



Solidarity Now!

The Award Winning Newsletter of CWA 4730

Organize Educate Mobilize

Communications Workers of America

Poplars 331, 855-7929 or 855-8508

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

June, 2000

Volume 17, Number 4

DEPARTMENT OF LABOR INVESTIGATION FINALLY COMPLETE!

by Liz Feitl

The U.S. Department of Labor (DOL) has been investigating IU since 1997. This investigation was initiated by CWA due to members' complaints of seemingly unfair labor practices, prohibited by the Fair Labor Standards Act.

The first part of the investigation involved overtime issues and was completed after about a year of investigation. Many employees received back pay stemming from previously unreported or unpaid overtime, and new emphasis has been placed on each employee being accountable for reporting his/her own time, including any overtime, each payroll period.

CWA has recently learned that the DOL has completed the second part of its investigation. They looked at the classification of all Professional 9, 10 and 11 employees to make sure that their positions qualified for these ranks. The Fair Labor Standards Act says that certain types of executive, administrative, and professional employees are exempt from overtime compensation, but they must meet the DOL's criteria to qualify for this "exempt" status. Nearly 50 positions on our campus were found to be wrongly classified. Back wages will be paid to those people who would have received overtime had they been properly classified. These same positions will be reclassified to Support Staff status, although no current employee will lose salary or benefits.

As a result of its two-pronged investigation, the DOL expressed concern about IU's ability to comply with federal labor laws in the future. They suggested better communication within the university to prevent errors which could lead to another DOL visit. The new Compliance Training Policy announced in a March memo from Andy Heck, Director of Human Resources, to Deans, Directors, Department Heads, and Supervisors is a step toward implementing this suggestion. All supervisors must attend a series of meetings covering federal employment laws. The policy's goal is ... "to ensure that all Indiana University employees are afforded the protection of employment laws, regulations, and policies, and in so doing, ensure fairness and equality in the workplace."

The DOL also wants IU to create a system to prevent positions from being misclassified. CWA hopes Human Resources is

working to improve the entire classification/reclassification process.

The DOL made it clear to CWA that we should feel free to contact them again if we see more abuses which fall under their jurisdiction. IU has been told this as well. Since all campuses are considered to be under one employer umbrella by the DOL, our vigilance will be system-wide.

CWA LOCAL 4730 NOTICE OF NOMINATION

Nominations for the office of Secretary of Local 4730 shall be accepted at the membership meeting of CWA Local 4730 on Thursday, June 22 at 5:15 p.m. in the IMU Dogwood Room. The Election Committee will open nominations from the floor. Written nominations will also be accepted, provided they are received at the CWA Office, Poplars 331, by noon June 22. Any member in good standing may nominate, provided the nominee is a member in good standing and agrees to be a nominee.

The nominations of a person for the office of Secretary shall constitute the nomination of the same person as a delegate to CWA Conventions held during the term of office for which the election is being conducted.

DUTIES OF THE LOCAL SECRETARY:

- a. Maintain a record of the Local membership
- b. Record and maintain the minutes of all meetings of the Local, the Local Executive Board, or Local Officers
- c. Furnish the Local Executive Board and the Vice President and Secretary-Treasurer of the Union with copies of any changes in by-laws within ten (10) days after such changes are made
- d. Perform such other duties as may be assigned by the Local, the Local Executive Board, or the Local President, and
- e. Strive, generally, to advance the welfare and solidarity of the Local.

THE "TIMES," THEY ARE A CHANGIN'

by Linda Harl

Many staffers have heard about the new "electronic" time-keeping program being implemented within the next year by Financial Management Services. Much "official" information about this program is available in the FMS newsletter and on its web pages. However, in an attempt to find out what all this really means to the average Support Staff worker, I talked to Jay Gottdenker, functional lead of the time-keeping project at FMS. Below are excerpts from that interview:

LH: The paper system seems to be working in most areas. Why change it?

JG: The main reason IU is going to an electronic system is that it puts the University in a much better position to ensure that employees are paid accurately, consistently, and in compliance with laws and regulations. This is in the best interest of both employee and employer. For example:

(1) The paper system requires an enormous amount of manual entry into the payroll system, which is costly and error prone. The calculation of pay period totals is part of this manual, error prone process. The new system eliminates these problems.

(2) The new system will provide a central repository for hours worked information, providing the university with auditing capabilities for determining who is not maintaining records and ensuring that hours worked are accurate and in compliance with the law.

(3) In the current paper system, once the timesheet leaves the employee's hand they have no way of knowing that they will be paid what they expect. The electronic system will allow employees and supervisors to record and approve time more accurately and thereby reduce problems with the payroll process.

LH: Most people are insulted at the idea of using a time clock. I understand this is one option of the new system (i.e. computer as time clock), but it is up to

individual units to decide if it will be used that way. If this option isn't used, will people enter time on line much as they do on paper now (i.e. computer as piece of paper)?

JG: Yes, the computer as piece of paper, or "Web Timesheet" option will be available. However, this method is much more than a computer replacing a piece of paper. It will automatically calculate pay period totals, and it will ensure that sufficient time exists to cover time off. (For example, it won't let you claim vacation you haven't earned.) Then it will automatically route timesheets to supervisors, and can automatically fill in the employee's schedule when one exists. Timesheets will be stored and accessible by employees for at least three years.

LH: One complaint I hear now is that certain people (usually unnamed) get away with not working 40 hours a week ... "fudging" to a minor or sometimes major extent. There is inconsistency among different departments or occasionally within a department. I can see how using a computer as time clock would help this, but if the person can still enter his/her own time at will, I can't see that this problem is being solved with the new system.

JG: We are interested in having all employees and supervisors comply with university policies. However, the solution is not to mandate that everyone use the "time clock" method. While this might solve the fudging problem, it would create many others, both functionally and culturally. Finding a single solution time and attendance method that would accommodate the University's 20,000 employees is simply not realistic. That is why the new system has the two methods described built in.

LH: Your Web page says payroll clerks will not have to chase down timesheets anymore, but isn't it possible they'll have to chase down people and make them enter the stuff on the computer?

JG: While it is likely that there will still be some amount of chasing, it will be much less because the system will make the whole process much more convenient for everyone involved.

LH: What will departmental payroll clerks do? If my PAF is accurate, I enter my time, and my supervisor approves it, why can't it go directly to FMS?

JG: The nature of their jobs may well change. Because the departmental payroll processor is in the best position to ensure that time is collected in accordance with the law and university policy, they will have oversight of the entire timekeeping process, with the final approval of hours before they are loaded into payroll. Also, due to the vast numbers of users of the system, it is unlikely that centralized support and training for the system will be feasible. Therefore, the departmental payroll processor will become responsible for support and training for the new system within their unit, and will most likely also do routine maintenance tasks.

(End of Interview)

To summarize what I've learned about the new system, it probably will work much like the current "paper-based" system for most people. PTO record keeping may be more accurate and more up-to-date, which would be a plus. I personally can't see how using a computer is ever going to be "more convenient" than using a piece of paper, but a co-worker who was part of a trial run of this system assured me that she thought it was. She also found it helpful to be able to print out and keep a copy of what she turned in at the end of each pay period.

I can see the problem of what I called "fudging" above possibly getting worse instead of better with some departments going to time clocks and some using the other, more lenient method. However, I agree with Jay that imposing a mandatory time clock system is not the way to solve this problem. And hopefully, the various departments will involve their employees in the decision as to which method will work best for them.

Nonetheless, for better or for worse, the change is coming and we'll all have to adapt. SN will continue to monitor the progress of this program.

NEW ONLINE EMPLOYMENT APPLICATION PROCESS AT INDIANA UNIVERSITY

by Steve Ingeman

On April 11, IU's Human Resources department switched to a mandatory on-line application process for support staff positions. The move promises to speed the application process and reduce mistakes, since paper copies are no longer being pulled, photocopied, and refiled by third parties at HRM. It also promises to give applicants more control over the process, since they can directly apply for the specific positions they want from the on-line version of the Support Staff Opportunities Bulletin, with no intermediary and no phone call or visit to Poplars. On the other hand, some people might find it a little disconcerting that they cannot see the final product of their application, which is posted in "cyberspace."

To apply for a Support Staff position on-line, start at the Human Resources' Web page: <http://www.indiana.edu/~hrm/employment/>. Click on "Support Staff Employment Application Form" and follow the instructions to log in for the first time. You will find that the form itself is clear and easy to follow in all but a few places. I was confused by the "highest grade completed" box, which presents you with a choice of the numbers 1 through 9, and by the "signature" line at the end. You do need to type your name into the "signature" line, which seems odd. But beyond these minor confusions, the form is straightforward, and it is easy enough to simply transcribe your existing resume information into the new format.

You can also attach up to two resumes to your application. To do this, you will need to have your resume in computer format, either as a Microsoft Word document or as a text document, and you will need to have it on the computer which you are using to apply. Attachments can be confusing, of course, but the application form makes it as easy as possible. There is a "browse" button you can press, which then allows you to locate your resume file and select it. If you are even moderately familiar with

the Windows environment, this should be no problem.

This new procedure does raise questions, though, concerning those of us who are not particularly proficient in a Windows environment. Deborah Hosinki of Human Resources Management notes that an unexpected benefit of the new procedure seems to be that the applicant pool overall has been better qualified since the introduction of the new procedure. This may be because a certain level of computer literacy is now required simply to apply for an IU job. It is not entirely clear at this time whether access is being denied or discouraged to people who are presently outside of the IU system, or who are without easy—and confidential—access to the Internet.

It should also be noted that the new procedure does not bypass the usual screening process that occurs at HRM for all position applications. While the applicant has greater control over the application itself—you can easily log in again and adjust your application and resume as often as you want, and updates occur immediately—the process still involves HRM deciding which applications to forward to the interviewing department.

Any new technology like this will raise issues and force changes, for better or for worse. While the application process is still being adjusted, and some minor issues need to be worked out, the Web-based form itself is remarkably easy and clear. What remains, however, are the same old issues concerning HRM's screening process, along with new issues of access and fairness.

WALKAMERICA 2000

By Connie Vaughn

On May 7, 2000, eleven people chose to be heroes and walked on the CWA Team in the WalkAmerica March of Dimes Walkathon. The co-captains of the CWA Team were Connie Vaughn and Laraine Cooksey, and they were joined by Paul Schoonmaker, Laura Reed, Paula Phillips, June Wickboldt and her daughter Alyssa, and Roni Go and her family, including her

father, husband and daughter, Ally. They secured pledges totalling \$837.

The Walk is held yearly and is the March of Dimes largest fund-raiser. It supports lifesaving research and community programs that save innocent babies from birth defects, low birthweight and infant death. All members and non-members are urged to consider participating next year. It really is a fun event, and your family and friends can participate as well. The five miles is easy to walk...it takes just a little over an hour at a normal speed (no running or speed walking).

DO I NEED A STEWARD?

by Jane Goldsmith

Policy 6.4 "Corrective Action" states that the university has the right to discipline and discharge non-probationary employees for just cause and spells out the steps that need to be taken to do so. Any Support Staff has the right to have a union representative present at any disciplinary meeting.

But what do you do when you didn't KNOW a meeting was going to turn into a disciplinary meeting when the meeting started? You have the right to stop the meeting and inform your supervisor that you want a union steward present. The meeting must be suspended for a reasonable amount of time for arrangements to be made for the attendance of a union steward.

If you suspect that a meeting will be disciplinary in nature and your supervisor doesn't indicate that it will be, you should ask, "Do I need a steward?" The supervisor should tell you whether or not you should get representation.

Solidarity Now! is the official newsletter of CWA Local 4730 and is made possible by the dues paying members of that local.

We encourage all CWA members to submit or suggest items for publication. If you have any questions about the newsletter, or would like to serve on the committee, contact Linda Harl, Sycamore 026, 5-9503, email: LHARL.

MERIT PAY QUESTIONNAIRE RESULTS

by Linda Butler

One hundred fifty-five people returned the Merit Pay Plan Questionnaire. The percentages on responses follow each question -- not all people responding answered all questions. Here is how the numbers break down:

1a) Did you and your supervisor meet by May 14, 1999 to confirm your major duties and responsibilities and discuss performance expectations?

yes: 88 no: 60

1b) If no, did you meet after this date?

yes: 19 no: 39 other: 5

Only 59% of people responding to question 1 had met with their supervisor by the first deadline to discuss duties and responsibilities. 25% had no initial meeting.

2) Did your supervisor make clear what the performance standards are for your job?

yes: 94 no: 52 other: 2

The supervisors of less than 64% of responding people made clear what the individual's performance standards are. Over 33% of people responding still haven't been told what their performance standards are.

3a) Did you have a performance review discussion with your supervisor between Nov 1 and Nov 30?

yes: 73 no: 52 other: 2

3b) If no, have you had one since then?

yes: 76 no: 59 other: 1

47% had a performance review discussion with their supervisors during the

designated time. 38% responding have NEVER had a performance review discussion.

4) Did your supervisor make clear how well your job performance matched the performance standards?

yes: 86 no: 58 other: 3

Slightly under 59% had been told how well their job performance matched the performance standards for their job.

5) Were there any surprises in the performance review discussion on your evaluation?

yes: 12 no: 111 other: 17

79% of people responding to this question had no surprises in their performance review discussion or evaluation. 8 1/2 % had been surprised. One respondent said it had been a good surprise.

6) Were you recommended for a merit pay increase?

yes: 76 no: 60 don't know: 14

Just over half of the respondents had been recommended for a merit pay increase. 14 respondents did not know if they had been recommended.

7) Did you receive a merit pay increase?

yes: 39 no: 98 don't know: 14

26% of people responding to this question will receive a merit increase in July. Some people noted that waiting until July for the increase reduced its effectiveness and value. Over 9% responding DON'T KNOW if they will receive a merit increase.

8) Is the Merit Pay Program a work incentive for you?

yes: 32 no: 113 other: 10

73% of people responding DO NOT think the merit pay plan is a work incentive for them.

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Many people who responded to the merit questionnaire added comments. Some of them are printed below.

*"The process is long and time-consuming but I believe it worked well for a first run."*

*"... could be improved. Perhaps a check-box type form rather than one that is heavily dependent on the writing skills and effort put forth by the supervisor."*

*"To make the process fair... all nominees should be reviewed by a campus-wide committee."*

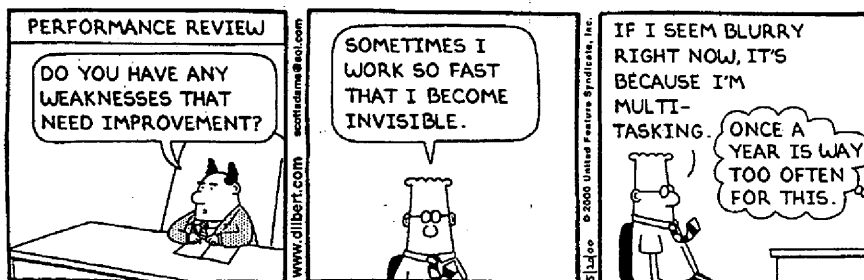
*"My performance over the past year had nothing to do with the merit plan. Depending on the amount of pay increase, however, it could inspire me to work even harder. Also - too much paperwork - but other wise a good plan."*

*"the pay increase notwithstanding, it was more important to me that my supervisor had to (finally) tell me what was expected of me and to put in writing my major duties and responsibilities."*

*"Caused nothing but problems -division in our office. The merit plan is ridiculous!"*

*"Merit pay plan only works if utilized. HR should follow through. Not fair to employees when depts don't use."*

DILBERT



*"Even though I didn't get a merit raise, it made me more aware of my job duties which has helped me to work harder."*

*"I have no inclination to compete with my only real colleagues here at IU - no inclination at all."*

*"I felt like a complete idiot having to ask over and over if we could meet to talk about my job."*

*"I was told by my supervisor he knew nothing about it."*

*"Skipped boss's mind. Am told I "deserve more money." Supervisor didn't bother to do anything."*

*"There's too much subjectivity... and do you think the pittance is worth all the work and hard feelings? NO!"*

*"A lot of work involved for a minimal amount of compensation. Also it comes down to which supervisor can write a good justification and follow directions. I believe some people got merit pay based on their supervisors' writing skills."*

*"I work hard and do a good job, that is who I am. The increase is not enough money to get crazy over. I also find the process... unfair."*

*"How can this work if my supervisor doesn't review or discuss my performance?"*

*"It was very awkward and rushed."*

Supervisors must exercise basic management skills, meet deadlines, and communicate with their Support Staff employees in order for this plan to work at all. It is obvious that many supervisors did not live up to these requirements, leaving their Support Staff employees in the dark as to their job standards, and putting them in a poor position to get this pay increase. CWA agreed to this plan only because the administration linked it to longevity pay. CWA has upheld its part of this bargain. Now it is up to the administration to motivate Support Staff supervisors or give up this plan for the morale killer it is.

## MANUFACTURED HOME LOANS NOW AVAILABLE

by Gayla Bradfield

Manufactured home buying and refinancing is now easier and more affordable for union members, their children AND parents, thanks to Union Plus Mortgage and Real Estate. Just one phone call (1-800-514-2155) will put you in touch with a trained counselor for rate and estimated payment information. Phones are answered 8:00 a.m.-12:00 midnight Monday-Friday, and 10:00 a.m.-6:00 p.m. on Saturday (ET). You can apply for the loan as well with an easy over-the-phone application process.

A loan from Union Plus Mortgage and Real Estate will cost less than a loan through a manufactured home retailer. To help reduce your upfront costs, the down payment required is only 5%. You'll also receive an additional \$400 in savings.

Another unique feature of the Union Plus program is the unemployment/disability benefit. If you have had your home loan for at least one year, this program will help you make house payments if you become unemployed as a result of a layoff or disability.

For further information on the Union Plus Mortgage and Real Estate program, as well as all the other Union Privilege money-saving benefits available to AFL-CIO union members and their families, check out the Website at <http://www.unionpriv.org>.

## ELECTION 2000—BIG MONEY VS. LABOR

by Steve Ingeman

The Voice, published by CWA District 4, reports that business interests will outspend labor by about \$11 to \$1 in campaign dollars for the upcoming November elections. Despite labor's highly publicized "targeting" of certain candidates, including Indiana's John Hostetler, big business has been successful in advancing its agenda in congress, in large part because of this spending disparity. AFL-CIO political director Steve Rosenthal thinks it's important to make sure this spending strategy backfires. A clear message can be sent to congress and to business interests if union and pro-worker voters turn out in record numbers. At the center of this voting drives is AFL-CIO's "Working Families Agenda", and Rosenthal hopes that an aggressive voting drive by labor organizations can replace the current majority in the House of Representatives with a majority committed to workers' issues. For more information on the Working Families Agenda, check out the AFL-CIO webpage at: <http://www.aflcio.org/front/wfa.htm>

# Membership Meeting

June 22, 2000

5:15 p.m.

IMU

Dogwood Room

# SINCE YOU ASKED

by Linda Harl

**QUESTION:** Why hasn't CWA ever asked for "Birthdays Off" for support staff? A relative of mine gets hers off where she works and it seems to be a tremendous morale booster. I think it would work that way here too.

**ANSWER:** Liz Feitl, CWA President: We've never asked for it because we've never gotten the suggestion to do so from a member. But, since this question/idea did, in fact, come from a member, we'll put it in the file for the next round of negotiations.

**EDITOR'S NOTE:** This is a good example of how bargaining works. Although all support staff get the benefits of our negotiations, only members can suggest the topics discussed. In the words of our former president, Barb Lentz, non-members "can go along for the ride, but they can't help steer the bus."

## QUALITY AFFORDABLE CHILDCARE AVAILABLE


By Tina Gilliland

If you need help finding a childcare center that will provide quality childcare that is affordable then contact Monroe County United Ministries.

Monroe County United Ministries has a variety of important things to offer, such as child to staff ratios that exceed the state requirements, an outstanding nutritional program, and the staff have 92 years of combined childcare experience.

The cost is based on your income and family size. To qualify, you must work a minimum of 25 hours per week and live in Monroe County.

For additional information, contact: Monroe County United Ministries, 827 W. 14th Street, Bloomington, IN 47404 (Email: [mcum@bloomington.in.us](mailto:mcum@bloomington.in.us), Phone: 812-339-3429).



**LOCAL 4730**  
Communications Workers of  
America, AFL-

**IU**  
**Local 4730**

I hereby request and authorize the deduction of dues from my pay as established by Communications Workers of America (C.W.A.) of which I am a member. These will be paid to the Treasurer of C.W.A.

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NAME (print) \_\_\_\_\_

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Department \_\_\_\_\_

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Work Address \_\_\_\_\_

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Work Phone \_\_\_\_\_

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Home Address \_\_\_\_\_

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City/ST/Zip \_\_\_\_\_

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Home Phone \_\_\_\_\_

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Soc. Sec. # \_\_\_\_\_

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Signature \_\_\_\_\_

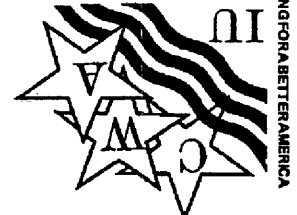
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