



71st
ANNUAL
REPORT

STATE UNIVERSITIES CIVIL SERVICE SYSTEM

July 1, 2021— June 30, 2022

FY22

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MISSION STATEMENT

The State Universities Civil Service System strives to champion excellence in education and auxiliary programs by providing a comprehensive foundation of human resource practices and standards that facilitate the recruitment, retention, and development of a quality staff, in support of the teaching and research mission of each university and affiliated agency. We are committed to providing an environment of equal opportunity and access to all services and thereby establishing a foundation for each university/agency to fulfill their mission and each individual to reach their potential.



STATE UNIVERSITIES CIVIL SERVICE SYSTEM

The State Universities Civil Service System office provides oversight and services to universities and agencies in most aspects of the personnel administration program and encourages the concept of participative management by involving a variety of levels of the employer's staff, as well as employee representatives, in decisions affecting the implementation of the Act, the Code, the procedure manuals, and the many formal business procedures.

Incorporated into the Act (110 ILCS 70/36) establishing the State Universities Civil Service System were many innovative principles that remain viable operating guidelines today, including efficiency and economy of operation, equal opportunity for all applicants, selection of highly qualified personnel, equal pay for equal work, and career opportunities comparable to those in business and industry. Additionally, the Act further delegates authority to a Designated Employer Representative (DER) at each university/agency to conduct examinations, designate and refer applicants for positions, and otherwise administer human resource programs consistent with the meaning, interpretations, and intent contained in the Act.

Therefore, certain functions required by the Act have been defined and delegated to the universities and agencies under the State Universities Civil Service System (see page 3 for a list of the universities and agencies). Through this delegated authority, the universities and agencies are responsible for the recruitment, examination, and appointment to various employment positions, as well as the assignment of specific duties to be performed by each employee. The employer is also responsible for all employee relations, including disciplinary actions. Individuals employed into positions under the guidelines of the State Universities Civil Service System are employed directly by the university or agency and are not employees of the State Universities Civil Service System.

The State Universities Civil Service System is unique in that it empowers the individual university and agency employment locations, through a DER, to deliver our classification plan, examination instruments, and generally administer many of our rules and procedures. It is important in this type of organizational structure that we maintain close contact with both the employers and employees in the administration of these rules and procedures. We have done so through various committees, special focus groups, and other collaborative relationships with individual universities, affiliated agencies, other state agencies, and employee groups. This collaborative business approach has proven to be very economically efficient and customer service oriented.

JURISDICTION

The authority of the State Universities Civil Service System hereinafter referred to as the “University System” is provided through the State Universities Civil Service Act (Act) and empowered through the University Civil Service Merit Board to develop, maintain, and administer a comprehensive and efficient program of human resource administration for the higher education community, specifically related to the employment and employment relationship with their auxiliary and support staff positions. In accomplishing this task, the University System has developed a comprehensive set of Administrative Rules and procedures which effectively facilitate the administration of many aspects of the employment relationship.

Section 36e of the Act (110 ILCS 70/36e) provides that all employees of the constituent institutions and agencies shall be covered except the following persons:

- *the members and officers of the Merit Board and the boards of trustees, and the commissioners of the institutions and agencies covered;*
- *the presidents and vice-presidents of each educational institution;*
- *other principal administrative employees of each institution and agency as determined by the Merit Board;*
- *the teaching, research and extension faculties of each institution and agency; and*
- *students employed under rules prescribed by the Merit Board without examination or certification.*

Direct oversight authority spans across approximately 23,300 civil service employees, which includes approximately 19,800 status employees and over 3,500 non-status employees throughout the state. To a lesser degree, the University System monitors and authorizes just under 14,600 student employees and over 21,500 exempt administrative and faculty appointments. The University System administers a classification and examination program consisting of 938 classes/exams resulting in the pre-employment testing of 22,120 applicants and promotional candidates for FY22. The University System also has oversight authority over the thousands of other basic employment transactions performed through the many human resource offices throughout the system, including transfers, promotions, layoffs, and separations.

The University System was created as a separate entity of the State of Illinois by the 67th General Assembly and became operative on January 1, 1952. The Act is presently codified in the Illinois Compiled Statutes at 110 ILCS 70/36b et seq. and the University System Administrative Rules are presently codified in the Illinois Administrative Code (Code) at 80 Ill. Adm. Code §250. Headquartered at 1717 Philo Road, Suite 24, Urbana, Illinois, the University System serves the following public universities and agencies with respect to the employment relationship with their professional (non-academic), technical, and support staff:

JURISDICTION continued...

Chicago State University

Eastern Illinois University

Governors State University

Illinois State University

Northeastern Illinois University

Northern Illinois University

Lorado Taft Field Campus

*College of Continuing Education, Glenn Ellyn and
Cook County*

Rockford Project CHANCE Program

St. Clair County

Kankakee County

Woodstock Conference Center

Hoffman Estates

Naperville Center

Southern Illinois University Carbondale

**Southern Illinois University School
of Medicine Springfield**

Southern Illinois University Edwardsville

Alton

Madison County

East St. Louis

University of Illinois at Chicago

Morton Arboretum

Drug and Horticultural Experiment Station

College of Medicine at Rockford

College of Medicine at Peoria

Hospital and Clinics

UIC School of Law

Division of Specialized Care for Children (Springfield)

Division of Specialized Care for Children

(Chicago)

University of Illinois at Springfield

University of Illinois at Urbana-Champaign

Institute for Natural Sciences and Sustainability

Robert Allerton House

Robert Allerton Park

Bondville Road Station—Monticello Road Station

County Agriculture and/or

Home Economics Extension Office

Department of Agronomy, College of Agriculture

Dixon Springs Agricultural Center

Vermilion River Observatory

Northeastern Agronomy Research Center

Prairie Observatory—Oakland

*Department of Horticulture, River Valley Sand Field
Plot, Mason County*

*Department of Horticulture's St. Charles Horticulture
Research Center*

Western Illinois University

Quad-Cities Center for Continuing Education

Illinois Board of Higher Education

Illinois Community College Board

Illinois Student Assistance Commission

State Universities Retirement System

State Universities Civil Service System

MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the State Universities Civil Service System, we respectfully submit our 71st Annual Report. This Report provides an overview of our business operations, our many programs and initiatives, and a brief description of our FY23 agency action plan. Our business objectives remain consistent with our statutory directive, mission, and purpose. This Report demonstrates our continuing commitment to the concepts that allow us to modernize the overall delivery of human resource services to the State of Illinois public university system.



Our operational philosophy is built on the principles of collaboration and cooperation. In this respect, we seek to work closely with all of our university employers, affiliated agencies, and various employee constituency groups to create and promote an environment of open interaction, trust, and professionalism. This collaborative approach has enabled us to build and develop programs, update the classification and examination plan, and has allowed us to continue the process of modernizing our system to better meet the needs of the human resource programs throughout higher education. This collaborative perspective has permitted us to nurture growth and respect in our relationships with our constituency groups. And this approach has continued to lead to positive changes and efficiencies in many of our business operations.

As an agency, our primary mission is to establish and administer personnel programs that assure that higher education employers can attract the best applicants by utilizing sound and efficient processes. The continued uncertainty related to budgets for the higher education community heighten the challenges of administering effective programs. It is our obligation to develop policies and practices which allow each of our employers to compete in the market for employees, while maintaining the fundamental principles and rights established by our statute for employees and applicants.

I want to take this opportunity to extend our gratitude to the Illinois higher education community and to the broader statewide network of affiliated state agencies and legislative offices for their continued support and commitment to our efforts and service. This Report demonstrates our commitment to the high standard of public accountability, consistent with our statutory responsibility and obligations. We hope you find this report very informative and illuminating.

Gail Schiesser
Executive Director

UNIVERSITY CIVIL SERVICE MERIT BOARD

The governing body of the University System is the University Civil Service Merit Board, hereinafter referred to as the “Merit Board.” The Merit Board is composed of 11 members representing the public universities of the State of Illinois. Members of the Merit Board are elected by their respective university governing boards. The current membership of the Merit Board is as follows:

<p>Julie Annette Jones—Chair <i>Illinois State University</i></p>	
<p>Andrea Zopp <i>Chicago State University</i></p>	<p>John Simmons <i>Southern Illinois University</i></p>
<p>Joseph Dively <i>Eastern Illinois University</i></p>	<p>Naomi Jakobsson Stuart King Vacant <i>University of Illinois</i></p>
<p>Pedro Cevallos-Candau <i>Governors State University</i></p>	<p>Polly Radosh <i>Western Illinois University</i></p>
<p>Sherry Eagle, Vice Chair <i>Northeastern Illinois University</i></p>	
<p>John Butler <i>Northern Illinois University</i></p>	

The Merit Board meets on a regular basis to conduct activities necessary to direct, manage, and maintain business operations of the agency. The powers and duties of the Merit Board are set forth in Section 36d of the Act (110 ILCS 70/36d).

During FY22, the Merit Board met two times — December 9, 2021, and April 7, 2022. All meetings were held by video conference per the Executive Order 2020-07 issued on March 16, 2020, allowing for the suspension of physical presence in regards to the Open Meetings Act.

All Merit Board meetings are open to the public and conducted in accordance with the Open Meetings Act. Formal business activities and actions are captured in the minutes as required and publicly provided at the University System website. Organized statewide advisory committees are consulted on a regular basis and provided various opportunities for interaction with the Merit Board on numerous topics. For a complete detailed account of all Merit Board activities, you can access the formal Merit Board minutes and a schedule of their yearly meeting dates at www.sucss.illinois.gov.

ADVISORY COMMITTEES

STATE UNIVERSITIES CIVIL SERVICE EMPLOYEES ADVISORY COMMITTEE

The State Universities Civil Service Employees Advisory Committee (EAC) is mandated by Section 36c of the Act (110 ILCS 70/36c). The Committee is chaired by Jill Odom, University of Illinois at Urbana-Champaign. The Committee meets quarterly at campuses throughout the state, welcoming civil service employees at the particular campus to attend. Members of the committee are elected by civil service employees at each of the universities and agencies served. Committee members represent their constituents by functioning in an advisory capacity to the Merit Board on “all matters pertaining to the University System.”

During FY22 the committee met four times — July 28, 2021, October 20, 2021, January 27, 2022, via Zoom video conference per Executive Order 2020-07 due to COVID-19 restrictions, and April 7, 2022 at Illinois State University.

More information is available online at www.sucss.illinois.gov.

HUMAN RESOURCE DIRECTORS ADVISORY COMMITTEE

The Human Resource Directors Advisory Committee (HRDAC) is comprised of the human resource directors, DERs, or other human resource personnel from each university/agency. This committee plays a very significant role in our overall general review and updating of University System Administrative Rules and procedures. Their collaboration is essential in creating a system of rules and procedures consistent with the changing demands of the various complex employment environments within the University System.

During FY22, the committee met on August 5, 2021, December 2, 2021, March 31, 2022, and May 26, 2022.

More information is available online at www.sucss.illinois.gov.

ADMINISTRATIVE ADVISORY COMMITTEE

The Administrative Advisory Committee was created by the Merit Board on March 13, 1968 to replace a committee called the Faculty-Administrative Advisory Committee. The purpose of the committee was to deliberate on high level major administrative/management policy matters that affect the University System. The committee was very active until 2012 when high level administrators stopped attending the meetings. The committee has been inactive since August 10, 2016. On August 11, 2022, the Merit Board voted to dissolve the Administrative Advisory Committee.

EMPLOYEE SERVED DATA (June 2022)

Organizations Served	Civil Service Employees (See Note 1)	Total Status Employees	Total Non Status Employees	Exemptions					Total Employees (See Note 3)
				36e(2) Employees	36e(3) Employees	36e(4) Employees	36e(5) Employees	Total Exemptions	
System Total	23,335	19,821	3,514	54	5,451	16,066	14,589	36,160	59,495
University of Illinois	12,741	10,795	1,946	7	4,161	8,913	6,770	19,851	32,592
Chicago	3,062	2,668	394	2	1,417	3,854	1,949	7,222	10,284
Chicago Hospital	2,792	2,596	196	0	358	7	40	405	3,197
College of Medicine at Peoria	162	154	8	0	45	210	0	255	417
College of Medicine at Rockford	146	108	38	0	22	123	25	170	316
Division of Specialized Care for Children	276	275	1	0	9	0	0	9	285
Springfield	387	233	154	1	122	260	241	624	1,011
Urbana-Champaign	5,916	4,761	1,155	4	2,188	4,459	4,515	11,166	17,082
Southern Illinois University	4,319	3,590	729	7	506	1,691	1,672	3,876	8,195
Southern Illinois University Carbondale	1,639	1,144	495	4	192	195	653	1,044	2,683
Southern Illinois University Edwardsville	1,248	1,122	126	2	119	1,359	1,019	2,499	3,747
Southern Illinois University School of Medicine	1,432	1,324	108	1	195	137	0	333	1,765
Other Universities	5,855	5,020	835	40	707	5,462	6,147	12,356	18,211
Chicago State University	211	208	3	6	46	195	257	504	715
Eastern Illinois University	532	508	24	3	75	488	850	1,416	1,948
Governors State University	347	317	30	7	59	623	237	926	1,273
Illinois State University	1,910	1,601	309	5	194	1,621	2,091	3,911	5,821
Northeastern Illinois University	446	357	89	6	126	486	341	959	1,405
Northern Illinois University	1,736	1,405	331	8	132	1,399	1,418	2,957	4,693
Western Illinois University	673	624	49	5	75	650	953	1,683	2,356
Agencies	420	416	4	0	77	0	0	77	497
Illinois Board of Higher Education	12	10	2	0	25	0	0	25	37
Illinois Community College Board	35	35	0	0	18	0	0	18	53
Illinois Student Assistance Commission	217	215	2	0	12	0	0	12	229
State Universities Civil Service System	10	10	0	0	1	0	0	1	11
State Universities Retirement System	146	146	0	0	21	0	0	21	167

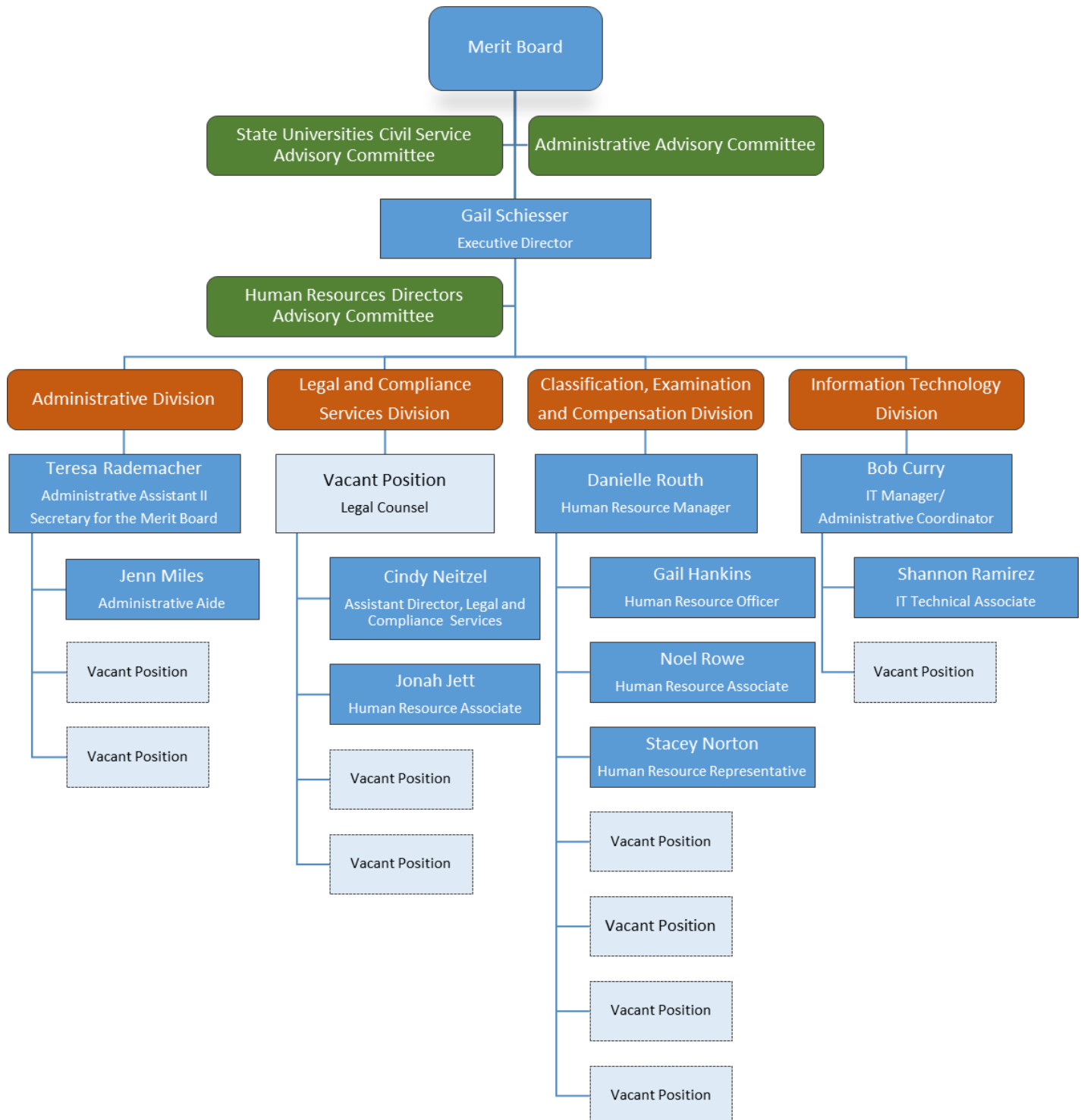
Note 1: Total Civil Service Employees is the sum of the Total Status Employees and Total Non-Status Employees.

Note 2: Total Non-Status Employees is the sum of all individuals currently employed as Interns, Apprentices, Temporary, Extra-Help, and Provisional.

Note 3: Total Employees is the sum of Total Status Employees, Total Non-Status Employees, and Total Exemptions.



ORGANIZATIONAL CHART (October 2022)



FISCAL ACCOUNTABILITY AND YEARLY BUDGET

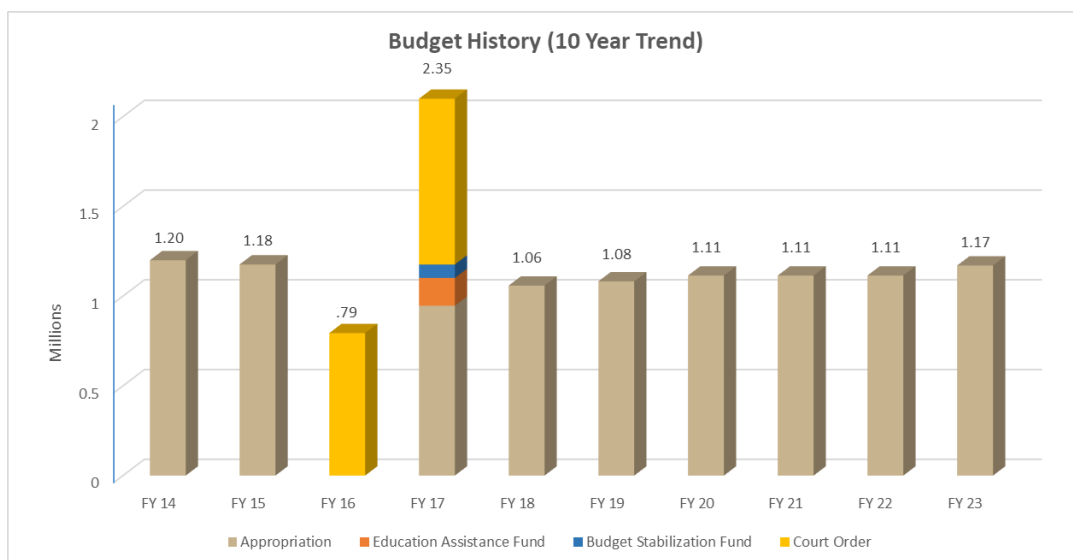
The University System is a participant and component in the Illinois Board of Higher Education's (IBHE) yearly budget review and recommendation process for the Illinois public higher education community. As a member of the Illinois public higher education community, the final yearly budget recommendation is the culmination of a process of review and formal approval by IBHE. This process begins in early August with a budget presentation and proposal to the Merit Board. Upon approval by the Merit Board, the budget proposal is forwarded to the IBHE office for discussion and review. After a statewide review of the budget proposals submitted by the entire Illinois public higher education community, IBHE issues a final budget recommendation and appropriation proposal for the entire Illinois public higher education community. Further presentations and discussions with IBHE are then afforded as a means to provide additional clarification/input and possible revisions of the recommended budget and appropriation proposal.

Ultimately, IBHE adopts the final budget and appropriation proposal for the entire Illinois public higher education community. The University System's final line item or lump sum appropriation request, as approved by IBHE, is therefore a component of the final Illinois public higher education budget recommendation which is submitted to the Governor's office for state budget appropriation planning and subsequent legislative consideration. Significant oversight and review of budget parameters are conducted by the Merit Board, IBHE, Governor's Office for Management and Budget, and various legislative committees before final yearly appropriations are approved and distributed.

The agency is proud of our accomplishments and capability to continue our modernization efforts in developing and incorporating many initiatives. Many of our initiatives have significantly generated financial and resource savings at the university and agency level and have significantly improved customer relations. We remain committed to our statutory objective of efficiency and economy in operations through fiscal responsibility and innovative, creative business practices. In FY22, the appropriation remained at the FY20 & FY21 spending level of \$1,114,700 as a lump sum appropriation. Expenditures for FY22 were \$1,102,482. Actual employee headcount as of June 30,

2022, 9 full-time and 2 part-time employees. The average monthly full-time equivalents headcount for FY 22 was 10.

The graph to the left is a historical recap of the agency's budget since FY14.



FY 2022 AGENCY ACTIVITIES

Business Processes

The University System continues to update and modify its business processes to better meet the operational needs of the employers served by the University System. Some of the primary business functions include:

- ♦ *review of the Act, the Code, and policies and procedures for the University System for additions, revisions, and deletions;*
- ♦ *ensure administrative rules and procedures are effectively managed through human resource locations within the University System;*
- ♦ *provide a comprehensive legal resource for all agency operations and constituency relations;*
- ♦ *develop and maintain the Classification Plan;*
- ♦ *administrative control of employment testing environment as performed at each employment location;*
- ♦ *conduct a periodic human resource management audit program at each employment location;*
- ♦ *verify compliance with administrative authority at each employment location;*
- ♦ *overall management of the human resource transactions related to civil service positions at each employment location;*
- ♦ *management of pay rates/ranges, and corresponding compensation variables, as applied and implemented at each employment location;*
- ♦ *continue to address and monitor compliance requirements, recommend personnel program enhancements, and facilitate structural changes to improve personnel management and human resource programs currently utilized by universities/agencies;*
- ♦ *provide a review and recommendation instrument for improving the human resource programs and related administration activities pursuant to Section 250.140(c) of the Code (80 Ill. Adm. Code §250.140(c)).*

FY 2022 AGENCY ACTIVITIES continued...

Classification Plan Management

The overall business objective as related to the administration of the classification structure and subsequent examination development is to provide a comprehensive classification plan management system, which includes job analysis studies, class specification and examination review, associated research and statistical analysis with activities based on current employment trends and current occupational philosophies. The University System administers a classification plan consisting of 938 class specifications.

Class Specifications

Each classification title is described in detail in a formal, written class specification. Classes which provide career advancement opportunities are grouped into promotional lines and described in series specifications. These documents are under periodic review and revision to maintain the most modern identification of duties, responsibilities, minimum requirements, knowledge, skills, and abilities. Updating class specifications is necessary to assure that the most relevant and accurate information is used as a basis for test construction, position classification, and recruitment.

To assure that class specifications and examinations are job-related and accurately measure elements necessary for the performance of required duties, position descriptions are requested and reviewed, job analysis surveys are conducted as needed, meetings are held with subject matter experts, and examinations are extensively pre-tested using current university/agency incumbents. Universities/agencies and employees provide input into the content of class specification, this methodology results in class specifications and examinations that are job related, content valid, and free from bias.

Examinations

Examinations and related materials are furnished at no cost to all universities and agencies served by the University System. The University System assists in monitoring pass rates and mean scores to assist in revising other examinations in addition to analyzing examination scores in order to determine content validity and other such characteristics like item difficulty. This information will allow the University System office to construct parallel forms of the same test in order to increase test security. Statistical information particularly related to ethnic and gender test components is compiled.

On May 26, 2022, the University System informed the DER's on a major change to the testing of all applications for all employers covered by the University System. In FY22, the University System began moving all examinations to credential assessment examinations with the exception of Police examinations.

The University System began rolling out the new credential assessments examinations on July 1, 2022. The project of converting the remaining examinations to credential assessments will be completed in various stages, but will be completed by the end of FY23.

FY 2022 AGENCY ACTIVITIES continued...

Examinations Completed

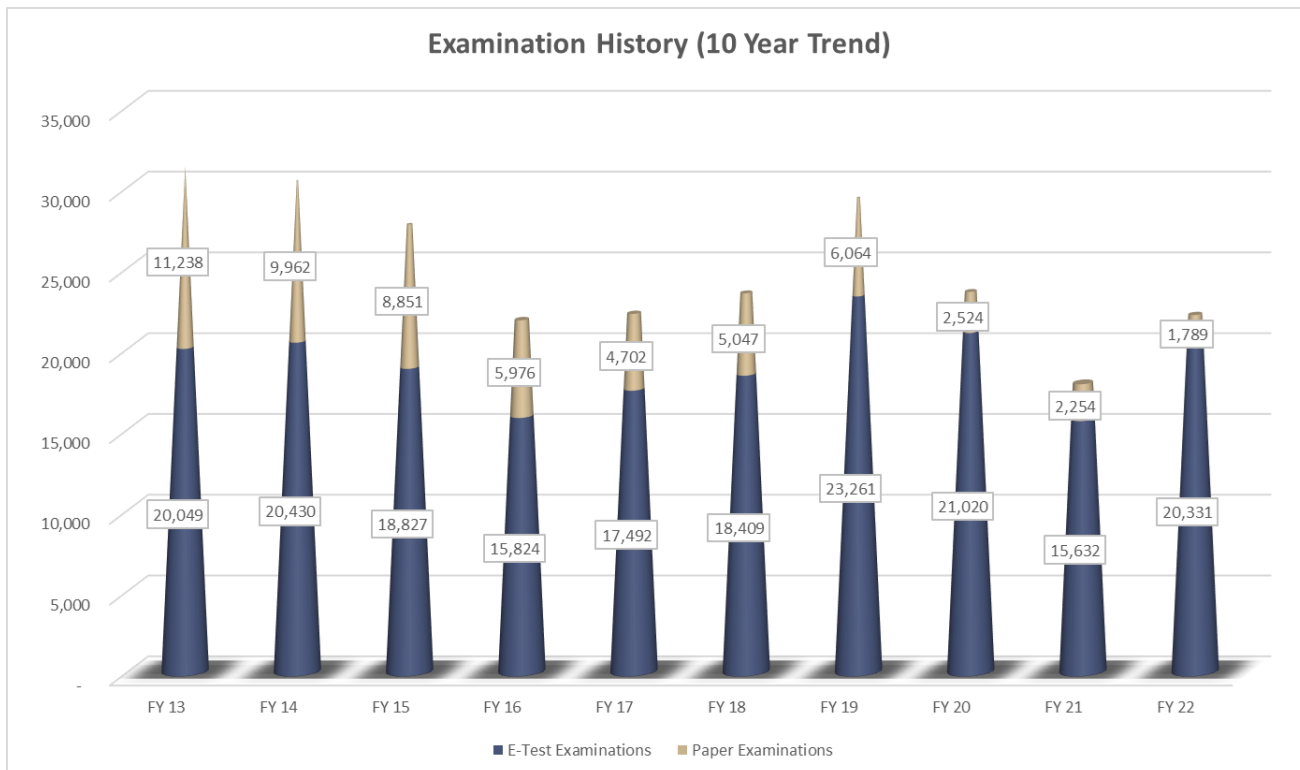
A total of 22,120 pre-employment examinations were administered in 568 of the 938 approved classes. *See chart below.* The continually evolving occupational areas of healthcare and technology affect a large number of civil service examinations. This requires the continued evaluation and review of the classification plan for redundancies allowing the potential consolidation, elimination, and/or revision of classifications.

A total of 1,789 paper tests were given in FY22 with an 86.9% passing rate. The average score for all applicants was 84.4. A total of 20,331 electronic tests (E-Tests) were given in FY22 with a 95.72% passing rate. The average score for all applicants was 85.34. The average examination pass percentage was 95%.

Please note that Credentials Assessment examinations, in most instances, provide a passing score if the applicant simply qualifies for the position.

E-Test Examinations

For the past several years, the University System has been converting paper examinations to an electronic testing system called E-Test. As of June 30, 2022, 91.9% of all the examinations had been converted to E-Test. With the majority of examinations being converted to credential assessment examinations, it is projected that by the end of FY23, 98% of the examinations will be in E-Test.



FY 2022 AGENCY ACTIVITIES continued...

New Classification and Examination Completed in FY22

Following is a list of new classification/examination completed during FY22:

- ♦ Public Health Response Specialist

A total of 1 new classification/examination was completed in FY22.

Revised Classifications and Examinations Completed in FY22

Following is a list of revised classifications/examinations revised completed during FY22:

- ♦ Accounting Series:
 - *Accounting Assistant*
 - *Accounting Officer*
 - *Accounting Specialist*
- ♦ Admissions and Record Series:
 - *Admissions and Records Assistant*
 - *Admissions and Records Representative*
 - *Admissions and Records Officer*
 - *Admissions and Records Coordinator*
- ♦ Budget Analyst Series:
 - *Budget Analyst*
 - *Senior Budget Analyst*
 - *University Budget Officer*
- ♦ Broadcasting Engineer Series:
 - *Broadcasting Engineer*
 - *Chief Broadcasting Engineer*
- ♦ Auditorium Technical Director Series:
 - *Assistant Technical Director*
 - *Technical Director*
- ♦ Behavior Interventionist Series:
 - *Behavior Interventionist*
 - *Senior Behavior Interventionist*
- ♦ Business/Administrative Associate
- ♦ Business Manager Series:
 - *Business Manager*
 - *Senior Business Manager*
- ♦ Dental Assistant Series:
 - *Dental Assistant I*
 - *Dental Assistant II*
 - *Dental Assistant III*
 - *Dental Assistant IV*
- ♦ Electrician Series:
 - *Electrician*
 - *Electrician Sub-Foreman*
 - *Electrician Foreman*
- ♦ Emergency Medical Technician
- ♦ Financial Analyst/Planner Series:
 - *Financial Analyst/Planner*
 - *Financial Analyst/Planner Specialist*
 - *Financial Analyst/Planner Supervisor*
- ♦ Health Information Series:
 - *Health Information Technician*
 - *Health Information Specialist*
 - *Health Information Administrator*
- ♦ Laboratory Animal Care Series:
 - *Animal Caretaker*
 - *Animal Care Technician*
 - *Animal Care Specialist*
 - *Animal Care Coordinator*
- ♦ Phlebotomist
- ♦ Sheet Metal Work Series:
 - *Sheet Metal Worker*
 - *Sheet Metal Sub-Foreman*
 - *Sheet Metal Foreman*
- ♦ Special Education Paraprofessional

A total of 42 classifications/examinations were revised in FY22.

FY 2022 AGENCY ACTIVITIES continued...

Classifications and Examinations Discontinued in FY22

Following is a list of classifications and examinations discontinued in FY22:

- ♦ Chief Engineer
- ♦ Comptroller Series:
 - *Assistant to Comptroller*
 - *Assistant Comptroller*
 - *Comptroller*
- ♦ Development Officer
- ♦ Director of Purchases
- ♦ Electronics Engineer
- ♦ Engineer Series:
 - *Engineer*
 - *Senior Engineer*
- ♦ Equal Opportunity Officer
- ♦ Medical Social Services Series:
 - *Assistant Supervisor of Medical Social Services*
 - *Supervisor of Medical Social Services*
- ♦ Pharmacist Series:
 - *Pharmacist*
 - *Pharmacist Supervisor*
- ♦ Physician's Assistant in Medicine
- ♦ Speech Pathologist I
- ♦ Student Conduct Program Series:
 - *Student Conduct Advisor*
 - *Director Student Conduct Advisor*
- ♦ Teaching Consultant

A total of 19 classifications and examinations were discontinued in FY 22.

Classifications and Examinations Deleted in FY22

Following is a list of classifications and examinations deleted in FY22:

- ♦ Aircraft Maintenance Manager
- ♦ Assistant Legal Counsel
- ♦ Assistant to Director of Physical Plant
- ♦ Assistant to Health Center Administration
- ♦ Associate Director of Auxiliary Enterprises
- ♦ Avionics Technician Series:
 - *Avionics Technician*
 - *Master Avionics Technician*
- ♦ Broadcasting Program Assistant
- ♦ Building Inspector
- ♦ Campus Planner Series:
 - *Campus Planner I*
 - *Campus Planner II*
- ♦ Classification/Compensation Specialist Series:
 - *Classification/Compensation Specialist I*
 - *Classification/Compensation Specialist II*
 - *Classification/Compensation Specialist III*
- ♦ Coin Machine Mechanic
- ♦ Commercial Artist Series:
 - *Commercial Artist I*
 - *Commercial Artist II*
- ♦ Compliance Officer
- ♦ Continuing Professional Education Meeting Planner
- ♦ Director of Student Publications

FY 2022 AGENCY ACTIVITIES continued...

Classifications and Examinations Deleted in FY22 (continued)

- ♦ DSCC Area Program Services Administrator
- ♦ Electron Microprobe Analyst
- ♦ Electron Microscope Technologist Series:
 - *Electron Microscope Technologist I*
 - *Electron Microscope Technologist II*
 - *Electron Microscope Technologist III*
 - *Electron Microscope Technologist IV*
- ♦ Governmental Liaison Officer
- ♦ Ground Flight Simulator Technician
- ♦ Home Economics Staff Assistant Series:
 - *Home Economics Staff Assistant I*
 - *Home Economics Staff Assistant II*
 - *Home Economics Staff Assistant III*
- ♦ Labor Relations Series:
 - *Senior Labor Relations Specialist*
 - *Labor Relation Manager*
- ♦ Linen Maid
- ♦ Loan Service Officer Series:
 - *Loan Service Officer I*
 - *Loan Service Officer II*
 - *Loan Service Officer III*
- ♦ Messenger
- ♦ Museum Registrar
- ♦ Ophthalmic Photographer Series:
 - *Ophthalmic Photographer I*
 - *Ophthalmic Photographer II*
 - *Ophthalmic Photographer III*
 - *Principal Ophthalmic Photographer*
- ♦ Recycling Assistant
- ♦ Scientific Photographer Series:
 - *Scientific Photographer I*
 - *Scientific Photographer II*
 - *Scientific Photographer II*
 - *Principal Scientific Photographer*
- ♦ Superintendent of Utilities
- ♦ Supply Attendant
- ♦ Tennis Pro-Shop Series:
 - *Tennis Pro-Shop Assistant*
 - *Tennis Pro-Shop Manager*
- ♦ Typesetter Series:
 - *Typesetter I*
 - *Typesetter II*
 - *Typesetter III*
- ♦ University Press Facility Specialist Series:
 - *University Press Facility Specialist I*
 - *University Press Facility Specialist II*
 - *University Press Facility Specialist III*

A total of 58 classifications and examinations were deleted in FY22.

With the consolidation of several class specifications it reduced the total number of class specifications by 6 in FY22.

FY 2022 AGENCY ACTIVITIES continued...

Classification and Examination Revisions (in progress)

Following is a list of active classifications that are in progress:

- ♦ Benefits Counselor Series:
 - *Benefits Representative*
 - *Benefits Officer*
 - *Benefits Counselor*
 - *Benefits Service Supervisor*
- ♦ Child Care Assistant
- ♦ Child Development Series:
 - *Child Development Associate*
 - *Child Development Supervisor*
- ♦ Field and Laboratory Associate
- ♦ Food Service Administrator Series:
 - *Food Service Administrator I*
 - *Food Service Administrator II*
 - *Food Service Administrator III*
 - *Food Service Administrator IV*
- ♦ Food Service Management Series:
 - *Food Service Supervisor*
 - *Assistant Food Production Manager*
 - *Food Production Manager*
 - *Assistant Food Service Manager*
 - *Food Service Manager*
- ♦ Food Service Area Supervisor
- ♦ Human Resource Series:
 - *Human Resource Assistant*
 - *Human Resource Representative*
 - *Human Resource Officer*
 - *Human Resource Assistant Manager*
 - *Human Resource Manager*
- ♦ Laboratory Helper
- ♦ Medical Insurance Series:
 - *Medical Insurance Representative*
 - *Medical Insurance Associate*
 - *Medical Insurance Specialist*
 - *Medical Insurance Assistant Manager*
 - *Medical Insurance Manager*
- ♦ Medical Laboratory Assistant Series:
 - *Medical Laboratory Assistant I*
 - *Medical Laboratory Assistant II*
 - *Medical Laboratory Assistant III*
- ♦ Multimedia Technology Communication Series:
 - *Multimedia Technology Communications Representative*
 - *Multimedia Technology Communications Specialist*
 - *Multimedia Technology Communications Supervisor*
- ♦ Peer Support Series:
 - *Peer Support Assistant*
 - *Peer Support Specialist*
 - *Peer Support Supervisor*
- ♦ Police Telecommunicator Series:
 - *Police Telecommunicator*
 - *Police Telecommunicator Supervisor*
- ♦ Research Support Associate
- ♦ Work Program Participant

A total of 42 classifications are in progress.

FY 2022 AGENCY ACTIVITIES continued...

Other Personnel Transactions

In FY22, there was a total of 491 Other Personnel Transactions. This is composed of compensatory qualifications (40), extra help extensions (81), intern programs (38), question challenges (13), recheck of examination scores(1), specialty factors (318), and supported employees (0).

Classification Audit Appeals

Employees who believe that their positions have been misclassified by the local university/agency human resource office are allowed to appeal the classification designation and request a review by the Executive Director. The appeal process includes a comprehensive evaluation of all supporting documentation submitted by all parties, conducting interviews, and ultimately proposing an appropriate classification designation for the position. During FY22, the University System staff reviewed and analyzed three (3) classification appeals. Several other requests for position classification assistance by various universities/agencies served were also addressed by the University System staff.

Compensatory Qualifications

Employees who lack a minimum qualification for examination must have a compensating qualification to be admitted to the examination. Education or experience over and above the minimum required may compensate for lack of the minimum required experience or education. The request is made in accordance with section 250.50(b)(3) of the Illinois Administrative Code (80 Ill. Adm. Code §250.50(b)(3)). As of the end of FY22, a total of 40 compensatory qualification requests were received.

Extra Help Extensions

An Extra Help Appointment may be made by an employer to any position for work the employer attests to be casual or emergent in nature and that meets certain conditions. An Extra Help position may be utilized for a maximum of 900 hours of actual work in any consecutive 12 calendar months. The employer shall review the status of the position at least every three calendar months. A request for an Extra Help Extension must be submitted for an employee working over the 900 hour limit. As of the end of FY22, a total of 81 Extra Help Extensions were granted.

Intern Programs

The administrative rules afford the creation of two types of in-service/on-the-job training programs which require approval of the Executive Director. These programs include Apprentice and Intern Appointments. Apprentice Appointments are utilized for training employees in the established crafts and trades occupations such as Carpenter, Electrician or Plumber. Intern Appointments are aimed at allowing applicants, who may lack the qualifications or job skills required for employment in a specific classification, an opportunity to work and obtain additional education. Intern Appointments have been designed, and can be used, as a diversity initiative tool to provide non-competitive appointments for various positions to meet specific diversity objectives. In FY22, 38 new Intern Programs were approved. By rule, there are limits on these employees, often allowing for one employee per classification.

FY 2022 AGENCY ACTIVITIES continued...

Question Challenges

An applicant who challenges a question on an exam can request an Exam Question Challenge from the University System. Exam Question Challenges with legitimate reasoning/references will be reviewed for accuracy and/or errors. As of the end of FY22, a total of 13 Question Challenges were received and reviewed.

Recheck of Examination Scores

If an applicant/candidate makes a written request for a recheck of an examination, the System will review the scoring after receiving the examination from the Employer, providing it is still on file and a recheck breakdown from the school is received with the request.

If the System finds any discrepancies or errors in scoring, discussion with the Employer shall take place before a score is changed. The examination score then shall be changed and a Notice of Corrected Scores sent to the place of employment. As of the end of FY22, a total of 1 Recheck of Examination Score was received and reviewed.

Specialty Factors

A university/agency may request a Specialty Factor be designated for a specific position. In these instances, the employer has determined that a specific and measurable skill or ability, above the standard requirements, is necessary for the successful fulfillment of the responsibilities associated with the position. Positions requiring the Specialty Factor have been designated through the audit process to meet civil service criteria. During FY22, the unit reviewed and approved 318 Specialty Factor requests.

Supported Employee Program

The University System is mandated by Section 36s of the Act (110 ILCS 70/36s) to establish and execute a Supported Employee Program. This program is designed to encourage the employment of individuals who are severely disabled and in need of supported employment, as designated by the Illinois Department of Human Services (IDHS) community rehabilitation program. The applicants work in a trial capacity before being appointed into a permanent position and are not required to participate in the open competitive testing process. Once a position has been designated for supported employment, employers may work with IDHS counselors to develop an appropriate training program to assist the supported employee in becoming proficient at the targeted position.

Upon successful completion of the Supported Employee Program, the supported employee is appointed to a status position in the classification and serves a probationary period. In FY22, no new Supported Employees were appointed. As of the end of FY22, a total of 69 supported employees have been appointed since the program's inception. Currently 29 employees are still actively employed.

FY 2022 AGENCY ACTIVITIES continued...

Police Promotional Testing

The University System office schedules and convenes the Police Sergeant (promotional) examinations, i.e., Structured Oral Board. The Structured Oral Board requires a panel of four assessors to interview and observe as many as 10 applicants during a day-long testing period. Throughout the testing period, applicants are required to make oral and written presentations. Assessors provide scores, based on previously developed criteria, for each applicant completing each task. During May of FY22, the University System office conducted two (1 each week) Police Sergeant Structured Oral Boards that were comprised of six work days, tested 29 applicants from nine employers, trained four new assessors, and used a total of nine assessors.

Principal Administrative Appointments

The Merit Board has the statutory authority to designate Principal Administrative Appointment (PAA) positions which are to be exempted from the Act and the Code. The Merit Board acts through its delegation of authority to the Executive Director.

To resolve the concerns expressed during the investigation of an OEIG complaint, the entire Exemption Procedures Manual was revised and became effective on October 1, 2018. These revisions and changes affected all state university employers. Periodic meetings were conducted with interested parties, including a series of meetings between the Merit Board Chair and university higher education human resources leadership, each followed by a meeting between the Merit Board Chair and the statutorily-created Employee Advisory Committee. University System staff participated in each step and provided technical expertise in crafting a revision of our Exemption Procedures Manual.

This collaborative process better enabled the Merit Board and University System staff to express its views regarding application and interpretation of the phrase “principal administrative employees” while hearing from the users about potential problems in the implementation of the revised standards. The benefits of this collaborative method are twofold: first, many simple and practical problems that typically follow the rollout of a procedure without input from users are avoided before they occur; second, this process produces “buy-in” that a more top-down approach often lacks.

The procedures controlling the Governance, Risk, and Compliance Audits which are conducted approximately every two to three years at each university or agency have been modified to include assessing employer’s conformity with these revised Exemption Processes.

FY 2022 AGENCY ACTIVITIES continued...

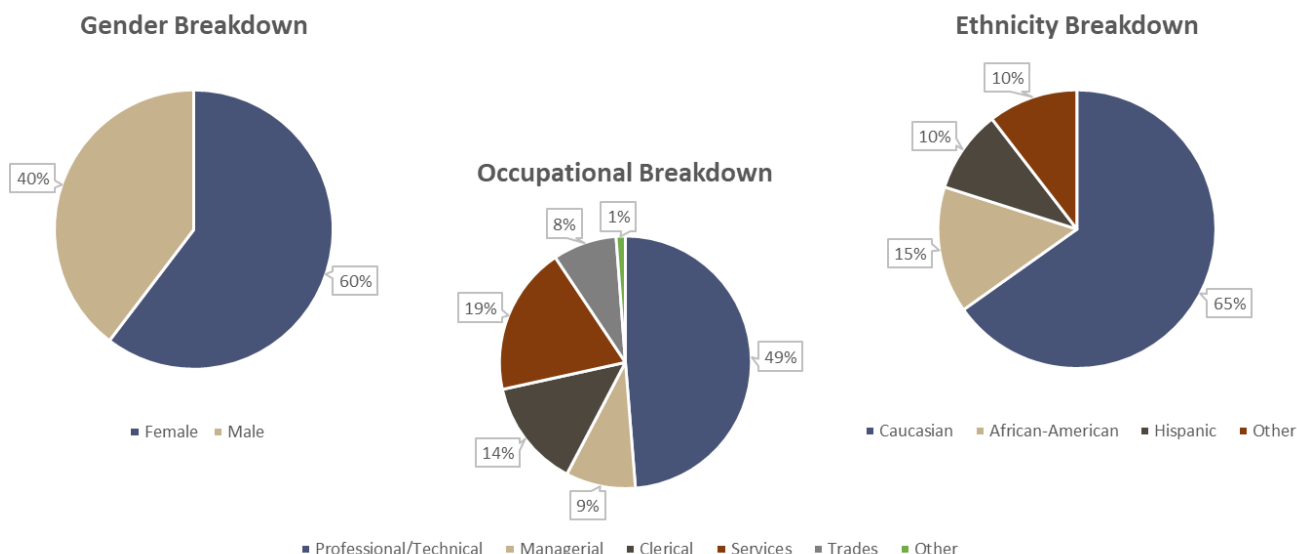
Diversity Programs

The University System office has programs that assist in the recruitment and placement of candidates from diverse backgrounds. The Intern Program as described on page 17, assists each employer with additional opportunities to recruit diverse applicants. Many other operational adjustments have been implemented to create more flexible employment protocols, minimize pre employment variables, and increase overall the final applicant referral pools for status positions. All of these initiatives serve to facilitate specific university/agency diversity objectives.

Occupational/Ethnicity/Gender Data

The University System office provides programs to employing universities/agencies to assist in the recruitment, training, and retention of minority candidates into various civil positions. These programs are utilized to support the various diversity programs designed by each university/agency. Intern and Supported Employment Programs allow for on-the-job training and result in the non-competitive placement of successful candidates to civil service status positions. The University System office continues to research and develop additional programs to further facilitate the recruitment and retention of minority applicants to civil service positions throughout the University System. The University System office previously expanded the use of Intern Appointments in professional/technical positions to facilitate diversity objectives in this respect. The University System has also discussed with the Illinois Board of Higher Education the possibility of expanding Intern programs to determine the potential to directly recruit employees from the student populations of both four-year and two-year colleges.

Over the past seven years, the ethnic distribution of civil service status employees throughout the University System has remained fairly constant. Naturally, these numbers may vary tremendously between universities/agencies based on their geographic location. The chart below represents the statewide picture as of June 30, 2022.



FY 2022 AGENCY ACTIVITIES continued...

Pay Administration/Salary Range System

In accordance with Section 36d(3) of the Act (110 ILCS 70/36d(3)), each employer under the jurisdiction of the University System must establish rates and ranges of compensation for each classification in use at their respective university/agency. The University System office allows significant latitude in the establishment of salary rates/ranges, requiring minimum validation of the requested rate or range which allows for regional location differences. Each university/agency is obligated to conduct salary surveys or provide other rationale/validation for salary rates/ranges not covered by union contracts. Collective bargaining agreements for the local area provide the authentication necessary for the establishment of salary rates/ranges for the various craft and trade occupations.

The University System maintains a Salary Data System which allows universities and agencies to electronically submit changes, revisions, or deletions to the salary rates/ranges via a secure website. The University System staff completes the authorization process, which notifies each university/agency of the change. The Salary Range Report, which encompasses all salary ranges, is updated monthly. Real time updates for each classification's specific pay ranges are reported on our public website.

As of the end of FY22 a total of 2,819 were reviewed by the University System staff; with 2,764 range be approved, 15 deleted, and 40 requests were denied.

Civil Service Salaries

Civil service salary data is collected annually from public universities and higher education agencies. This data is sorted by classification with average salaries calculated for each classification. The average salary for civil service staff at Illinois higher education institutions and agencies across all classifications increased by approximately 5.12% between fiscal years FY21 and FY22 to a statewide yearly average of approximately \$58,183. Please note that the civil service salary average is not adjusted by the mix of positions and instead is presented as an actual average annual salary.

FY 2022 AGENCY ACTIVITIES continued...

Employment Population Trends

The University System office monitors several employment data elements within the Illinois public higher education community, including employment population types. Major employment categories include:

- ♦ Civil Service Status Appointments;
- ♦ Civil Service Non-status Appointments;
- ♦ Principal Administrative Appointments;
- ♦ Student Appointments; and
- ♦ Academic/Research Appointments.

Civil Service Status Appointments are typically traditional full-time employment positions. Civil Service Non-status Appointments include Temporary, Provisional, Extra Help, Intern and Apprentice Appointments. Positions exempt from the civil service jurisdiction include Principal Administrative Appointments along with Academic/Research Appointments which include teaching and research faculty positions. A total of 19,821 employees were in status civil service positions at universities/agencies as of June 30, 2022.

Auditor General's Compliance Audit

The routine biennial compliance audit for FY20 and FY21 was conducted by the State Auditor General's office during FY22. The Agency had one material finding in regards to Cyber Security.

State Universities Civil Service Act Changes in FY22

On January 28, 2022, Representative Ammons submitted legislation to amend sections 36d, 36h and 45a of State Universities Civil Service Act (Act). This legislation provided the Merit Board the power and duty to establish minimum benefit requirements (previously recommended) to the institutions and agencies relating to the public universities in the State, standards for hours of work, holidays, sick leave, overtime compensation and vacation for the purpose of improving conditions of employment covered therein and for the purpose of insuring conformity with the prevailing rate principle. The legislation also provides that the Executive Director may accept the appointment of each DER appointed by the institutions and agencies relating to the public universities in the State. The legislation also clarified that the employer (previously the Executive Director of the Merit Board) shall certify the names and addresses on registers for employment positions and provided an additional holiday for the employees covered by the University System. The legislation became law on June 10, 2022 (Public Act 102-1075).

FY 2022 AGENCY ACTIVITIES continued...

Governance, Risk, and Compliance Audit Activities

The primary purpose of the Governance, Risk, and Compliance Audit Program is to ensure that public universities and affiliated agencies under the jurisdiction of the Merit Board maintain compliance with the Act (110 ILCS 70/36b *et seq.*, the Code (80 Ill. Adm. Code §250), and System Procedures.

The Audit Program functions not only in a compliance capacity, but is also consultative in nature, focusing on building trust and credibility in our professional interactions based on a common operational understanding. This is realized through an extensive review of the each employer's operational needs and objectives as they relate to statutory requirements, administrative rules, and University System procedures. Through these efforts, the audit function provides a framework that attempts to achieve resolution on all issues and recommendations.

In October 2021, the University System implemented a change to the audit schedule, incorporating a new 3-year audit cycle for each constituent employer. With this change, the audit period of review for each place of employment extended from 2-years to 3-years, a significant shift from the previous 2-year schedule that had been in place for decades. This new schedule change allows our Legal and Compliance staff to focus on other agency priorities, such as providing training, responding to employees, updating System procedures, and further streamlining audit processes.

During the FY22 audit cycle, the Legal and Compliance Services Division continued to provide compliance, advisory, and consultative services to constituent employers related to Civil Service classification designation, employment rules and procedures, layoffs, and exemptions.

Following are some general topics addressed during the standard audit process:

- ◆ *Classification of positions and position control*
- ◆ *Completion of classification audit requests within the processing timeframe standard*
- ◆ *Review and update of business procedures, as related to position register and referral process*
- ◆ *Maintenance of review standards for position descriptions*
- ◆ *Proper maintenance, authorization, and designation of exemptions*
- ◆ *Open and continuous testing requirements*
- ◆ *Utilization of Custom Classes*
- ◆ *Review and verify the employment relationships with union represented employees*
- ◆ *Documentation and communication of Contract Appointments*
- ◆ *Review of Extra Help appointments/monitoring practices*
- ◆ *Supported Employee Program practices*
- ◆ *Management and maintenance of pay ranges*

FY 2022 AGENCY ACTIVITIES continued...

Audits Conducted During FY22 by the University System

During FY22, the University System Audit Team conducted 7 remote audit visits as the following locations:

- ♦ Illinois Student Assistance Commission
- ♦ University of Illinois College of Medicine Rockford
- ♦ Northern Illinois University
- ♦ State Universities Retirement System
- ♦ Chicago State University
- ♦ Illinois State University
- ♦ Governors State University

All final Audit Reports are available online at www.sucss.illinois.gov.

Changing from a two-year audit schedule to a three-year audit schedule reduced the number of audits per year in FY22 from 10 audits to 7 audits. In FY23, the University System will audit 6 places of employment and in FY24, 7 places of employment will be audited.

Personnel transaction totals will be the largest in fiscal years where the University of Illinois at Urbana-Champaign and the University of Illinois at Chicago are audited, given the campus size and audit scope for each employer. Consequently, FY21 and FY23 will see the largest number of personnel transactions reviewed. Total number of personnel transactions audited during FY22 were 19,098.

FY 2022 AGENCY ACTIVITIES continued...

Ethics Officer

The Legal Counsel position serves as the Ethics Officer for the University System office, acting as liaison with the Office of the Executive Inspector General as required by the State Officials and Employees Ethics Act. The Ethics Officer prepares ethics guidance for the University System staff and investigates complaints in compliance with the Procedures for Investigating and Reporting Misconduct and Incidents at State Facilities as adopted from Administrative Order Number 6 (2003). In addition, the Ethics Officer reviews ethics disclosure forms submitted annually by the University System staff. Ethics training was held on-line for all staff members during the May 2 through June 1, 2022 training time period.

Equal Employment Opportunity Officer

Legal Counsel serves as the University System's Equal Employment Opportunity Officer. This involves the researching and analyzing of current Civil Rights Laws and court opinions and drafting guidance and conducting training in compliance with these laws and opinions. This person also is responsible for investigating University System staff employment complaints in compliance with developed procedures and recommending remedial action.

Freedom of Information Officer

Legal Counsel is responsible for reviewing and responding to requests for information under the Freedom of Information Act. During FY22, the University System office had five (5) requests for information under the Freedom of Information Act.

Discharge and Demotion

Legal Counsel is responsible for managing the discharge/demotion process, including the pre-hearing, hearing, and post-hearing phases, to ensure compliance with the Code and applicable procedures and guidelines. In FY22, a total of 59 Written Charges for Discharge forms were filed with the University System office. Six hearings were requested by employees involved in these matters. Of the six (6) hearings requested by employees, following is a breakdown of the outcome of these hearings:

- ◆ 1 employer withdrew Written Charges for Discharge prior to the hearing;
- ◆ 1 settlement agreement prior to hearing process;
- ◆ 3 employees were discharged by the Merit Board; and
- ◆ 1 employee was reinstated with a 30-day suspension.

FY 2023 AGENCY ACTION PLAN

The Agency's Action Plan for FY23 will continue to concentrate on customer service, communications, business process upgrades, efficiency, and an overall modernization of the University System. As a facilitator of the teaching and research mission of each university and affiliated agency, we will continue in our effort to positively redefine our culture and organizational perception through the efficient and effective administration of a quality human resource program. Consistent with this objective, the following initiatives are planned for FY23.

Act/Code/Procedure Revisions

We continue to systematically review and update our Administrative Rules and procedures, developing a legislative strategy for improvement and upgrade. Over the last few years, we have taken some significant actions in this regard. Our plan is to be even more aggressive in our efforts in this respect. The Merit Board, along with our many advisory groups, will be routinely consulted and actively involved in these developments and activities.

Classification Plan Revisions

This is a long-term, ongoing project designed to eliminate redundancy in classification designations, upgrade associated employment protocols, and develop new pre-employment testing/credentials review processes. Our overall goal is to reduce the number of classifications and move to establish a routine classification revision process based on national occupational standards/trends and employer operational needs.

Electronic Applicant Testing

The E-Test system is an electronic web-based testing system, available for use at all university/agency employment locations, streamlining testing operations and creating a customer-friendly testing interface. In May 2022, we started a project to update all paper and E-Test knowledge tests to our Credentials Assessment model. The goal is to have 99% of all classifications using the Credentials Assessment model by the end of 2022. Currently, 10 knowledge tests and 74 paper tests remain to be converted.

FY 2023 AGENCY ACTION PLAN continued .

Other Projects

The University System is continually looking to enhance the agency. Other projects the agency is considering are:

- ♦ *Technology advancements to improve the interface for contract appointments, and other areas;*
- ♦ *Training and Webinars;*
- ♦ *Intern programs based on EEO goals;*

We continue to coordinate statewide consolidation of resources to assist in the final development and implementation of these plans. Collaboration with employers and their various employee groups has become a critical element in our strategic plan. Through these initiatives, there will be significant system wide gains in productivity, cost effectiveness, and accountability. We have already experienced some significant financial gains primarily through our technology improvements in communications and website developments. There is an enormous savings potential in these programs and we are committed to aggressively pursuing these operational goals and action plans.