



State Universities Civil Service System

58TH ANNUAL REPORT

FY09

JULY 1, 2008 - JUNE 30, 2009

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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. We endeavor to build a quality of life that sets the standard for the nation.

MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the State Universities Civil Service System, we respectfully submit our 58th Annual Report. This Report provides an overview of our business operations, an analysis and update of our many programs/initiatives, and a brief description of our FY 2010 agency action plan. Our business objectives remain consistent with our statutory directive, our mission, and our purpose. This Report again demonstrates our commitment and effort to incorporate many 'best practice' human resource concepts into our operational procedures and to modernize the overall delivery of human resource services to the State of Illinois public university system.



As a support agency in the public higher education community, we are committed to efficiency, effectiveness, customer service, partnership, and a profound advocacy of the teaching and research missions of our many excellent state universities and affiliated agencies. As our mission statement indicates, we strive 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.

Our operational philosophy is built on the principles of collaboration and teamwork. In this respect, we work closely with all of our constituency groups to create and promote an environment of open interaction, trust, and professionalism. This collaborative approach has enabled us to build a more comprehensive support network and allowed us to achieve a more profound overall commitment to mission and purpose. It has nurtured growth and respect in our constituency relationships. It has led to real positive change and efficiencies in many of our business operations.

Once again this year, I want to take this opportunity to extend our gratitude to the university 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. We are honored by your partnership and allegiance.

Finally, I want to also salute and extend our appreciation to the many employees within the Illinois higher education community for their continued commitment, dedication, and loyalty to our common mission, the education of our students, and to the many support systems that promote this goal. Many times these employees and support network go unnoticed, but will always remain a primary component in the delivery of the overall educational program at our excellent public universities.

We are very proud of our role in the Illinois public higher education community and will always strive to achieve the highest level of excellence in all of our programs and service to our many constituency groups. This Report demonstrates our commitment to excellence in the delivery of all of our programs and to the high standard of accountability consistent with that commitment. We hope you find this Report very useful and enlightening.

Lewis T. (Tom) Morelock

ORGANIZATIONAL DYNAMICS

Jurisdiction

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, hereinafter referred to as the University System, provides the essential function of administering, developing, and maintaining the basic 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/agencies in such areas as employment, examinations, classification plan management, salary administration, compliance audit reviews, disciplinary procedures, and other business operations related to the management of support staff personnel.

Our authority is provided through legislative Statute and the State Universities Civil Service System (University System) is 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.

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 State Universities Civil Service Act (Act) is presently codified in the Illinois Compiled Statutes at 110 ILCS 70/36b *et seq.* and the University System Administrative Rules (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:

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
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*

Southern Illinois University Carbondale

Southern Illinois University School of Medicine Springfield

Southern Illinois University Edwardsville

*Alton
Madison County
East St. Louis*

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
College of Continuing Education, Cook County
Rockford Project, CHANCE Program
St. Clair County
Kankakee County
Woodstock Conference Center
Hoffman Estates
Naperville 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

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 who meet specific Merit Board criteria;*
- ◆ *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 25,000 civil service employees, which includes approximately 20,000 status employees, over 5,500 non-status employees throughout the state. To a lesser degree, the University System monitors and authorizes over 19,000 student employees and over 12,300 exempt administrative and faculty appointments. The University System administers a classification/examination program consisting of 1,189 classes and corresponding examinations resulting in the testing of approximately 26,000 applicants or promotional candidates each year. 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.

**Employee Served Data
(June 2009 Data)**

Organizations Served	Civil Service Employees	Total Status Employees	Total Nonstatus Employees	Total Student Employees	36e(3) Employees	36e(4) Employees	Total Exemptions	Total Employees
System Total	25,509	19,639	5,870	18,328	8,899	3,423	12,322	56,159
University of Illinois	12,342	9,602	2,740	8,209	5,980	1,538	7,518	28,069
Urbana-Champaign	6,240	4,585	1,655	5,817	2,979	747	3,726	15,783
Chicago Campus	2,496	2,050	446	2,030	2,244	693	2,937	7,463
Chicago Health Center	2,342	2,134	208	58	501	28	529	2,929
DSCC	450	225	225	0	11	2	13	463
UICOM-Peoria	180	147	33	0	25	10	35	215
UICOM-Rockford	229	177	52	0	38	3	41	270
Springfield	405	284	121	304	182	55	237	946
Southern Illinois University	5,117	3,553	1,564	3,974	887	552	1,439	10,530
Carbondale	2,827	1,716	1,111	1,071	441	231	672	4,570
School of Medicine	1,092	949	143	0	160	131	291	1,383
Edwardsville	1,198	888	310	2,903	286	190	476	4,577
Other Universities	7,571	6,008	1,563	6,141	1,921	1,333	3,254	16,966
Chicago State	544	440	104	145	236	20	256	945
Eastern Illinois	1,033	906	127	457	228	90	318	1,808
Governors State	339	253	86	74	163	211	374	787
Illinois State	1,535	1,259	276	1,212	369	335	704	3,451
Northeastern Illinois	672	475	197	59	176	84	260	991
Northern Illinois	2,456	1,746	710	2,464	430	532	962	5,882
Western Illinois	992	929	63	1,730	319	61	380	3,102
Illinois Board of Higher Education	8	8	0	0	22	0	22	30
Illinois Community College Board	13	13	0	0	37	0	37	50
State Universities Civil Service System	13	13	0	4	1	0	1	18
State Universities Retirement System	107	107	0	0	10	0	10	117
Illinois Student Assistance Commission	338	335	3	0	41	0	41	379

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 Merit Board members are as follows:

Mrs. Joanne E. Maitland - Vice Chair

Illinois State University

Dr. Grace G. Dawson

Northeastern Illinois University

Ms. Kristi DeLaurentiis

Governors State University

Mr. Donald W. "Bill" Griffin

Western Illinois University

Mr. Edward McMillan

University of Illinois

Mr. James D. Montgomery

University of Illinois

Mr. John Simmons

Southern Illinois University

Rev. Richard L. Tolliver

Chicago State University

Ms. Barbara Vella

Northern Illinois University

Dr. Robert D. Webb

Eastern Illinois University

Vacant

University of Illinois

The Merit Board meets on a regular basis at the University System office 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) as follows:

- ◆ *To approve a classification plan and delegate to its Executive Director the duty of assigning positions to appropriate classes.*
- ◆ *To prescribe the duties of each class of positions.*
- ◆ *To prescribe the range of compensation for each class or to fix a single rate of compensation for employees in a particular class.*
- ◆ *To approve ranges and rates for the payment of wages paid generally in the community for work of a similar character.*

- ◆ *To recommend standards of hours of work, holidays, sick leave, overtime compensation and vacation.*
- ◆ *To prescribe standards of examinations for each class, the examinations to be related to the duties of such class.*
- ◆ *To authorize the continuous recruitment and to delegate to the Executive Director and staff the power and duty to conduct open and continuous competitive examinations for all classifications.*
- ◆ *To cause to be established from the results of examinations registers for each class of positions.*
- ◆ *To provide by its rules for promotions in the classified service.*
- ◆ *To provide by its rules for employment of physically handicapped persons.*
- ◆ *To make and publish rules, to carry out the purpose of the University System, and for examination, appointment, transfer and removals to include layoffs.*
- ◆ *To appoint an Executive Director and such assistants and other clerical and technical help as may be necessary to efficiently administer the Act.*
- ◆ *To submit to the Governor on or before November 1 of each year prior to the regular session of the General Assembly a report of the University System's business and an estimate of the amount of appropriation from state funds required for the purpose of administering the University System.*
- ◆ *To review transcripts of hearings and findings of fact as made by hearing boards and enter decisions and orders in discharge and demotion proceedings.*

During FY 2009, the Merit Board met four times — August 20, 2008, November 12, 2008, February 18, 2009 and May 20, 2009 — with all the meetings being held at University System office in Urbana and simultaneously by video conference in Carbondale, Chicago and Macomb, except for the August meeting when no video conference was available in Carbondale.

August 20, 2008 Meeting Summary

Donald W. "Bill" Griffin, representing Western Illinois University, was welcomed to the Merit Board by Chair Strauss. The Merit Board took action approving the minutes from the May 21, 2008 meeting. The Merit Board also reviewed, discussed and took action on two discharge cases, discharging both employees from the University of Illinois at Chicago.

Also, the Merit Board approved the FY 2010 budget recommendation as submitted by University System staff. This recommendation was presented to the Illinois Board of Higher Education in October 2008. The Merit Board also took action to approve the submission of the Second Notice Period to the Joint Committee on Administrative Rules (JCAR) for several rule revisions which included sections 250.90 and 250.120 of the Illinois Administrative Code (80 Ill. Adm. Code §250.90 and 250.120).

The Merit Board approved a separate place of employment for the University of Illinois at Urbana-Champaign (Institute for Natural Sciences and Sustainability). This new Institute will transfer all rights, powers, duties, property, and functions currently vested in the Department of Natural Resources pertaining to the Natural History Survey Division, State Water Survey Division, State Geological Survey Division, and Waste Management and Research Center Division.

The Merit Board also took the following action: approved the extension of the Pilot Program for an additional three years (September 2011); approved the circulation of a revision to section 250.110 of the Illinois Administrative Code (80 Ill. Adm. Code §250.110) regarding Merit Board options in discharge cases; and approved an increase to the per diem rate for Hearing Officers for service at discharge/demotion hearings.

The Merit Board was updated on the status of the new Exemption Procedures Manual and the Public Officials Errors and Omissions Insurance Policy.

The Merit Board heard various reports, including those from Tom Morelock, Executive Director, regarding other agency business activities and the Human Resources Directors Advisory Committee meeting; Marc Strauss, Merit Board Chair, on the Administrative Advisory Committee meeting held on August 12, 2008; Mary Follmer, Assistant Director, on various legal matters; and Barney Bryson, Chair of the State Universities Civil Service Advisory Committee, on committee activities.

November 12, 2008 Meeting

The Merit Board approved the minutes from the August 20, 2008 meeting. The Merit Board also reviewed, discussed, and took action on two discharge cases, discharging one employee and reinstating the other employee. Both employees were from the Illinois Student Assistance Commission.



Mr. Morelock gave an update on the rule revisions to sections 250.60, Eligible Registers; 250.70, Nonstatus Appointments; 250.90, Probationary Period; and 250.120, Seniority.

The Merit Board further discussed the Opinion of the Office of the Attorney General regarding decisions in discharge cases and approved the submission of the rule revisions to JCAR to begin the First Notice Period.

The Merit Board also heard various reports, including those from Tom Morelock, Executive Director, regarding the agency business activities, update on the Exemption Procedures Manual, and the Human Resources Directors Advisory Committee meeting; Marc Strauss, Merit Board Chair, on the Administrative Advisory Committee meeting held November 4, 2008; Mary Follmer, Assistant Director, on various legal matters; and Barney Bryson, State Universities Civil Service Advisory Committee Chair, on committee activities. The meeting dates for Calendar Year 2009 were also approved.

February 18, 2009 Meeting

The Merit Board conducted reorganization activities, electing officers for 2009. Marc Strauss was reelected Chair and Joanne Maitland was reelected Vice Chair. The Executive Committee consists of David Dorris and John Simmons, along with the Chair and Vice Chair. Teresa Rademacher was reappointed Secretary for the Merit Board.

There was a request for public comment from Doug Vinzant, Senior Associate Vice President for the University of Illinois. Dr. Vinzant was granted approval to speak before the Merit Board regarding the new Exemption Procedures Manual.

The Merit Board approved the minutes from the November 12, 2008 meeting and the closed minutes from the May 21, 2008 meeting.

Mr. Morelock updated the Merit Board on the status of several proposed rule changes to sections 250.5, 250.60, 250.70, 250.90, 250.110, and 250.120 of the Illinois Administrative Code. The proposed revisions were published in the February 20, 2008 issue of the Illinois Register which began the First 45 day Notice Period.

Also, the Merit Board discussed, reviewed, and took action to delay the publication of the new Exemption Procedures Manual until the May 2009 meeting. The Merit Board also reviewed the proposed changes to the Class Plan Memorandum Manual with no action being taken.

The Merit Board also heard various reports, including those from Tom Morelock, Executive Director, regarding various agency business activities and the Human Resources Directors Advisory Committee meeting; Chair Marc Strauss regarding the Administrative Advisory Committee meeting held January 16, 2009; Mary Follmer on various legal matters; and Barney Bryson, Chair of the Universities Civil Service Advisory Committee, on committee activities. An executive session was held for personnel matters and closed session minutes.

May 20, 2009 Meeting

Chair Strauss welcomed Edward McMillan, representing the University of Illinois to the Merit Board. Two parties had requested to speak before the Merit Board, Doug Vinzant, Senior Associate Vice President for the University of Illinois, and Barney Bryson, Chair of the State Universities Civil Service Advisory Committee. Dr. Vinzant withdrew his request before the Merit Board meeting. Barney Bryson was granted approval to speak before the Merit Board regarding the new Exemption Procedures Manual.

The Merit Board took action approving the minutes from the February 18, 2009 meeting and the closed minutes from the February 18, 2009 meeting. The Merit Board also approved the destruction of the audio tape from the November 7, 2007 executive session meeting.

The Merit Board also reviewed, discussed and took action to delay the decision of one discharge case until the August 2009 meeting of the board. The Merit Board authorized the Executive Director to administer the FY 2010 budget and to investigate, research and purchase public errors and omissions insurance coverage for FY 2010.

The Merit Board approved the submission of the rule revisions to sections 250.5, 250.60, 250.70, 250.90 250.110, and 250.120 of the Illinois Administrative Code to be published in the Illinois Register to begin the Second Notice Period.

Mr. Morelock informed the Merit Board that several revisions had been made to the Exemption Procedures Manual since the mailing of the agenda material in conjunction with the University of Illinois. After discussion, the Merit Board approved the new Exemption Procedures Manuals, with the new changes, for distribution. Also, the new changes in the Classification Procedures Manual were approved for distribution.

Mr. Morelock informed the Merit Board of the Annual Ethics Trainings for board members and staff. The Merit Board also heard various reports, including those from Tom Morelock, Executive Director, regarding various agency business activities; Maureen Parks on the Human Resources Directors Advisory Committee meeting; Mary Follmer on various legal matters; and Barney Bryson, Chair of the Universities Civil Service Advisory Committee, on recent committee activities. An executive session was held for personnel matters and closed session minutes.



University System Office

The University System office provides support 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 and the many formal business procedures.

Incorporated into the Act establishing the University System were many innovative principles that remain viable operating guidelines even 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 delegated authority to Designated Employer Representatives (DERs) to conduct examinations, designate and refer applicants for positions, and otherwise administer human resource programs consistent with the meaning, interpretations, and intent contained therein.

Therefore, certain functions required by the Act have been defined and delegated to the university and agencies under the University System. 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 University System are employed directly by the university or agency and are not employees of the University System.

Personnel transactions are to be conducted within the framework of the Act and the Code, with all transactions subject to audit by the University System staff to insure continued compliance with University System policies and procedures. Additionally, such transactions and audit reviews may become the basis for appeal procedures and corrective action.

There are five divisions within the University System office and are directed by the following staff: Jeffrey G. Brownfield, Assistant Director, Operations Division; Mary Follmer, Assistant Director, Legal Services, Legal Services Division; Teresa Rademacher, Administrative Assistant, Administrative Division; Bob Curry, Information Technology Manager and Coordinator, Information Technology Division; and Lucinda Neitzel, Human Resource Manager, Audit and Advisory Services Division. Many of our business processes and procedures are products of a major collaborative system-wide effort. Within that collaborative context, these divisions are closely interrelated; each truly dependent upon the other, and our external constituency, to discharge its area of responsibility. With a current staff of only 13 people, each of the individual position responsibilities often overlap. We are quite proud of our important role within the higher education community and our ability to most efficiently fulfill our statutory function.

The Merit Board is charged with making and publishing Administrative Rules to carry out provisions of the Act establishing the merit program. These Administrative Rules provide detailed procedures along a broad spectrum of human resource activities including examinations, eligible registers resulting from examinations, appointments (both status and nonstatus), probationary periods, reassignments and transfers, separations and demotions, and seniority. The University System staff is involved in the development, implementation, and maintenance of rules and procedures, providing a review and appeal process for applicants, employees and

employers, as well as hearing procedures in matters related to discharge and demotion.

The Executive Director and the University System staff are responsible for coordinating and implementing all Statutes, Administrative Rules, and procedures associated with the merit program which includes preparing all examinations, conducting ongoing validation studies, continuous monitoring and reporting of wage and salary programs of the institutions served, conducting a continuous and ongoing audit program of both records and operational procedures at each institution, and developing and maintaining a responsible classification and human resource program. The staff is also responsible for the technical functions essential to the effective administration of a merit program, including the development and presentation of training and workshop sessions for the DERs, university/agency human resource staff, and members of the various State Universities Civil Service Advisory Committees.

The Operations Division is responsible for the development, periodic revision, and routine administration of our comprehensive classification and corresponding examination system. We currently maintain a system of over 1,189 classifications and examination instruments, ranging across a series of occupational areas including skilled trades, professional, clerical, managerial, custodial, food service, medical, and security. This unit also manages an on-line electronic statewide salary data system that provides a state-of-the-art compensation administration program through the authorization of salary ranges for each university and agency employment location. This unit provides routine reports of statewide salary ranges, coordinates the routine review and revision of exam instruments and classification specifications, communicates to our constituency all proposed changes, implements all changes in the examination/classification program, responds to inquiries regarding the examination/classification program, and serves to some degree as the final appeal stage for issues regarding the examination/classification program. This unit also provides training to the university/agency human resource offices on various employment protocols and authorizes/monitors all employee trainee, learner and apprentice programs at each university/agency. This unit also monitors and provides routine reports on the demographics of the applicant pools at each university/agency to assist in the development and evaluation of their specific diversity and affirmative action programs. This unit has a huge responsibility when looking at the volume of activity in their operational focus. Last fiscal year alone, there were 25,741 examinations administered statewide at the various university/agency testing sites.

The Legal Services Division, along with the Audit and Advisory Services Division, are responsible for the continual maintenance of our Act, Code, procedures, Merit Board Bylaws, and employee policies to preserve consistency with current human resource philosophy/trends and to insure compliance with other federal and state statutes and regulatory guidelines. These units work closely together and have direct responsibility for our routine compliance audit process and conducts, on a biennial basis, a comprehensive on-site human resource compliance audit at each employment location to insure the consistent application of rules and procedures and to validate the delivery of a comprehensive human resource program. The Legal Services Division manages the final discharge appeal process for the Merit Board in coordinating the hearing, communicating with the parties of record, certifying the final record and findings of fact, and all other procedural elements prior to review and decision by the Merit Board. They are also responsible for the routine data collection and analysis of staffing information provided by each university/agency, preparation of several standardized reports, and the final distribution to the appropriate university/agency contacts. They are the first line contact for all constituency issues, from either an employer or an employee, as it relates to the application, interpretation, or administration of our many Administrative Rules, procedures, and policies. Likewise, they develop and monitor all of our external communications, including the preparation and distribution of our newsletter, communication of policy revisions, and any response to inquiries from employers, employees, and other

external agencies or individuals. They also prepare and conduct training programs with respect to their primary activities. Various legislative activities are also a major part of their function, including the monitoring of our appropriation bills, review of all new legislation impacting our agency, and preparation of any statutory change to be submitted for legislation.

The Administrative Division is responsible for the general internal office human resource function, budget management, procurement services, information technology, internal customer service and clerical support. This unit monitors our budget, processes purchases, processes agency payroll, provides reception and clerical support for the rest of the staff, and interfaces with the Office of the Comptroller and the Department of Central Management Services on various matters. This Division works closely with the Legal Services Division on the discharge/demotion process.

The Information Technology Division is a small unit and has the huge task of supporting all technical and communication activities, specifically related to computer services, telecommunications, network maintenance, software and systems development, desktop support, and various equipment maintenance procedures. They work closely with the Administrative Division to periodically access and develop strategies for system upgrades and purchases. They coordinate and manage the electronic interface with our many employment locations and constituency groups through website developments and complex secure access systems. This unit provides the electronic backbone to our business operations, thereby enabling our office to quickly improve the efficient and effective business processes directly related to our mission.

The University System is unique in that it empowers the individual university and agency employment locations, through a Designated Employer Representative, 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 a 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. A more detailed account of yearly divisional activities will follow. Names and divisions of staff members of the University System office can be found on the next page, along with the University System organizational chart on page 13.

COMMITMENT TO EXCELLENCE

The State Universities Civil Service System, hereinafter referred to as the University System, is committed to providing a top quality service to the many employees, universities, and agencies within the Illinois public higher education community. As our mission states, the University System will strive 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, thereby establishing a foundation for each university/agency to fulfill their mission and for each individual to reach their potential. We will constantly endeavor to build a quality of life within our community that sets the standard for the nation. We remain enthusiastically committed to fulfill our obligations to the citizens of the State of Illinois and the State public higher education community in support of the final delivery of the educational program to students.

University System Office Employees



Lewis T. (Tom) Morelock
Executive Director

Administrative Division

Teresa Rademacher, Administrative Assistant II & Secretary for the Merit Board
Mary Jane Blixen, Office Administrator
Sandy Burr, Office Support Associate

Audit and Advisory Services Division

Lucinda Neitzel, Audit & Advisory Services Manager
Paula Mitchell, Human Resource Assistant

Information Technology Division

Bob Curry, IT Manager and Coordinator
Shannon Ramirez, Information Technology Technical Associate

Legal Services Division

Mary Follmer, Assistant Director, Legal Services

Operations Division

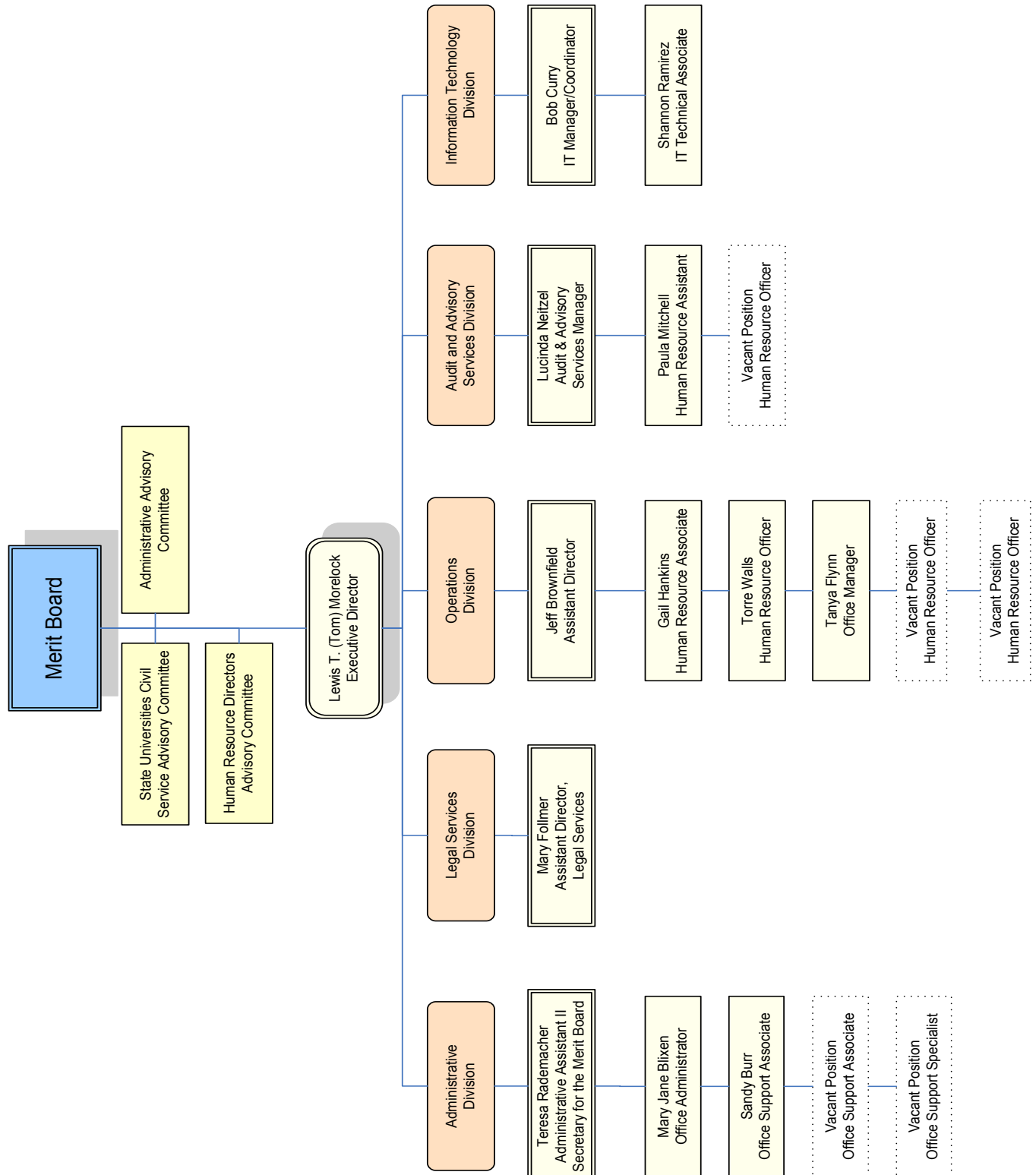
Jeff Brownfield, Assistant Director
Tanya Flynn, Office Manager
Gail Hankins, Human Resource Associate
Torre Walls, Human Resource Officer

Graduate Assistants

Jen Klafehn
Silke McCance
Seth Spain



Organizational Chart



Fiscal Accountability and Yearly Budget Process

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, our final yearly budget recommendation is the culmination of a process of review and formal approval by the IBHE. This process begins in early August with a budget presentation and proposal to our Merit Board. Upon approval by the Merit Board, our 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, the IBHE issues a final budget recommendation and appropriation proposal for the entire Illinois public higher education community. Further presentations and discussion with the IBHE are then afforded as a means to provide additional clarification/input and possible revision of the recommended budget and appropriation proposal.

Ultimately, the IBHE adopts the final budget and appropriation proposal for the entire Illinois public higher education community. The University System's final line item appropriation request, as approved by the 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 Management and Budget office, and various legislative committees before final yearly appropriations are approved and distributed.

Additionally, the University System office is subject to a routine biennial compliance audit conducted by the State Auditor General's office. The next biennial audit is scheduled for November/December 2009 to cover the audit period of July 1, 2007—June 30, 2009.

Despite a significant appropriation decrease and recent flat budget appropriations over the last few years, we are quite proud of our accomplishments and our capability to continue in our modernization efforts in developing and incorporating many new 'best practice' initiatives. Many of our new initiatives have significantly generated financial and resource savings at the campus 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. Following is a brief historical recap of the agency budget and staffing levels.

Budget and Staffing History

	<i>FY 2003</i>	<i>FY 2004</i>	<i>FY 2005</i>	<i>FY 2006</i>	<i>FY 2007</i>	<i>FY 2008</i>	<i>FY 2009</i>	<i>FY 2010</i>
Appropriation	\$1,392,900	\$1,253,600	\$1,253,600	\$1,253,600	\$1,271,200	\$1,273,220	\$1,273,220	\$1,276,200
Authorized Headcount	21	21	21	21	21	21	21	21
Headcount as of 6/30	16	16	14	14	14	13	14	14

Advisory Committee — State Universities Civil Service Advisory Committee

The **State Universities Civil Service Advisory Committee** is mandated by section 36c of the Act (110 ILCS 70/36c). The Committee is chaired by Barney Bryson, University of Illinois at Urbana-Champaign, and 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 FY 2009 the committee met four times — July 17 and 18, 2008 at Governors State University; October 9 and 10, 2008 at Western Illinois University Quad Cities; January 22 and 23, 2009 at the University of Illinois at Urbana-Champaign; and April 16 and 17, 2009 at Northern Illinois University.

Membership as of October 1, 2009 includes:

University of Illinois

Chicago Campus — *James Jones; Darlene Kendell; and David P. Ryan*

Division of Specialized Care for Children — *Kim E. Kirchner*

Springfield Campus — *Donna Johnson*

Urbana-Champaign Campus — *Barney Bryson, Chair; Janet M. Davis; Gary Fry; and Debra Hilligoss*



Southern Illinois University

Carbondale Campus — *Jay Brooks*

Edwardsville Campus — *Linda Wense*

School of Medicine at Springfield — *Cristina Milliken*



Other Universities and Agencies

Chicago State University — *Virnita A. Martin*

Eastern Illinois University — *Julie Benedict, Secretary*

Governors State University — *Maureen Bendoraitis*

Illinois State University — *David Turner*

Northeastern Illinois University — *Vacant*

Northern Illinois University — *Sara Clayton, Vice Chair*

State Universities Retirement System — *Susan Courson*

Western Illinois University — *Sheila L. Kirby*



Advisory Committee — Administrative Advisory Committee

The **Administrative Advisory Committee**, created by the Merit Board and chaired by the Merit Board Vice Chair, Joanne Maitland, meets on call of its Chair, the Executive Director, or any member of the committee. The committee is composed of top administrative personnel representing each of the governing boards served by the Merit Board, the Merit Board Legal Counsel, and the administrative staff of the University System and considers matters of major policy. The committee met on August 12, 2008, November 4, 2008 and January 16, 2009 at the University System office.

Membership as of October 1, 2009 includes:

Joanne E. Maitland, *Committee Chair*
Merit Board Vice Chair

Steve Cunningham
Associate Vice President for Administration and Human Resources, Northern Illinois University

Gebeyehu (Gebe) Ejigu
Executive Vice President/Administration and Planning, Governors State University

Dan Layzell
Vice President for Finance and Planning, Illinois State University

Dean Justmann
Interim Vice President for Finance, Administration & Budget, Chicago State University

Walter Knorr
Vice President/Chief Financial Officer, University of Illinois

Geoffrey Obrzut
President and Chief Executive Officer, Illinois Community College Board

Peggy Podlasek
Fiscal Officer/Human Resources Officer, Illinois Board of Higher Education

John Sinsheimer
*Chief Financial Officer/Managing Director, Financial Products and Services,
Illinois Student Assistance Commission*

Duane Stucky
*Senior Vice President for Financial and Administrative Services
and Board Treasurer, Southern Illinois University*

Jackie K. Thompson
Vice President for Administrative Services, Western Illinois University

William Weber
Vice President for Business Affairs, Eastern Illinois University

Mark Wilcockson
Vice President for Finance and Administration, Northeastern Illinois University

Advisory Committee — Human Resources Directors Advisory Committee

The **Human Resources Directors Advisory Committee** is composed of the human resource director, designated employer representative, or other human resource professional 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.

The committee met on August 14, 2008, November 7, 2008, February 6, 2009, and May 1, 2009. Following is a list of active participants on this committee:

Renee D. Mitchell

Chicago State University

Charles L. Phillips

Eastern Illinois University

Gail M. Bradshaw

Pulchratia Kinney-Smith

Governors State University

Tammy Carlson

Illinois State University

Marta E. Maso

Northeastern Illinois University

Steve Cunningham

Jodi Tyrrell

Northern Illinois University

Kathleen M. Blackwell

Southern Illinois University Carbondale

Wesley R. Weisenburn

Mark Owens

University of Illinois at Springfield

Pamela Bowman

Stuart Clausen

Western Illinois University



Kay Titchenal
Penny McCarty

Southern Illinois University School of Medicine

Sherrie Senkfor

Southern Illinois University Edwardsville

Maureen Parks

University of Illinois General Administration

John Loya

Mirta Mendez

University of Illinois at Chicago

Elyne Cole

Robbie Witt

Alicia Lowery

University of Illinois at Urbana-Champaign

Susan Veach

Division of Specialized Care for Children

Debra J. Bigger

U of I College of Medicine at Peoria

Jack Croffoot

U of I College of Medicine at Rockford

Peggy J. Podlasek

Illinois Board of Higher Education

Ellen Andres

Illinois Community College Board

Vicki Baba

Illinois Student Assistance Commission

Terrin Krantz

State Universities Retirement System



FY 2009 AGENCY ACTIVITIES

Operations Division

During FY 2009, the University System has continued to update and modify its business processes to better meet the operational needs of the employers served by the University System. The primary business functions of this unit include:



- *Development and maintenance of the Classification Plan, including individual class specifications and corresponding examination instruments;*
- *Management of pay rates/ranges, and corresponding compensation variables, as applied and implemented at each employment location;*
- *Overall management of the human resource transactions related to civil service positions at each employment location;*
- *Administrative control of employment testing environment, as performed at each employment location;*
- *Verify compliance with administrative authority at each employment location; and*
- *Modify and develop business procedure manuals to coincide with current business practices.*

The overall business objective as related to the administration of our classification structure and subsequent examination development is to provide a comprehensive classification plan management system, which includes job analysis studies, class specification/examination review, and associated research and statistical analysis with activities based on current employment trends and current occupational philosophies. A secondary component is to insure that all administrative rules and procedures are effectively managed through the many human resource locations throughout the system. This is accomplished through a periodic human resource management audit program at each employment location.

Additionally, our focus is to develop new electronic methods of administering these programs, particularly as it relates to the testing environment and classification studies such as job analysis studies. We are constantly attempting to convert these basic business processes to electronic methods of administration, data collection, communications, and analysis. More details on this objective and related activities are provided later in this report. Following is a brief recap of the activities of this division over the past fiscal year.

Classification Plan Management

Class Specification and Examination Creation/Revision/Validation

All requests to establish new classifications, as initiated by universities or agencies are analyzed. In addition, the University System staff routinely reviews and initiates revisions to classifications or classification series, particularly when it has been determined that some duplication or redundancy exists within the classification

structure. Existing classes that have undergone changes in duties, responsibilities, or authority, as a result of gradual operational changes or technological advances, are also studied and analyzed for possible revision or expansion. This also includes review of critical occupational areas as identified by employers in conjunction with University System staff. One current area of focus is the many, sometimes redundant, medical classifications which are being reviewed and updated to meet the competitive needs of our employers.

We have created an emphasis on consolidating class specifications and collapsing similar classifications into one series. Currently, the University System supports 1,189 class titles that cover 16 broad occupational areas. Each title is described in detail in a formal, written class specification. Classes which provide employees 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 contemporary identification of duties, responsibilities, minimum requirements, knowledge, skills, and abilities. Updating, and more recently collapsing and consolidating, of class specifications are necessary to assure that the most relevant and accurate information is used as a basis for test construction, position classification, and recruitment. In the development of new and revised class specifications, constituent universities/agencies and employees have an opportunity to provide input into the content of the class specifications.

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 with subject matter experts, meetings are held with subject matter experts, and examinations are extensively pre-tested using current university/agency incumbents. This methodology results in class specifications and examinations that are job related, content valid, and free from bias.

In this respect, the University System office has developed a computerized job analysis survey instrument (C-JASI) to effectively and efficiently collect job information. This electronic survey instrument has been designed to facilitate the collection of information from subject matter experts (i.e. incumbents and their supervisors) on the tasks that employees perform on the job. The survey instrument also collects information on the knowledge, skills, and abilities required to perform the identified job tasks. Additionally, information is collected on the minimum acceptable qualifications (MAQs) required to undertake the job and other personal characteristics relevant in performing the duties of the position. This data collection is a fundamental element in the University System classification plan management process and is essential in the maintenance of both class specifications and examination instruments. This electronic data collection process has significantly streamlined this business function, creating a much more efficient, effective, and timely process. Over the past year, the C-JASI system alone was used to collect information from 700 employees regarding job duties and responsibilities.

Following any major revision to a testing instrument, an item analysis process has been developed to further assist in the test validation process. All major revisions to examinations are pre-tested using current employees and reviewed by subject matter experts. Last year, the member institutions conducted 449 pretests in support of the classification/examination revision process. A second review of each examination is conducted to assure accuracy. Post examination procedures to measure test validity have been developed and include a review of completed examinations.

Examinations and related materials are furnished to all universities and agencies served. Administered examinations are returned to the University System office and statistically analyzed to identify adverse impact issues, to assist in further validation studies, to monitor pass rates and mean scores and to assist in revising

other examinations. Additionally, the University System office has started to further analyze examination scores in order to determine such characteristics as item difficulty and item discrimination. 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, are compiled and provided to university/agency human resource offices for their information and use. This process has been streamlined and significantly enhanced by the new web-based testing process recently released.

Following is a list of classifications reviewed over this past fiscal year:

Accounting Series — *Accountant I, Accountant II, Accountant III, Accountant IV, and Accountant V*

Administrative Aide

Administrative Assistant Series — *Administrative Assistant I and Administrative Assistant II*

Admissions and Records Series — *Admissions and Records Officer and Admissions and Records Supervisor*

Agricultural Animal Research Technician Series — *Field Worker, Farmer, Herder, Poultry Worker, Agricultural Gardener, Farm Laborer, Farm Foreman, Poultry Worker Foreman, Herder Foreman, Supervising Farm Foreman, and Farm Manager*

Benefits Counselor Series — *Benefits Representative, Benefits Officer, Benefits Counselor, and Benefits Manager*

Building Heat/Frost Insulator

Crash and Rescue Security Series — *Crash Rescue Security Specialist and Crash Rescue Security Coordinator*

Digital Imaging Specialist Series — *Digital Imaging Specialist I and Digital Imaging Specialist II*

Customer Service Representative Series — *Customer Service Representative I, Customer Service Representative II, and Customer Service Representative III*

Dental Assistant Series — *Dental Assistant I, Dental Assistant II, Dental Assistant III, and Dental Assistant IV*

Dental Clinic Clerk Series — *Dental Clinic Clerk I, Dental Clinic Clerk II, and Dental Unit Coordinator*

Dental X-ray Technician Series — *Dental X-ray Technician I, Dental X-ray Technician II, and Dental X-ray Technician III*

Ethanol Plant Operating Series — *Ethanol Plant Operating Technician and Ethanol Plant Operating Coordinator*

Graphic Designer Series — *Graphic Designer, Graphic Designer Assistant, Graphic Designer Associate, and Graphic Design Manager*

Health Care Administrator Series — *Health Care Administrator I, Health Care Administrator II, and Health Care Administrator III*

Health Care Utilization Review Coordinator Series — *Health Care Utilization Review Coordinator and Chief Health Care Utilization Review Coordinator*

Histology Technologist

Instrument and Efficiency Engineer Series — *Instrument and Efficiency Engineer and Assistant Instrument and Efficiency Engineer*

Interpreter for the Deaf and Hard of Hearing Series — *Interpreter for the Deaf and Hard of Hearing and Senior Interpreter for the Deaf and Hard of Hearing*

Laboratory Mechanic Series — *Assistant Laboratory Mechanic, Laboratory Mechanic, Senior Laboratory Mechanic, and Instrument Maker*

Medical Assistant

Medical Education Program Series — *Medical Education Specialist and Medical Education Coordinator*

Nursing Technician (*Nursing Assistant revised into this class*)

Operating Room Technician

Ophthalmic Series — *Ophthalmic Technician, Ophthalmic Technologist, and Chief Ophthalmic Technician*

Physician's Assistant in Medicine

Police Series — *Police Officer, Police Corporal, Police Sergeant, Police Lieutenant, Police Captain, and Police Major*

Pre-Press Series — *Pre-Press Technician Assistant and Pre-Press Technician*

Press Technician Series — *Press Technician Assistant and Press Technician*

Training and Development Specialist Series — *Training and Development Specialist I and Training and Development Specialist II*

DELETED EXAMINATIONS

Assistant to Curator of Herbarium

Assistant to Power Plant Mechanical Engineer

Graphics Technician I, Graphics Technician II, and Graphics Technician III

Material Expediter

Medical Education Program Specialist I

Ophthalmic Aide

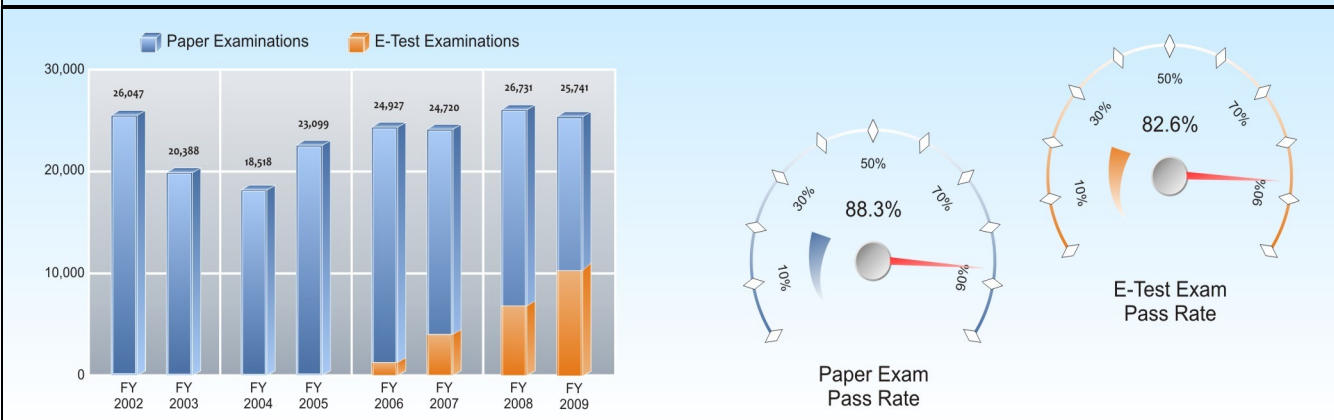
Ophthalmic Assistant

Examination Completion

A total of 25,741 pre-employment examinations were administered in 601 of the 1,189 approved classes. A total of 15,117 paper tests were given in FY 2009 with an 88.3% passing rate. The average score for all applicants was 85% (a score of 70 is typically required to pass a civil service examination). The lack of activity in such a large number of civil service examinations provides additional encouragement and incentive to continue to evaluate the classification plan for redundancies and to possibly eliminate, collapse and/or consolidate classifications.

A total of 10,624 electronic tests (E-Tests) were given in FY 2009 with an 82.6% passing rate. The average score for all applicants was 80. Please note that the Credentials Assessment examinations, in most instances, provide a passing score if the applicant qualifies for the position where testing is conducted. In addition, 4,509 electronic typing examinations were administered.

Pre-Employment Examinations Completed



Pay Administration

In accordance with section 36d(3) of the Act (110 ILCS 70/36d(3)), each employer under the University System jurisdiction 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. Each university/agency is obligated to conduct salary surveys or provide other rational/validation for salary rates/ranges not covered by union contracts. Illinois Department of Labor prevailing wage certifications and 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.

Through the Statewide Salary Data Processing System, authorized university/agency personnel electronically submit changes, revisions, or deletions to the salary rates/ranges via a secure website access point. The University System staff completes the authorization process, which notifies each university/agency of the change and immediately updates a standardized state-wide Salary Range Report. The Salary Range Report is updated monthly on our website, thereby providing valuable information to the numerous visitors to our website. An additional feature of this system is the salary survey, which takes a raw data 'snapshot' of all university/agency employees across the state and calculates, by university/agency and classification, several employment characteristics including the lowest salary rate, highest salary rate, average salary rate, average time in class, total number of employees in class, and relative work week. This feature is a valuable tool used by many universities/agencies for planning and compensation management. This system is constantly being reviewed for update and expansion.

The unit evaluates all requested pay rate and range requests annually, including those determined through various collective bargaining processes. The University System staff reviewed a total of 2,778 rate/range requests during FY 2009. Of this total, 2,682 requests were approved and 96 requests were declined. Based on the Spring Salary Survey 'snapshot' of employee data, the University System included, 7,877 (39.1%) Open Range employees, 11,417 (56.7%) Negotiated Rate employees, 746 (3.7%) Prevailing Rate employees and 62 (less than 1%) Established Rate employees.

Policy Development

Consultative services regarding the interpretation of the Act and Code, and University System procedures are frequently provided to university/agency human resource staff and employees. All regulations, rules, and policies directly related to the business processes associated with the activities conducted by this division are routinely reviewed and updated through a system-wide collaborative effort.

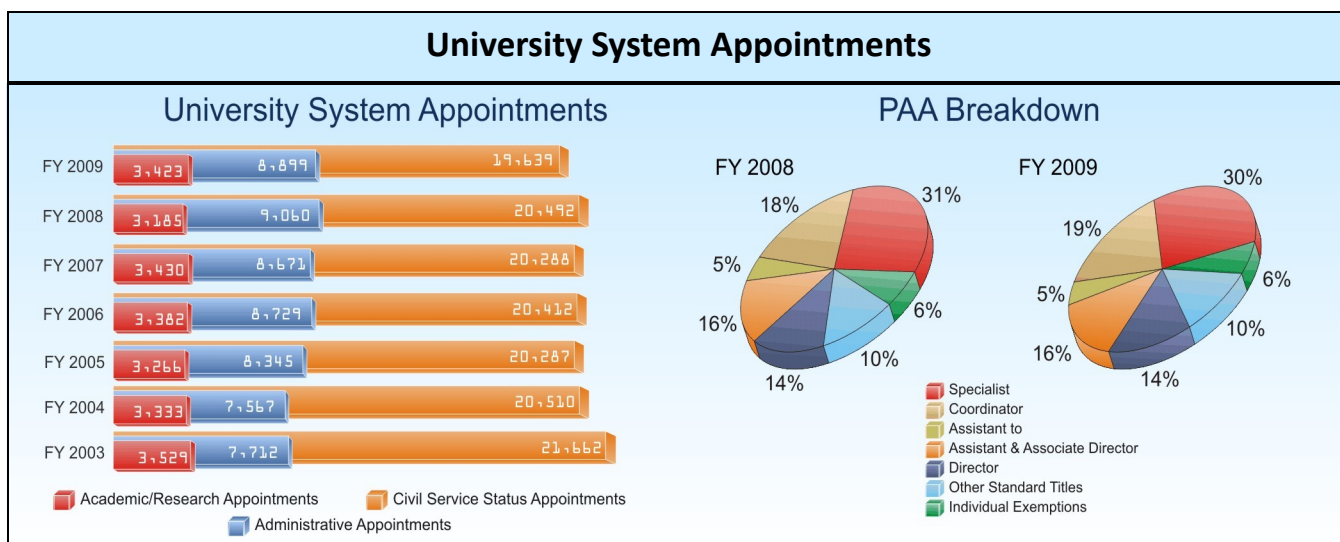
Principal Administrative Appointments

The Merit Board, through delegation to the Executive Director, has statutory authority to designate Principal Administrative Appointment (PAA) positions which are to be exempted from the Act and Code. This unit has the responsibility to assess all requests for PAA exemptions with respect to established protocols and procedures, and for recommending action (approval or disapproval) to the Executive Director of the University System office. As requested, staff in this unit assists the Audit and Advisory Services unit in the on-site review of approved exempt positions as part of the continuous collaboration with that unit. Over the past few years, employers were given more flexibility in designating and exempting these positions within detailed guidelines.

As of June 30 2009 the total number of employees exempted from civil service coverage in accordance with

section 36e(3) of the Act (110 ILCS 70/36e(3)) was 8,899. The chart indicates an increase in exempt PAA employees throughout the time periods studied, a topic that is under constant scrutiny and analysis.

The University System began categorizing most PAA employees into 20 Standard Titles in 1999. At this same time, universities and agencies were also delegated the authority to 'exempt' employees/positions from civil service coverage through some procedural changes. Since the inception of this program, the University System office has witnessed a significant increase in PAA employees/positions, particularly in some selected titles. The following chart illustrates the general categorical designation of these exempt positions and captures the growing number of these exempt positions.



Training Programs

The Administrative Rules afford the creation of three types of in-service/on-the-job training programs which require approval by the Executive Director of the University System office. These programs include: Apprentice, Trainee, and Learner Appointments. Apprentice Appointments are utilized for training employees in the established crafts and trades occupations such as Carpenter, Electrician, etc. Trainee Appointments are aimed at allowing applicants, who lack the minimum qualifications required for employment in a specific classification, an opportunity to work and, at the same time, obtain additional education and/or work experience in order to qualify for the examination associated with the position. Learner Appointments grant employment opportunities into entry level classifications. Both Learner and Trainee Appointments have been designed, and can be used, as an affirmative action tool to provide training for applicants from minority or culturally diverse groups. During FY 2009, the unit approved 18 new Trainee Programs and 15 Learner Programs.

Extra Help Extensions

Extra Help Appointments are typically limited in nature to a 900 work hour timeframe over a 12 calendar month period. Based on joint input and collaboration from human resource staff and employee representatives, an Extra Help Extension was added to the procedures manual. For narrowly defined circumstances, employers can request that an employee be allowed to remain in an Extra Help position past the standard 900-work hour limitation. Justification for an Extra Help Extension may include:

- *Continuing disability leave, pregnancy leave, military leave, or other approved leave of absence where the employer expects the return of the employee holding the original appointment. The extension may not exceed the period of the approved leave.*
- *Intermittent need of highly skilled technical or professional positions/employees that have been trained by the employer. Consideration will be given to recruitment difficulty based on verifiable job market demand components. Examples of positions that may fall within this guideline are medical personnel, information technology staff, and law enforcement personnel.*
- *A project that requires completion within a short timeframe, such as one year or less, and there is no additional funding available.*

A total of 65 Extra Help Extension requests were approved, many of which involved highly technical medical positions, or that required only a short duration to complete a specific project. One Extra Help Extension request was denied.

Supported Employee Program

The University System is mandated by section 36s of the Act (110 ILCS 70/36s) to establish and execute a Supported Employment Program (SEP). This program is designed to encourage the employment of individuals who are severely disabled and in need of supported employment, as certified by the Illinois Department of Human Services (IDHS). These 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 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 training program, the supported employee is appointed to a status position in the classification and serves a probationary period. As of the end of FY 2009, a total of 56 supported employees have been appointed, 29 of which were still actively employed.

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 of the University System office. This unit is charged with the administration of all position classification appeals that are requested of the Executive Director. The appeal process includes a comprehensive evaluation of all supporting documentation submitted by all parties, conducting on-site desk audits as necessary, and ultimately proposing an appropriate classification designation for the position. During FY 2009, 12 position classification appeals were reviewed and analyzed. Several other requests for position classification assistance by various universities/agencies are also addressed by the staff in this unit.

Examination Question Challenges, Rechecks, and Scoring Breakdowns

With the assistance of the Administrative Division and support staff, the unit provides services to employees/applicants who are concerned that a specific question/answer is incorrect or that the score they obtained on an examination was in error. When an applicant believes there is an incorrect question/answer on an examination, a question challenge form is completed at the testing site and is forwarded, along with the applicant's examination, to the University System office. Each challenged question is thoroughly researched, with an individual response being sent to each applicant and the employer.

Applicants are also provided a test score 'breakdown' on examinations. An applicant may request a 'recheck' or 'breakdown' of their examination score to assure that it was properly graded at the local human resource office and to obtain information on the categories of questions (breakdown) that were answered incorrectly. With the assistance from the Administrative Division's support team, a total of 47 question challenges and 129 rechecks/breakdowns were completed in FY 2009.

Specialty Factors

A university/agency may request that a Specialty Factor be 'attached' to 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. The most common type of Specialty Factor requested and approved is for an applicant to have bilingual skills (Spanish most often) as part of a clerical or customer service position. During FY 2009, the unit approved 48 Specialty Factor requests.

Police Promotional Testing

The University System office schedules and convenes the Police Officer promotional examinations, i.e., Elongated Oral Boards (EOB). The examinations included in this process are: Corporal, Sergeant and Lieutenant. The EOB process requires a panel of three assessors to interview and observe as many as six applicants during a day-long testing period. Throughout the testing period, applicants are required to make oral and written presentations and work on group exercises. Assessors provide scores, based on previously developed criteria, for each applicant completing each task. To more accurately reflect the cultural and gender demographics of university police officers, and to assure that each EOB will consist of assessors with diverse ethnic and racial characteristics, the University System office in conjunction with many of the universities, trained two new assessors during FY 2009 of which one was a minority. During FY 2009, the University System office conducted eight EOBs over 16 work days, and tested 77 applicants.

Other Operational Responsibilities

This unit has other responsibilities including courtesy scoring examinations and assessing compensatory qualifications waiver. In FY 2009 the unit completed 38 courtesy scored examinations and reviewed/approved nine compensatory qualifications waivers.

Upon request, staff also assist audit team members in reviewing university/agency classification programs. Unit staff reviews position classification audit findings proposed by the audit team to assist in making recommendation to each university/agency regarding specific classification of positions.

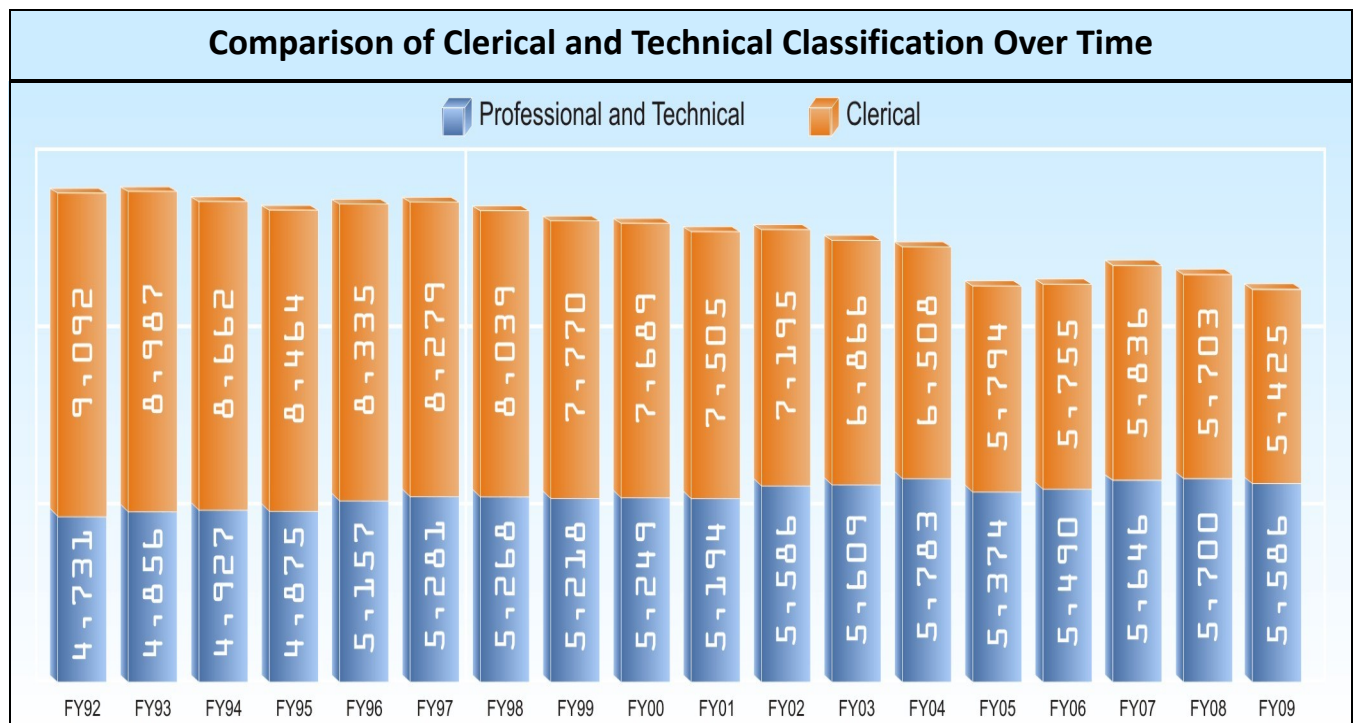
Employment Population Trends

Several employment data elements within the Illinois public higher education community, including employment population types, are monitored by the University System office. Major employment categories include Civil Service Status Appointments, Civil Service Nonstatus Appointments, Principal Administrative Appointments, Student Worker Appointments, and Academic/Research Appointments. Civil Service Status Appointments are typically traditional full-time employment positions. Civil Service Nonstatus Appointments include Temporary and Extra Help Appointments, as well as Learner, Trainee and Apprentice Appointments. Principal Administrative Appointments include administrative positions and are exempt from civil service system jurisdiction. Academic/Research Appointments are teaching and research faculty positions, which are also

exempt from civil service system jurisdiction.

A total of 19,639 employees were in status civil service positions at universities and agencies as of June 30, 2009. A five year review of civil service employment reveals that there has been a decrease in civil service status employment of approximately 871 (June 04 – June 09). Of particular concern is the fact that administrative appointments, exempt from civil service jurisdiction, have increased by approximately 1,332 (June 04 – June 09). Academic/Research Appointments have remained fairly stable during this same timeframe. (See chart on page 25.)

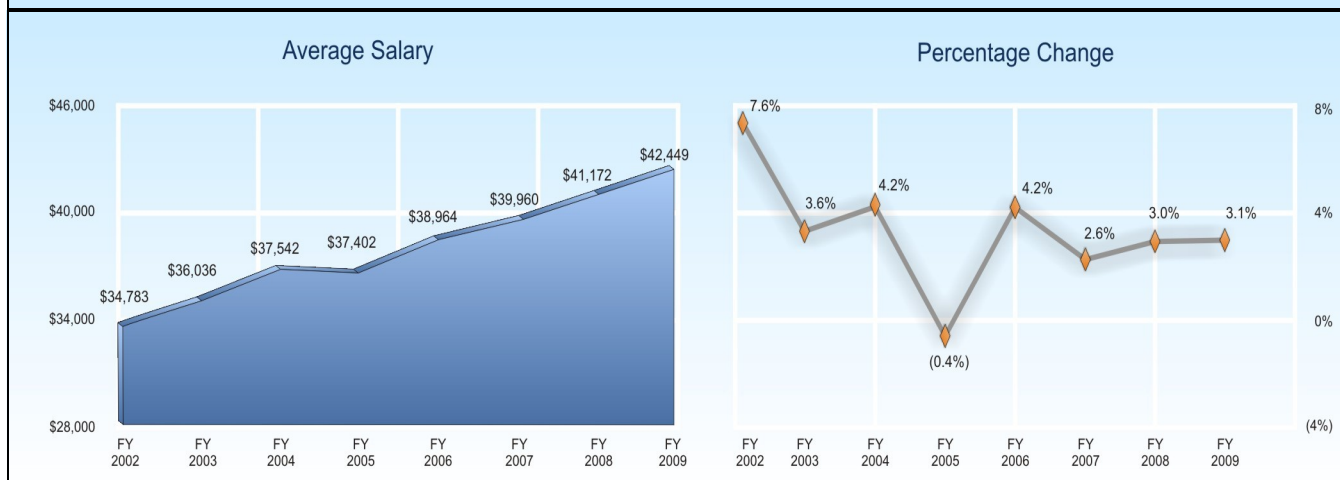
While the numbers of employees in professional/technical classifications, especially those related to Information Technology classifications, have increased, clerical occupations, representing the largest group of employees, have seen the sharpest decline in positions and employment. The following chart illustrates this comparison and trend.



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 across all classifications at Illinois higher education institutions and agencies rose by approximately 3.1% between fiscal years 2008 and 2009, to a state-wide yearly average of approximately \$42,449. Likewise, the average civil service salary increased by a total of 22.04% since fiscal year 2002. 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. The chart on the next page illustrates this trend.

Civil Service Average Salary



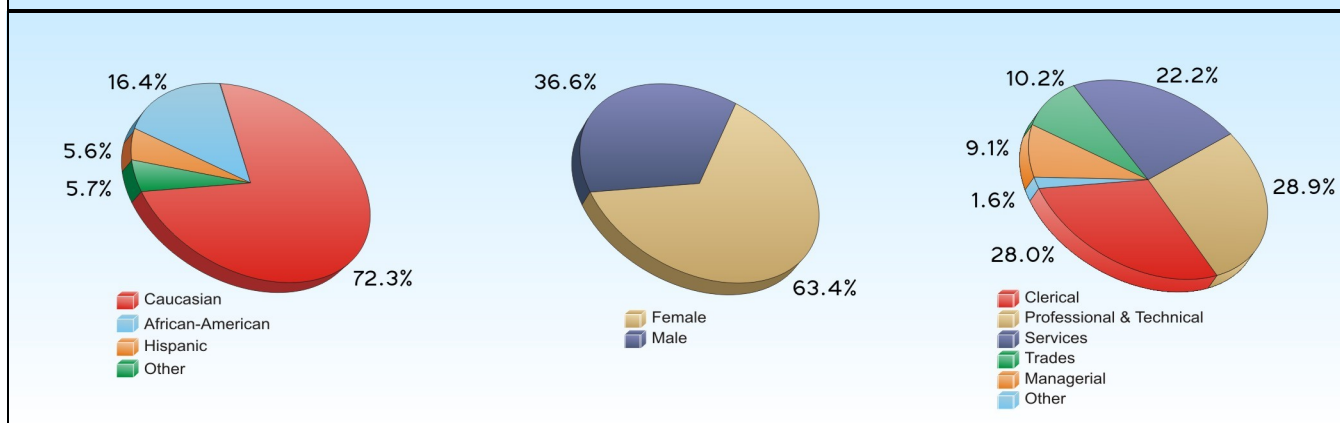
Occupational Trends

There was a minor shift in the number of employees across the various occupational categories over the past couple of years. During this timeframe, there seems to be some minor movement of positions from clerical to the service and trade occupational areas.

Ethnic and Gender Data

Over the past five 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 represents the state-wide picture as of June 30, 2009.

Ethnic/Gender/Occupational



As a matter of information, the University System office provides programs to employing universities/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/agency. Learner and Supported Employment Programs allow for on-the-job training and result in placement of successful candidates to civil service status positions. Trainee Appointments allow for additional training and

typically result in placement into a civil service status position following the successful completion of the corresponding civil service examination. The University System office continues to 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 has most recently worked to expand Trainee Appointments to allow for specific opportunities for minority employees/applicants in professional/technical positions.

FY 2009 AGENCY ACTIVITIES

Audit and Advisory Services Division



During FY 2009, the Audit and Advisory Services Division continued 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. This unit also analyzes and maintains all Policy/Procedures Manuals and documents that pertain to the audit program. In many instances, this unit is the first line of contact in directly addressing issues of our constituencies and the interpretation of our Act, Code, Policies and Procedures.

This unit not only reviews compliance by universities/agencies, but also functions in a consultative capacity 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 employer's operational needs and objectives as they relate to the requirements under the Act, Code, and Procedures of the University System office. All audit recommendations consider these factors. Our audit process is consultative in nature and attempts to achieve consensus on all issues and recommendations. At this time, the audit schedule and time frames still function on a two-year cycle in its review of system employers.

Compliance Component

The primary purpose of the Audit Program is to determine compliance with the Act (110 ILCS 70/36b *et seq.*) and the Code (80 Ill. Adm. Code §250) and Merit Board Procedure Manuals. A secondary audit objective is to 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)).

This unit's primary function is the Audit Program. Each university and agency covered by the University System is routinely audited by the Audit and Advisory Services staff approximately once every two years. A human resource operational audit involves an on-site comprehensive review of internal practices, incorporating direct observations, document review, and discussions with staff regarding a broad range of human resource-related practices. The audit activities are summarized as follows:

- *Human resource staff provides information and documentation requested for analysis and review of its programs;*
- *Audit and Advisory Services staff determines initial recommendations based on review and analysis of submitted materials;*
- *Follow-up discussions occur on-site with management and staff responsible for human resource services;*
- *On-site discussions are held with key administrators to determine their perspectives on human resource effectiveness and employer needs related to the University System;*

- *Meetings are held with employee groups and representatives regarding their expectations, appraisals of human resource programs, and any University System or local concerns;*
- *On-site record reviews occur, including sampling employment records, reviewing performance evaluations, inspecting separation documentation and reconstructing registers with sampling of applicants admitted to examinations;*
- *On-site interviews with designated employees and their respective supervisors are conducted to assist in the evaluation of the maintenance and administration of the University System rules and procedures; and*
- *Evaluations, observations, and analysis of general human resource procedures are made by the Audit and Advisory Services staff as may be required for program modification.*

The Audit Program and its outcomes are designed to be used as a tool to assist any university/agency in complying with the governing Act and Code. Two comprehensive audit reports are distributed highlighting issues and providing recommendations for all subject matter reviewed. Following are some topic areas covered in a standard human resource operational audit.

Assignment of Positions to Classes

This includes an analysis of selected job descriptions for timely updates, proper administration, correct assignment of position classifications, and communication to employees. Additional desk audits of selected positions are conducted on-site for appropriateness of position classifications. There is also an evaluation of the employer's desk audit process and conclusions reached during the time span audited.

Compensation Programs

An analysis of the employer's use of salary rates and salary ranges, as approved by the University System is conducted. An overall evaluation is then conducted of the employer's compensation program and initiatives to meet requirements of pay equity within the employer's market area.

Examination Program

The Auditor of the University System office conducts a review of pre-employment testing operations. This includes test administration, admission procedures of applicants to examinations, license and certification verifications, scheduling, and security.

Employment and Separation Procedures

This involves a review of the employer's business processes and procedures related to the employment cycle, including pre-employment activities, probationary and status employment, and employment separation programs. There is also an assessment of the employer's utilization and monitoring of nonstatus appointments.

Principal Administrative Appointments

A review of the employment protocols and assigned responsibilities for Principal Administrative Appointments is conducted since these positions are specifically exempted from University System rules through a designated position analysis and authorization process. The employer's exemption forms and related job descriptions are reviewed and selected incumbent interviews are conducted for further determination of proper exemption authorization and approval. The audit process also looks into the employer's administration procedures and employment protocols related to these appointments and their approved exemption status.

Human Resource Programs

There is a general review of the employer's human resource programs with respect to effectiveness, efficiency and levels of communication to constituencies. There is also an assessment of the recognition and support for human resource programs within the employer's administration and employee groups. The impact of new technology on the recordkeeping and processing of information is also an element for review in this area.

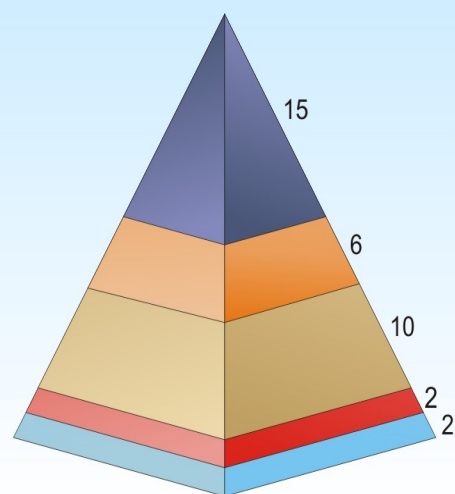
Other Audit Subjects

Other follow-up items from previous audits as well as other matters deemed necessary and appropriate may also be reviewed and submitted as additional audit subjects.

During the FY 2009 audit cycle, the audit team has continued the practice of maintaining a positive employer relationship throughout the audit process. The unit focuses on meeting the needs of the organization, administrators and employees alike; identifying problems and proposing solutions; and providing assistance and guidance in reaching resolution. Following are some general topics addressed with various employers throughout the FY 2009 audit activities:

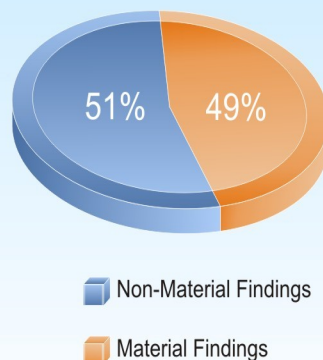
- *Proper maintenance of authorization and position reviews for Principal Administrative Appointments;*
- *Documentation and communication of Contract Appointments;*
- *Review and update of business procedures, as related to position register and referral process;*
- *Open and continuous testing procedures;*
- *Proper updating and maintenance of examination instruments;*
- *Assignment of position control numbers;*
- *Utilization of Pilot Program Classes;*
- *Review of Extra Help appointments and monitoring practices; and*
- *Supported Employee Program practices.*

Audit Findings by Category



-  Principal Administrative Appointments Procedures
-  Classification Procedures
-  Employment & Separations Procedures
-  Examination Procedures
-  Pay Administration Procedures

Total Findings: 35



Section 250.140 of the Illinois Administrative Code (80 Ill. Adm. Code §250.140), Conduct of Audits

“The Executive Director shall conduct ongoing audit programs of all Civil Service operations at all places of employment for the purpose of assuring compliance with the Act and for improving the programs of personnel administration of its constituent employers and shall prepare, distribute, and follow up on audit reports in accordance with Merit Board direction.”

A comprehensive human resource audit is conducted biennially at the twenty-one institutions to document the degree of adherence to the Act, Code, and operational procedures. Standard audit report templates have been developed and posted to the Audit and Advisory Services section of the University System website. Distribution of these reports includes the institutions’ internal audit departments.

Risk Assessment

For each institution, the Audit and Advisory Services Division produces a matrix of findings, recommendations and institutional responses for the previous three audits. This was created to identify the material issues and their corresponding risk to the institution. This matrix is being utilized to revise how the audit is to be conducted, areas for follow-up and to identify best practices.

Frequent Material Findings

These deficiencies occur at several of the institutions and it is the responsibility of the Audit and Advisory staff to assist the institutions in resolving the deficiencies and improving the programs.

The two primary and most frequent material findings were:

- **Exemption Authorization Applied to Positions That Match Civil Service Classification Specifications**
On-site audits and interviews have frequently discovered exempt positions that are performing duties typical of civil service classifications/positions. As such, it is recommended that the positions be returned to their civil service classification accordingly. It is the responsibility of the institutions to ensure adherence to the Act by periodically reviewing exempt positions to ensure that the exemption of the 20 Standard Titles is valid and if not, return the position to the proper civil service classification.
- **Non-Compliance With Extra Help Employment and Position Limitations**
Both the employee and position limitation are 900 hours before requiring either a 30-day break or six-month break, respectively. An Extra Help Appointment may be made, by an employer to any position for work, which the employer attests to be casual or emergent in nature. To reduce the regular occurrence of this issue, close monitoring by the employer is recommended.

Best Practices

To resolve the above noted deficiencies and to assist the employers in improving their programs, the Audit and Advisory Services division communicates their best practices recommendations that will most efficiently and effectively accomplish a designated business process task and maintain regulatory compliance. Often times, the best practices are derived from programs at other institutions.

Separate supplemental audit reports are prepared for human resource directors and their immediate supervisors identifying discrepancies that, either due to scope or circumstances, were not found to be material.

Non-material findings are defined as isolated incidents, minor procedural problems or repeat findings where corrective action by the employer reduced the materiality or frequency of the issue.

The two primary and most frequent non-material findings were:

- *Classification Plan Management-Assignment of Positions; and*
- *Non-Compliance With Triennial/Cyclic Review Standard for Exempt and Civil Service Position Descriptions.*

FY 2009 AUDITS COMPLETED

University of Illinois College of Medicine at Peoria (UICOMP)

Illinois State University (ISU)

State Universities Retirement System (SURS)

Southern Illinois University School of Medicine (SIUSOM)

University of Illinois College of Medicine at Rockford (UICOMR)

Northern Illinois University (NIU)

Chicago State University (CSU)

Eastern Illinois University (EIU)

State Universities Civil Service System (SUCSS)

University of Illinois at Urbana-Champaign (UIUC)

FY 2009 AGENCY ACTIVITIES

Administrative Division

This unit is responsible for the general internal office human resource function for the University System employees, fiscal responsibilities for the University System office, and provides secretarial support to the other divisions within the University System office. This involves the day-to-day activities associated with the processing of salary ranges, proper classification reviews, processing of semi-monthly payrolls, and other basic business processes for the University System office.



The unit continued to focus on customer service to provide the best possible service. The team performs various support tasks for the various office operations, such as filling and mailing examination orders, statistical analysis for examinations, rechecks, documenting training/learner programs, monitoring supported employee programs, etc.

This unit also handles the benefit components for the University System employees. Programs include: Deferred Compensation, Group Insurance, Retirement, Savings Bond, and Worker's Compensation Programs. This includes notifying the staff of all changes throughout the year and also manages the annual benefit choice period.

This unit is also the direct line of communication to the Comptroller's office and Department of Central Management Services. The University System office is required to comply with the Statewide Accounting Management System (SAMS). Some of the key functions include: receipts, obligations, and voucher processing. This unit processed around 300 invoice-vouchers with the Comptroller's office in FY 2009. Each month the unit reconciles monthly reports from the Department of Central Management Services and the Comptroller's office to the agency's financial records. Reports include: Agency Contact Report; Appropriation Transfer Report; Detail Object Expenditure by Quarter; Monthly Appropriation Ledger; Monthly Revenue Status; and Obligation Activity Report. This unit also filed the necessary TA-2 form required by the Legislative Audit Commission, and the yearly Agency Workforce Report. The Fiscal Control and Internal Auditing Act annual internal control checklist was completed and a letter was sent to the Auditor General's office on April 20, 2009.

The University System office is required to conduct an annual physical inventory of all property with a certification date of January 31 and submit a certification to the Department of Central Management Services. The unit also completed the required quarterly "Agency Report of State Property" to the Department of Central Management Services. As of June 30, 2009 the University System office's state property value was approximately \$228,000.

The last Compliance Audit was conducted by the Auditor General's office during October/November 2007 for Fiscal Years 2006 and 2007. The Auditor General's office will be conducting our next audit during November/

December 2009, covering Fiscal Years 2008 and 2009. Records reviewed included the agency's financial records, contracts, payrolls, time records, university policies, minutes, and a number of other items to verify proper compliance with the Auditor General's Guidelines. Our last compliance audit revealed no material findings for our office.

This unit is also responsible for all procurements for the University System office. The University System utilizes state contracts for various items when a state contract is in place. The contracts are filed with the Comptroller's Office. This unit is also responsible for the coordination and distribution of several reports, including the quarterly newsletter and annual report for the University System office.

A major function of this unit is the management of the agency annual appropriation and budget expenditures. For FY 2009, the General Assembly approved a Line Item Appropriation of \$1,273,220 (Public Act 95-0733) from the General Revenue Fund. The FY 2009 appropriation remained the same as FY 2008.

Following is a line item breakdown of the FY 2009 budget after 2% transfers:

<u>Line Item</u>	<u>Amount</u>
<i>Personal Services</i>	932,400
<i>Social Security</i>	13,520
<i>Contractual Services</i>	247,800
<i>Travel</i>	12,000
<i>Commodities</i>	9,000
<i>Printing</i>	4,000
<i>Equipment</i>	25,500
<i>Telecommunications</i>	25,700
<i>Operation of Auto Equipment</i>	<u>3,300</u>
Total	\$1,273,220

FY 2009 AGENCY ACTIVITIES

Information Technology Division

The main focus of the Information Technology Division is to initiate, develop, and bring to fruition developments that will quickly reduce paper and make the complete business processes across the entire agency more efficient and productive. Major changes occurred in FY 2008 that allowed for these goals to be realized. Besides the following projects, the IT Division is also responsible for the support of all workstations, servers, and the network infrastructure.



Website

When the website was overhauled in 2004, how the University System office communicated and interacted with constituency groups changed. More information was made available in the form of salary range reports, class specification details, Merit Board information, and several other areas. A secure site was developed that allowed for faster transactions and improved communication between the University System office and the many Human Resource offices.

For the past two years, the IT Division has undertaken the task of overhauling the entire web site, including E-Test, to make the site more dynamic, more informative, and make updates more convenient to the University System office staff. Extensive training, planning, and development time has allowed the University System office to release a beta version of the new website for internal testing. When the internal testing has been completed in FY 2010, the public web site will be upgraded.

Computerized Job Analysis Survey Instrument (C-JASI)

In FY 2009, a new Intranet was released that allows for a more dynamic website and greater control over website content. A major feature of this release was an improved version of C-JASI and C-JASI Administration.

The new version of C-JASI was re-written using the same programming language used for the new website and E-Test. This version provides for greater enhancements by increasing the survey capabilities.

The new C-JASI Administration makes inputting the survey easier and faster, increases reporting options, and relieves the IT Division from normal maintenance.

E-Test

A few major changes were implemented in FY 2009 that considerably expanded the capabilities of the electronic testing platform (E-Test).

The Police Officer series was revised and activated in August 2008 and included some significant modifications to the E-Test environment. This series was the first to integrate an Observation Test into the knowledge test

and continues to make use of experimental question development. The Physical Fitness and Oral Board sections of this test were also implemented into E-Test to further the University System office's goal of reducing paper usage and improving business processes.

In March 2009, a series of updates/fixes were implemented to address employer needs, including procedures for voiding a register, data cleanup procedures, and various fixes.

In FY 2009, E-Test accounted for 40% of the 25,741 examinations administered, reaching the University System office's goal for the fiscal year. As exams continue to be developed for E-Test, that percentage will continue to grow and the demand for paper exams will decline.

Technology Advancements

Several smaller, miscellaneous projects were also started and/or completed in FY 2009:

- *Police Officer performance evaluation tool (refer to Operations Division)*
- *Development of new typing test*
- *Salary Range Analyzer used in the audit process*
- *E-Test breakdown tool*
- *Integration of IPAT tool into E-Test for Police Office series (refer to Operations Division)*

FY 2009 AGENCY ACTIVITIES

Legal Services Division

This unit provides a comprehensive legal resource for all agency operations and constituency relations. It has a primary role in Merit Board activities and communications and serves as the main contact point in external political and system affairs. This unit plays an important part assisting the Merit Board and the University System office in carrying out its mandate to ensure compliance with the Act and Code.



This unit serves as a liaison with the Office of the Illinois Attorney General, who represents the Merit Board and the University System office in most judicial proceedings, and provides assistance and support as needed. For example, this unit works with the Attorney General's office on discharge cases and Executive Director Review cases brought under the Administrative Review Law.

This unit also provides legal assistance to the University System office and to the Merit Board, researches and analyzes legal issues, reports to the Executive Director and Merit Board on cases pending in the court system, drafts correspondence, and assists in drafting Merit Board Orders. In addition, this unit provides assistance in investigating formal allegations of the Act and Code violations and provides assistances in drafting Review Decisions.

In addition, this unit provides assistance with monitoring the progress of bills and evaluating the impact of pending legislation. Furthermore, this unit is responsible for drafting proposed regulations, legislation and amendments in accordance with the policy objectives established by the Merit Board, universities and agencies advisory committees, employee groups, and individual civil service employees.

This unit also develops and provides educational presentations on various legal topics of interest, including the discharge/demotion process, to employee and employer groups. Several training and orientation sessions on this subject were offered this during FY 2009.

Rules and Procedures

This unit is also responsible for coordinating the development of the civil service rules codified in Title 2, Part 5350 and Title 80, Part 250 to ensure compliance with the rulemaking process. Over the next fiscal year, this unit will continue to assist in the continuing review of these rules and the implementation of any resulting proposed rule changes and corresponding procedural changes. Rule and procedure changes developed in FY 2009 follow:

New Rules

Sections 250.90, Probationary Period, and 250.120, Seniority, of the Code — The revisions to section 250.90 of the Code provides that an employee's probationary period shall be in effect "suspended" for the

length of any paid or unpaid leave of absence that exceeds more than five consecutive work days. As a consequence, an employee's probationary period will expire when the employee is actually present performing his/her job for the length of the probationary period.

Section 250.110, Separations and Demotions, of the Code — The revisions to section 250.110 clarifies and revises sections related to resignation, leave of absence, disability leave, reemployment, termination, and decisions of the Merit Board in cases of discharge and demotion. Most notably, the revision to the disability leave section clarifies that disability leave shall be afforded to an employee for the period for which the employee applies for disability benefits until the time of expiration of benefits or a final administrative decision denying or terminating the benefits. The section regarding the decisions of the Merit Board section attempts to clarify the Merit Board's decision making authority in cases of discharge and demotion.

Section 250.70, Nonstatus Appointments, of the Code — The revisions to section 250.70 combines the current trainee and learner programs in an effort to create a more flexible and efficient hiring program for individuals who lack one or more minimum qualifications for the class, or when recruitment efforts have failed to attract qualified candidates, or when operating needs warrant ongoing training programs to supplement staffing recruitment efforts, or when is a recognized need for specialized training programs in technical or professional fields. The revision limits the program to 10% of the total positions in a class.

Section 250.60, Eligible Registers, of the Code — The revisions to section 250.60 reduce the time taken to refer, interview, and employ to open positions. It also provides some additional flexibility in locally managing applicant registers and pools.

Proposed Rules

Sections 250.110, Separations and Demotions, and section 250.120, Seniority, of the Code — The proposal attempts to capture the specifics of the employment relationship should a furlough program be adopted by any employer in the University System. Furloughs will be considered an approved leave of absence without any impact civil service entitlements.

New Procedures

Exemption Procedures Manual (PAA) — The entire Exemption Procedures Manual was under revision to clarify and define standards of eligibility, authorization and position management for specifically defined exempt categories set forth in section 36e of the Act (110 ILCS 70/36e)).

Section 1, Classification Plan Management Manual — This procedure updates and clarifies current protocols utilized in the classification plan management process.

Proposed Procedures

Section 2 Employment and Separations Procedures Manual — These proposed procedures clarifies the guidelines for the newly revised Trainee Appointment in Section 250.70, Nonstatus Appointments, of the Code (80 Ill. Adm. Code §250.70).

Discharge and Demotion

This unit 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 FY 2009,

42 Written Charges for Discharge forms were filed with the University System office and eight hearings were requested by employees involved in these matters. Of the eight hearings, two employees were discharged; two employees resigned before the hearing was conducted; two employees resigned after the hearing was conducted at the university; one employee agreed to a settlement during the hearing; and one employee withdrew their request before the hearing.

Interpretation of the Act and Code

This unit provides support services to employers in most aspects of the personnel administration program. Although the employers have been delegated certain authority, this unit is available to interpret the Act and Code, policies, and procedures and provide the university/agency assistance in executing any of the University System office processes. In most instances, this unit is the first point of contact for complaints, appeals, and any other concern expressed by individuals or employers.

This unit provides assistance in the internal development of policy, procedures, and strategy related to the interpretation and implementation of the Act and Code and is responsible for implementing the administrative rulemaking process procedures.

This unit also provides counsel to the Merit Board on matters of parliamentary procedures and the conduct of meetings. Continuous monitoring of their Bylaws with respect to operating procedures and statutory regulations, including the Open Meetings Act and Robert's Rules of Order, is performed to insure legal compliance and consistent application. This role is also extended to all committees, meetings and any other public activity authorized under direction of the Merit Board. Several revisions to the Merit Board Bylaws and various committee activities were proposed and adopted this past year.

Ethics Officer

A member of this unit 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) issued by Governor Rod Blagojevich on December 11, 2003. In addition, the Ethics Officer reviews ethics disclosure forms submitted annually by the University System staff.

Freedom of Information Officer

This unit is responsible for reviewing and responding to requests for information under the Freedom of Information Act.

Equal Employment Opportunity Officer

A member of this unit serves as one of the two University System Equal Employment Opportunity Officers. This unit is responsible for researching and analyzing current Civil Rights Laws and court opinions and drafting guidance and conducting training in compliance with these laws and opinions. This unit is also responsible for investigating University System staff employment complaints in compliance with developed procedures and recommending remedial action.

Newsletter

This unit is also involved in the production of the “*System News*” a quarterly newsletter. This newsletter has been a successful resource tool for employees and employers in areas including University System operations, the interpretation and implementation of the Act and Code, changes in the law, and information on Higher Education Human Resource ‘best practices’. It also provides a regular update on various civil service committee activities and classification plan changes. This is typically distributed and available through our website.

Parliamentarian

This unit is responsible for providing guidance and counsel to the Merit Board and various advisory committees regarding the conduct of meetings and actions associated with agenda items, meeting process, proper communications and activities with respect to the Open Meetings Act, communication and distribution of minutes, and various appeal procedures afforded through Merit Board and University System Rules.

FY 2010 AGENCY ACTION PLAN

Action Plan

As in the past, our Action Plan for FY 2010 is very ambitious and will continue to concentrate on efficiency, customer service, communications, business process upgrade, and an overall modernization of the University System. We remain committed to develop programs to assist employees and employers alike in their familiarity with our business processes and the administration of the many rules and procedures related to Civil Service employment. We will continue in our effort to positively redefine our culture and organizational perception as a facilitator of the teaching and research mission of each university and affiliated agency through the efficient and effective administration of a quality human resource program. Consistent with this objective, the following initiatives are planned for FY 2010.

Classification Plan Revision

This is a long term, ongoing project designed to eliminate redundancy and duplication in classification designations, upgrade associated employment protocols, and develop new testing/resume review processes. The University System office has partnered with the University of Illinois Labor and Industrial Relations Institute and Department of Psychology to provide long term professional support for this ongoing project and insure consistency with current 'best practice' human resource concepts. With this additional professional resource, we hope to even more aggressively pursue this objective and realize significant progress across this fiscal year. Specific initiatives in this regard follow.

◆ **Electronic Applicant Testing**

The E-Test System went on-line October 2005. This electronic web-based testing system is available for use at all university/agency employment locations, streamlining testing operations and creating a customer friendly testing interface. Initially, there were approximately 40+ classification exams and/or credential assessments included at this first release date. We have continued to add a significant number of examinations during FY 2008 and FY 2009 and plan to continue this trend during FY 2010. We predict that by the end of FY 2010 up to 50% of testing will be done electronically, up from approximately 40% this fiscal year.

◆ **Employee Raw Data Interface/Report Generator**

We are in the early stages of developing a project plan to coordinate the routine submission of raw data from an interface with each university/agency human resource information system which will be utilized in creating standardized system wide reports. This is intended to significantly reduce the amount of local IT support and report processing time in the delivery of standardized reports. This initiative will have the capacity to quickly develop many basic staffing, compensation, and other personnel reports from real time raw data information. Also included in this project will be a salary range authorization component and basic statewide salary survey instrument, similar to that being used in the current electronic Statewide Salary Data Processing System.

◆ **Website Update**

Even though there has been some major advances in creating a more user friendly website and developing a secure access point for the many university/agency human resource operations, we are in the process of reengineering our entire website for release this fiscal year. We will be expanding capabilities to include electronic forms, and other electronic communication options. You can already see how these advances have significantly increased our overall website activity this fiscal year. We expect many of these new electronic interactive website features to even more drastically increase website activity over the next fiscal year. Consequently, additional IT resources may be required and will be seriously considered.

◆ **Act/Code/Procedure Revision**

We have undertaken a massive project to systematically review and update our Administrative Rules and procedures, developing a legislative strategy for improvement and upgrade. As you can see, we have taken some significant actions in this regard already, but plan 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.

◆ **Staffing and Facilities**

The University System office will continue with an evaluation of our staffing and facility requirements. We currently have five vacancies and will be assessing operational priorities to determine which positions to possibly fill within the current budget limitations. Our operations are rapidly advancing to more of an electronic interface and staffing components will continue to be evaluated considering this factor. We will aggressively pursue filling vacancies based on operational requirements within budget limitations. We also have initiated a review of space as related to staffing levels and financial obligations. Logistics are important, particularly as it relates to the agency operational objectives and corresponding inter-agency and inner-agency business activities.

◆ **Records Retention/Conversion**

Consistent with our updated Records Retention Policy, we plan to further capitalize on the use of the new document scanning system to create electronic files of many of our standard forms and historical business documents. The capability of almost instantaneously transforming paper documents and information into an electronic format for access and distribution would tremendously increase our internal efficiency and provide a more timely response rate. Again, from a customer service perspective, this would be viewed favorably and enhance our overall operations from an efficiency and constituency relations standpoint. We have actually started this transition and hope to be even more significantly into this transition over the upcoming year.


◆ **Constituency Collaborations**


Significantly enhanced communication options have been utilized to provide more timely information on a wide array of topics relevant to employers and employees in the University System. We have expanded the membership of our advisory committees to obtain an even larger cross section of the overall employee constituency. In this respect, we will continue to maintain an active Administrative Advisory Committee, with membership of high level administrative personnel from each university/agency to provide additional input and recommendations on University System office functions, business processes, and employer concerns, particularly related to staffing and budget issues. We actively collaborate with this Committee and routinely schedule meetings throughout the fiscal year. This group tends to provide the political strength to move major initiatives to completion, particularly if there is a budget and/or staffing impact.


In several instances, we have coordinated a statewide consolidation of resources to assist in the final development and implementation of these plans. Collaboration with major universities has become a critical element in our strategic plan. Through these initiatives, there will be significant university gains in productivity, cost effectiveness, and accountability. We have already experienced some significant productivity, and efficiency gains in just some technology improvements in communications and website developments. There is an enormous savings potential in these programs and we are committed to aggressively pursuing these business changes.


STATE JURISDICTIONAL PROFILE


Public University System


University of Illinois
 at Chicago 
 at Springfield
 at Urbana-Champaign
 College of Medicine at Rockford
 College of Medicine at Peoria
 Division of Specialized Care for Children

Northeastern Illinois University 

Chicago State University 


Northern Illinois University 

Governors State University 


Western Illinois University 
 Quad-Cities Center for Continuing Education

Illinois State University 


Eastern Illinois University 


Southern Illinois University
 Edwardsville 
 Carbondale
 School of Medicine at Springfield

Agencies

Illinois Board of Higher Education 

Illinois Community College Board 

Illinois Student Assistance Commission 

State Universities Civil Service System 

State Universities Retirement System 