

Solidarity Now!

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Communications Workers of America
Local 4730



Indiana University

Poplars 331

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<http://www.indiana.edu/~cwa/>



Outsourcing-Round One!

by Peter Kaczmarczyk

Round one of the IU outsourcing initiative has come and gone. While the outcome wasn't perfect, it was better than many of the possible alternatives. IU chose to outsource, or privatize if you will, only one portion of the Motor Pool, the rental fleet. Enterprise will take over this operation, but as part of the arrangement, it was promised that all affected IU staff would still have an IU job and accompanying benefits. I consider this a small victory. IU could have chosen to outsource all of the Motor Pool and could have cut loose numerous staff. Many factors surely played into the decision, but one factor that cannot be ignored is the effect that our raised voices, petition signatures and rally had.

The week of the trustees' decision we had two meetings - one with Assoc. V.P. Dan Rives and V.P. Terry Clapacs and one with Trustees Ferguson, Shoulders and Reilly. These meetings came about as a direct result of our lobbying. In the course of the meetings, as well as in conversations with numerous people in the know, we came to realize that we have allies in the administration and among the trustees. By raising our voices, we have made it easier for them to raise theirs. Trustee Shoulders, already a known opponent of outsourcing, supposedly talked forcefully in the trustees' business meeting against the whole outsourcing idea and initiative. A senior administrator also said that our methods were "the right thing to do," "what we should be doing" and that we "should keep doing it." These last statements were a pleasant surprise, as I expected more resistance from the administration. In the past, they have attempted to quiet us, AFSCME and any other groups who oppose IU policies and actions. This time there seems



*CWA Local President Peter Kaczmarczyk speaking before the rally
Photo by: Mary Beth Kaczmarczyk*

to be almost an embrace of what we are doing. Many of them know we are right, and, while they may not be able to say so publicly, they are happy to have us out there fighting. This makes it easier for them to fight from the inside.

Already there are other cracks in IU's resolve. In what previously seemed to be a drive to outsource at any cost, V.P. Clapacs has recently stated that they are looking at other ways to make changes in printing services besides outsourcing. Whether or not this proves true, it is clear evidence that we have the power to affect

Outsourcing-Round One

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Attend the Next Meetings
Thursday, March 22, 2007
Thursday, April 19, 2007
Poplars 185
5:30-6:30 pm

Report on the Outsourcing Rally

by Peter Kaczmarczyk

On January 27 we held a rally to protest IU's ongoing outsourcing initiative. Working with a coalition of groups from throughout the community, we pulled together almost 200 people and made ourselves a loud and visible presence outside Assembly Hall at the IU-Michigan game. The rally was a huge success, and I for one had a great time.

We began gathering before the start time of 9:30 a.m., which turned out to be fortuitous, because State Senator Vi Simpson stopped by on her way to another commitment. She spoke to about 50 of us, stating that she and other elected officials support us. She said she is working, both on a legislative level and with the IU administration, to prevent outsourcing and privatization at IU, as well as the state level. Vi has long been a supporter of labor in general and of workers at IU. It was good to have her come to lend her voice to our cause.

Following Vi, and more coffee and donuts, several other people spoke to the growing crowd, including Randy Pardue of AFSCME, Milton Fisk of Jobs with Justice and me. We stressed the importance of what we are doing, that all IU jobs and the benefits that go with them are at risk, as well as the quality of IU as a whole, and that we had to get out there and make our voices heard. On this high note, we gathered up signs (What Would Herman Do?, among others), petitions and flyers and headed out into what we thought at the time was a cold 35 degrees to march to Assembly Hall.

It was at this time I realized exactly how many people we had. We were quite a sight heading up Fee Lane, decked out in AFSCME green, CWA purple and IU Crimson and Cream. Once we got to Assembly Hall, we split up, covering both the north and south entrances and fanning out into the parking lot. The police did limit



CWA, AFSCME, BPC, and faculty members all march together to attend the Outsourcing Rally at Assembly Hall
Photo by: Tom Szymanski

where we could stand, but for the most part, we had no trouble setting ourselves up where we could do what we came to do.

For the next hour or so, we gathered petition signatures, engaged people in discussion of the issues and generally made ourselves as visible as possible. Everybody behaved in a professional manner, and we did an excellent job of delivering our message to just about everyone who attended the game that day. Highlights included a visit from Baron Hill, who signed a petition, and Trustee Sue Talbot, who approached one member of our group and told him that she supports what we are doing.

We wrapped up a little after noon, and the mood was excellent. We could all see with our own eyes what a presence we had been and what a good job we had done delivering our message. All of our spirits had been boosted by something Vi Simpson had said earlier—something that confirmed the value of what we are doing and that we can and are making a difference. Vi had stated that there are administrators and trustees who oppose the outsourcing initiative, or could be convinced to do so, and that we were helping to sway them by holding this rally and other acts of protest. This confirmed that our tactics are sound and that the more noise we make the more likely we are to sway the university. We knew we had done it that day.

Outsourcing Rally Continued on page 7

We Are Not Alone in the Universe

by Bernadette Robinson-Kinzer

While people at IUB know that IU is a large university, they sometimes forget it is a small community. This has caused some unusual complaints about news stories run in *Solidarity Now!*. When we describe a typical problem in our newsletter, staffers sometimes recognize the situation and assume out of the 1600+ support staff on the Bloomington campus, theirs is the only department we could possibly be describing. In fact, the opposite is true.

While no one department or unit at IUB is completely isolated or unique in the problems it deals with on a daily basis, stewards repeatedly encounter similar situations, especially when they have several years of experience as a union officer. In many ways, this is good, because they know a problem can be resolved successfully when they have contributed to the problem solving process in the past. It also allows the union to document recurring problems and discuss them with UHRS at Mutual Gains Meetings or the Bargaining Table. We might recommend a policy or procedure change to help reduce the frequency of a particular problem or educational techniques to avoid it. We poll our members for input before taking issues to the bargaining table, but tracking problems through the Stewards' Council is a vital tool to our success as well. We will continue to keep our members aware of these problems with stories in *Solidarity Now!*. While each case is unique, most cases share a commonality within the bargaining group.

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Outsourcing—Round One

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the process. The mere statement is a response to the public hue and cry. Should it prove to be more than a statement and be turned into action, then it will further affirm that we indeed wield power.

So let's keep it up. The trustees plan to decide the fate of the IU Bookstores at their March meeting. We must keep letting them know what we feel. Speak up, write letters and let your voice be heard. The forces that oppose us will try to wear us down, to outlast us and to keep hammering away with their plans to outsource hundreds of IU jobs. We the people must keep standing up and saying no.

Members of the nonacademic staff are important contributors to the spirit of the community. One could cite...staff members who became nearly indispensable to the life of the university and its smooth functioning simply because they knew their jobs, and were proud of them and thereby won for themselves positions of recognition, dignity, and appreciation.

Herman B Wells, *Being Lucky*



State Senator Vi Simpson spoke against outsourcing before the rally

Photo by: Mary Beth Kaczmarczyk

Outsourcing Fact Sheet

Here are just a few facts about outsourcing. More can be found at our website:
<http://www.indiana.edu/~cwa/outsourc.html>

Is Outsourcing part of the Solution to the Higher Education Cost Dilemma? A preliminary examination – Ronald Phipps and Jamie Merisotis – Institute for Higher Education Policy, Sept. 2005.

“Outsourcing may place new demands on management – particularly at public institutions, which may face special restrictions on their contracting activities.

“A major concern of outsourcing is that outside vendors may not understand the culture and mission of a higher education institution, which directly influence students, faculty, and staff’s experience on the campus. This may translate into a diminution of service quality and customer satisfaction.... All of these effects can threaten the sense of community and identity on a campus.

“At most colleges and universities, shared governance and academic freedom are essential to the ways in which the professorate defines and administers its qualitative standards. These core values that permeate the academy can, therefore, be at odds with good business practices.”

*** Outsourcing the bookstore will raise prices on books.**

Relinquishing authority over the bookstore will enable a private contractor to sell textbooks at prices that far exceed the publisher’s list price. While the university’s objective is to provide textbooks at the lowest price possible—perhaps without the need or desire to turn a profit—a private contractor **MUST** make a profit from textbook sales. With this shift in objective, outsourcing the bookstore effectively eliminates the potential for selling books at “list price” or with no “mark-up.”

Example One - Tufts University: After Barnes and Noble took over the bookstore at Tufts Uni-

versity, students were outraged by “high prices, poor customer service, and problems with inventory.” Representatives of Barnes and Noble were forced to meet with students and university administrators to address student concerns.

Example Two - Brown University: In May 2006, Brown University decided not to outsource its bookstore. This decision was due in large part to the actions of a group of students, faculty and campus neighbors who presented a litany of reasons why outsourcing the bookstore would negatively impact the university and the surrounding community.

The Brown Daily Herald conducted an informal survey of Barnes & Noble’s pricing practices by comparing the cost of individual textbooks at the Brown bookstore with those of similar universities (Yale, Harvard, MIT) whose bookstores had been outsourced to Barnes and Noble. The results showed that Barnes & Noble bookstores charged more for books.

From ABC News Online:

FORT LAUDERDALE, Fla., Nov. 25, 2006 — *Two Daytona Beach Community College students are suing the nation’s largest collegiate bookstore chain and their school over the prices of used books. The class-action lawsuit seeks \$5 million in damages. The students are accusing Follett Higher Education Group and their school of overcharging students pennies on each used book they buy and underpaying them when they buy the books back. The students say that while it may amount to only a few cents a semester, over time that adds up to millions for the company.*

aaUPBEAT – American Assoc. of University Professors (AAUP) Newsletter Jan. 2001

“Although it’s true that many of University of Delaware’s (UD) food workers were able to keep their jobs following Aramark’s mid-1990s take-over of the university’s dining services, they suffered in other ways, including benefit cuts and being saddled with

Document, Document, Document

by Jane Goldsmith

Has your supervisor ever given you directions for a project that seem to be contrary to the logical way to do the project? Has your supervisor ever changed the way a project is to be done that is contrary to the way it has been done in the past? If the information you produce according to these directions is not correct, will you be the person who is held accountable and not your supervisor?

When I have been approached as a steward by an employee with these concerns, here are some directions I give them:

First, is the supervisor the type of person that you can approach to discuss and clarify your concerns? Most of the supervisors on campus will discuss and clarify instructions without taking it personally that you are questioning their authority. Sometimes all it takes is a talk with the supervisor to allay your concerns. And always document that this occurred.

Second, if the first step doesn't work, ask your supervisor to put the directions in writing or, lacking that, write the directions yourself and ask the supervisor to sign off on them. Again, document that this occurred.

If your supervisor still resists, write the instructions yourself and keep them for documentation of the incident. If, in the future, something happens and you are held accountable for the change in direction, it will help that you have documented the incident.

Now I am sure that you are saying, "Ohmigosh, I have to document this?" Documentation does not have to be elaborate. It can be a note on your Outlook calendar on the date the incident occurred that briefly sums up what happened or it can be a Word document that you add to when incidents occur. If you want the security of mak-

ing sure it's confidential, you can password protect the document.

As always, if you think what your supervisor is asking you to do is against policy, contact your steward or the union office for clarification.



Marching to Assembly Hall
Photo by: Tom Szymanski

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second-rate status compared to university non-faculty employees, even those belonging to the same union.

"At UD, Aramark employees, who are members of American Federation of State, County and Municipal Employees (AFSCME) Local 439, work side by side with UD employees, who are also members of AFSCME Local 439. Both employee groups typically earn less than \$10 per hour. That, however, is where the similarities end. Even a quick glance at the total compensation situation of each group shows glaring gaps. Whereas an Aramark employee with a family of four pays \$63 every two weeks for health insurance, a UD employee with the same size family pays \$19 every two weeks, less than one-third of the Aramark employee's cost. This, in spite of the fact that they both do equivalent work and belong to the same union. Equally disturbing is the fact that, during the pre-Aramark era, employees who held the positions now controlled by Aramark were eligible for tuition wavers. This benefit, which traditionally was prized by families who otherwise found higher education costs prohibitive, is no longer available to Aramark workers, although it is still available to UD employees."

Being a Steward

By Terry Stigall

My stewardship in CWA has given me knowledge, and knowledge is power. Through CWA steward training sessions and group meetings, I have learned so much in regard to my rights as an employee and how to represent other employees in times of trouble. I have experienced first hand the differences between having a union represent a group of employees and a group that has no union representation.

As a steward, I have equal say in representing an employee in a disciplinary hearing. I can speak for the employee, I can inject my opinion and reasoning, and more importantly, I can NEGOTIATE whether the disciplinary action was warranted, justified, FAIR and could work out an amicable solution to everyone's benefit. All biweekly support staff, union members or not, can have a steward be with them and speak with them or for them.

I represented a person recently who was not a support staff employee, and my role as a representative was vastly different. I could not speak freely and help this person defend him/herself. I was reduced to sitting and watching the manager strip the defenses of a strong confident person and reduce this person to a trembling, exasperated soul. I could not take it and spoke up several times, but that only turned up the negativity scale, because I was reminded I could not speak. I did squeeze in some support, but not enough to give this person some confidence back. I could talk only while looking directly at the employee to clarify a statement or by writing something down to read. I had no influence in the meeting or its outcome, and if anything, I felt my presence only prolonged the anguish for this person, because it gave the manager a new audience member to preach his justifications to. I could not ensure this person was treated fairly; I could not speak up to items that were contrary to personnel policy; I could not change the tone of the meeting to be more positive and productive. Even though this particular problem had no substantial facts or proof of the manager's claim that an incident had occurred, the manager was free to enforce his judgment. A grievance process has ensued with my coaching, but it is a difficult process, given the limitations of being a representative and not a stew-

ard. I feel gagged and tied. My presence in meetings is nothing much more than moral support for this person. The only good thing is, I am a witness, and should my services as a witness be needed, I am there.

So I know what it is like not to have a union steward present to equalize the balance of power and protect the rights of an employee. The knowledge and training I have attained as a steward has helped this person get through the situation, but had I been able to act as a full-fledged steward, I believe this whole experience would have been far less severe, if not completely avoided. A union not only works toward better wages and benefits, but just as importantly, it ensures employees are treated fairly and equally. I encourage any of you out there to get to know your steward or become a steward and LEARN. If you have any concerns or see a potential problem, let your steward know. Many times a problem can be resolved before it comes to a head. A steward can investigate and serve as a mediator anywhere and anytime in the workplace. I am grateful CWA is here, and I am proud to be an active participant in this union.

CWA Calendar

March 2007

Thursday, March 21, 2007

Members' Meeting
Poplars 185
400 E. 7th. St.
5:30-6:30 pm

Wednesday, March 23, 2007

WRCLC Meeting
840 West 17th Street, Suite 9
7:00 pm

April 2007

Thursday, April 19, 2007

Members' Meeting
Poplars 185
400 E. 7th. St.
5:30-6:30 pm

Wednesday, April 25, 2007

WRCLC Meeting
840 West 17th Street, Suite 9
7:00 pm

Outsourcing Rally Report


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Vi Simpson had said earlier—something that confirmed the value of what we are doing and that we can and are making a difference. Vi had stated that there are administrators and trustees who oppose the outsourcing initiative, or could be convinced to do so, and that we were helping to sway them by holding this rally and other acts of protest. This confirmed that our tactics are sound and that the more noise we make the more likely we are to sway the university. We knew we had done it that day.

Special thanks go to the Unitarian Universalist Church and its Social Justice Steering Committee for allowing us to use their facilities. We couldn't have done it without them. Thanks

also to all the groups who came together to make this possible, including South Central Jobs With Justice, Concerned Citizens of Indiana, No Sweat, and AFSCME's Regional Office, as well as AFSCME Local 832 and CWA Local 4730. We also received invaluable support from among the professional and faculty ranks of Indiana University. It was a team effort, a testament to the power of people pulling toward a common cause.

We have the power. Our voice has been heard, but the fight is not over. Attention spans are short. We must continue to raise our voice in any manner we can until the IU outsourcing initiative is put to bed once and for all, never to wake again. If we do not, IU will plow ahead with its outsourcing initiative, and all our work thus far will have been for naught.



LOCAL 4730
Communications Workers of America, AFL-CIO

I hereby request full membership, and all the benefits that go with it, in Communications Workers of America (C.W.A.) Local 4730. I authorize with this form my membership and the deduction of dues from my pay as established by C.W.A.

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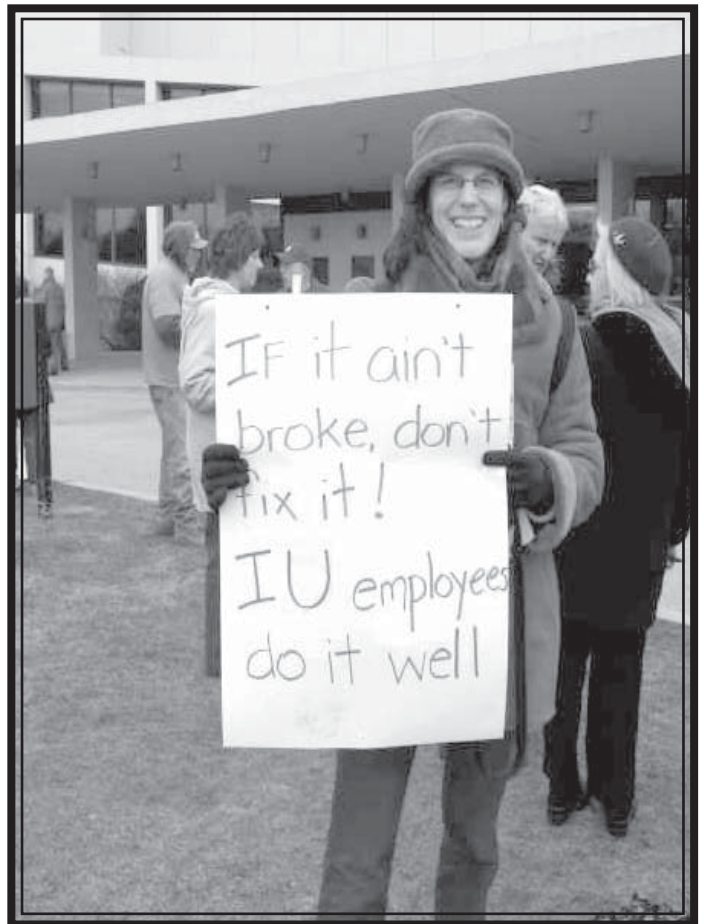
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Isabel Piedmont, Bloomington Professional Council member and candidate for Bloomington City Council opposes outsourcing.

Photo by: Mary Beth Kaczmarczyk



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