



State Universities Civil Service System

69th
ANNUAL REPORT

FY 2020

July 1, 2019—June 30, 2020

TABLE OF CONTENTS

Mission Statement	3
Jurisdiction.....	3
Message from the Executive Director	5
University System Office	6
University Civil Service Merit Board	7
Advisory Committees	
<i>State Universities Civil Service Advisory Committee</i>	8
<i>Administrative Advisory Committee</i>	8
<i>Human Resource Directors Advisory Committee</i>	8
Employee Served Data	9
Organizational Chart	10
Fiscal Accountability and Yearly Budget Process.....	11
FY 20 Agency Activities	
<i>Principal Administrative Appointments and Business Processes</i>	12
<i>Classification Plan Management; Class Specifications; Classifications Consolidated</i> <i>in FY 2020; and Classifications Deleted in FY 2020</i>	13
<i>Classifications Reviewed for Amendment in FY 2020</i>	14
<i>Classifications Reviewed for Amendment in FY 2020 and New and Revised</i> <i>Classifications in FY 2020</i>	15
<i>Examinations and Examinations Completed</i>	16
<i>Pay Administration; Salary Range System; Civil Service Salaries; and Specialty Factors</i> ...	17
<i>Intern Programs; Diversity Programs; and Supported Employee Program</i>	18
<i>Employment Population Trends</i>	19
<i>Occupational/Ethnicity/Gender Data</i>	20
<i>Classification Audit Appeals; Police Promotional Testing; The Auditor General’s</i> <i>Compliance Audit; and Adopted Rules in FY 2020</i>	21
<i>Governance, Risk, and Compliance Audit; Audits Conducted during FY 2020 by the</i> <i>University System Office; and Governance, Risk and Compliance Audit Activities</i>	22
<i>Ethics Officer; Freedom of Information Officer; Equal Employment Opportunity Officer;</i> <i>and Discharge and Demotion</i>	23
FY 2021 Agency Action Plan.....	24

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.

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 22,400 civil service employees, which includes approximately 20,000 status employees and over 2,300 non-status employees throughout the state. To a lesser degree, the University System monitors and authorizes over 15,000 student employees and over 22,000 exempt administrative and faculty appointments. The University System administers a classification and examination program consisting of 1,012 classes/exams resulting in the pre-employment testing of approximately 23,500 applicants and promotional candidates for FY 2020. 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.

JURISDICTION continued . . .

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 University 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

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

MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the State Universities Civil Service System, we respectfully submit our 69th Annual Report. This Report provides an overview of our business operations, our many programs and initiatives, and a brief description of our FY 21 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.

Our operational philosophy is built on the principles of collaboration and teamwork. In this respect, our agency works closely with all of our university employers, affiliated agencies, and various employee constituency groups to create and promote an environment of open interaction, trust, and professionalism. This collaborative approach has enabled us to build and develop programs, classifications and examination updates, and allowed us to begin the long but continued process to modernize our system to meet the needs of the human resource programs throughout higher education. It has nurtured growth and respect in our constituency relationships. It has led to real positive changes and efficiencies in many of our business operations.

As an agency, our primary goal is to design personnel programs assuring that higher education employers can attract the best applicants including by utilizing sound and efficient processes. 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.

The year has been difficult due to the COVID-19 pandemic. Employees have worked remotely for a significant portion of FY 20 and into FY 21. I am pleased to report that the staff have adapted quickly to this changing work conditions and have continued to support the public universities and affiliated agencies. Further, due to COVID-19 and other factors, the continued uncertainty with the budgets for the higher education community make the challenges to administer effective programs more difficult. However, I do 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

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 page 5 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.

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:

Julie Annette Jones—Chair <i>Illinois State University</i>	
Pedro Cevallos-Candau <i>Governors State University</i>	John Simmons <i>Southern Illinois University</i>
Andrea Zopp <i>Chicago State University</i>	John Butler <i>Northern Illinois University</i>
Joseph Dively <i>Eastern Illinois University</i>	Sherry Eagle <i>Northeastern Illinois University</i>
Naomi Jakobsson <i>University of Illinois</i>	Stuart King <i>University of Illinois</i>
Jill Smart <i>University of Illinois</i>	Kisha MJ Lang <i>Western Illinois University</i>

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

During FY 20, the Merit Board met four times — August 29, 2019, December 17, 2019, January 17, 2020, and May 14, 2020. The August, December and January meetings were held at the University System office in Urbana and simultaneously by video conference at the University of Illinois at Chicago. The May meeting was held by video conference per the Executive Order 2020-07 issued on March 16, 2020, allowing for the suspension of physical presence in regards to the Open Meetings Act.

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

ADVISORY COMMITTEES

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 Jill Odom, 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 20 the committee met four times — July 18 and 19, 2019 at Northern Illinois University; October 16 and 17, 2019 at the University of Illinois at Chicago; January 29 and 30, 2020 at the University System office; and April 23, 2020 via Zoom video conference per Executive Order 2020-07 due to COVID-19 restrictions.

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

HUMAN RESOURCE DIRECTORS ADVISORY COMMITTEE

The Human Resource Directors Advisory Committee is comprised of the human resource directors, designated employer representatives, or other human resource personnel from each university/agency. This committee plays a very significant role in our overall general review and updating of University System Administrative Rules and procedures. Their collaboration is essential in creating a system of rules and procedures consistent with the changing demands of the various complex employment environments within the University System. During FY 20, the committee met on August 16, 2019, November 8, 2019, and June 3, 2020.

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

ADMINISTRATIVE ADVISORY COMMITTEE

The Administrative Advisory Committee, created by the Merit Board and chaired by the Merit Board Chair, Julie Annette Jones, 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.

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

FY2020 ANNUAL REPORT

EMPLOYEE SERVED DATA (June 2020)

Employees Served Data: April 1, 2020 -- June 30, 2020

Organizations Served	Civil Service Employees (See Note 1)	Total Status Employees	Total Non Status Employees	Exemptions					Total Employees (See Note 3)
				36e(2) Employees	36e(3) Employees	36e(4) Employees	36e(5) Employees (Students)	Total Exemptions	
System Total	22,360	19,977	2,383	43	6,253	16,528	15,396	38,220	60,580
University of Illinois	12,207	10,706	1,501	6	4,512	8,386	7,221	20,125	32,332
Chicago	3,418	3,007	411	2	1,312	3,225	2,378	6,917	10,335
Chicago Hospital	2,639	2,376	263	0	308	14	59	381	3,020
College of Medicine at Peoria	186	171	15	0	33	216	0	249	435
College of Medicine at Rockford	119	97	22	0	22	153	13	188	307
Division of Specialized Care for Children	269	267	2	0	10	0	0	10	279
Springfield	382	303	79	0	154	299	256	709	1,091
Urbana-Champaign	5,194	4,485	709	4	2,673	4,479	4,515	11,671	16,865
Southern Illinois University	4,024	3,621	403	4	648	2,417	1,874	4,943	8,967
Southern Illinois University Carbondale	1,528	1,229	299	0	231	969	708	1,908	3,436
Southern Illinois University Edwardsville	1,191	1,131	60	4	223	1,324	1,166	2,717	3,908
Southern Illinois University School of Medicine	1,305	1,261	44	0	194	124	0	318	1,623
Other Universities	5,678	5,202	476	33	1,022	5,725	6,301	13,081	18,759
Chicago State University	217	208	9	5	113	215	351	684	901
Eastern Illinois University	478	465	13	4	85	496	842	1,427	1,905
Governors State University	297	264	33	4	74	632	294	1,004	1,301
Illinois State University	1,677	1,519	158	5	335	1,728	2,346	4,414	6,091
Northeastern Illinois University	519	465	54	5	184	516	171	876	1,395
Northern Illinois University	1,832	1,641	191	7	165	1,457	1,785	3,414	5,246
Western Illinois University	658	640	18	3	66	681	512	1,262	1,920
Agencies	451	448	3	0	71	0	0	71	522
Illinois Board of Higher Education	10	10	0	0	23	0	0	23	33
Illinois Community College Board	31	31	0	0	15	0	0	15	46
Illinois Student Assistance Commission	260	257	3	0	13	0	0	13	273
State Universities Civil Service System	11	11	0	0	2	0	0	2	13
State Universities Retirement System	139	139	0	0	18	0	0	18	157

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

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

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

Beginning in March 2020, the following changes are reflected in the Employee Served Data reports:

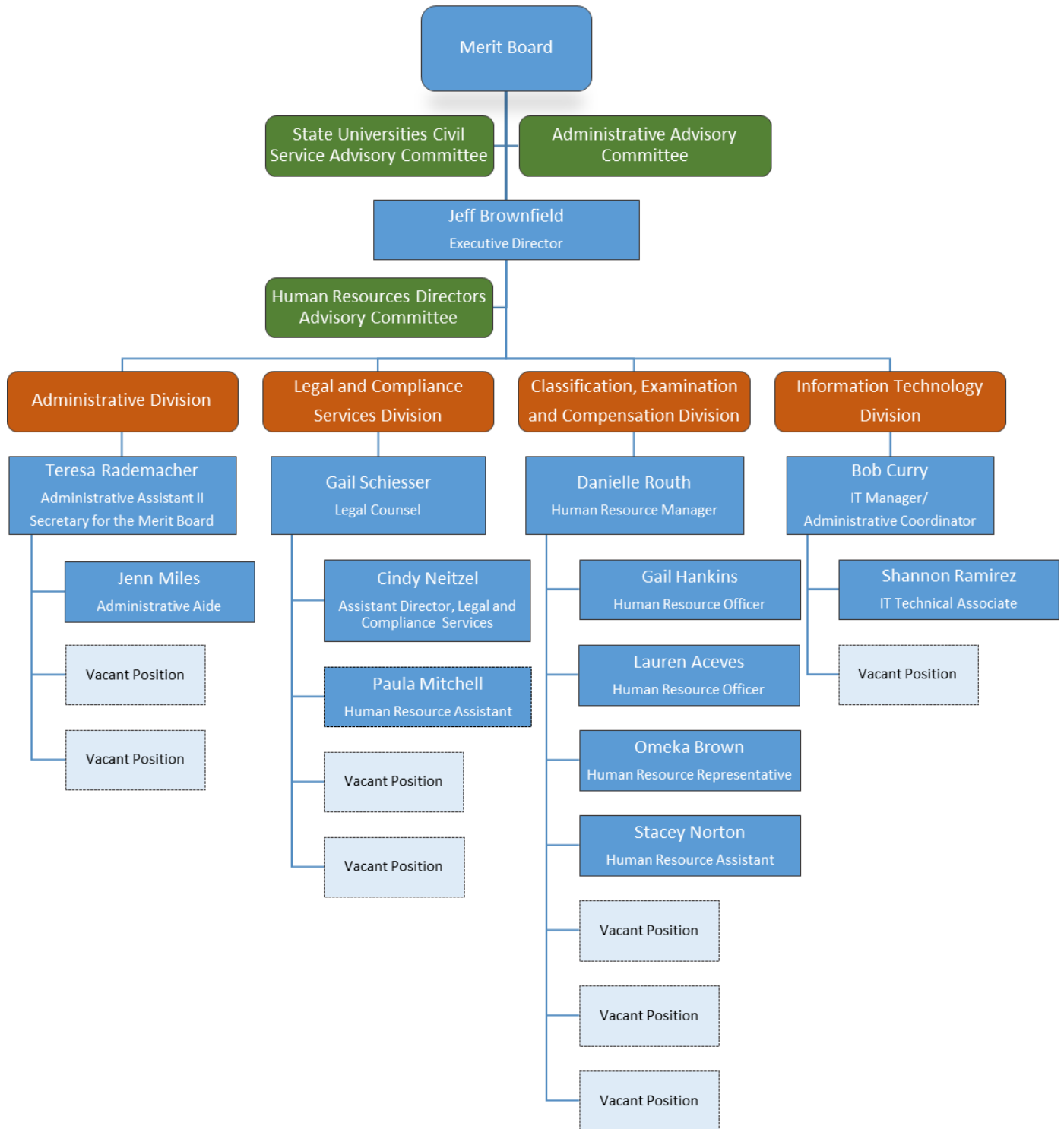
* 36e(2) Employees – e(2)'s previously incorrectly designated are now correctly classified as e(3)'s.

* 36e(3) Employees – e(2)'s previously incorrectly designated are now corrected as e(3)'s. The University of Illinois system has an increase in e(3) data because of an error in reporting in previous reports.

* 36e(4) Employees – e(4)'s previously excluded are now correctly designated and reported.



ORGANIZATIONAL CHART (October 2020)



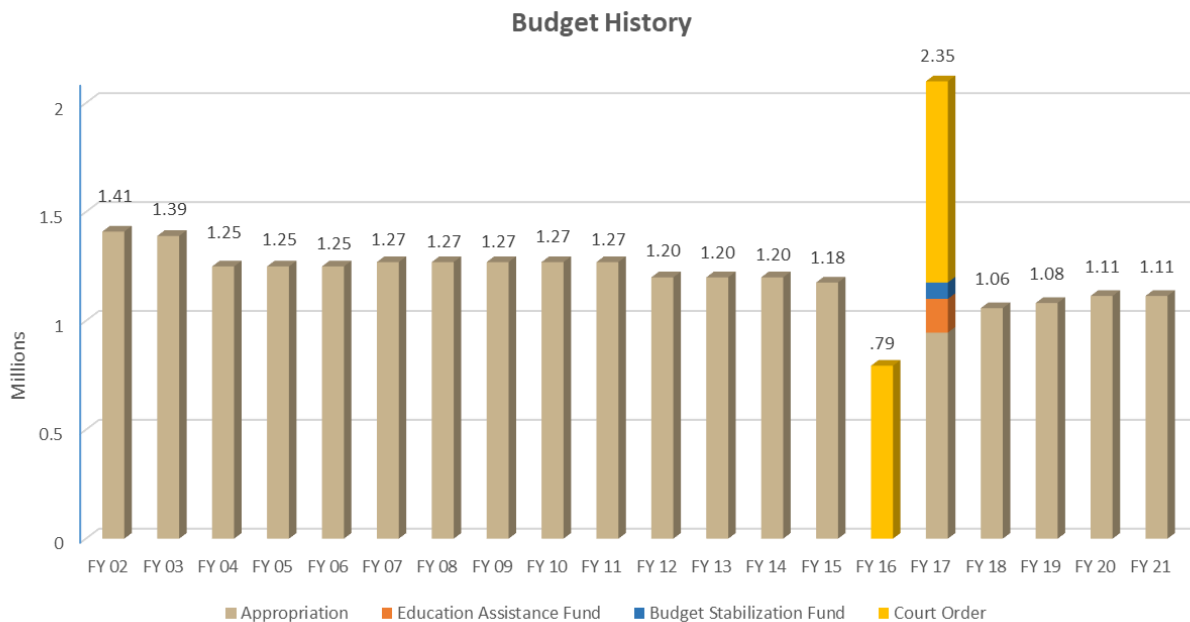
FISCAL ACCOUNTABILITY AND YEARLY BUDGET

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

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

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 initiatives. Many of our initiatives have significantly generated financial and resource savings at the university and agency level and have significantly improved customer relations. We remain committed to our statutory objective of efficiency and economy in operations through fiscal responsibility and innovative, creative business practices.

Following is a brief historical recap of the agency’s budget.



FY 2020 AGENCY ACTIVITIES

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. In 2018, the University System staff in concert with the Merit Board developed and implemented a response to an OEIG complaint regarding the civil service position exemption process.

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

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

Conformance to these revised procedures has been implemented into the human resources policies and procedures audits which are conducted approximately every two years at each university/agency.

Business Processes

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

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

FY 2020 AGENCY ACTIVITIES continued...

Classification Plan Management

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

Class Specifications

Each classification 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.

Classifications Consolidated in FY 2020

Following is a list of classifications that were consolidated during FY 20:

- ◆ *Safety Officer I, II, & III*
- ◆ *Supervisor of University Union Operations*

Classifications Deleted in FY 2020

- ◆ Account Statistician
- ◆ Architect Series:
 - *Architect I, II, & III*
- ◆ Coordinator of Operations—The President's House
- ◆ Laundry Worker Series:
 - *Laundry Worker II, & III*
 - *Laundry Worker Foreman*
- ◆ Power Plant Mechanical Engineer
- ◆ Supervisor of Residential Custodial Operations

FY 2020 AGENCY ACTIVITIES continued...

Classifications Reviewed for Amendment in FY 2020

Following is a list of classifications reviewed during FY 20:

- ◆ Admissions and Records Officer Series:
 - *Admissions and Records Representative*
 - *Admissions and Records Officer*
 - *Admissions and Records Supervisor*
- ◆ Admissions/Records Specialist Series:
 - *Admissions/Records Specialist I & II*
- ◆ Admissions Associate
- ◆ Athletic Business Manager
- ◆ Budget Analyst Series:
 - *Budget Analyst I, II, & III*
- ◆ Business/Administrative Associate
- ◆ Business Manger Series:
 - *Business Manager I, & II*
- ◆ Community Worker
- ◆ Computed Tomography Series
 - *Computed Tomography Technologist*
 - *Computed Tomography Specialist*
 - *Computed Tomography Manager*
- ◆ Construction Project Coordinator Series:
 - *Construction Project I, & II*
- ◆ Construction Project Manager
- ◆ Construction Superintendent
- ◆ Financial Analyst/Planner Series:
 - *Financial Analyst/Planner Associate*
 - *Financial Analyst/Planner Specialist*
 - *Financial Analyst/Planner Supervisor*

Classifications Reviewed for Amendment in FY 2020 continued...

- ◆ Financial Aide Associate (Supervisor)
- ◆ Food Service Administrator Series:
 - *Food Service Administrator I, II, III, and IV*
- ◆ Food Service Management Series:
 - *Food Service Supervisor*
 - *Assistant Food Service Production Manager*
- ◆ Food Service Area Supervisor
- ◆ Interventional Radiology Series:
 - *Interventional Radiology Technologist*
 - *Interventional Radiology Specialist*
 - *Interventional Radiology Manager*
- ◆ Invasive Cardiovascular Series:
 - *Invasive Cardiovascular Technologist*
 - *Invasive Cardiovascular Specialist*
 - *Invasive Cardiovascular Manager*
- ◆ Laboratory Manager
- ◆ Laundry Worker
- ◆ Medical Records Technician
- ◆ Medical Radiographer Series:
 - *Medical Radiographer Technologist I & II*
 - *Medical Radiographer Specialist*
 - *Medical Radiographer Manager*
- ◆ Multimedia Technology Communication Series:
 - *Multimedia Communications Representative*
 - *Multimedia Communications Specialist*
 - *Multimedia Communications Supervisor*
- ◆ Non-Invasive Cardiovascular Series:
 - *Non-Invasive Cardiovascular Technologist*
 - *Non-Invasive Cardiovascular Specialist*
 - *Non-Invasive Cardiovascular Manager*

FY 2020 AGENCY ACTIVITIES continued...

Classifications Reviewed for Amendment in FY 2020 continued...

- ◆ Police Telecommunicator Series:
 - *Police Telecommunicator*
 - *Police Telecommunicator Supervisor*
- ◆ Research Support Associate
- ◆ Resident Hall Attendant Series:
 - *Resident Hall Attendant*
- ◆ Work Program Participant

New and Revised Classifications in FY 2020 continued...

- ◆ Healthcare Dietitian Nutritionist Series:
 - *Dietitian Nutritionist Specialist*
 - *Dietitian Coordinator*
- ◆ Human Resource Associate
- ◆ Instructional Media Systems Engineer Series:
 - *Assistant Chief Instructional Media Systems Engineer*
 - *Chief Instructional Media Systems Engineer*
- ◆ Interpreters for the Deaf and Hard of Hearing
- ◆ Magnetic Resonance Imaging (MRI) Series:
 - *Magnetic Resonance Technologist*
- ◆ Member Service Representative Series:
 - *Member Service Representative I, & II*
- ◆ Police Officer (Oral Board Questions Only)
- ◆ Resident Hall Attendant Series:
 - *Supervisor of Residence Hall Attendants*
 - *Coordinator of Residence Hall Attendant Program*
- ◆ Safety/Environmental Compliance Specialist
- ◆ Safety/Environmental Compliance Associate

New and Revised Classifications in FY 2020

Following is a list of classifications that have been added to the Classification Plan and active classifications that have been revised during FY 2020:

- ◆ Admitting Officer Series:
 - *Admitting Officer I, II, III, & IV*
- ◆ Campus Recreation Coordinator Series - Name Change Only (CIT) Previously — Intramural Recreation Coordinator
- ◆ Culinary Worker Series:
 - *Culinary Worker I, II, III, IV, & V*
- ◆ Electrician Series:
 - *Electrician*
 - *Electrician Sub-Foreman*
- ◆ Facilities Operation Series:
 - *Assistant Facilities Manager*
 - *Facilities Manager*
- ◆ Financial Aid Series:
 - *Financial Aid Representative*
 - *Financial Aid Coordinator*
 - *Financial Aid Manager*

FY 2020 AGENCY ACTIVITIES continued...

Examinations

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

Examinations Completed

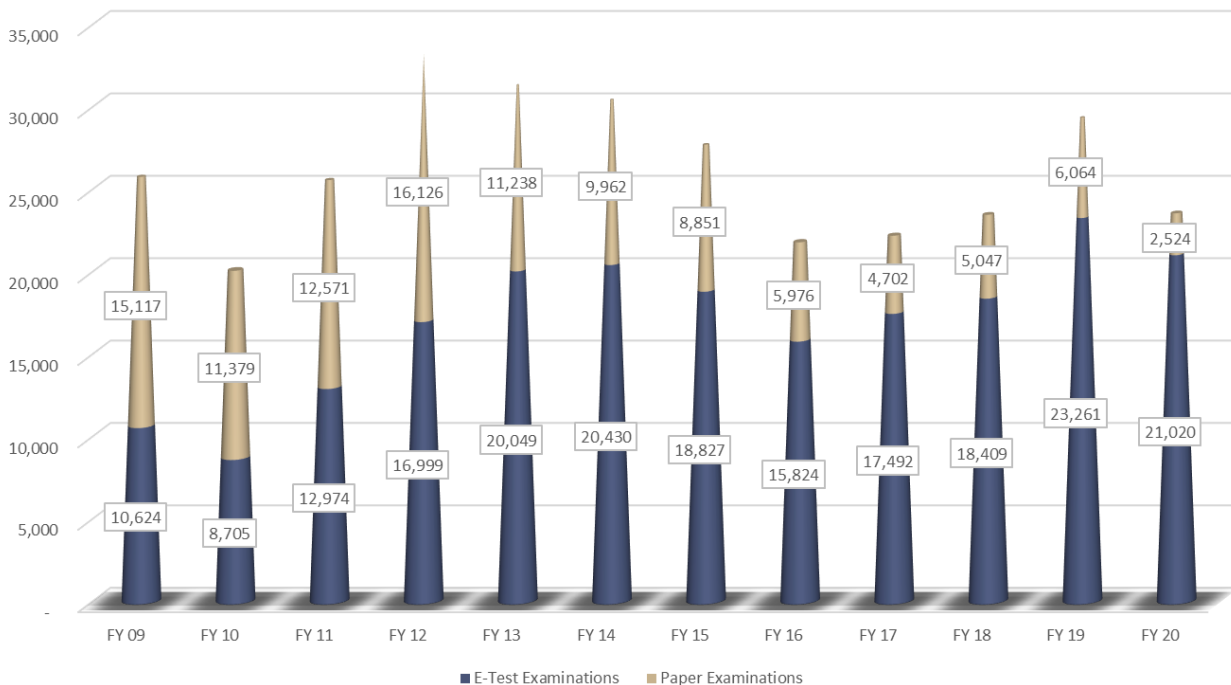
A total of 23,544 pre-employment examinations were administered in 528 of the 1,012 approved classes. *See chart below.* The continually evolving occupational areas of healthcare, technology, etc. affect a large number of civil service examinations. This requires the continued evaluation and review of the classification plan for redundancies allowing the potential consolidation, elimination, and/or revision of classifications.

A total of 2,524 paper tests were given in FY 20 with an 89.22% passing rate. The average score for all applicants was 84.95.

A total of 21,020 electronic tests (E-Tests) were given in FY 20 with a 95.1% passing rate. The average score for all applicants was 85.22.

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

Examination History



FY 2020 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. The University System staff completes the authorization process, which notifies each university/agency of the change. The Salary Range Report (which encompasses all salary ranges) is updated monthly. Real time updates for each classification's specific pay ranges are reported on our public website.

Civil Service Salaries

Civil service salary data is collected annually from public universities and higher education agencies. This data is sorted by classification with average salaries calculated for each classification. The average salary for civil service staff at Illinois higher education institutions and agencies across all classifications increased by approximately 3.59% between fiscal years FY 19 and FY 20 to a statewide yearly average of approximately \$53,924. 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.

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. Positions requiring the Specialty Factor have been designated through the audit process to meet civil service criteria. During FY 2020, the unit reviewed and approved 220 Specialty Factor requests.

FY 2020 AGENCY ACTIVITIES continued...

Intern Programs

The administrative rules afford the creation of two types of in-service/on-the-job training programs which require approval of the Executive Director. These programs include Apprentice and Intern Appointments. Apprentice Appointments are utilized for training employees in the established crafts and trades occupations such as Carpenter, Electrician, 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 20, 27 new Intern Programs were approved. By rule, there are limits on these employees, often allowing for one employee per classification.

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 above 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.

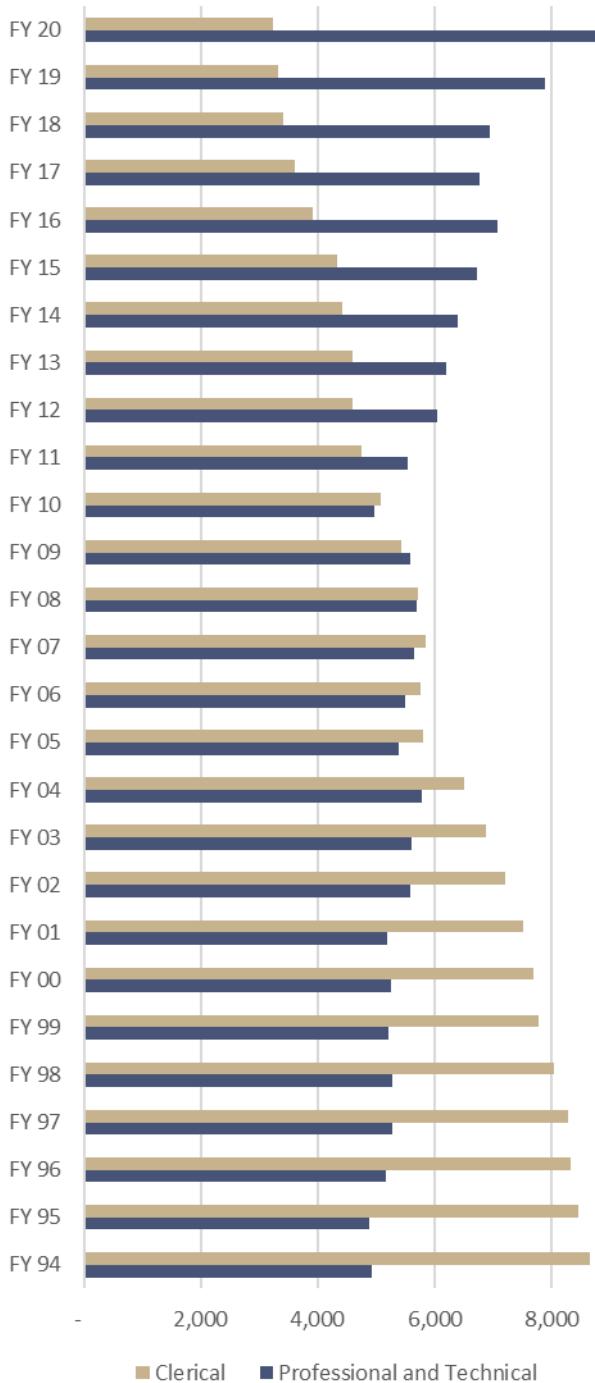
Supported Employee Program

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

Upon successful completion of the Supported Employee Program, the supported employee is appointed to a status position in the classification and serves a probationary period. As of the end of FY 20, a total of 69 supported employees have been appointed since the program's inception. Currently 29 employees are still actively employed.

FY 2020 AGENCY ACTIVITIES continued...

Comparison of Clerical and Technical Classifications Over Time



Employment Population Trends

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

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

Civil Service Status Appointments are typically traditional full-time employment positions. Civil Service Non-status Appointments include Temporary, Provisional, Extra Help, Intern and Apprentice Appointments. Positions exempt from the civil service jurisdiction include Principal Administrative Appointments along with Academic/Research Appointments which include teaching and research faculty positions.

A total of 19,977 employees were in status civil service positions at universities/agencies as of June 30, 2020.

The following chart to the left illustrates this comparison and trend.

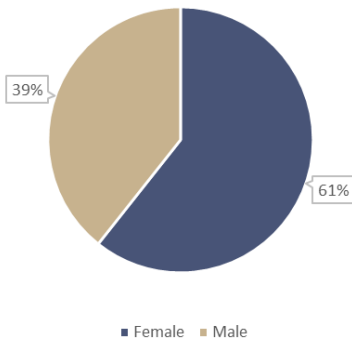
FY 2020 AGENCY ACTIVITIES continued...

Occupational/Ethnicity/Gender Data

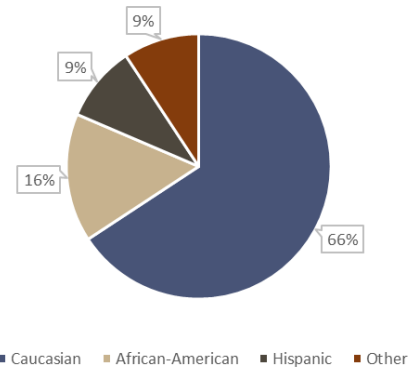
The University System office provides programs to employing universities/agencies to assist in the recruitment, training, and retention of minority candidates into various civil positions. These programs are utilized to support the various diversity programs designed by each university/agency. Intern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

Over the past seven years, the ethnic distribution of civil service status employees throughout the University System has remained fairly constant. Naturally, these numbers may vary tremendously between universities/agencies based on their geographic location. The chart below represents the statewide picture as of June 30, 2020.

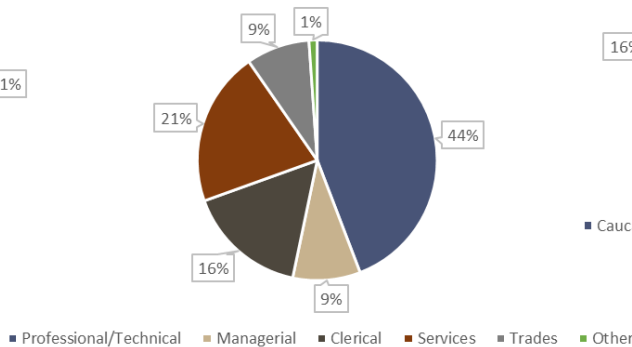
Gender Breakdown



Ethnicity Breakdown



Occupational Breakdown



FY 2020 AGENCY ACTIVITIES continued...

Classification Audit Appeals

Employees who believe that their positions have been misclassified by the local university/agency human resource office are allowed to appeal the classification designation and request a review by the Executive Director. The appeal process includes a comprehensive evaluation of all supporting documentation submitted by all parties, conducting interviews, and ultimately proposing an appropriate classification designation for the position. During FY 20, the University System staff did not receive any classification audit appeals. Several other requests for position classification assistance by various universities/agencies served were also addressed by the University System staff.

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 20, the University System office was unable to conduct Structured Oral Boards due to COVID-19 and Governor Pritzker's "Stay-at-Home" order. We suspended our Promotional testing until Spring 2021.

Auditor General's Compliance Audit

The routine biennial compliance audit for FY 18 and FY 19 was conducted by the State Auditor General's office in during FY 20. The Agency had no material findings.

Adopted Rules in FY 20

Section 250.90 of the Illinois Administrative Code (Code) was amended. This emergency amendment to the rule added language regarding extending the probation period for an employee who had been designated to a temporary work location that was different from the employee's designated work location or for an employee who had been provided an employment contract but had never reported to work due to the COVID-19 disaster. This rule became effective April 10, 2020 and expired on September 6, 2020.

On May 15, 2020 a "Notice of Proposed Amendment" was published in the Illinois Register regarding Section 250.110 of the Code. Section 250.110(f) was reorganized and renumbered with a few changes. These changes included adding language regarding reasons for discharge, elimination of the written closings statements following a discharge hearing; and a timeline was established regarding the exchange of documents between parties of record prior to a hearing. Section 250.110(e)(3) language was regarding suspensions was added. A new Section 250.110(c)(5) was added regarding a status employee who fails to maintain his/her right to work in the United States.

Currently this proposed rulemaking is in the 2nd Notice Period.

FY 2020 AGENCY ACTIVITIES continued...

Governance, Risk, and Compliance Audit

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

The Audit Program functions in a consultative capacity focusing on building trust and credibility in our professional interactions based on a common operational understanding, along with reviewing compliance of universities/agencies. 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.

Audits Conducted During FY 2020 by the University System

During FY 20, the following on-site audit were conducted:

- ◆ Eastern Illinois University
- ◆ Chicago Stat University
- ◆ University of Illinois at Urbana-Champaign

Governance, Risk, and Compliance Audit Activities

During the FY 20 audit cycle, the Legal and Compliance Services Division continued to provide advisory and consultative services to constituent employers, particularly related to Civil Service classification designation, employment protocols, layoffs, and exemptions. The division experienced a key departmental vacancy, which significantly curtailed on-site compliance visits. Following are some general topics addressed during the standard audit process.

- ◆ *Classification of positions*
- ◆ *Completion of classification audit requests within the processing timeframe standard*
- ◆ *Review and update of business procedures, as related to position register and referral process*
- ◆ *Maintenance of review standards for position descriptions*
- ◆ *Assignment of position control numbers*
- ◆ *Proper maintenance of authorization and position reviews for Principal Administrative Appointments*
- ◆ *Open and continuous testing procedures*
- ◆ *Proper updating and maintenance of examination instruments*
- ◆ *Utilization of Custom Classes*
- ◆ *Review and verify the employment relationships with independent contractors*
- ◆ *Documentation and communication of Contract Appointments*
- ◆ *Review of Extra Help appointments/monitoring practices*
- ◆ *Supported Employee Program practices*
- ◆ *Management and maintenance of pay ranges*



FY 2020 AGENCY ACTIVITIES continued...

Ethics Officer

The Legal Counsel position serves as the Ethics Officer for the University System office, acting as liaison with the Office of the Executive Inspector General as required by the State Officials and Employees Ethics Act. The Ethics Officer prepares ethics guidance for the University System staff and investigates complaints in compliance with the Procedures for Investigating and Reporting Misconduct and Incidents at State Facilities as adopted from Administrative Order Number 6 (2003). In addition, the Ethics Officer reviews ethics disclosure forms submitted annually by the University System staff.

Ethics training was held on-line for all staff members during the May 4 through June 2, 2020 training time period.

Freedom of Information Officer

Legal Counsel is the person responsible for reviewing and responding to requests for information under the Freedom of Information Act. During FY 20, the University System office had two requests for information under the Freedom of Information Act.



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.

Discharge and Demotion

Legal Counsel is responsible for managing the discharge/demotion process, including the pre-hearing, hearing, and post-hearing phases, to ensure compliance with the Code and applicable procedures and guidelines. In FY 20, a total of 33 Written Charges for Discharge forms were filed with the University System office. Eight hearings were requested by employees involved in these matters. Of the eight hearings requested:

- ◆ 1 employer withdrew the Written Charges for Discharge prior to the hearing process;
- ◆ 1 employee withdrew their request prior to the hearing process;
- ◆ 1 Settlement Agreement prior to the hearing process;
- ◆ 1 Settlement Agreement after the hearing was held;
- ◆ 1 employee resigned after the hearing process; and
- ◆ 3 employees were discharged by the Merit Board.

The Agency's Action Plan for FY 21 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 2021.

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.

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. Currently there are 501 classification exams in our electronic system and we continually add new examinations each fiscal year. The University System would like to continue this trend and add/upgrade an additional 30 exams in the E-Test system by the end of FY 2021.

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 2021 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.

Other Projects

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

- ◆ *Technology advancements to improve the interface for specialty factors, supported employees, contract appointments, and other areas;*
- ◆ *Training and Webinars;*
- ◆ *Accelerated implementation of converting high level professional classifications to "Custom Classifications"*
- ◆ *Intern programs based on EEO goals*

FY 21 AGENCY ACTION PLAN continued . . .

We continue to coordinate 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.