

# Staff Senate April Meeting Minutes

Thursday, April 6<sup>th</sup>, 2023, 12:00 p.m. – 2:00 p.m.  
UMB Virtual [Zoom Meeting](#) ID: 955 8693 4921

## EXECUTIVE COMMITTEE

President  
Gregory Brightbill

Vice President  
Jill Hamilton

Communications Officer  
Mary T. Phelan

Secretary  
Tim Casey

Member at Large  
Irene Amoros

Equity & Action Officer  
Aaron Graham

Past President  
Christina Fenwick

- **Call to Order -Welcome & Introduction** 12:00 p.m.
- **Senior Leadership Updates** 12:05 p.m.
  - *Office of the President*
  - *Senior Leadership*
- **Human Resource Services Presentations** 12:15 p.m.
  - *Staff Experience Survey*
    - *Human Resource Services, Ms. Malika Monger, Associate Vice President of Human Resources*
    - *Office of Equity, Diversity, and Inclusion, Dr. Diane Forbes Berthoud, Vice President and Chief Equity, Diversity, and Inclusion Officer*
- **Approval of March 2023 Meeting Minutes** 1:00 p.m.
- **Staff Senate Organizational Updates** 1:05 p.m.
  - *New Voting Senator – Joe Howarth*
  - *New Alternate Senator – LaToya Stubbs*

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## STAFF SENATORS

Ayamba Ayuk-Brown  
Taylor DeBoer  
Allison Deitz (A)  
Maria Drayton  
Danielle Harris  
Kecia Hitch  
Thomas Hockensmith  
Susan Holt  
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Nia Speaks  
Scott Stafford (A)  
LaToya Stubbs (A)  
Priti Wakefield  
Forjet Williams  
Lakeisha Wilson  
Lei Zhang

- **Committee Updates** 1:10 p.m.
  - *Standing Committees:*

Board of Regents	Community Outreach	Council of University System Staff
Communications	Policy and Legislation	University Life
  - **Ad-Hoc Committees**
    - *Elections Committee Update*
    - *April 12<sup>th</sup> Spring Service Day Update - [Register](#)*
    - *April 17<sup>th</sup> - YOU at our CORE: A focus on Wellbeing and Sustainability through Kindness - [Register](#)*
- **Liaison Updates** 1:25 p.m.
- **Old Business** 1:35 p.m.
  - *Bylaws Change Proposal*
    - *Vote on Proposed Bylaw updates*
- **New Business** 1:50 p.m.
  - *Leadership Transition Folders (Chairs, Liaisons, Executive Committee)*
    - *Document Leadership Activities and Processes*
- **Open Forum** 1:55 p.m.
- **Adjournment of Meeting** 2:00 p.m.

*Staff Senate Mission: "We advocate on behalf of UMB staff with regard to University policies and procedures that affect eligible employees; work environment and staff morale; and issues impacting wages, benefits, and working conditions. We also lead many University-wide community outreach activities."*

Please be advised that this meeting will be recorded for documentation purposes.

## MINUTES

**Call to Order**

The meeting was called to order by Staff Senate President, Gregory Brightbill

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**Attendees**

**Voting Members:** Irene Amoros, Ayamba Ayuk-Brown, Gregory Brightbill, Timothy Casey, Taylor DeBoer, Aaron Graham, Jill Hamilton, Danielle Harris, Thomas Hockensmith, Susan Holt, Joe Howarth, Jillian Iffland, Elizabeth Main, Nancy McDowell, Mary T. Phelan, Shawnta Privette, Shereece Singleton, Nia Speaks, Lei Zhang

**Non-Voting Members:** Allison Dietz, Gabrielle Ricks, LaToya Stubbs, Forjet Williams

**Guests:** Brenda Ali, Ummay Ammara, Donna Bethke, Tanisha Burt, Rachel Coates-Knowles, Lauren Coleman, Ruth Cosentino, Julia Doherty, Jon Dolan, Natalie Flowers, Diane Forbes Berthoud, Cindy Geppi, Kristy Grose, Justin Hanna, Nichole Harvey-Gilliam, Joan Hooker, Sumintra Janack, Jon Kucskar, Marc Lennon, Alex Likowski, Monica Maggiano, Sebastian Martinez-Greive, John McKee, Malika Monger, Darissa Monroe, Sakti Nandi, Amy Park-Chen, Joanne Pinna, Heather Pryor, Chanise Reese-Queen, Dawn Rhodes, Freda Richards, William Salage, Aisha Samples, Angela Staten, Deborah Stevens, Lei Sun, Dawn Swierczewski, Gretchen Swimmer, Vivian Wallace, Theresa Washington, Linette Williams, Liyi Wu

**Absent Members:** Maria Drayton, Christina Fenwick, Kecia Hitch, Jade Grant, Priti Wakefield, Lakeisha Wilson

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**Establish Quorum (50% +1= 13 voting members): Quorum is achieved at 19 voting members**

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**Welcome and Leadership Updates****Greg Brightbill**

Greg Brightbill welcomed senators, presenters, guests, and constituents and called the April meeting to order.

- **Mr. Jon Kucskar – on behalf of President Jarrell, Special Assistant to the President**
  - Advised meeting attendees that the legislative session is ending in Annapolis and Dr. Jarrell has been spending time there along with Kevin Kelly and the government affairs team
    - Dr. Jarrell’s focus has been to make sure UMB’s interests are both protected and enhanced
  - Dr. Jarrell has been visiting individual schools and taking tours to see what is happening at the schools in an informal setting
  - Board or Regents meeting coming up the week of April 10<sup>th</sup>
    - Dr. Dawn Rhodes mentioned three items taken to the Board of Regents Finance Committee

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- Five-year update on the Facilities Master Plan
- Completion of the 5<sup>th</sup> and 6<sup>th</sup> floor of the HSFIII
- Purchase of the HCM system and three-year expansion of the financial system
- Dr. Jarrell toured the building that will house the Department of Health at Metro West (North of Campus)
  - Will be ready in 18 months and tour include the Secretary of the Department of Health
  - Will be seeking opportunities to collaborate with the Department of Health
  - Also supports development in the area including activities at CFG Arena
  - A lot of activity in the near-campus area including Camden Yards area
- Greg Brightbill notes the activities near campus and encouraged senators and constituents to celebrate our campus community

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● **Tom Hockensmith, on behalf of CIO Dr. Peter Murray, Executive Director, CAITS**

- Provided status updates on several initiatives:
  - Azure Virtual Desktop
    - Using for employee desktops and a research environment
    - Researchers are testing out the environment
    - CITS has been testing the employee desktop internally and resolving issues
    - Looking at July as a rollout for Central Admin
    - Working with schools to set up environments
  - Looking at shared platforms such as Zoom to ensure user information is captured properly
    - Also looking at MS Office services
    - Susan Holt asked about Access services – seeking to reroute an existing Access database to a new source
    - Tom Hockensmith mentioned that there is an interest towards moving things to the cloud and perhaps SharePoint may be an option for Susan
  - There may be a way to move files to the cloud in another format
  - Susan Holt noted that there was some background programming within the Access database
  - Tom Hockensmith mentioned that SharePoint has functionality including forms and processes and that might work as an alternative
    - Also suggested PowerBI
    - Susan Holt will reach out offline
    - Forjet Williams mentioned that she has done a lot of work on her laptop and wanted to see if there was a way to migrate that to a desktop
      - Tom Hockensmith mentioned that storage on MS OneDrive would provide a capability to sync information between systems

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**Presentation: Employee Satisfaction Survey**

- **Malika Monger, Associate Vice President of Human Resources**
- **Dr. Diane Forbes Berthoud, Vice President and Chief Equity, Diversity, and Inclusion Officer**

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- First discussed the Training and Development Training Needs Assessment
  - Survey is ready to be rolled out
  - Employee and faculty managing staff will be sent the survey to determine training interests
  - Seeking feedback about training priorities
  - Will be sent out on Tuesday, April 11<sup>th</sup> and end on April 28<sup>th</sup>
- Staff Experience Survey
  - Background
    - Staff Satisfaction creates the foundation for which engagement can occur
      - This survey focused on satisfaction and engagement
      - Satisfaction creates a foundation for which engagement can thrive
    - What makes this Survey different
      - Anonymous
      - Specific to Higher Education
      - Includes multiple dimensions of employee satisfaction
      - Provides insight at the unit level
      - Employee Net Promoter Score (eNPS) modeled for higher education
      - Provides actionable reports and drivers for satisfaction
  - Staff Experience Survey Overall Results
    - Survey period September 20 – October 7, 2022
    - 75% are “Satisfied” or “Extremely Satisfied” Employees
    - 35% Participation rate
    - Purpose:
      - Focus on areas of improvement
      - Enhance Staff experience
      - Integrate core values
    - 74% see themselves in the same department in 2 years
    - Highest Scoring Results:
      - Supervisors supportive of personal issues
      - Staff understands how to use tools
      - Staff treated with respect
      - Staff understands how their job contributes to mission
      - Staff enjoys working with coworkers
    - Lowest Scoring Results:
      - Adequate staffing in department
      - Total Compensation
      - Career Advancement
      - Staff feels they have a voice
      - Appropriate stress levels
    - Influential Strengths
      - Department all welcomed

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- Community-Excellence-Professional
- Sufficient freedom
- Treated with respect
- Recommend without fear
- Primary Opportunities
  - Total compensation
  - Appropriate stress level
  - Staff issue resolution
  - Feeling valued
  - Recognition of better methods
- Interpreting the Staff Experience Survey Reports
  - Descriptive Statistics
    - Outlines Opportunities as identified by the questions and responses
    - Overall satisfaction
    - Mean scores by dimension
  - Employee Net Promoter Score
    - Helps understand the workforce profile of detractors and promoters
      - Identifies who is engages and not engaged
  - Mean Trends: Year-Over-Year Scores
    - Includes breakdown by departments
  - Strengths & Opportunity Analysis
    - For areas with >25 employees responding
  - Correlational Analysis
    - Used to identify drivers
- Staff Experience Survey - UMB – All
  - Scores across all dimensions- doing pretty good
    - Satisfaction with UMB (3.76)
    - Department – Mission Goals (3.94)
    - Department effectiveness (3.83)
    - Supervisor Effectiveness (4.10)
    - Employee Effectiveness (3.88)
    - Department – Diversity and Climate (4.07)
  - Retention Item – Statement (I can see myself working in the same department in 1-2 year’s time)
    - 11% Disagreeing or strongly disagreeing with the statement
    - 15% Neutral
    - 34% Agree
    - 39% Strongly Agree
  - Mean Scores
    - Dimensions provided along with Questions and Scores for each of the six dimensions
      - Will include each survey year as new surveys are deployed
    - Adequate staffing demonstrated the lowest score (2.92)
    - Other low scoring areas:
      - Leadership Interested in Staff Ideas (3.48)
      - Have a Voice (3.41)
      - Career Advancement (3.29)

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- Better Ways to be Recognized (3.58)
  - Appropriate Stress (3.46)
  - Total Compensation (3.08)
    - Generally, many scores are “Good” or “Excellent”
    - Supervisor Effectiveness dimension generally scored well
- Comparison to Past Survey Results
  - Performed by Triton Analytics
  - Notes:
    - 2016- includes faculty and staff
    - 2019- data was disaggregated
    - 2022- staff only
  - In areas related to supportive supervisor, overall satisfaction has increased
  - Decrease areas:
    - UMB all welcomed
    - Feel safe at work
  - Most other scores are the same or increased
- Employee Net Promoter Score (eNPS)
  - Helps map the relationship between satisfaction and likelihood to recommend the university
    - Identifies “Engaged Promoters” and “Disengaged Detractors”
    - Area of particular interest is the intersection where change can impact perception
  - Overall Score was 64 (low side of “Good” range)
- Drivers of Satisfaction
  - Where does the ability to “move the needle” exist?
    - Influential Strengths
      - Dept all welcomed
      - Community/excellence/Professional
      - Sufficient freedom to do work
      - Treats with respect
      - Recommend without fear
    - Primary Opportunities
      - Total Compensation
      - Appropriate stress for job
      - Resolves staff issues
      - Feel valued by departments
      - Better ways to be recognized
- Satisfaction & Interpersonal Behaviors
  - Dimensional scores were presented with detail by gender identification
    - Also shown data based on Interpersonal behaviors experienced by gender identification
  - Dimensional scores were presented with detail by race/ethnicity identification
    - Also shown data based on Interpersonal behaviors experienced by detail by race/ethnicity identification

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- Tim Casey noted that there are differences noted for individuals of differing ethnicities
- Jill Hamilton noted common issues across the board for several items
- Taylor DeBoer noted that there seems to be some common items
  - Adequate Staffing
  - Total Compensation
  - Career Advancement
- Dr. Forbes Berthoud noted that the Latina/Latinx population is the fastest growing demographic
  - Aaron Graham noted that some issue areas appear to fall within a departmental scope
- Dimensional scores were presented with detail by sexual orientation
  - Some areas reflect high scores for LGBTQ
    - In the area of Supervisor Effectiveness
- Key findings:
  - 36% Response Rate
  - Vast Majority (75%) of respondents are satisfied or extremely satisfied
  - Highest mean scores were in the Supervisor Dimension
- Dr. Forbes Berthoud thanks individuals involved in the effort and noted the marked improvement over time
- Next Steps
  - Communicate Results (2/2023 – 4/2023)
  - Roll out faculty experience survey (3/2023 – 4/2023)
  - Review and discuss the results (2/2023 – 6/2023)
  - Develop and submit an action strategy submission (7/2023)
  - Check in on action strategy (Fall 2023)
  - Deploy new survey (Fall 2024)
- Jill Hamilton praised the level of transparency and reminded senators to complete surveys as they are provided as the feedback is valued
- Greg Brightbill provided a reminder for meeting participants that elections are coming up

**Approval of March 2023 Meeting Minutes**

- Motion to Approve: 1<sup>st</sup> Mary Phelan 2<sup>nd</sup> Aaron Graham
- Approved the minutes by quorum

**Staff Senate Organizational Updates**

- Mishawn Smith accepted a position outside UMB
  - Joe Howarth is now a Voting Senator
  - LaToya Stubbs is now an Alternate Senator

**Committee Updates**

- Board of Regents (Co-chair Susan Holt)
  - Still awaiting outcome of the Board of Regents Staff Award reviews

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- Communications (Chair Mary T. Phelan)
  - Continuing to post details regarding Staff Senate events as they come up
  - Big push for upcoming Community Cleanup and “You at the Core” events
  - Asked to share any upcoming activities to add to the newsletter
- Community Outreach (Co-Chair Aaron Graham)
  - Currently working on developing all-weather kit drive to launch in April
    - Replenishing supplies for kits and expended \$650
  - Call for initiative for an upcoming event with Johns Hopkins University
  - Greg Brightbill pointed out that the System Office highlighted outreach efforts at USM institutions, and the holiday drive was noted
- Policy and Legislation (Member Allison Deitz)
  - Reviewed the Bylaws recently and are working on handbook changes to reflect modifications on place because of ongoing remote meetings
  - Solicited feedback for additional changes especially from new senators
- Council of University System Staff (CUSS) – (Lei Zhang -POC)
  - Last meeting on March 14<sup>th</sup> was hosted by University of Baltimore
    - President Kurt Schmoke
    - UBalt will soon be celebrating their 100<sup>th</sup> anniversary in 2025
    - Looking to increase community engagement
    - Many updates being made around their campus
  - Chancellor’s Report
    - Noted MetLife long term disability deadline is coming up on March 15<sup>th</sup>
    - USM plan offers higher coverage and lower premium
  - Council Chair’s Report
    - Governor’s budget currently includes a COLA and Merit increase
    - Shared Governance Survey was completed and thanks to Susan Holt’s push at UMB, we had 23 of 28 members completed the survey
    - Summary results will be coming out soon
    - Next month’s discussion will include salary study
- University Life (Member Ayamba Ayuk-Brown)
  - You at our Core event coming up on April 17<sup>th</sup> at noon
    - School of Nursing Auditorium
    - Requested senators to promote the event
    - Requested staff to come and bring friends
    - At the end of the event, there will be jars with “Kindness Notes”
      - Bring several back to work area and write a kindness note
      - 16 oz Mason Jars
    - Qualtrics will go out for registration
  - Greg Brightbill requested participation at the event and to wear red shirts
    - Highlighted Ayamba Ayuk-Brown’s efforts in managing the event
- Elections Committee (Shawnta Privette)
  - Period of Self-Nomination is open
    - April 3<sup>rd</sup> – April 17<sup>th</sup> for self-nomination
    - Suggestion for April 10<sup>th</sup>- Have lunch and answer questions about what the Staff Senate does and promote the activities of Staff Senate

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- Promotes everyone interested to campaign for self-nomination
  - Greg Brightbill suggests that senators to nominate candidates to self-nominate (shoulder-tap)
  - Elections will be May 1<sup>st</sup> through May 15<sup>th</sup>
  - Jill Hamilton noted that if running for re-election as a senator, be sure to campaign for your re-election
    - Gave a shoutout to Taylor DeBoer regarding his approach to campaigning
      - Taylor DeBoer mentioned that he tailors notes to individuals and groups over the years
      - Has received good feedback with that approach
    - Greg Brightbill also noted to publicize in the ELM if they want
  - Once names are received, a note will be sent to self-nominees to meet and discuss tips for campaigning successfully
- Campus Cleanup Event (Elizabeth Main)
  - 65 people currently registered and am looking for 75 as an internal goal
  - Requested interested people to participate
    - Wednesday, April 12<sup>th</sup>, 10:00 a.m. – 2:00 p.m.
    - Shifts will be in 1-hour increments
  - Meeting location will be at HSFIII
    - Check in, pick up supplies and coordinate
    - Pick up snacks later
    - Get forms signed for volunteering
  - Dress comfortably- wear Staff Senate shirt
  - Greg Brightbill thanked Elizabeth Main for her work
    - Noted that there is interest in the event within campus leadership

**Liaison Updates**

- Student Senate (Allison Deitz)
  - Most recent meeting was on March 8<sup>th</sup>
  - Meeting guests were discussing the P-Tech program supporting future professionals at Dunbar High School
    - Currently working with Staff Senate via Aaron Graham and Taylor DeBoer
    - Looking for students and staff to provide mentorship 1-3 hours per month to a high school student
    - Also looking for modelling for students to work with AI in their future careers
    - Aaron Graham noted that Adam Boykin will be presenting at an upcoming Staff Senate meeting in May
      - Interest in expanding the program
      - Originally created via collaboration between former President Jay Perman and former Gov. Hogan
- Communications Council (Mary T. Phelan)
  - Discussion about AI and new tools that might help getting out or message
    - AI tools can present content on demand based on a text search

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- Search Committee – Dean for the School of Nursing
  - Current status- reduced the candidate pool to six virtual interviews
  - Anticipating three final candidates to present in a town hall format
  - Receiving top notch candidates
  - Greg Brightbill noted the additional search committees and the staff senators supporting each search
    - Shows the value Staff Senate is bringing to the searches
- Diversity Advisory Committee – (Aaron Graham)
  - Planning listening sessions throughout campus

**Old Business**

- Handbook Change Proposal
- Clarification for an existing section of the handbook
  - Current
    - Membership
      - Members of the Council of University System Staff (CUSS) consist of representatives of employees who are not in a collective bargaining unit having an exclusive representative, or who are in such unit but are excluded by law from participating in collective bargaining.
      - At UMB, CUSS members are elected from the current Staff Senate. CUSS members no longer on the UMB Staff Senate may maintain their CUSS position until their term in CUSS has ended.

- Proposed
  - Membership
    - Members of the Council of University System Staff (CUSS) consist of representatives of employees who are not in a collective bargaining unit having an exclusive representative, or who are in such unit but are excluded by law from participating in collective bargaining.
    - At UMB, CUSS members are elected **only** from the current Staff Senate. CUSS members no longer on the UMB Staff Senate may maintain their CUSS position **only** until their **current term in CUSS has ended. Staff Senators who are ineligible for reelection as a Staff Senator are precluded from being nominated to serve as a CUSS officer for the subsequent term.**

- Ayamba Ayuk-Brown had a question pertaining to the change
  - The floor was open for discussion
  - Ayamba Ayuk-Brown asked for clarification about impacted individual scenarios related to:
    - Persons no longer a staff senator but still a UMB employee
    - Persons no longer a UMB employee
    - Persons who were voted out of the Staff Senate
    - Persons who were not re-elected

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Danielle Harris  
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Thomas Hockensmith  
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- Greg Brightbill discussed the following:
  - CUSS representatives are elected from Staff Senate members
  - If an individual moved to another institution, they would need to be selected by their new institution
  - This update pertains to individuals that are no longer senators, but are representing the university as a CISS representative
- Susan Holt asked if in her role as vice-chair until July, if no longer able to run for Staff Senate, would term on CUSS end
  - Jill Hamilton confirmed that this would be the case
  - Susan Holt believed her role as vice-chair of CUSS would continue for the next year
- Greg Brightbill advised that after review of the bylaws, the understanding was clear, but the wording was vague, and the change was made to clarify
  - Susan Holt sought confirmation that after Senate term ends in June, role on CUSS would end and would need to resign as vice-chair
    - This was not her understanding
  - Ayamba Ayuk-Brown asked if there is a means to put in motion a change to avoid impacting someone in the situation now
  - Aaron Graham noted that the bylaws already have this as a rule and the change was made to firm it up and make it clear
  - Jill Hamilton confirmed that this is something that exists and that it is being clarified that if someone is not a Staff Senator, they can't be a member of CUSS
- Susan Holt noted that this issue occurs because she is being forced to step down because her role on Staff Senate is term term-limited
  - CUSS uses the role of executive committee to funnel up to the chair role
  - A member spends two years as a Vice Chair and then moves into the Chair role
  - Reason that she asked to remain until she can run again in the spring
- Greg Brightbill mentioned that a new change can be added to include a grandfather clause but would need to be a new proposal to operationalize the bylaws
- Jill Hamilton noted that the existing bylaw section is clear that if now longer on Staff Senate after review of the bylaws and handbook
- Tim Casey noted that this is something that was somewhat discretionary when applied in the past, and that after conversations including all ramifications when we apply the bylaws and the outcomes, we determined that this was the appropriate path
- Susan Holt clarified that she would no longer be on CUSS after August
  - Indicated that this would be foolish given her role on the executive committee
  - This was not her understanding
- Greg Brightbill mentioned that he had spoken with Susan Holt about this topic and we had to go back and review the bylaws
  - Recognizes that this puts Susan in a difficult position
  - We are trying to operate closer to the bylaws

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- Tim Casey noted that this was brought up in the March meeting to have a discussion if needed
  - Noted a lot of discussion went into the handbook change
- Motion to approve the handbook change
  - 1<sup>st</sup> by Aaron Graham, 2<sup>nd</sup> by Jill Hamilton
  - Vote on handbook change:
    - Approve:12
    - Disapprove:1
    - Abstain:2
  - Change Approved
- Greg Brightbill noted that as a process, changes can be made to bylaws via a motion by senators and vote
  - As an example, current change was presented in March and voted on during current meeting
  - Noted that we follow Roberts Rules of Order
  - Ayamba Ayuk-Brown showed an interest in proposing a change to allow grandfathering
  - Will need to propose language at an upcoming meeting with vote at subsequent meeting
  - Aaron Graham noted that the change is proposed to support new members and support the principle of term limits
  - Greg Brightbill reiterated senators to make amendments by having two senators make a proposal two weeks prior to a meeting to be presented and then a vote at the next subsequent meeting
    - Simple majority of votes provided a quorum is present
  - Taylor DeBoer asked about the benefit of having a non-senate member supporting a staff senate-related position
    - Greg Brightbill requested discussion be deferred based on available time

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**New Business**

- Greg Brightbill requested all chairs and leaders document their process and keep materials together
  - Post to the One Drive to keep a repository for the future
  - Timelines, processes, and checklists are very important, especially if a committee has full turnover
  - Important for continuity

**Open Forum**

- Taylor asked proposals for change
  - Jill Hamilton noted that she was concerned that senators seemed surprised by a change that was presented at a meeting in March and noted in minutes
    - Greg Brightbill noted that this can be discussed at an upcoming meeting
- Greg Brightbill encouraged senators:
  - Attend Campus Cleanup on April 12<sup>th</sup>
  - Attend the upcoming University Life event on April 17<sup>th</sup>
  - Encourage interested members to self-nominate

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**Adjournment of Meeting**

A motion to adjourn the meeting 1<sup>st</sup> by Lei Zhang, and 2<sup>nd</sup> by Shereece Singleton

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**Next Meeting – May 4<sup>th</sup>, 2023, 12 noon – 2:00 p.m. via UMB Zoom**

Minutes submitted by: Tim Casey, Staff Senate Secretary

Minutes Status: DRAFT

**ACTIONS**

1. **Executive Committee:** Discuss proposed updates to bylaws and handbook as needed at the next Staff Senate meeting

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