



73rd Annual Report

STATE UNIVERSITIES CIVIL SERVICE SYSTEM

FY 2024

July 1, 2023—June 30, 2024

TABLE OF CONTENTS

Message from the Executive Director	1
Mission Statement and Purpose	2
State Universities Civil Service System	3
Organizational Chart	4
Jurisdiction	5
Merit Board	7
Advisory Groups	8
Employee Served Data	9
Principal Administrative Employees	10
Fiscal Accountability and Yearly Budget Process	11
Agency Activities	
Business Process	12
Classification Plan Management	13
Classifications and Examinations Reviewed and Revised	13
Classifications and Examinations Consolidated	13
New Classifications and Examinations Completed	14
Classifications and Examinations Deleted	14
Classifications and Examinations Revisions (in development)	14
Examinations	15
Examinations Completed	15
Police Promotional Testing	16
Classification Audit Appeals	16
Diversity Programs	16
Compensatory Qualifications	17
Extra Help Appointments	17
Intern Appointments	17
Question Challenges	18
Recheck of Examinations Scores	18
Specialty Factors	18

TABLE OF CONTENTS

Supported Employee Program	19
Other Personnel Transactions	19
Student Appointments	19
Pay Administration/Salary Range System.....	20
Civil Service Salaries	20
Occupational/Ethnicity/Gender Data.....	21
Employment Population Trends.....	22
Auditor General’s Compliance Audit.....	22
Statute and Administrative Code Changes	22
Governance, Risk, and Compliance Audit Program	23
Ethics Officer	25
Equal Opportunity Officer	25
Freedom of Information Officer	25
Discharge and Demotion	25
Agency Action Plan FY 2025	
Act, Code, and Procedure Revisions.....	26
Classification, Examination, and Compensation.....	26
Compliance Services	26
Other Projects	26

MESSAGE FROM THE EXECUTIVE DIRECTOR

The State Universities Civil Service System respectfully submits our 73rd Annual Report. This Report provides an overview of our business operations, our programs and initiatives, and a brief description of our FY 2025 agency action plan. Our business objectives remain consistent with our statutory directive, mission, and purpose. This Report demonstrates our continuing commitment to proven policies, procedures, and practices that allow us to maintain and improve the program and oversight of personnel administration in the State of Illinois public university system.

We seek to work closely and cooperatively with state universities and higher education agencies, employee constituency groups, and labor organizations to create and promote an environment of open interaction, trust, and professionalism. This approach has enabled us to build and develop programs, upgrade the classification and examination plan, and has allowed us to continue the process of updating our administrative program so that it meets the dual goals of providing essential oversight of the human resource programs throughout higher education and providing the structures, procedures, and practices higher education employers need to meet their essential missions. This approach continues to promote positive changes and process improvements in many of our business operations.

As an agency, our legislative mandate is to establish and administer a personnel program that assures job applicants at higher education employers have the opportunity to compete for employment on the basis of merit and fitness and allows employers to attract high-quality applicants by utilizing sound processes. The continuing job market uncertainties initially caused by the COVID-19 pandemic and the resulting constriction of job applicant pools heightened the challenges of administering a program of personnel administration and oversight of already stressed higher education agency and public university employers. It is our obligation to develop policies and practices that allow each university system employer to compete fairly in the market for employees, while maintaining the fundamental principles of fitness and merit and the rights established by our statute for employees and applicants.



We are grateful to the Illinois higher education community and to the broader statewide network of state agencies and legislative offices for their continued support and commitment to our efforts and services. 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 informative and illuminating.

Gail Schiesser
Executive Director

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.

PURPOSE

To carry out its statutory obligation to establish a sound program of personnel administration at state-supported institutions of higher education and at certain allied agencies, the State Universities Civil Service System, also referred to as the University System, provides the essential function of administering, developing, and maintaining the rules and procedures related to the employment of professional (non-academic), technical, and support staff at each major Illinois public higher education university and affiliated agency. Among its many responsibilities, the University System provides direct guidance and support services to universities and agencies in their human resource activities by providing, examinations, classification plan management, salary administration, compliance audit reviews, discharge procedures, and other business operations related to the management of non-academic personnel.

STATE UNIVERSITIES CIVIL SERVICE SYSTEM

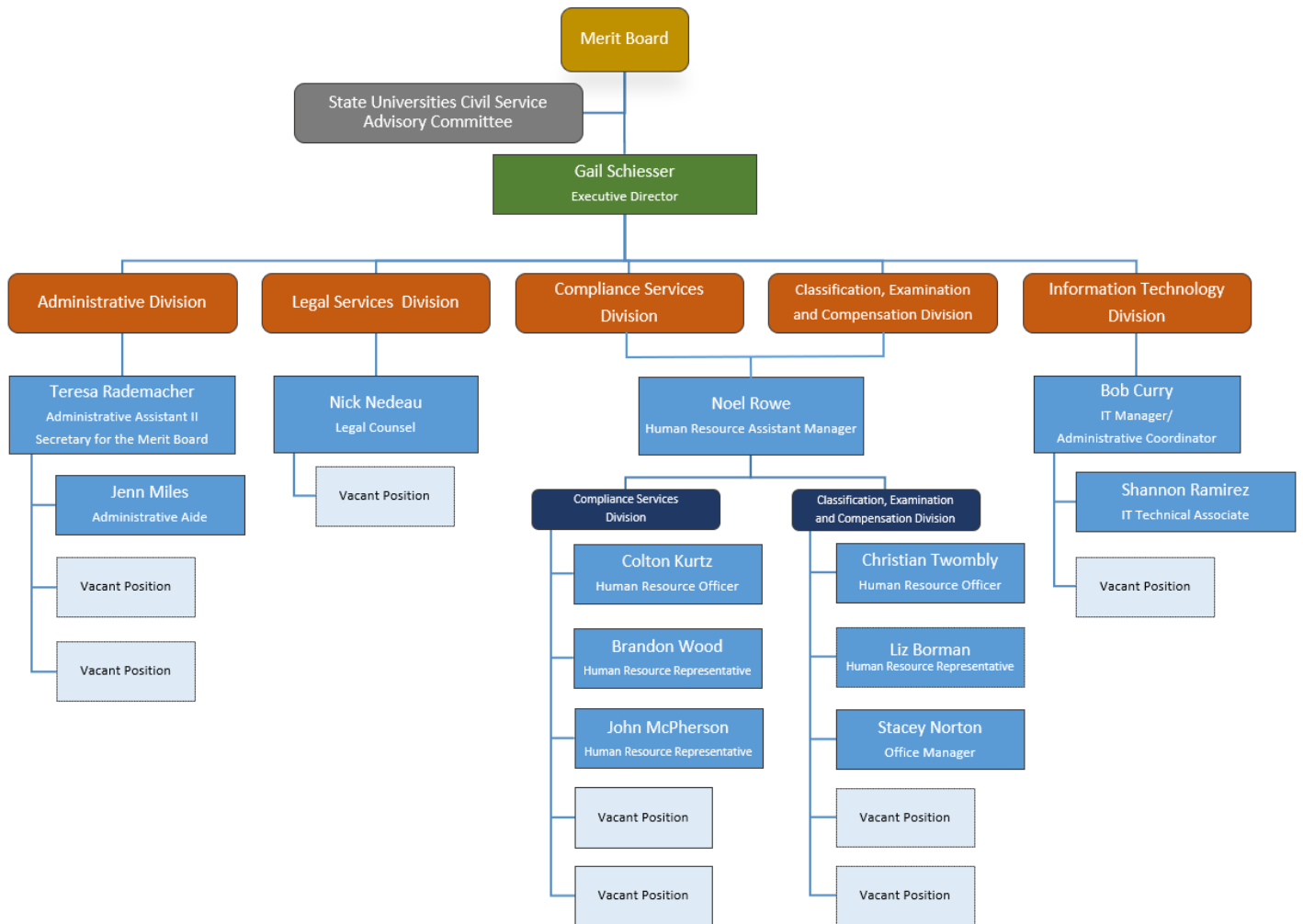
The State Universities Civil Service System (University System) provides oversight and compliance assistance to universities and agencies in most aspects of the personnel administration program and encourages the concept of participative management by encouraging feedback from a variety of levels of the employer's human resource staff, as well as employee representatives, in decisions affecting the implementation of the State Universities Civil Service Act (110 ILCS 70/36b) (Act), the Illinois Administrative Code, (IL Admin. Code tit. 80, Ch. VI, Part 250 et seq.) (Code), and the many business procedures.

Incorporated into the Act establishing the University System were many innovative principles that remain important 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 or agency to conduct examinations, designate and refer applicants for positions, and otherwise administer human resource programs consistent with the meaning, interpretations, and intent contained within the Act and Code.

Therefore, certain functions required by the Act have been defined and delegated to the universities and agencies under the University System (see page 6 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 most employee relations and employment actions, including disciplinary actions. Individuals employed in positions under the oversight of the University System employed directly by the university or agency and are not employees of the University System.

The University System is unique in that it empowers the individual university and agency employment locations, through a DER, to implement the classification plan, examinations, appoint individuals to positions at the employer, and generally administer many of the administrative rules and procedures. It is important in this type of organizational structure that our agency maintain close contact with both the employers and employees in the administration of these administrative rules and procedures. Our agency will continue to maintain collaborative relationships with individual universities, affiliated agencies, other state agencies, and employee groups. This collaborative approach allows us to understand the employer and employee perspective of issues that arise.

ORGANIZATIONAL CHART (October 2024)



JURISDICTION

The authority of the University System is provided through the State Universities Civil Service Act (Act) and empowered through the University Civil Service Merit Board (Merit Board) to develop, maintain, and administer a comprehensive and sound program of human resource administration for the public higher education community, specifically related to the employment of non-faculty and support staff positions. In accomplishing this task, the University System has developed a comprehensive set of administrative rules and procedures which effectively oversee the administration of many aspects of the employment relationship.

Section 36e of the Act 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 and the executive director, directors, deputy directors, managing directors, chiefs, and attorneys of each higher education agency;
- ◆ 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 University System oversight authority spans across approximately 25,800 civil service employees, which includes approximately 21,700 status employees and over 4,100 nonstatus employees throughout the state. The University System also monitors the designation of more than 5,700 employees designated as Principal Administrative Employees and to a lesser degree, the University System monitors and authorizes over 14,900 student employees and over 17,000 other exempt administrative and faculty appointments. The University System administers a classification and examination program consisting of 873 classifications resulting in the pre-employment testing of 52,646 applicants and promotional candidates for FY 2024. 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, discharges and other 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, et seq. and the University System Administrative Rules are presently codified in the Illinois Administrative Code at Ill. Adm. Code tit. 80 Ch. V1. Part 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

Cook County

Lorado Taft

Naperville

Rockford

Southern Illinois University Carbondale

**Southern Illinois University School
of Medicine Springfield**

Southern Illinois University Edwardsville

University of Illinois at Chicago

Division of Specialized Care for Children

*Division of Specialized Care for Children
(Chicago)*

College of Medicine at Rockford

College of Medicine at Peoria

UIC Hospital and Clinics

University of Illinois at Springfield

University of Illinois at Urbana-Champaign

Robert Allerton House

Robert Allerton Park

*County Agriculture and/or Home Extension
Office*

*Department of Agronomy, College of
Agriculture*

Dixon Springs Agricultural Center

Western Illinois University

Quad-Cities

Illinois Board of Higher Education

Illinois Community College Board

Illinois Student Assistance Commission

State Universities Retirement System

State Universities Civil Service System

UNIVERSITY CIVIL SERVICE MERIT BOARD

The governing body of the University System is the University Civil Service Merit Board, also 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:

<i>John Butler—Chair</i> <i>Northern Illinois University</i>	
<i>Jason Quiara</i> <i>Chicago State University</i>	<i>John Simmons</i> <i>Southern Illinois University</i>
<i>Barb Baurer</i> <i>Eastern Illinois University</i>	<i>Carolyn Blackwell</i> <i>University of Illinois</i>
<i>Jim Kvedaras</i> <i>Governors State University</i>	<i>Ramon Cepeda</i> <i>University of Illinois</i>
<i>Scott Jenkins</i> <i>Illinois State University</i>	<i>Tami Craig Schilling</i> <i>University of Illinois</i>
<i>J. Todd Phillips</i> <i>Northeastern Illinois University</i>	<i>Kisha Lang</i> <i>Western Illinois University</i>

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 FY 2024, the Merit Board met three times — August 24, 2023, November 30, 2023 and March 14, 2024. All meetings were held at the University System in Urbana and simultaneously by video conference at the various Illinois public universities.

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 and groups 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 GROUPS

STATE UNIVERSITIES CIVIL SERVICE ADVISORY COMMITTEE

The State Universities Civil Service 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. EAC meets quarterly at campuses throughout the state, encouraging civil service employees at the particular university 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 FY 2024 the EAC met four times — July 13 and 14, 2023, at Governors State University, October 18 and 19, 2023, at Northern Illinois University, January 24 and 25, 2024, at the University System, and April 25 and 26, 2024, at Southern Illinois University School of Medicine.

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

DESIGNATED EMPLOYER REPEPRESENTATIVE GROUP

The Designated Employer Representative (DER) Group is comprised of the human resource directors, DERs, or other human resource personnel from each university or agency. This group plays a significant role in our overall general review and maintenance of University System Classification Plan, Code, and procedures. This collaboration is essential in maintaining an oversight system of rules and procedures consistent with the demands of the various complex employment environments within the University System.

During FY 2024, the group met on August 17, 2023, November 3, 2023, and February 16, 2024.

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

EMPLOYEE SERVED DATA (June 2024)

Organizations Served	Civil Service Employees (See Note 1)	Total Status Employees	Total Non Status Employees	Exemptions (See Note 4)					Total Employees (See Note 3)
				36e(2) Employees	36e(3) Employees	36e(4) Employees	36e(5) Employees	Total Exemptions	
System Total	25,810	21,657	4,153	67	5,713	17,090	14,972	37,842	63,652
University of Illinois	14,023	12,289	1,734	8	4,379	9,618	6,916	20,921	34,944
Chicago	3,238	2,794	444	3	1,624	4,093	2,213	7,933	11,171
Chicago Hospital	3,027	2,857	170	0	446	1	21	468	3,495
College of Medicine at Peoria	171	159	12	0	45	230	0	275	446
College of Medicine at Rockford	152	113	39	0	25	119	21	165	317
Division of Specialized Care for Children	272	272	0	0	10	0	0	10	282
Springfield	424	300	124	1	130	283	242	656	1,080
Urbana-Champaign	6,739	5,794	945	4	2,099	4,892	4,419	11,414	18,153
Southern Illinois University	4,534	3,590	944	11	497	1,652	1,344	3,504	8,038
Southern Illinois University Carbondale	1,761	1,106	655	8	161	216	1,032	1,417	3,178
Southern Illinois University Edwardsville	1,230	1,032	198	2	95	1,314	312	1,723	2,953
Southern Illinois University School of Medicine	1,543	1,452	91	1	241	122	0	364	1,907
Other Universities	6,813	5,343	1,470	48	751	5,820	6,712	13,331	20,144
Chicago State University	237	230	7	11	5	38	183	237	474
Eastern Illinois University	567	539	28	6	84	484	964	1,538	2,105
Governors State University	377	331	46	7	63	986	191	1,247	1,624
Illinois State University	2,472	1,744	728	4	197	1,808	2,548	4,557	7,029
Northeastern Illinois University	442	397	45	6	170	456	339	971	1,413
Northern Illinois University	2,084	1,497	587	10	165	1,392	1,518	3,085	5,169
Western Illinois University	634	605	29	4	67	656	969	1,696	2,330
Agencies	440	435	5	0	86	0	0	86	526
Illinois Board of Higher Education	11	11	0	0	31	0	0	31	42
Illinois Community College Board	43	43	0	0	22	0	0	22	65
Illinois Student Assistance Commission	227	222	5	0	11	0	0	11	238
State Universities Civil Service System	9	9	0	0	1	0	0	1	10
State Universities Retirement System	150	150	0	0	21	0	0	21	171

See notes on page 10

PRINCIPAL ADMINISTRATIVE EMPLOYEES

The Merit Board is statutorily obligated to determine whether employees designated as exempt from the Act by a University System employer have been properly exempted from the Act and the Code. The Merit Board has delegated the responsibility for making these determinations to the Executive Director.

In 2017 a complaint was made to the Office of Executive Inspector General (OEIG) regarding the improper exemption of employees from the Act and the Code by University System employers. During the investigation that followed, the University System met with interested parties, including a series of meetings between the Merit Board Chair and university higher education human resources leadership. Each session was followed by a meeting between the Merit Board Chair and the statutorily created EAC.

This collaborative process enabled the Merit Board and University System to reach an agreement with the University System employers regarding the application and interpretation of the phrase “principal administrative employees” and implementation of a revised Principal Administrative Appointment Exemption Procedures Manual. The various employers were intensely involved in revising the PAA Exemption Procedures Manual.

The University System conducts Governance, Risk, and Compliance Audits approximately every three years at each of the universities and agencies. The University System’s procedures regarding audits were modified to include an assessment of the employer’s conformity with these revised Exemption Procedures.

Employee Served Data Notes: see page 9 for chart

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.

Note 4:

36e(2) – presidents and vice-presidents of each educational institution.

36e(3) – other principal administrative employees of each institution and agency as determined by the Merit Board.

36e(4) – the teaching, research, and extension faculties of each institution and agency.

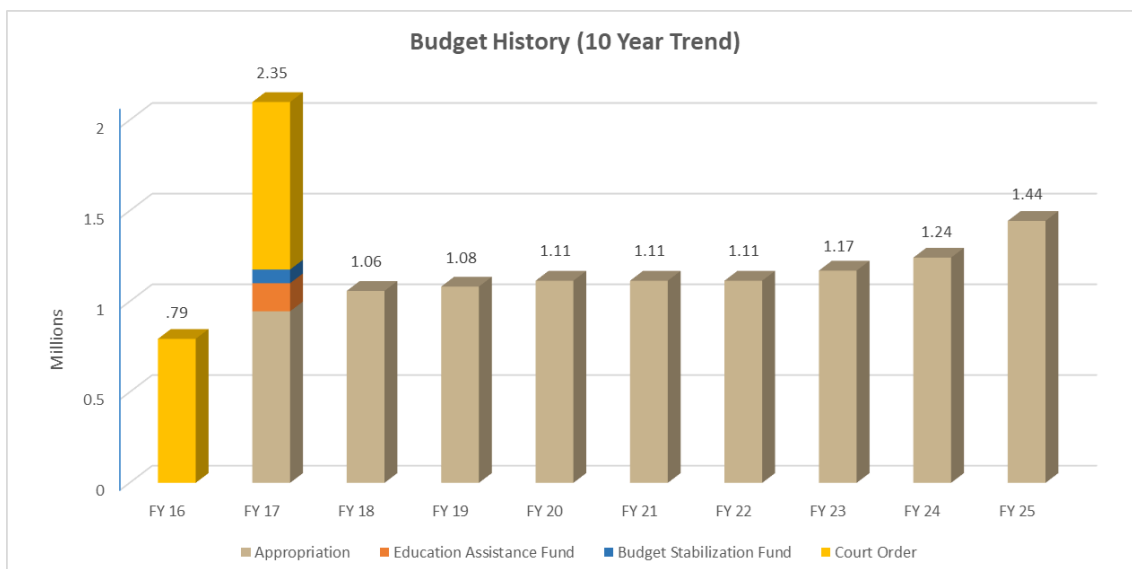
36e(5) – students employed under rules prescribed by the Merit Board, without examination or certification.

FISCAL ACCOUNTABILITY AND YEARLY BUDGET PROCESS

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

Ultimately, IBHE, as well as GOMB, 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, 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, GOMB, and various legislative committees before final yearly appropriations are approved and distributed.

The University System is proud of our accomplishments and capability to continue their modernization efforts in developing and incorporating many initiatives. Many of the initiatives have significantly generated financial and resource savings at the agency level and have significantly improved their relationship with the universities and agencies they oversee customer relations. The University System remains committed to their statutory objective of providing essential oversight of the human resource programs throughout the state's public university community, and maintaining efficiency and economy in operations through fiscal responsibility and innovative, creative business practices. In FY 2024, the appropriation/spending level for the University System was \$1,241,800 as a lump sum appropriation. Expenditures for FY 2024 were \$1,103,082. Actual employee headcount as of June 30, 2024 were 10 full-time employees and 1 part-time employees. The average monthly full-time equivalents headcount for FY 2024 was 10.



The graph to the left is a historical recap of the agency's budget since FY 2016.

FY 2024 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 these business functions include:

- ♦ propose an annual budget to present to the Illinois Board of Higher Education;
- ♦ develop, modify and maintain the classification plan;
- ♦ ensure consistency and validity of each examination;
- ♦ development and administration of applications, including electronic testing (E-test), specialty factors, salary ranges, and electronic data submission;
- ♦ coordinate, administer, and proctor the Police Sergeant Oral Board examinations;
- ♦ process and analyze requests for position reclassifications;
- ♦ assist in the recruitment and placement of diverse applicants;
- ♦ review applicant's application materials for compensatory qualifications;
- ♦ review and approve Extra Help Appointments extensions beyond 900 hours;
- ♦ review and approve Intern Appointment requests;
- ♦ review questions challenges with legitimate reasoning and references;
- ♦ review and approval of specialty factors for a position;
- ♦ establish and implement a Supported Employee Program;
- ♦ review and approve requests for Student Appointment Exception requests;
- ♦ review, approve, and maintain a Salary Data System;
- ♦ annually collect salary data from University System employers;
- ♦ assist in recruitment, training, and retention of minority candidates into various civil service positions;
- ♦ monitor employment population trends;
- ♦ comply with the biennial compliance audit conducted by the Illinois Auditor General;
- ♦ review of the Act, Code, internal policies, and procedures for the University System;
- ♦ review and respond to Freedom of Information Act requests;
- ♦ manage the discharge and demotion processes to ensure compliance with the Code and procedures;
- ♦ ensure each University System employer complies with the Act and University System procedures through a triennial compliance audit plan;
- ♦ review by the director of any action, or omissions by an employer; and
- ♦ provide a comprehensive resource for all agency operations and constituency relations.

FY 2024 AGENCY ACTIVITIES continued

Classification Plan Management

The University System is charged by its enabling act to "establish a sound program of personnel administration." 110 ILCS 70/36b(2). The Act gives the Merit Board the power to "approve a classification plan." (110 ILCS 70/36d(1)). The classification plan provides a comprehensive system for classifying University System civil service positions. Standardizing the requirements of each classification ensures that the opportunity throughout the University System to be appointed to these civil service positions is based on merit and fitness through examinations. 110 ILCS 70/36b(2).

The University System administers a classification plan consisting of 873 class specifications. The management and maintenance of the classification plan involves a continuing review and revision process. Revising a classification and its corresponding examination involves careful analysis and research into industry standards, proven practices, current use of the classification, and relevant laws and regulations. In FY 2024, the agency revised six promotional lines and two stand-alone classifications, totaling 20 classifications and their corresponding examinations.

Classifications and Examinations Reviewed and Revised

Following is a list of classifications and examinations revised:

- ◆ Ophthalmic Technician Series:
 - *Ophthalmic Assistant*
 - *Ophthalmic Technician*
 - *Ophthalmic Medical Technologist*
- ◆ Medical Technologists Series:
 - *Note Change Only*
- ◆ Surgical Technologist
- ◆ Tumor Registrar
 - *Certification Title Change Only*

A total of six classifications and examinations were revised.

Classifications and Examinations Consolidated

Following is a list of classification and examinations consolidated:

- ◆ Communication Technician Series:
 - *Communication Technician*
 - *Senior Communication Technician*
- ◆ Driver Series:
 - *Driver*
 - *Heavy Driver*
 - *Driver Sub-Foreperson*
 - *Driver Foreperson*

A total of six classifications and examinations were consolidated in FY 2024.

The consolidation of class specifications reduced the total number of class specifications by five.

FY 2024 AGENCY ACTIVITIES continued

New Classifications and Examinations Completed

Following is a list of classification and examinations completed:

- ◆ Live Captioner
- ◆ Ophthalmic Photographer Series:
 - *Ophthalmic Photographer*
 - *Principal Ophthalmic Photographer*

A total of three new classifications and examinations were completed.

Classifications and Examinations Deleted

Following is a list of classification and examinations deleted:

- ◆ Motor Vehicle Operator and Mechanic

A total of one classification and examination was deleted.

Classifications and Examinations Revisions (in development)

Following is a list of classifications and examinations currently in progress:

- ◆ Building Heat & Frost Insulator Series:
 - *Building Heat & Frost Insulator*
 - *Building Heat & Frost Insulator Foreperson*
- ◆ Building Service Worker
- ◆ Certified Clinic Nurse
- ◆ Clinic nurse Series:
 - *Clinic Nurse*
 - *Charge Nurse*
 - *Nurse Administrator*
- ◆ Clinical Nursing Consultant Series:
 - *Clinical Nursing Consultant I*
 - *Clinical Nursing Consultant II*
- ◆ Instructional Development Specialist
- ◆ Licensed Practical Nurse Series:
 - *Licensed Practical Nurse I*
 - *Licensed Practical Nurse II*
- ◆ Professional Nursing Series:
 - *Staff Nurse I*
 - *Staff Nurse II*
 - *Administrative Nurse I*
 - *Administrative Nurse II*
 - *Administrative Nurse III*
- ◆ Research Nurse

A total of 18 classification revisions are in development.

FY 2024 AGENCY ACTIVITIES continued

Examinations

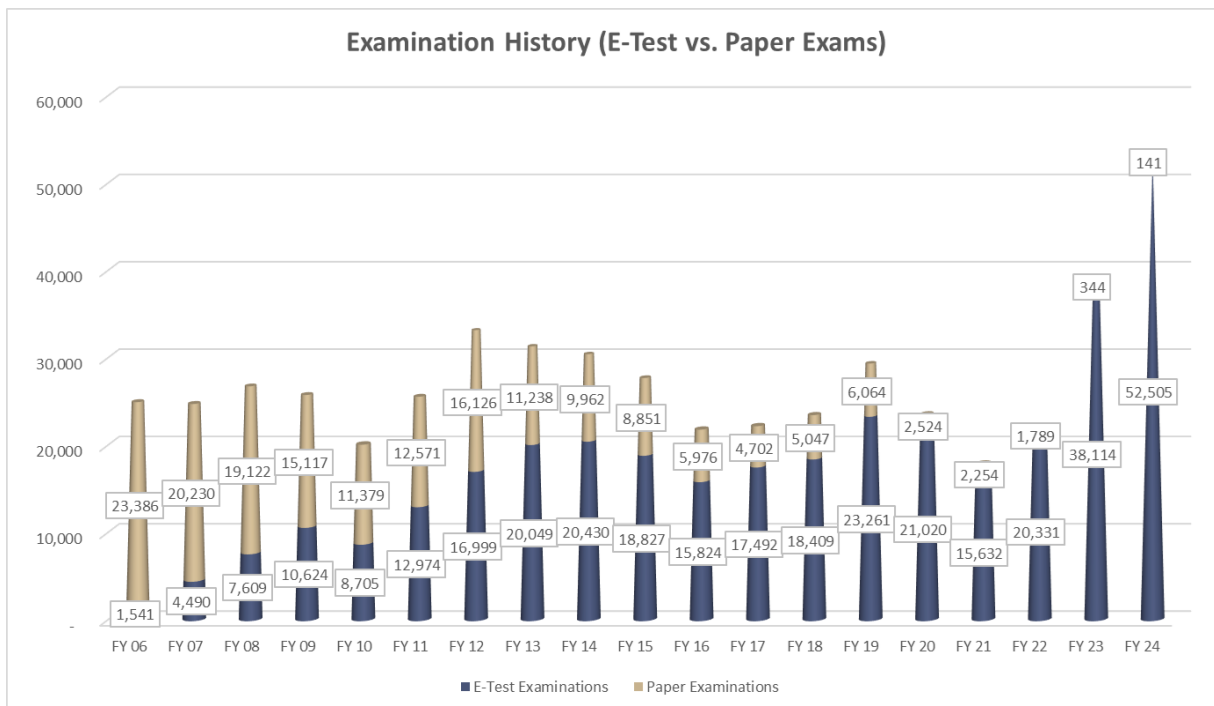
The Act requires that "[a]ll certificates, appointments, and promotions to positions in these agencies and institutions shall be made solely on the basis of merit and fitness, to be ascertained by examination." 110 ILCS 70/36b(2) In FY 2023, all examinations, except for the Police Series and Police Telecommunicator, were converted to credential assessment examinations. The University System is responsible for defining the specific education, qualification, and work experience components an applicant must possess before the applicant's credentials may be examined and scored by an employer. The agency also delineates the criteria used to score a credential assessment examination. The University System has continued to refine, improve, and test the examination components to ensure consistency and validity of each examination.

Examinations Completed

A total of 52,646 pre-employment examinations were administered in 561 of the 873 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, or revision of classifications.

A total of 141 paper tests were given in FY 2024 with an 77.5% passing rate. The average score for all applicants was 82.3.

A total of 52,505 electronic tests (E-Tests) were given in FY 2024 with a 99.83% passing rate. The average score for all applicants was 83.34.



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

FY 2024 AGENCY ACTIVITIES continued

Police Promotional Testing

The University System coordinates, administers, and proctors the Police Sergeant Structured Oral Board examinations. The Structured Oral Board requires a panel of four assessors to observe and score as many as ten applicants during a day-long testing period. During FY 2024, the University System conducted four days of Police Sergeant Structured Oral Boards and tested 22 applicants from nine university police departments.

Classification Audit Appeals

If an employee believes their employer has misclassified their position, the employee may appeal the classification determination to the University System and request a review of that determination. The appeal process includes an interview with the employee and their supervisor, and a comprehensive analysis of supporting documentation submitted. The University System review determines whether or not the position was appropriately classified. This process provides oversight of position designations made by the employer.

One employee submitted a classification audit appeal during FY 2024 and was denied.

Diversity Programs

The University System 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 and agency diversity objectives.

FY 2024 AGENCY ACTIVITIES continued

Compensatory Qualifications

If an applicant does not meet the Minimum Acceptable Qualifications (MAQs) established for a classification but can offer comparable qualifications, an employer may submit a "Request for Prior Approval of Compensatory Qualifications" to the University System for review. A review is conducted to determine whether the applicant's application materials demonstrate sufficient work experience to compensate for a missing education component, or demonstrates an education component to compensate for missing work experience. If those comparable qualifications can be established, the applicant's credentials can be assessed and scored by the employer.

A total of 49 compensatory qualification requests were received and 44 were approved during FY2024.

Extra Help Appointments

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.

An employer may request the extension of an Extra Help Appointment beyond the original 900 hour limitation on the basis of several specific justifications, including the continued disability or another approved leave of absence where the employee holding the original appointment is expected to return, a project that requires completion within a short timeframe and for which there is no additional funding, or other situations resulting from rare circumstances or resulting in a critical need.

A total of 17 Extra Help Extensions were received and nine were approved during FY 2024.

Intern Appointments

"With the approval of the Executive Director, an employer may appoint an intern to any position, provided that specific criteria are met" Code Section 250.70d(1). The University System analyzes the request to determine if it conforms with the requirements of Section 250.70(d) of the Code and reviews the training and curriculum proposed. The agency often meets with the employer to review the intern program request and discuss any necessary modifications before approval is granted.

A total of 10 Intern Programs requests were received and five were approved during FY 2024.

FY 2024 AGENCY ACTIVITIES continued

Question Challenges

An applicant who wants to challenge a question on an examination may request an examination question challenge from the University System. Examination question challenges with legitimate reasoning and references will be reviewed for accuracy and/or errors.

No question challenges were received during FY 2024.

Recheck of Examination Scores

Applicants may request that the University System review their eligibility for an examination and confirm that an examination was accurately scored. The University System works closely with employers during this recheck and rescore process. If the agency's assessment differs from the employer, the University System notifies the employer of their determination. This process safeguards opportunity based on merit and fitness by ensuring that examination and scoring criteria are properly applied.

Six requests for recheck of examination score were received and completed during FY 2024.

Specialty Factors

For each classification in the University System, the established Minimum Acceptable Qualifications (MAQs) in the class specifications must be met for an applicant to be admitted to an examination. In addition, an employer may request that a specialty factor be designated for a specific position when they have determined that specific and measurable knowledge, skills, and abilities are necessary to complete the position's essential duties. In these instances, an employer may request the addition of the specialty factor to the MAQs for an identified position. The Executive Director has the authority to make such determinations. Employers must submit specialty factor requests for review and approval to the University System Code Section 250.60d(9).

During FY 2024 the University System reviewed 141 Specialty Factor requests. This includes:

- ◆ Approved - 116
- ◆ Denied - 24
- ◆ Deleted - 1

FY 2024 AGENCY ACTIVITIES continued

Supported Employee Program

The University System is mandated by Section 36s of the Act (110 ILCS 70/36s) to establish and implement 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. Participation in the program assumes that “with support, adaptation, or both, a job can be designed to take advantage of the supported employee’s special strengths.” The individuals in this program work in a trial capacity before being appointed to 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.

In FY 2024, no new supported employees were appointed. As of the end of FY 2024, a total of 69 supported employees have been appointed since the program’s inception. Currently 16 employees are still actively employed.

There was a significant decrease in active supported employees in FY 2024 as a result of the verification of data with employers.

Other Personnel Transactions

In FY 2024, the University System received a total of 198 other personnel transactions. This is composed of compensatory qualifications (49), extra help extensions (17), intern programs (10), recheck of examination scores (6), and specialty factors (116).

Student Appointments

Student Appointments are nonstatus appointments exempt from civil service. Per Section 250.70e(3) of the Code, a student must be enrolled at least "one-half of the normal [course load] of a regularly enrolled full-time student" at the university to be eligible for student employment. Code Section Part 250.70e(3). The University System reviews requests for an exception compliance with this requirement.

FY 2024 AGENCY ACTIVITIES continued

Pay Administration/Salary Range System

Each employer under the jurisdiction of the University System must establish and recommend rates and ranges of compensation for each classification in use at their university or agency. 110 ILCS 70/36d(3) Each employer is obligated to conduct research to support the validity of those rates or ranges that are not covered by union contracts. Collective bargaining agreements, recommendations from local agencies, and prevailing rates provide the support necessary for establishing salary rates and ranges for various craft and trade occupations.

Once submitted by an employer, the University System reviews salary rates and ranges for each authorized classification in use. The University System maintains the Salary Data System, a web-based electronic approval process allowing employers to electronically request approval to establish, revise, correct, or delete pay rates or ranges via a secure website. The University System staff completes the review and authorization process, then notifies the requesting university or agency of a completed change. The Salary Range Report encompasses all salary ranges and is updated monthly.

A total of 2,820 Salary Data System requests were reviewed by the University System with 2,641 approved, 163 deleted, and 16 requests were denied.

Civil Service Salaries

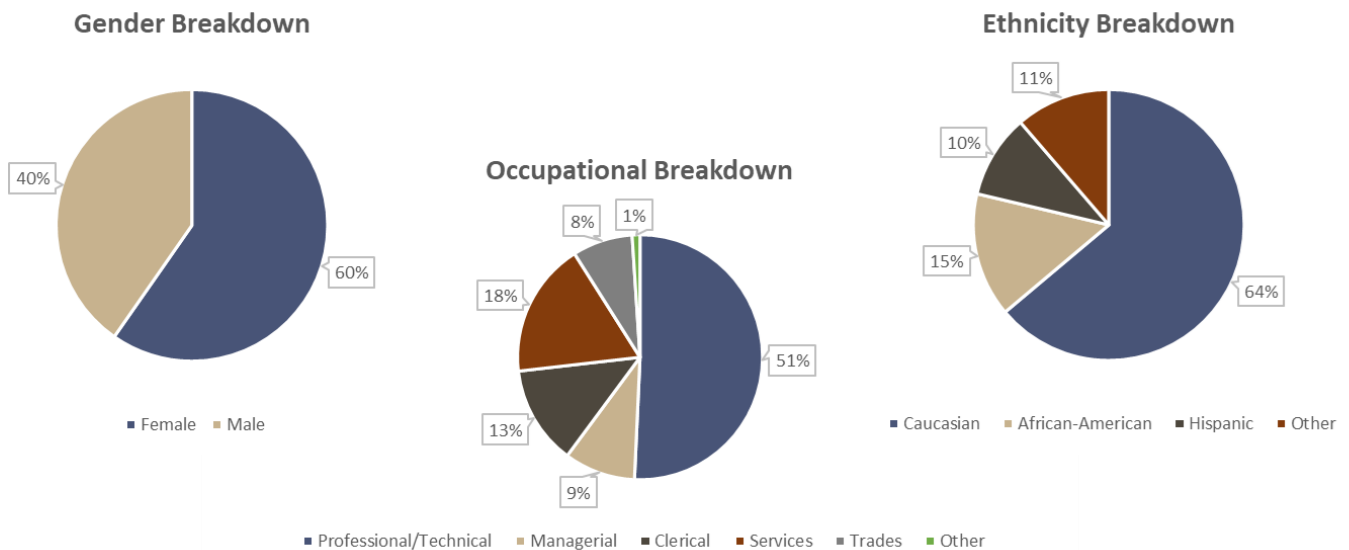
Civil service salary data is collected annually from employers. This data is compiled by classification with average salaries calculated for each classification. The average salary for civil service employees at Illinois higher education institutions and agencies across all classifications increased by approximately 4.39% between fiscal years FY 2023 and FY 2024 to a statewide yearly average of approximately \$64,025. 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 2024 AGENCY ACTIVITIES continued

Occupational/Ethnicity/Gender Data

The University System provides programs to employing universities and agencies to assist in the recruitment, training, and retention of minority candidates into various civil service positions. These programs are utilized to support the various diversity programs designed by each university and agency. The Intern and Supported Employment Programs allow for on-the-job training and result in the non-competitive placement of successful candidates to positions. The University System 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 is also investigating the possibility of expanding the Intern Appointment program 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 and agencies based on their geographic location. The chart below represents the statewide picture as of June 30, 2024.



FY 2024 AGENCY ACTIVITIES continued

Employment Population Trends

The University System 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 nonstatus appointments;
- ♦ principal administrative appointments;
- ♦ student appointments; and
- ♦ academic and research appointments.

Civil service status appointments are typically traditional full-time employment positions. Civil service nonstatus appointments include Temporary, Provisional, Extra Help, Intern, and Apprentice Appointments. Positions exempt from the civil service include principal administrative Employees, student appointments, and academic and research appointments which include teaching and research faculty positions.

A total of 21,657 employees were in status civil service positions at universities and agencies as of June 30, 2024.

Auditor General's Compliance Audit

The routine biennial compliance audit of the agency for FY 2022 and FY 2023 is currently being conducted by the Illinois Auditor General.

Statute and Administrative Code Changes

Various sections of 5350 of the Code pertaining to the Public Information, Rulemaking and Organization were amended and became effective on October 27, 2023. Some of the changes included added a phone number and email address, provided a reference to the Merit Board that included the website and posting of board meeting notices, added emergency rulemaking, deleted the Administrative Advisory Committee, changed that the Executive Director was the person to hire staff for the University System and updated the agency's organizational chart.

Sections 250.5 and 250.30 of the Code were amended. Section 250.5 added the definition to define Law Enforcement Personnel related to Public Act 103-0287. This allowed the Illinois residency for examinations for law enforcement personnel to be waived. Section 250.30(g) deleted work areas assigned to class specifications. Work areas were no longer utilized by the universities and agencies. These two changes became effective January 26, 2024.

FY 2024 AGENCY ACTIVITIES continued

Governance, Risk, and Compliance Audit Program

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 Code, and University System procedures.

The audit program functions in a compliance capacity, and 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 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 to achieve resolution on all issues and recommendations.

In October 2021 the University System incorporated a 3-year audit cycle for each constituent employer. The audit period of review for each place of employment was extended from 2-years to 3-years.

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

- ◆ classification of positions and position control;
- ◆ completion of position audit requests within the processing timeframe standard;
- ◆ review and update of business procedures, regarding 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 verification of the employment relationships with union represented employees;
- ◆ documentation of Contract Appointments;
- ◆ review of Extra Help appointments and monitoring practices;
- ◆ supported Employee Program practices; and
- ◆ management and maintenance of pay ranges.

The University System Compliance Division conducted two remote audit visits at the following locations:

- ◆ University of Illinois at Springfield
- ◆ Western Illinois University

All final audit reports are available online at www.sucss.illinois.gov.

FY 2024 AGENCY ACTIVITIES continued

Governance, Risk, and Compliance Audit Program continued

Total number of personnel transactions audited during FY 2024 were 16,201. This includes:

- ♦ CS position descriptions reviewed - 90
- ♦ on-site CS Interviews - 12
- ♦ position control records - 0
- ♦ Specialty Factors - 4
- ♦ review of applicant credentials & register (if appl) (new hires & custom classes) - 35
- ♦ reclassification or reallocations - 0
- ♦ Veteran's Preference points - sampling - 6
- ♦ licenses and certificates - sampling - 4
- ♦ total nonstatus appointments (temporary, provisional, apprentice, intern, extra help and student appointments) - 8,246
- ♦ extra help employees - 560
- ♦ extra help positions utilized - 987
- ♦ extra help extensions reviewed - 17
- ♦ extra help employees who moved to status positions - 0
- ♦ contract appointments reviewed - 0
- ♦ temporary downgrade/upgrade assignment (actual days downgraded/upgraded) - 2,546
- ♦ temporary assignment of CS employees to PAA duties - 0
- ♦ layoffs -75
- ♦ disciplinary suspensions - 39
- ♦ demotions - 2
- ♦ dismissals - 13
- ♦ review of Supported Employee Program - 0
- ♦ E-test reviews (validate updates and register information) - 19
- ♦ verification of pay (# of CS employees) - 1,087
- ♦ review of pay rates or ranges (# of classes) - 270
- ♦ verify PAA employment (36e(2); 36e(3) standard and Individual; and 36e(4) - 1,260
- ♦ PAA position descriptions reviewed (PAA and Academic Hourly) - 45
- ♦ on-site PAA interviews - 10
- ♦ review of Student Appointments (# of students employed) - 684
- ♦ changing a PAA to a CS position - 189
- ♦ changing a CS to PAA position - 1

FY 2024 AGENCY ACTIVITIES continued

Ethics Officer

The University System's Legal Counsel serves as the Ethics Officer for the agency, 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 agency 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.

Ethics training was held on-line for all employees of the University System during May 2024.

Equal Employment Opportunity Officer

Legal Counsel of the University System serves as the Equal Employment Opportunity (EEO) 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. The EEO officer also is responsible for investigating University System employment complaints with which the University System must comply and recommend remedial action when appropriate.

Freedom of Information Officer

Legal Counsel of the University System is responsible for reviewing and responding to requests for information under the Freedom of Information Act.

The University System received two requests under the Freedom of Information Act during FY 2024.

Discharge and Demotion

Legal Counsel for the University System is responsible for managing the discharge and demotion processes, in accordance with Code Section 250.110(f), including the pre-hearing, hearing, and post-hearing phases, to ensure compliance with the Code and applicable procedures and guidelines. A total of 33 Written Charges for Discharge forms were filed with the University System from the University System employers. Six hearings were requested by the employees involved in these matters. Following is a breakdown of the outcome of these six hearings:

- ◆ employers withdrew Written Charges for Discharge prior to the hearing—2 employees;
- ◆ resigned prior to the hearing process—2 employees;
- ◆ reinstated with a 120-day suspension—1 employee; and
- ◆ discharged by the Merit Board—1 employee.

FY 2025 AGENCY ACTION PLAN

The Agency's Action Plan for FY 2025 will continue to concentrate on building relationships, communications, business process upgrades, efficiency, and updating the Governance, Risk and Compliance Audit Program. Consistent with this objective, following are planned initiatives for the University System.

Act, Code, and Procedure Revisions

The University System continually and systematically reviews and updates our Act, Rules, and procedures, developing a legislative strategy for improvement and upgrade. Over the last few years, the University System has taken significant actions in this regard. Our plan is to continue to be aggressive in our efforts in this respect. The Merit Board, along with our advisory groups, will be routinely consulted and actively involved in these developments and activities.

Classification, Examination, and Compensation

This is an ongoing project designed to eliminate redundancy and duplication in classification designations, upgrade associated employment protocols, and develop new pre-employment testing and 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 and trends and employer operational needs.

Compliance Services

The University System is revising its Governance, Risk, and Compliance Audit Program to provide employers with better and more actionable feedback where issues of non-compliance may appear, while also decreasing the total time it takes to complete an audit.

Other Projects

The University System continues to enhance the agency's administrative and oversight capabilities. Other projects the agency is considering are:

- ◆ updating examinations in the electronic web-based applicant testing system that is available for use at all university and agency locations;
- ◆ evaluate staffing needs;
- ◆ technology advancements to improve the interface for the employer reporting system;
- ◆ expanding training programs and webinars;
- ◆ review Intern Programs based on EEO goals; and
- ◆ review and update the University System website for an improved user experience.