

State Universities Civil Service System



66th Annual Report

FY17

July 1, 2016 - June 30, 2017

TABLE OF CONTENTS

Message from the Executive Director	5
Mission Statement	6
Jurisdiction.....	6
University Civil Service Merit Board	8
Employee Served Data.....	9
University System Office	10
Organizational Chart.....	11
Fiscal Accountability and Yearly Budget Process.....	12
FY 17 Agency Activities	13
<i>Business Processes; Classification Plan Management; and Class Specifications</i>	<i>13</i>
<i>Examination, New and Revised Classifications in FY 17; and Classifications Reviewed in FY 17</i>	<i>14</i>
<i>Classifications Consolidated in FY 17; Classifications Deleted in FY 17; and Examinations Completed.....</i>	<i>15</i>
<i>Pay Administration; Salary Range System; Intern Programs; and Supported Employee Program</i>	<i>16</i>
<i>Principal Administrative Appointments; and Employment Population Trends.....</i>	<i>17</i>
<i>Civil Service Salaries; Classification Audit Appeals; and Specialty Factors.....</i>	<i>18</i>
<i>Police Promotional Testing; Occupational/Ethnicity/Gender Data; and Diversity Programs</i>	<i>19</i>
<i>The Auditor General's Compliance Audit; Governance, Risk, and Compliance Audit Program; and</i>	
<i>Governance Risk and Compliance Audit Activities</i>	<i>20</i>
<i>Audits Conducted during FY 17 by the University System Office; Rules and Procedures; and Proposed/Adopted</i>	
<i>Rules in FY 17 Discharge and Demotion</i>	<i>21</i>
<i>Discharge and Demotion; Ethics Officer; Freedom of Information Officer; and Equal Employment</i>	
<i>Opportunity Officer.....</i>	<i>22</i>
Advisory Committees	
State Universities Civil Service Advisory Committee.....	23
Administrative Advisory Committee	23
Human Resource Directors Advisory Committee	23
FY 18 Agency Action Plan.....	24

MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the State Universities Civil Service System, I respectfully submit our 66th Annual Report. This Report provides an overview of our business operations, our many programs and initiatives, and a brief description of our FY 18 agency action plan. Our business objectives remain consistent with our statutory directive, our mission, and our purpose. This Report again demonstrates our commitment to the concepts that allow us to modernize the overall delivery of human resource services to the State of Illinois public university system.

We are unyielding in our commitment and responsibility to assure that employment and promotions within our system are based on merit and fitness.

Our operational philosophy is built on the principles of collaboration and teamwork. In this respect, our agency will work closely with all of our university employers, affiliated agencies, and various employee constituency groups to create and promote an environment of open interaction, that results in providing for continued upgrade in the efficiency of our business processes. This collaborative approach has enabled us to build a more comprehensive support network and allows us to achieve a more profound overall commitment to our mission and purpose. It has nurtured growth and respect in our constituency relationships. It has led to measurable efficiencies and cost savings in many of our business operations.

As an agency, our primary goal is to design personnel programs that are truly transformative for civil service employment through the utilization of sound and efficient business partnerships. It is our obligation to develop policies and practices which allow each of our employers to not only compete in the market for employees, but to also accomplish this while maintaining the fundamental principles and rights established by our statute for employees and applicants.

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

Jeff Brownfield
Executive Director





MISSION STATEMENT

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

JURISDICTION

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

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 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

*Bonneville Road Station–Monticello Road
Station*

JURISDICTION continued . . .

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

Glen Ellyn
Cook County
Rockford

Western Illinois University

Quad-Cities Campus

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 22,500 civil service employees, which includes over 18,100 status employees and over 4,200 non-status employees throughout the state. To a lesser degree, the University System monitors and authorizes over 18,800 student employees and over 10,200 exempt administrative and faculty appointments. The University System administers a classification and examination program consisting of 1,023 classes/exams resulting in the pre-employment testing of approximately 22,200 applicants or promotional candidates for FY 17. 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.



UNIVERSITY CIVIL SERVICE MERIT BOARD

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

Lyneir R. Cole—Chair
Western Illinois University

Carney Barr
Governors State University

Veronica Herrero
Northern Illinois University

Kambium Buckner
Chicago State University

Stuart King
University of Illinois

Daniel P. Caulkins
Eastern Illinois University

James D. Montgomery
University of Illinois

Rocky Donahue
Illinois State University

Jill Smart
University of Illinois

Marvin García
Northeastern Illinois University

Randal E. Thomas—Vice Chair
Southern Illinois University

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

During FY 17, the Merit Board met three times — August 17, 2016, November 30, 2016, and June 1, 2017. The August 2016 and November 2016 meetings were held at the University System office in Urbana and simultaneously by video conference at Southern Illinois University Carbondale and the University of Illinois at Chicago. The June 2017 meetings was held at the University System office in Urbana and simultaneously by video conference at the University of Illinois at Chicago.

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

EMPLOYEE SERVED DATA (June 2017)

Organizations Served	Civil Service Employees	Total Status Employees	Total Nonstatus Employees	36e(2) Employees	36e(3) Employees	36e(4) Employees	36e(5) Student Employees	Total Exemptions	Total Employees
System Total	22,477	18,188	4,289	173	6,108	4,142	18,890	29,313	51,790
University of Illinois	11,924	9,604	2,320	54	3,942	2,330	8,256	14,582	26,506
Urbana-Champaign	5,260	3,838	1,422	25	2,383	1,639	5,558	9,605	14,865
Chicago	3,283	2,854	429	22	1,262	598	2,393	4,275	7,558
Chicago Hospital	2,381	2,130	251	1	147	10	13	171	2,552
DSCC	217	213	4	0	8	1	0	9	226
UICOM-Peoria	197	168	29	0	8	7	0	15	212
UICOM-Rockford	134	106	28	0	17	6	5	28	162
Springfield	452	295	157	6	117	69	287	479	931
Southern Illinois University	4,294	3,419	875	16	712	630	2,721	4,079	8,373
Carbondale	1,784	1,272	512	4	262	237	1,187	1,690	3,474
Edwardsville	1,364	1,093	271	11	296	303	1,534	2,144	3,508
School of Medicine	1,146	1,054	92	1	154	90	0	245	1,391
Other Universities	5,937	4,845	1,092	103	1,360	1,182	7,913	10,558	16,495
Chicago State	235	225	10	12	77	27	238	354	589
Eastern Illinois	482	465	17	7	111	82	267	467	949
Governors State	245	191	54	17	133	83	250	483	728
Illinois State	1,679	1,300	379	16	293	328	2,600	3,237	4,916
Northeastern Illinois	624	548	76	13	235	36	693	977	1,601
Northern Illinois	1,957	1,453	504	33	308	511	2,372	3,224	5,181
Western Illinois	715	663	52	5	203	115	1,493	1,816	2,531
Illinois Board of Higher Education	11	11	0	0	23	0	0	23	34
Illinois Community College Board	33	33	0	0	13	0	0	13	46
Illinois Student Assistance Commission	160	158	2	0	27	0	0	27	187
State Universities Civil Service System	11	11	0	0	1	0	0	1	12
State Universities Retirement System	107	107	0	0	30	0	0	30	137

UNIVERSITY SYSTEM OFFICE

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

Incorporated into the Act (110 ILCS 70/36) establishing the 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 delegates the authority to a Designated Employer Representative (DER) at each university/agency to conduct examinations, designate and refer applicants for positions, and otherwise administer human resource programs consistent with the meaning, interpretations, and intent contained therein.

Therefore, certain functions required by the Act have

been defined and delegated to the universities and agencies under the University System (see pages 6 & 7 for a list of the universities and agencies). Through this delegated authority, the universities and agencies are responsible for the recruitment, examination, and appointment to various employment positions, as well as the assignment of specific duties to be performed by each employee. The employer is also responsible for all employee relations, including disciplinary actions.

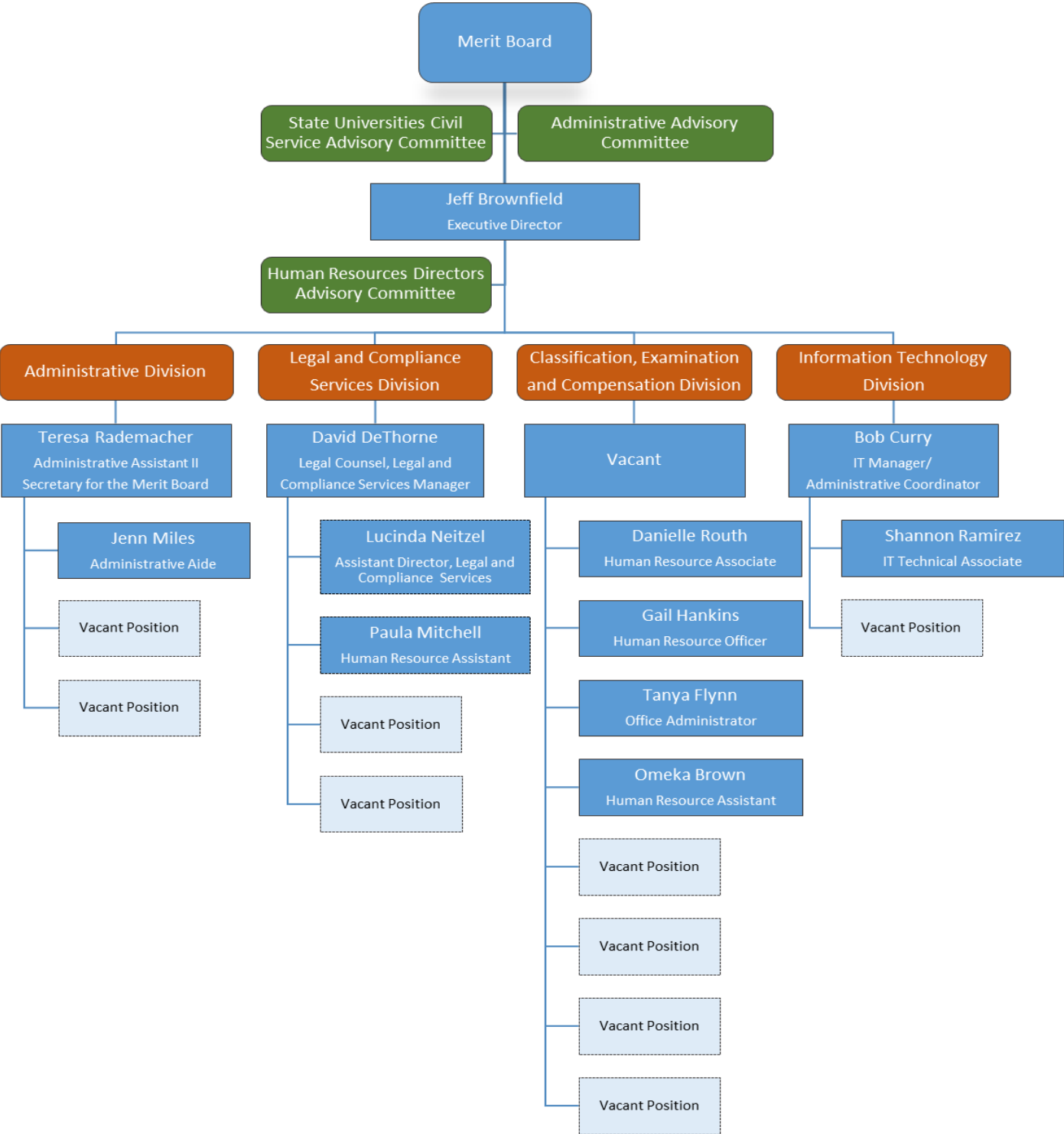
Individuals employed into positions under the guidelines of the University System are employed directly by the university or agency and are not employees of the University System.

The University System is unique in that it empowers the individual university and agency employment locations, through a DER, to deliver our classification plan, examination instruments, and generally administer

many of our rules and procedures. It is important in this type of organizational structure that we maintain close contact with both the employers and employees in the administration of these rules and procedures. We have done so through various committees, special focus groups, and other collaborative relationships with individual universities, affiliated agencies, other state agencies, and employee groups. This collaborative business approach has proven to be very economically efficient and customer service oriented.



ORGANIZATIONAL CHART



FISCAL ACCOUNTABILITY AND YEARLY BUDGET PROCESS

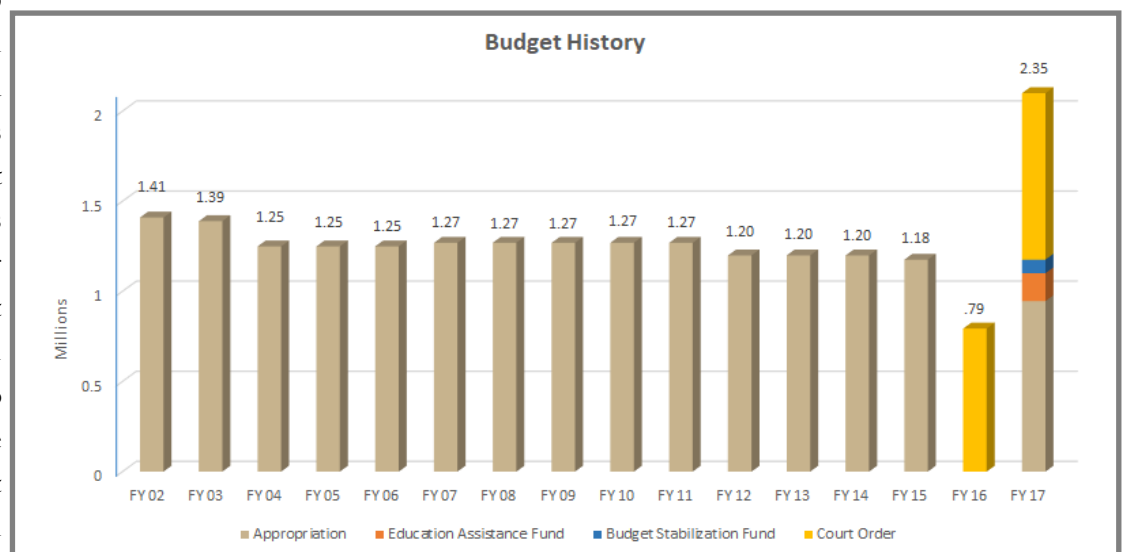
The University System is a participant and component in the Illinois Board of Higher Education's (IBHE) yearly budget review and recommendation process for the Illinois public higher education community. As a member of the Illinois public higher education community, the final yearly budget recommendation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

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

Despite significant decreases, the budget impasse, or flat budget appropriations over the last few years, the agency is 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 university and agency level and have significantly improved customer relations. We remain committed to our statutory objective of efficiency and economy in operations through fiscal responsibility and innovative, creative business practices. Following is a brief historical recap of the agency's budget.

Due to the budget impasse in FY 16 & FY 17, the agency has processed all payments for any vendors doing business with the agency during this time period.



FY 17 AGENCY ACTIVITIES

Business Processes

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. Some of the primary business functions include:

- ◆ provide a comprehensive legal resource for all agency operations and constituency relations;
- ◆ insure that the administrative rules and procedures are effectively managed through the many human resource locations throughout the University System;
- ◆ conduct a periodic human resource management audit program at each employment location;
- ◆ 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;
- ◆ continue to review the Act, the Code and policies and procedures for the University System for additions, revisions, and deletions;
- ◆ continue to address and monitor compliance requirements, recommend personnel program enhancements, and facilitate structural changes to improve personnel management and human resource programs currently utilized by universities/agencies;
- ◆ provide a review and recommendation instrument for improving the human resource programs and related administration activities pursuant to Section 250.140(c) of the Code (80 Ill. Adm. Code §250.140(c)).

Classification Plan Management

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

Class Specifications

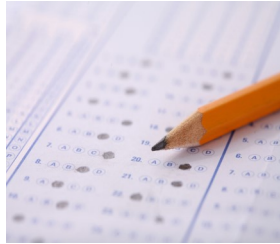
Each class title is described in detail in a formal, written class specification. Classes which provide employees career advancement opportunities are grouped into promotional lines and described in series specifications. These documents are under periodic review and revision to maintain the most contemporary identification of duties, responsibilities, minimum requirements, knowledge, skills, and abilities. Updating 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 as needed and 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.

FY 17 AGENCY ACTIVITIES continued . . .

Examinations

Examinations and related materials are furnished to all universities and agencies served by the University System. 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 content validity and other 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 is compiled.



New and Revised Classifications in FY 17

Following is a list of classifications that have been added to the Classification Plan and active classifications that have been revised during FY 17:

- ◆ Accounting Associate
- ◆ Building Custodial Services Series — *Building Service Worker, Building Service Sub-Foreman, Building Service Foreman & Building Service Supervisor*
- ◆ Carpenter Series — *Carpenter, Carpenter Sub-Foreman & Carpenter Foreman*
- ◆ Crafts & Trades General Foreman
- ◆ Dental Assistant Series — *Dental Assistant I, II, III, & IV*
- ◆ Electrician Series — *Electrician, Electrician Sub-Foreman & Electrician Foreman*
- ◆ Farrier
- ◆ Food Service Chef
- ◆ Grants and Contracts Associate
- ◆ Healthcare Interpreter
- ◆ Intramural and Recreation Coordinator
- ◆ Medical Assistant (Credentialed/Certified) - CIT

Only — No changes to exam or class spec

- ◆ Painter Series — *Painter, Painter Sub-Foreman & Painter Foreman*
- ◆ Plumber Series — *Plumber, Plumber Sub-Foreman & Plumber Foreman*
- ◆ Police Corporal (Occupational Area Code Change Only)
- ◆ Police Officer (Occupational Area Code Change Only)
- ◆ Police Sergeant (Occupational Area Code Change Only)
- ◆ Procurement Officer Series — *Procurement Officer Assistant, Procurement Officer, Procurement Officer Specialist & Procurement Officer Supervisor*
- ◆ Properties Technician
- ◆ Public Information Series — *Public Information Specialist & Public Information Coordinator*
- ◆ Pulmonary Function Technologist Series — *Pulmonary Function Technologist I, II, & III*
- ◆ Retail Sales Associate Series — *Retail Sales Associate, Retail Supervisor, Retail Assistant Manager & Retail Manager*
- ◆ Security Guard Series — *Security Guard & Security Guard Supervisor*
- ◆ Television Director-Producer
- ◆ University Budget Officer Series — *Assistant University Budget Officer & University Budget Officer*

Classifications Reviewed in FY 17

Following is a list of classifications reviewed during FY 17:

- ◆ Business/Administrative Associate
- ◆ Clerk Series — *Clerical Assistant, Clerk, Chief Clerk, Staff Clerk & Administrative Clerk*
- ◆ Food Service Administrator Series — *Food Service Administrator I, II, III, IV*
- ◆ Food Service Management Series — *Food Service Supervisor, Asst. Food Production Manager, Food Production Manager, Asst. Food Production Manager, & Food Service Manager*

FY 17 AGENCY ACTIVITIES continued . . .

- ◆ Food Service Area Supervisor
- ◆ Office Support Series — Office Support Assistant, Office Support Associate, Office Support Specialist, Office Manager & Office Administrator
- ◆ Printing Production Series — Printing Production Assistant & Printing Production Coordinator

Classifications Consolidated in FY 17

Following is a list of classifications that were consolidated during FY 17:

- ◆ Assistant Bookstore Manager
- ◆ Bookstore Clerk I & II
- ◆ Bookstore Department Supervisor
- ◆ Bookstore Manager
- ◆ Carpenter General Foreman
- ◆ Cash Register Operator
- ◆ Cash Register Supervisor
- ◆ Coordinator of Public Information
- ◆ Custodial Supervisor

Classifications Deleted in FY 17

Following is a list of classifications that were deleted from the Classification Plan during FY 17:

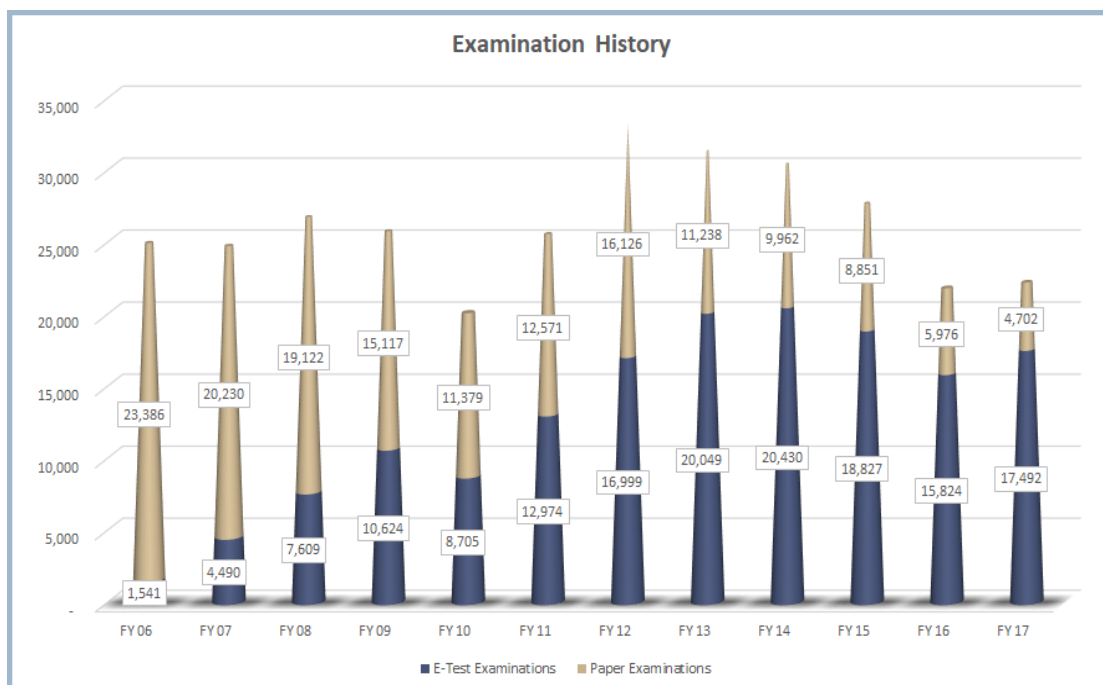
- ◆ Chief Television Engineer

- ◆ Investment Analyst Series — Investment Analyst I, II & Securities Specialist
- ◆ Morgue Technician Series — Morgue Technician I & II
- ◆ Patient Care Evaluation Specialist Series - Patient Care Evaluation Specialist I & II
- ◆ Printing Estimator
- ◆ Studio Supervisor
- ◆ Television Program Director
- ◆ Television Writer-Producer

Examinations Completed

A total of 22,194 pre-employment examinations were administered in 560 of the 1,023 approved classes. See chart below. In comparison to the previous six years, there were significantly more examinations administered in FY 12, FY 13, and FY 14 than ever before. A total of 4,702 paper tests were given in FY 17 with an 87.2% passing rate. The average score for all applicants was 83.83. 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 17,492 electronic tests (E-Tests) were given in FY 17 with a 90.09% passing rate. The average score for all applicants was 83. Please note that the Credentials Assessment examinations, in most instances, provide a passing score if the applicant simply qualifies for the position.



FY 17 AGENCY ACTIVITIES continued . . .

Pay Administration

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

Salary Range System

The Salary Data System allows universities and agencies to 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. The Salary Range Report (which encompasses all salary ranges) is updated monthly, and real time updates for each classification's specific pay ranges are reported on our public website.

Intern Programs

The administrative rules afford the creation of two types of in-service/on-the-job training programs which require approval by the Executive Director. These programs include Apprentice and Intern Appointments. Apprentice Appointments are utilized for training employees in the established crafts and trades occupations such as Carpenter, Electrician, etc. Intern Appointments are aimed at allowing applicants, who may lack the qualifications or job skills required for employment in a specific classification, an opportunity

to work and obtain additional education. Intern Appointments have been designed, and can be used, as a diversity initiative tool to provide non-competitive appointments for various positions to meet specific diversity objectives. During FY 17, 28 new Intern Programs were approved. By rule, there are limits on these employees, often allowing for one employee per classification.

Supported Employee Program

The University System is mandated by section 36s of the Act (110 ILCS 70/36s) to establish and execute a Supported Employee Program. This program is designed to encourage the employment of individuals who are severely disabled and in need of supported employment, as designated by the Illinois Department of Human Services (IDHS) community rehabilitation program. 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 may work with IDHS counselors to develop an appropriate training program to assist the supported employee in becoming proficient at the targeted position.

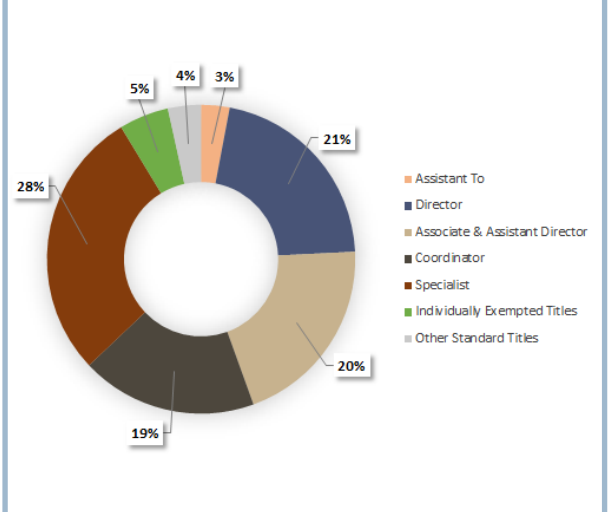
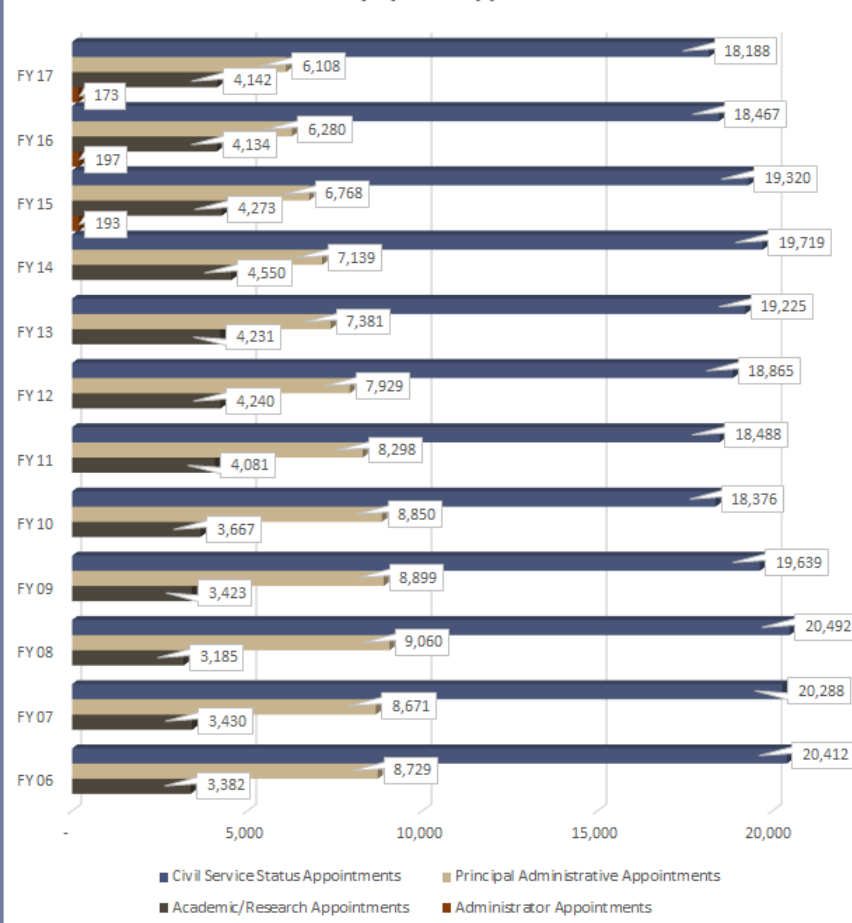
Upon successful completion of the Supported Employee Program, the supported employee is appointed to a status position in the classification and serves a probationary period. As of the end of FY 17, a total of 66 supported employees have been appointed since the program's inception, 27 of which were still actively employed.



FY 17 AGENCY ACTIVITIES continued . . .***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 the Code. Over the past several years, employers were given more flexibility in designating and exempting these positions within detailed guidelines.

The charts illustrate the University System PAAs and the general categorical designation of these exempt positions.

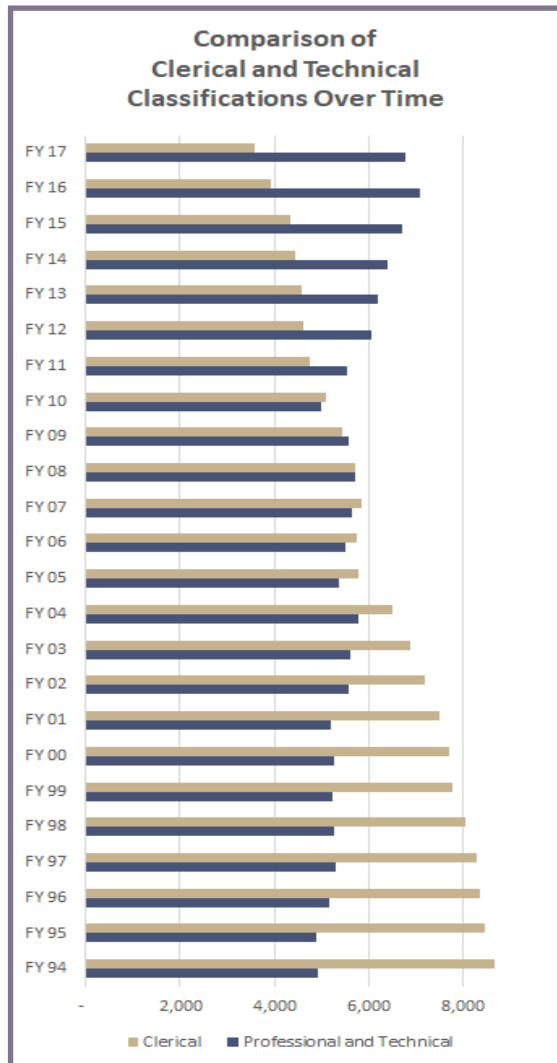
Principal Administrative Appointment Breakdown**University System Appointments*****Employment Population Trends***

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 Appointments, and Academic/Research Appointments. Civil Service Status Appointments are typically traditional full-time employment positions. Civil Service Nonstatus Appointments include Temporary, Provisional, Student, and Extra Help Appointments, as well as Intern and Apprentice Appointments. Principal Administrative Appointments include administrative positions that 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.

FY 17 AGENCY ACTIVITIES continued . . .

A total of 18,188 employees were in status civil service positions at universities/agencies as of June 30, 2017. A historical review of civil service employment trends reveal that over the last several years there has been an overall decrease in civil service status employment.

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 at Illinois higher education institutions and agencies across all classifications rose by approximately 2.68% between fiscal years FY 16 and FY 17 to a statewide yearly average of approximately \$49,333. 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.

Classification Audit Appeals

Employees who believe that their positions have been misclassified by the local university/agency human resource office are allowed to appeal the classification designation and request a review by the Executive Director. The appeal process includes a comprehensive evaluation of all supporting documentation submitted by all parties, conducting on-site desk audits as necessary, and ultimately proposing an appropriate classification designation for the position. During FY 17, one position classification appeal was reviewed and analyzed. Several other requests for position classification assistance by various universities/agencies served were also addressed by the University System staff.

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

FY 17 AGENCY ACTIVITIES continued . . .

service position. In the most recent fiscal year, a series of these requests were approved that allowed for special education/experience, and/or licensure and certification to medical related positions at the University of Illinois—Hospital and Clinics. These positions requiring the Specialty Factor had been designated through the audit process to meet civil service criteria. During FY 17, the unit reviewed and approved 93 Specialty Factor requests.

Police Promotional Testing

The University System office schedules and convenes the Police Sergeant (promotional) examinations, i.e., Structured Oral Board. The Structured Oral Board requires a panel of four assessors to interview and observe as many as 10 applicants during a day-long testing period. Throughout the testing period, applicants are required to make oral and written presentations. Assessors provide scores, based on previously developed criteria, for each applicant completing each task. During FY 17, the University System office conducted two Structured Oral Boards that comprised of 9 work days and tested 60 applicants.

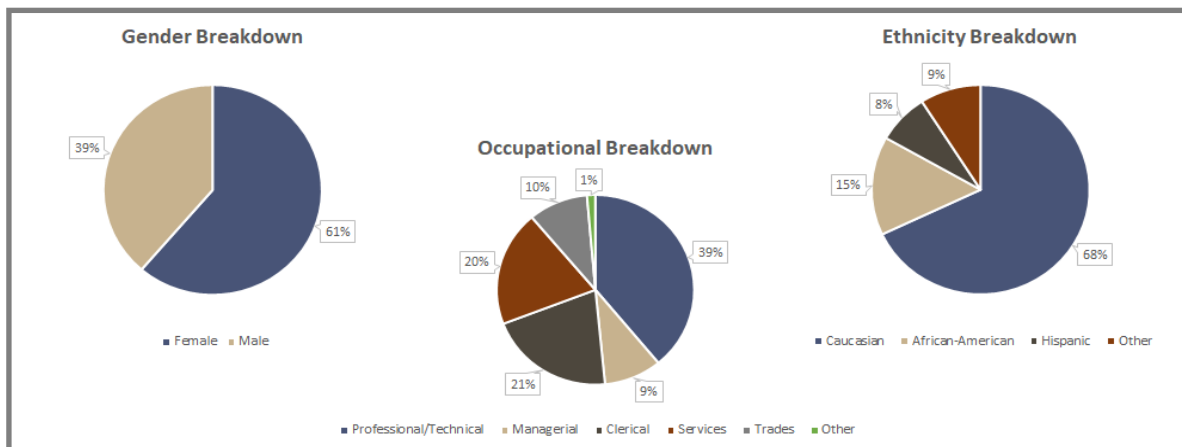
Occupational/Ethnicity/Gender Data

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 below represents the statewide picture as of June 30, 2017.

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 positions. These programs are utilized to support the various diversity programs designed by each university/agency. Intern and Supported Employment Programs allow for on-the-job training and result in the non-competitive placement of successful candidates to civil service status positions. The University System office continues to 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 expanded the use of Intern Appointments in professional/technical positions to facilitate diversity objectives in this respect.

Diversity Programs

The University System office has programs that assist in the recruitment and placement of candidates from diverse backgrounds. The Intern Program as described on page 16 assists each employer with additional opportunities to recruit diverse applicants. Many other operational adjustments have been implemented to create more flexible employment protocols, minimize pre employment variables, and increase overall the final applicant referral pools for status positions. All of these initiatives serve to facilitate specific university/agency diversity objectives.



FY 17 AGENCY ACTIVITIES continued . . .

The Auditor General's Compliance Audit

The routine biennial compliance audit for FY 16 and FY 17 was conducted by the State Auditor General's office in October 2017.

Governance, Risk, and Compliance Audit Program

The primary purpose of the Governance, Risk, and Compliance Audit Program is to determine and establish compliance with the State Universities Civil Service Act (Act) (110 ILCS 70/36b *et seq.* and the Code (80 Ill. Adm. Code §250) and the Merit Board Procedure Manuals.

The Audit Program 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, the Code, and procedures of the University System office. The audit process is consultative in nature and attempts to achieve consensus on all issues and recommendations. At this time, the audit schedule and timeframes still function on a two-year cycle in its review of University System employers.

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.



Governance, Risk, and Compliance Audit Activities

During the FY 17 portion of the audit cycle, the Legal

and Compliance Services Division continued in its efforts to streamline processes and overhaul the audit program. During this time, the Audit Program was suspended in order to develop and propose an Audit Charter, which was approved by the University System Merit Board at the August 2016 meeting. This new Governance, Risk, and Compliance Audit Charter now provides the direction and leadership support needed to establish accountability standards when conducting future audits.

Despite the suspension of the audit program and other fiscal difficulties resulting from the State budget impasse, the Legal and Compliance Services Division continued to provide advisory and consultative services to constituent employers, particularly related to Civil Service employment, layoffs, and furloughs. The collaborative nature of these contacts maintained positive employer relationships by focusing on meeting the needs of organization, administrators, and employees alike by identifying problems and proposing solutions.

Following are some general topics addressed during the standard audit process with various employers through the FY 17 audit activities.

- Management and maintenance of pay ranges.
- Classification of positions.
- Reviewing and verifying the employment relationships with independent contractors.
- Completion of classification audit requests within the processing timeframe standard.
- Proper maintenance of authorization and position reviews for Principal Administrative Appointments.
- Maintenance of review standards for position descriptions.
- Documentation and communication of Contract Appointments.
- Review and update of business procedures, as related to position register and referral process.

FY 17 AGENCY ACTIVITIES continued . . .

- *Open and continuous testing procedures.*
- *Proper updating and maintenance of examination instruments.*
- *Assignment of position control numbers.*
- *Utilization of Custom Classes.*
- *Review of Extra Help appointments/monitoring practices.*
- *Supported Employee Program practices.*

Audits Conducted During FY 17 by the University System Office

Due to the state budget impasse during FY 16 and FY 17, on-site visits were significantly curtailed. The following on-site audits were conducted during FY 17:

- *Southern Illinois University Carbondale (SIUC)*
- *Western Illinois University (WIU)*
- *University of Illinois at Springfield (UIS)*
- *Northeastern Illinois University (NEIU)*

Rules and Procedures

In FY 17, The University System coordinated and developed the civil service rules as codified in Title 2, Part 5350 and Title 80, Part 250 to ensure compliance with the rulemaking process. Over the next fiscal year, the University System will continue to assist in the continuing review of the Administrative Rules and the implementation of any resulting proposed rule changes and corresponding procedural changes.

Proposed/Adopted Rules in FY 17

On September 9, 2016 a “Notice of Proposed Amendment” was published in the Illinois Register regarding Section 250.110 of the Code that would add a subsection regarding job abandonment for when an employee failed to report to work after a certain amount of time; add a subsection that further would have defined a layoff; would add a subsection to explain the procedures of when an employee or employer failed

to appear during a scheduled discharge or demotion hearing; would add additional options for the Merit Board in the decision making of discharge or demotion hearings; and several technical changes. After several communications some of these subsections were deleted and a “Notice of Adopted Amendment” was published on September 15, 2017 with an effective date of August 30, 2017 without the subsection regarding job abandonment and the definition of a layoff.

On January 8, 2016 a “Notice of Proposed Amendments” was published in the Illinois Register to amend Sections 250.30 and 250.50 of the Code. The primary change to this rulemaking was based on comments the University System had received from JCAR during a previous rulemaking process that the agency needed to add additional language defining job categories currently administered and to update the rules to conform to the agency’s current practice for occupational categories. Also, language was needed to add provisions outlining its weighting of exam policies, grading criteria, minimum acceptable scores for being placed on an employment register, and a listing of the type of testing methods employed. The “Notice of Adopted Amendments” was published on August 19, 2016 with an effective date of August 4, 2016.

A new Section 250.119 of the Code was added regarding Furloughs. The primary reason for this rule was to replace an Emergency Rule which ran from March 1, 2016 through July 29, 2016. This new rulemaking describes the requirements for employers and information for employees regarding the impact if a Furlough Program is put in effect at a place of employment. This Adopted rulemaking was effective December 12, 2016 and contained a sunset clause of September 30, 2017. The University System is currently working on adding permanent language to the code regarding this issue.

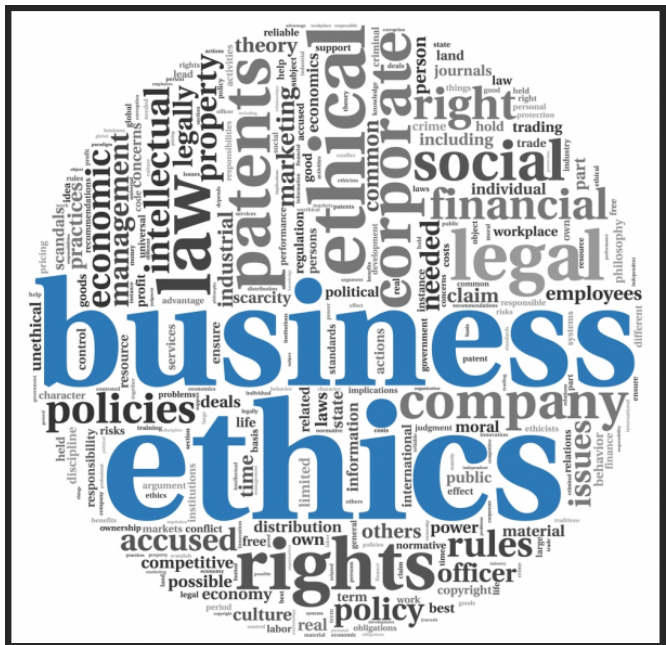
Discharge and Demotion

Ethics Officer

Ethics training was held on-line for all staff members during May 9 through June 7, 2017 training time period. Merit Board members were provided the Ethics Training for Appointees to State of Illinois Board members on April 12, 2017, as well as new board members and new employees. All employees and Merit Board members have completed the training for calendar year 2017.

Equal Employment Opportunity Officer

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



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 Andy Small, Northern Illinois University, 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 17 the committee met four times – July 14 and 15, 2016, October 13 and 14, 2016, January 19 and 20, 2017 at University System Office; and May 3 and 4, 2017 at Illinois State University at Carbondale.

More information is available on line at www.sucss.illinois.gov

ADMINISTRATIVE ADVISORY COMMITTEE

The **Administrative Advisory Committee**, created by the Merit Board and chaired by the Merit Board Chair, Lyneir Cole, 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 10, 2016 at the University System office.

More information is available on line at www.sucss.illinois.gov

HUMAN RESOURCE DIRECTORS ADVISORY COMMITTEE

The **Human Resource Directors Advisory Committee** is comprised 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 July 29, 2016, November 8, 2016, January 27, 2017, and May 12, 2017.

More information is available on line at www.sucss.illinois.gov



FY 18 AGENCY ACTION PLAN

Our Action Plan for FY 18 will continue to concentrate on customer service, communications, business process upgrades, efficiency, and an overall modernization of the University System. As a facilitator of the teaching and research mission of each university and affiliated agency, we will continue in our effort to positively redefine our culture and organizational perception through the efficient and effective administration of a quality human resource program. Consistent with this objective, the following initiatives are planned for FY 18.

***Classification Plan Revisions**

This is a long term, ongoing project designed to eliminate redundancy in classification designations, upgrade associated employment protocols, and develop new pre employment testing/credentials review processes. Due to recent year fiscal restraints the University System office has been unable to continue a partnership with the University of Illinois College of Labor and Industrial Relations and Department of Psychology to provide long term professional support for this ongoing project. It is the goal of the agency to reestablish this relationship in FY 19 depending on financial issues. Our overall goal is to reduce the number of classifications and move to establish a routine classification revision process based on national occupational standards/trends and employer operational needs.

***Electronic Applicant Testing**

The E-Test system is an electronic web-based testing system, available for use at all university/agency employment locations, streamlining testing operations and creating a customer friendly testing interface. There were approximately 40+ classification exams and/or credential assessments included at the initial release date. Currently in its 12th year, we now have 469 classification exams in our electronic system, and continue to add new examinations each fiscal year. Despite the recent budget issues that resulted in a reduction of staff, the University System would like to

continue this trend and have an additional 30 exams in the E-Test system by the end of FY 18.

***Act/Code/Procedure Revisions**

We continue to systematically review and update our Administrative Rules and procedures, developing a legislative strategy for improvement and upgrade. Over the last few years, we have taken some significant actions in this regard. Our plan is to be even more aggressive in our efforts in this respect. The Merit Board, along with our many advisory groups, will be routinely consulted and actively involved in these developments and activities. The following is a list of recommended changes that have been included in HB 3185. HB 3185 was filed on February 9, 2017 and passed the House on June 28, 2017. The bill is currently waiting on Senate committee assignment and approval. The bill includes the following updates and changes:

- ◆ Exam Uniformity for Law Enforcement – amend requirement that all exams for same position are identical;
- ◆ Discharge Rules – allow realistic timeframe for completion;
- ◆ Clarify Merit Board delegation of unspecified powers to the Executive Director;
- ◆ Pilot Programs – allow Pilot Programs to enable universities and agencies to try new concepts to improve the system; and
- ◆ updated language to current terminology.

In addition, the University System plans to introduce new or updated language to the following areas:

- ◆ Principal Administrative Employees;
- ◆ Contract Appointments;
- ◆ Furloughs;
- ◆ Discharge/Demotions;
- ◆ Layoff definition;
- ◆ Amend Residency Requirement for Exams; and,
- ◆ Merit Board Policy Relating to Employee Benefits.

FY 18 AGENCY ACTION PLAN continued . . .***Records Retention/Conversion**

Consistent with our Records Retention Policy, we have capitalized on the use of a document scanning system over the last several years 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 has tremendously increased our internal efficiency and will continue to transition to this method, allowing us to provide a more timely response rate to various inquiries. From a customer service perspective, this has been viewed favorably and has enhanced our overall operations from an efficiency and constituency relations standpoint as well.

***Constituency Collaborations**

Significantly enhanced communication options have been utilized to provide more timely information on a wide array of topics important to employers and employees in the University System. In this respect, we hope to 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.

***Other Projects**

The University System is continually looking to enhance the agency and some of the other projects the agency is considering is:

- ◆ The development of a new public website;
- ◆ The development of a question challenge tracker;
- ◆ An Intern/Apprentice Appointment tracking system; and
- ◆ Forming an Audit Council for the University System's GRC Audit Program.

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

