

70th
ANNUAL REPORT



FY21

July 1, 2020—June 30, 2021

State Universities Civil Service System

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MISSION STATEMENT

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

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.

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 22,800 civil service employees, which includes approximately 20,000 status employees and over 2,900 non-status employees throughout the state. To a lesser degree, the University System monitors and authorizes just under 12,000 student employees and over 23,000 exempt administrative and faculty appointments. The University System administers a classification and examination program consisting of 1,021 classes/exams resulting in the pre-employment testing of approximately 17,800 applicants and promotional candidates for FY 2021. The University System also has oversight authority over the thousands of other basic employment transactions performed through the many human resource offices throughout the system, including transfers, promotions, layoffs, and separations.

The University System was created as a separate entity of the State of Illinois by the 67th General Assembly and became operative on January 1, 1952. The 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:

JURISDICTION continued...

Chicago State University

Eastern Illinois University

Governors State University

Illinois State University

Northeastern Illinois University

Northern Illinois University

Glen Ellyn

Cook County

Rockford

Southern Illinois University Carbondale

**Southern Illinois University School
of Medicine Springfield**

Southern Illinois University Edwardsville

Alton

Madison County

East St. Louis

University of Illinois at Chicago

Morton Arboretum

Drug and Horticultural Experiment Station

College of Medicine at Rockford

College of Medicine at Peoria

Hospital and Clinics

John Marshall Law School

*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*

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 70th Annual Report. This Report provides an overview of our business operations, our many programs and initiatives, and a brief description of our FY 2022 agency action plan. Our business objectives remain consistent with our statutory directive, mission, and purpose. This Report demonstrates our continuing commitment to the concepts that allow us to modernize the overall delivery of human resource services to the State of Illinois public university system.



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

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

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

Gail Schiesser
Interim Executive Director

UNIVERSITY CIVIL SERVICE MERIT BOARD

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

Julie Annette Jones—Chair
Illinois State University

Pedro Cevallos-Candau
Governors State University

John Simmons
Southern Illinois University

Andrea Zopp
Chicago State University

John Butler
Northern Illinois University

Joseph Dively
Eastern Illinois University

Sherry Eagle
Northeastern Illinois University

Naomi Jakobsson
University of Illinois

Stuart King
University of Illinois

Kareem Dale
University of Illinois

Kisha MJ Lang
Western 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 21, the Merit Board met four times — August 13, 2020, December 10, 2020, February 25, 2021, and May 13, 2021. All meetings were held by video conference per the Executive Order 2020-07 issued on March 16, 2020, allowing for the suspension of physical presence in regards to the Open Meetings Act.

All Merit Board meetings are open to the public and conducted in accordance with the Open Meetings Act. Formal business activities and actions are captured 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 21 the committee met four times — July 17, 2020, October 22, 2020, January 28, 2021, and April 14 and 15, 2021 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 21, the committee met on October 15, 2020, and April 29, 2021.

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.

EMPLOYEE SERVED DATA (June 2021)

Organizations Served	Civil Service Employees (See Note 1)	Total Status Employees	Total Non Status Employees	Exemptions					Total Employees (See Note 3)
				36e(2) Employees	36e(3) Employees	36e(4) Employees	36e(5) Employees	Total Exemptions	
System Total	22,778	19,804	2,974	47	5,943	17,487	11,941	35,418	58,196
University of Illinois	12,377	10,753	1,624	7	4,380	9,046	5,977	19,410	31,787
Chicago	3,289	2,846	443	3	1,344	3,875	1,786	7,008	10,297
Chicago Hospital	2,878	2,637	241	0	340	10	33	383	3,261
College of Medicine at Peoria	172	159	13	0	38	207	0	245	417
College of Medicine at Rockford	129	96	33	0	23	132	12	167	296
Division of Specialized Care for Children	274	274	0	0	9	0	0	9	283
Springfield	354	300	54	0	144	286	237	667	1,021
Urbana-Champaign	5,281	4,441	840	4	2,482	4,536	3,909	10,931	16,212
Southern Illinois University	4,241	3,564	677	3	542	2,553	1,338	4,436	8,677
Southern Illinois University Carbondale	1,585	1,180	405	0	219	1,066	557	1,842	3,427
Southern Illinois University Edwardsville	1,290	1,145	145	2	128	1,359	781	2,270	3,560
Southern Illinois University School of Medicine	1,366	1,239	127	1	195	128	0	324	1,690
Other Universities	5,713	5,045	668	37	949	5,888	4,626	11,500	17,213
Chicago State University	184	179	5	8	102	258	60	428	612
Eastern Illinois University	524	502	22	3	77	497	819	1,396	1,920
Governors State University	315	302	13	7	98	932	208	1,245	1,560
Illinois State University	1,802	1,516	286	5	303	1,692	1,749	3,749	5,551
Northeastern Illinois University	468	443	25	5	161	495	139	800	1,268
Northern Illinois University	1,757	1,468	289	7	137	1,379	872	2,395	4,152
Western Illinois University	663	635	28	2	71	635	779	1,487	2,150
Agencies	447	442	5	0	72	0	0	72	519
Illinois Board of Higher Education	11	11	0	0	21	0	0	21	32
Illinois Community College Board	30	30	0	0	16	0	0	16	46
Illinois Student Assistance Commission	254	249	5	0	13	0	0	13	267
State Universities Civil Service System	11	11	0	0	2	0	0	2	13
State Universities Retirement System	141	141	0	0	20	0	0	20	161

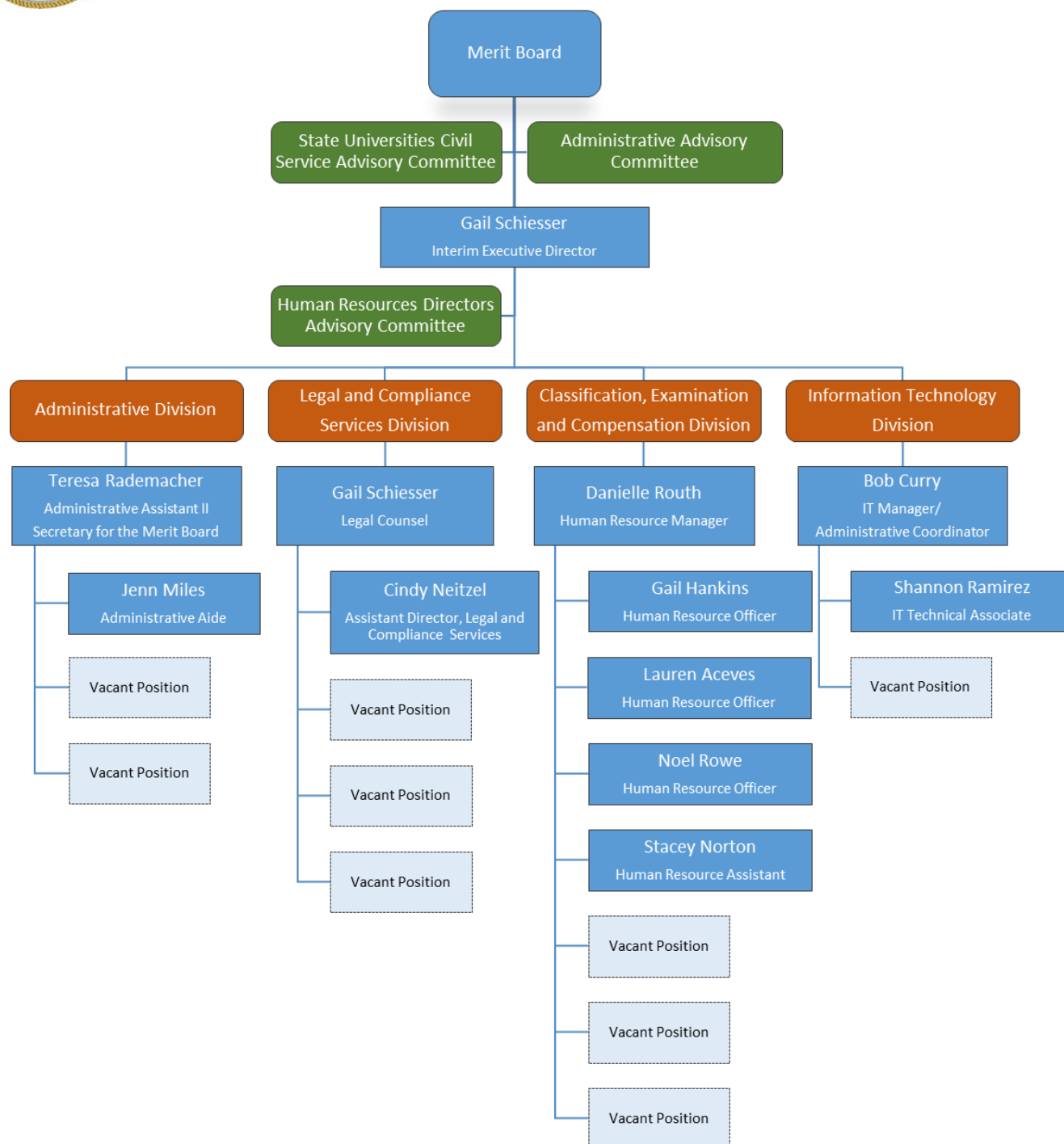
Note 1: Total Civil Service Employees is the sum of the Total Status Employees and Total Non-Status Employees.

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

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



ORGANIZATIONAL CHART (October 2021)



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.

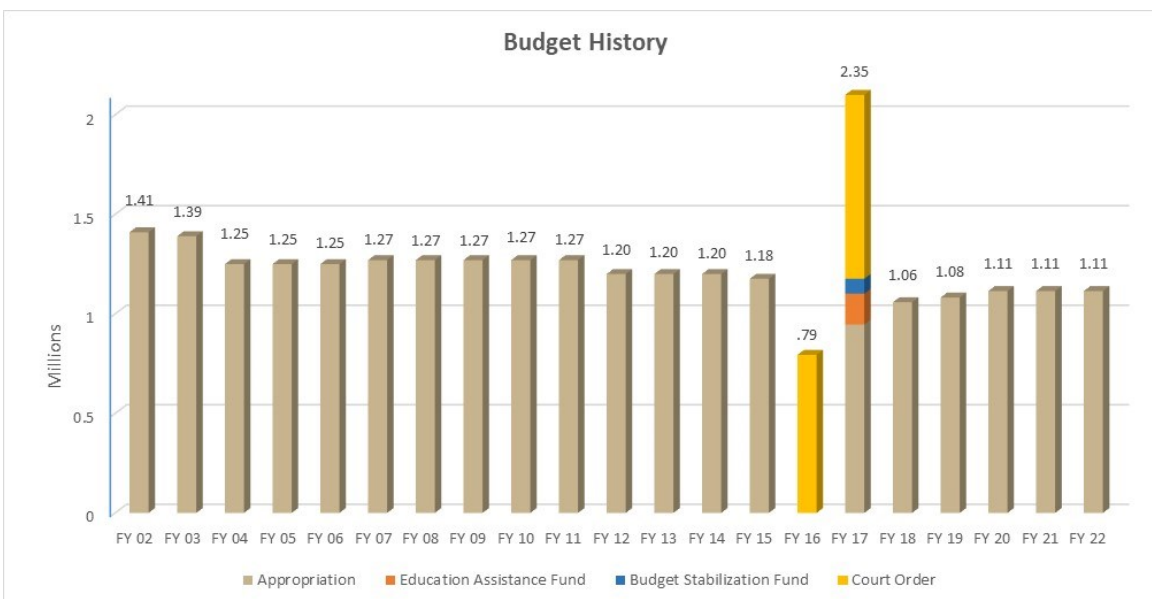
Ultimately, IBHE adopts the final budget and appropriation proposal for the entire Illinois public higher education community. The University System's final line item or lump sum appropriation request, as approved by IBHE, is therefore a component of the final Illinois public higher education budget 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 several years, the agency is proud of our accomplishments and capability to continue our modernization efforts in developing and incorporating many initiatives. Many of our initiatives have significantly generated financial and resource savings at the university and agency level and have significantly improved customer relations. We remain committed to our statutory objective of efficiency and economy in operations through fiscal responsibility and innovative, creative business practices. In FY 21, the appropriation remained at the FY 20 spending level of \$1,114,700 as a lump sum

appropriation.

Expenditures for FY 21 were \$1,097,171.

The graph to the left is a historical recap of the agency's budget since FY 02.



FY 2021 AGENCY ACTIVITIES

Business Processes

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

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

FY 2021 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 career advancement opportunities are grouped into promotional lines and described in series specifications. These documents are under periodic review and revision to maintain the most modern identification of duties, responsibilities, minimum requirements, knowledge, skills, and abilities. Updating class specifications is necessary to assure that the most relevant and accurate information is used as a basis for test construction, position classification, and recruitment.

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

FY 2021 AGENCY ACTIVITIES continued...

New/Revised Classifications and Examinations Completed in FY 2021

Following is a list of new/revised classifications with examinations completed during FY 21:

- ♦ Admissions Associate
- ♦ Campus Recreation Coordinator
- ♦ Cinematographer/Creative Video Producer
- ♦ *Community Worker*
(CIT previously *Community Outreach Worker*)
- ♦ Non-Invasive Cardiovascular Series:
 - *Non-Invasive Cardiovascular Technologist*
 - *Non-Invasive Cardiovascular Specialist*
 - *Non-Invasive Cardiovascular Manager*
- ♦ Computed Tomography Series
 - *Computed Tomography Technologist*
 - *Computed Tomography Specialist*
 - *Computed Tomography Manager*
- ♦ Construction Project Coordinator Series:
 - *Construction Project Coordinator I, & II*
- ♦ Construction Project Manager
- ♦ Construction Superintendent
- ♦ Financial Aid Associate
- ♦ Greens Worker
- ♦ Invasive Cardiovascular Series:
 - *Invasive Cardiovascular Technologist*
 - *Invasive Cardiovascular Specialist*
 - *Invasive Cardiovascular Manager*
- ♦ Interventional Radiology Series:
 - *Interventional Radiology Technologist*
 - *Interventional Radiology Specialist*
 - *Interventional Radiology Manager*
- ♦ Laboratory Manager
- ♦ Laundry Worker
- ♦ Radiologic Technologist Series:
(CIT— previously Medical Radiographer Technologist I, II, Specialist, & Manager)
 - *Radiographer Technologist*
 - *Radiographer Specialist*
 - *Radiographer Technologist Manager*
- ♦ Resident Hall Attendant Series:
 - *Resident Hall Attendant*

Classifications Deleted in FY 2021

Following is a list of classifications deleted in FY 21:

- ♦ Athletic Business Manager
- ♦ Greens Supervisor

FY 2021 AGENCY ACTIVITIES continued...

Classification and Examination Revisions (in progress)

Following is a list of active classifications that are in the process of being reviewed and examinations constructed:

- ♦ Accounting Clerk/Technician Series:
 - *Accounting Clerk*
 - *Accounting Technician I, II, & III*
- ♦ 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*
- ♦ Benefits Counselor Series:
 - *Benefits Representative*
 - *Benefits Officer*
 - *Benefits Counselor*
 - *Benefits Service Supervisor*
- ♦ Broadcasting Engineer Series:
 - *Broadcasting Engineer*
 - *Assistant Chief Broadcasting Engineer*
 - *Chief Broadcasting Engineer*
- ♦ Budget Analyst Series:
 - *Budget Analyst I, II & III*
- ♦ Business/Administrative Associate
- ♦ Business Manager Series:
 - *Business Manager I & II*
- ♦ Food Service Administrator Series:
 - *Food Service Administrator I, II, III & IV*
- ♦ Food Service Management Series:
 - *Food Service Supervisor*
 - *Assistant Food Production Manager*
- ♦ Food Service Area Supervisor
- ♦ Laboratory Animal Series:
 - *Laboratory Animal Caretaker*
 - *Laboratory Animal Technician*
 - *Laboratory Animal Specialist*
 - *Laboratory Animal Supervisor*
- ♦ Laboratory Animal Coordinator
- ♦ Medical Records Technician
(CIT—Health Information Series)
- ♦ Medical Records Practitioner
(CIT—Health Information Series)
- ♦ Mental Health Series:
 - *Mental Health I & II*
- ♦ Multimedia Technology Communication Series:
 - *Multimedia Communications Representative*
 - *Multimedia Communications Specialist*
 - *Multimedia Communications Supervisor*
- ♦ Peer Support Specialist Series:
 - *Peer Support Assistant*
 - *Peer Support Specialist*
 - *Peer Support Supervisor*
- ♦ Phlebotomist Series:
 - *Phlebotomist I & II*
- ♦ Police Telecommunicator Series:
 - *Police Telecommunicator*
 - *Police Telecommunicator Supervisor*
- ♦ Research Support Associate
- ♦ Work Program Participant

FY 2021 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.

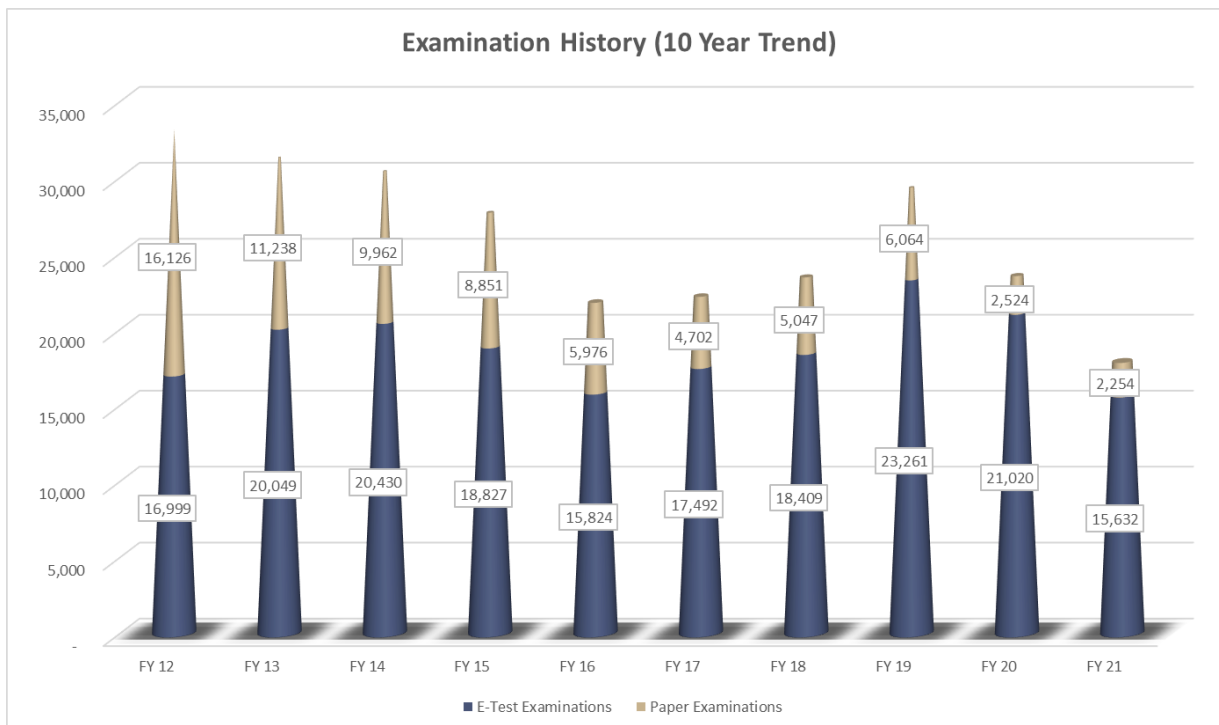
Examinations Completed

A total of 17,886 pre-employment examinations were administered in 518 of the 1,021 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 2,254 paper tests were given in FY 21 with an 87.44% passing rate. The average score for all applicants was 83.75.

A total of 15,632 electronic tests (E-Tests) were given in FY 21 with a 96.53% passing rate. The average score for all applicants was 86.19.

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



FY 2021 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.

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 2.67% between fiscal years FY 20 and FY 21 to a statewide yearly average of approximately \$55,365. 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.

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.

Specialty Factors

A university/agency may request a Specialty Factor be designated for a specific position. In these instances, the employer has determined that a specific and measurable skill or ability, above the standard requirements, is necessary for the successful fulfillment of the responsibilities associated with the position. Positions requiring the Specialty Factor have been designated through the audit process to meet civil service criteria. During FY 21, the unit reviewed and approved 183 Specialty Factor requests.

FY 2021 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. In FY 21, 20 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 21, a total of 69 supported employees have been appointed since the program's inception. Currently 29 employees are still actively employed.

FY 2021 AGENCY ACTIVITIES continued...

Employment Population Trends

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

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

Civil Service Status Appointments are typically traditional full-time employment positions. Civil Service Non-status Appointments include Temporary, Provisional, Extra Help, Intern and Apprentice Appointments. Positions exempt from the civil service jurisdiction include Principal Administrative Appointments along with Academic/Research Appointments which include teaching and research faculty positions. A total of 19,804 employees were in status civil service positions at universities/agencies as of June 30, 2021.

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.

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

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

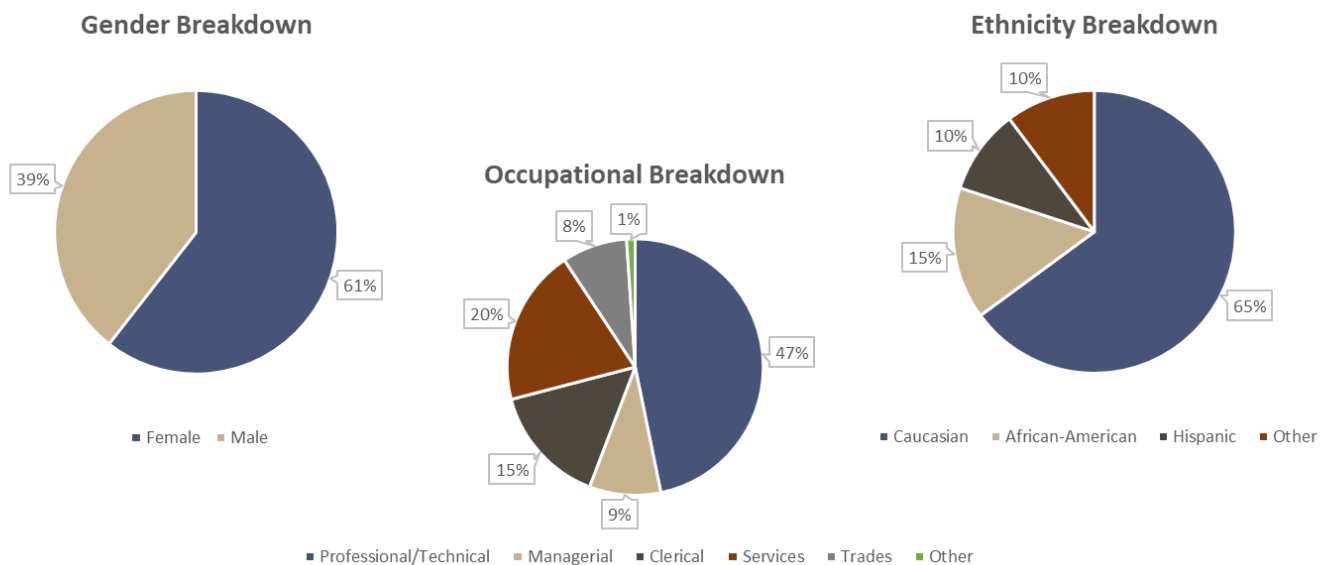
The procedures controlling the Governance, Risk, and Compliance Audits which are conducted approximately every two to three years at each university or agency have been modified to include assessing employer’s conformity with these revised Exemption Processes.

FY 2021 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, 2021.



FY 2021 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 21, the University System staff reviewed and analyzed two classification appeals. Several other requests for position classification assistance by various universities/agencies served were also addressed by the University System staff.

Adopted Rules in FY 21

Section 250.110 of the Illinois Administrative Code (Code) was amended. 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 added regarding suspensions. 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. This rule became effective November 12, 2020.

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 21, (May 2021) the University System office conducted two (1 each week) Police Sergeant Structured Oral Boards that was comprised of 7 work days, tested 38 applicants from 10 State Universities, trained two new assessors and used a total of 10 assessors.

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 21. The Agency had no material findings.

FY 2021 AGENCY ACTIVITIES continued...

Governance, Risk, and Compliance Audit

The Governance, Risk, and Compliance Audit Program's primary purpose 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 compliance capacity, yet is consultative in nature, 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. Through these efforts, the audit function provides a framework that 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.

Governance, Risk, and Compliance Audit Activities

During the FY 21 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. 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 2021 AGENCY ACTIVITIES continued...

Audits Conducted During FY 2021 by the University System

During FY 21, the following on-site audit were conducted:

- ◆ Illinois Board of Higher Education
- ◆ Illinois Community College Board
- ◆ Department of Specialized Care for Children
- ◆ Western Illinois University
- ◆ University of Illinois Springfield
- ◆ Southern Illinois University Carbondale
- ◆ University of Illinois College of Medicine at Peoria
- ◆ Southern Illinois University Edwardsville
- ◆ Northeastern Illinois University
- ◆ University of Illinois at Chicago



FY 2021 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 3 through June 2, 2021 training time period.

Equal Employment Opportunity Officer

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

Freedom of Information Officer

Legal Counsel is responsible for reviewing and responding to requests for information under the Freedom of Information Act. During FY 21, the University System office had four requests for information under the Freedom of Information Act.

Discharge and Demotion

Legal Counsel is responsible for managing the discharge/demotion process, including the pre-hearing, hearing, and post-hearing phases, to ensure compliance with the Code and applicable procedures and guidelines. In FY 21, a total of 41 Written Charges for Discharge forms were filed with the University System office. Seventeen hearings were requested by employees involved in these matters. Of the 17 hearings requested:

- ♦ 3 employees withdrew request prior to the hearing process;
- ♦ 4 employees resigned before the hearing process;
- ♦ 3 employees reached a settlement agreement prior to the hearing;
- ♦ 2 employees reached a settlement agreement during the hearing;
- ♦ 1 employee was reinstated with a 120-day suspension;
- ♦ 3 employees were discharged by the Merit Board; and
- ♦ 1 employee was discharged based on a NO SHOW.

FY 22 AGENCY ACTION PLAN

The Agency's Action Plan for FY 22 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 2022.

Act/Code/Procedure Revisions

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

Classification Plan Revisions

This is a long term, ongoing project designed to eliminate redundancy in classification designations, upgrade associated employment protocols, and develop new pre employment testing/credentials review processes. 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 2022 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. Currently there are 514 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 2022.

FY 22 AGENCY ACTION PLAN continued . . .

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 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*

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.

