Pantry
3. Announcements/Question Period
 - a. 2 open seats on Staff Senate, Melissa Mager, Business Service Center sitting in today.
4. Approval of June 13, 2018 Staff Senate Minutes
5. Business Items
 - a. Open seat on University Senate, Application has been emailed out.
 - b. State Staff Senate gauging employee interest and thoughts on proposing floating holidays and/or full day of for Christmas Eve this year to SBHE.
 - i. Checking with Legal Counsel.
 - ii. Other thoughts, ideas.
6. Officer Reports - as needed
7. Staff Senate Committee Reports
 - a. State Employee Rec Week Update – planning/prep & volunteers for event
 - b. Parades Update – float building & walking volunteers & candy donations
8. University Committee Reports - as needed
9. Suggestion Box
 - a. The New Horizons Food truck has been a welcome addition to the campus. However would it be possible to get a variety of food trucks on campus perhaps on different days. The New Horizons truck while enjoyable does not appeal to all taste pallets. I think it would be nice to invite all Grand Forks restaurants to bring their food trucks to campus.
 - i. An RFP was sent out to all of the local food truck operators last fall. New Flavors Food truck was the only operator that responded to the RFP. An alternative operator contacted me back in May about coming on Campus. A contract was supplied to the operator, but the operator has yet to sign the contract.
 - b. It has come to my attention that Facilities is looking to outsource the custodial duties on campus. Do we know the impact this will have on the Departmental costs as well as the over 200 employees who will no longer have jobs? I find this rather upsetting to see fellow Staff members lose their livelihood.
 - i. In 2015 my predecessor hired CORE Management Services (<https://coreamerica.com/>) to analyze UND's custodial services program. CORE used their Smart Inspect QSP (Quality Success Percentage) tool to evaluate the quality level of service being provided by UND's custodial services department. Custodial services for housing was determined to be over 90% or excellent. Custodial services for non-housing was determined to be just shy of 85% or high fair/low good. I have since combined both departments under the leadership of a new assistant director that was previously in charge of just housing custodial services, it is my desire to have her leadership, experience and processes raise the quality of services for non-housing custodial service.
CORE Management Services also assists institutions with RFPs to outsource custodial services. In 2017 during the budget cuts I asked CORE (they already had all of our data) to help determine if it would be more financially beneficial to outsource UND's custodial services and if there was any private company willing to start up operations in Grand Forks, ND. Verbally CORE stated to match UND's housing custodial services quality level of over 90% or excellent that it

would most likely not be financially beneficial to outsource housing custodial services. Verbally CORE stated to match UND's non-housing custodial services quality level of around 85% or high fair/low good that it was probable that outsourcing non-housing custodial services would result in financial savings. CORE also stated that there were 3-4 national custodial services companies that would be willing to start up operations in Grand Forks, ND.

One other factor to consider in continuing to provide in-house custodial services vs. outsourcing custodial services is UND's ability to attract, hire and retain quality BSTs. It has been very difficult for UND to fully staff our BST positions, at times we have had 10 BST openings that put additional stress on our existing BSTs and lowers everyone's ability to provide quality service. Typically BSTs have resigned from UND to accept positions with higher wages and lower benefits. UND currently does not have the ability to redistribute total compensation between wages and benefits for specific labor pools to become more attractive in their specific market. UND works within a Statewide compensation system. The redistribution of compensation is not necessarily a cost savings measure, but a measure to improve the overall quality of the labor pool filling open BST positions. Typically a healthier labor pool or higher quality labor pool will lead to higher quality hires and in turn improve the quality of service. Private custodial services providers have the flexibility to stay competitive/current in the market by adjusting its compensation accordingly. Facilities will continue to monitor this situation. My charge is good financial stewardship. I will continue to monitor these issues and make adjustments and changes as needed.

10. Matters Arising/Open Discussion

11. Adjourn

Next Staff Senate Meeting
September 12, 2018 – 9-10:30 AM
Wellness Center Room 120