

ASK USA
Questions, Comments, Concerns

Date	Type	Office	Question	Answer
11/10/2022		Campus Administration	With the increase in parking fees will the parking lines be painted for better visibility	Restriping of lines will be completed in sections with a projected start date over Winter break. UPDATE: FMC will be scheduling all parking lots to be re-striped during the Spring Break, weather permitting. Issues with weather, will need alternative measures such as blocking off sections of parking lots for re-striping or performing re-striping on Fridays and weekends.
11/17/2022		Campus Administration	It would be nice to paint the speed bump by the Hunter Hall entrance. It is not very noticeable.	The Director of Student Housing and Residential Life has submitted a work request to have it painted.
12/8/2022	Question	Campus Administration	Hello USA E-Board, my concern has to do with the Spring 2023 processing schedule. The schedule says that our students will be dropped for non-payment on 1/17/23, the first day of class. My concerns are the implications this has for our students, staff, and University. This is a new practice in my time here at UHCL. I know that this is already a very busy time in our office with late registration and changes to students' schedules. All research shows that students as a whole are experiencing more mental health and financial hardships than ever before. To implement this practice in the middle of an academic year when TX law specifies time frames for processing, seems like it was not a decision made with all relevant stakeholders' input. With this being a formula funding year, I am especially concerned about this practice as it relates to our University's future. All communication we have received has made it seem that we are seeking to increase our student enrollment and this practice seems to directly contradict this mission. Again, as an employee working directly with students, this has the possibility of negatively impacting the students I show up to serve on a daily basis and I wanted to share my concern on their behalf in the hopes that this can be more carefully reviewed with the wellbeing of our students as one of our top priorities. I thank you for your time.	Changes are to align UHCL with best practice and state enrollment reporting standards. Best practice is to have a drop before the start of class, and then 1-2 additional drops before reporting our enrollment to the state. It will also address the issue that delaying the drop for non-payment process impacts the enrollment reporting to the state which has resulted in multiple audits. UHCL is the only school in the UH System that historically waited until after late registration to drop students which disadvantages students on the waitlist. Students who are enrolled but do not intend to attend class are holding seats for students who we because students that enrolled in classes and never intended to attend for that term hold seats from students on the waitlist for this class, which ultimately hurts our enrollment because we drop these students and don't charge the tuition to students.
12/9/2022	Suggestion	USA Board	Why is this form name so long? Why must we complicate everything? Thanks for simplifying this form entry process but "interaction and dialogue" does not have to be so "strenuous" and verbose. Keep it SIMPLE.	USA Board discussed no changes will be done at this time.
12/15/2022	Suggestion	USA Board	Please require all events to have at least 5 business days before advertising. Day of or day before is not enough time for staff to become engaged in events, meetings, etc..	Calendar invites will be added to announcements.
12/15/2022	Question	Campus Administration	Facilities question - what is going on in front of Arbor buildings? There is a large yellow crane in the parking lot.	The air handlers at the Arbor buildings are being replaced. The parking lot is closed due to the equipment being used at the lot.
1/2/2023	Question	Human Resources	Do we know if the Alternative Work Policy and the Alternative Work Options list are going to be re-evaluated? The verbiage in the actual policy contradicts quite a few of the qualified positions on the list. Many of the positions that are currently qualifying on the list for hybrid work are public facing positions, and many of the positions that do not qualify actually should according of the verbiage in the policy itself. I compared the policy for UHCL to UH Main's.	HR is reviewing the policy and the verbiage will be updated.
1/12/2023	Question	USA Board	So I observed the past December 10th Fall 22 commencement and noticed there was no recognition for UHCL Veteran students or guests. Why is this so? Who handles this so we can have our students recognized. Thank you for your help with this! I appreciate your time. I forgot to ask it at the meeting today.	Thank you for the inquiry! This concern has been brought to the attention of the Fall 2022 Commencement Committee debrief meeting, and was discussed to implement recognition for Veterans and other special groups that may have not been recognized at the Fall 2022 Commencement Ceremony. Recognition of special groups was inadvertently overlooked when reviewing the script.
1/18/2023	Question	USA Board	The new organizational chart that was announced on 1/18/23 seems to have some conflicts of interests and shows forward facing as showing favoritism. In the future is it possible to have a vote on interim representation that is inclusive to the whole division?	AVP HR is not aware of a new organizational chart. More information is needed to address the concern.
1/19/2023	Question	USA Board	I've noticed that a lot of the physical maps (in lobbies, by elevators) throughout Bayou & SSCB are wildly out of date in terms of which departments are in what location (floor + suite + office numbers etc.). This also applies to Bayou & SSCB maps listed online at https://www.uhcl.edu/about/administrative-offices/facilities/buildings-floorplans . I don't personally spend much time in any of the other buildings, so I don't know whether their physical maps & electronic maps are similarly in dire need of updating. What's the normal timetable for the updating of these physical maps & electronic maps? I realize that whoever is in charge of these may be short staffed (like a bunch of departments), but having these updated on a somewhat regular basis would help students & visitors keep from getting lost. Thanks in advance for looking into this!	We have initiated the process to identify a vendor to assist with the re-do of all directional maps in all buildings. We can provide USA with an update once we move beyond this initial phase
1/20/2023	Question	Campus Administration	I see the signage on campus for the strategic plan and the 3 T words. But what I don't know is....is the strategic plan done? Is there a document to review? Has it gone down to the individual offices for their goals and steps to help reach whatever the plan is?	Provided a PowerPoint to share. Will speak at the March General Meeting.
1/25/2023	Question	Campus Administration	After the extreme weather yesterday, I am wondering why the little NOA offices are still remaining in "trailers". If the university has the \$\$ to contemplate building a parking garage, as well as other items, wouldn't it be wise to provide a safe structure for all employees? I don't work over there, but have been there multiple times, and the building is downright flimsy. I worry about the safety and well-being of those employees. Or if this is not possible, (but why not?) then what can be done to assure their safety like all of us over here in Bayou for example? You could say that this is none of my business, but it is in my mind and wanted to share.	Question forwarded to Mark Denney 1/25/23 -
1/26/2023	Suggestion	USA Board	I suggest a donation drive or something to help the people that were affected by the tornado in Deer Park and Pasadena.	Suggestion was sent to the entire board. USA reached out to Student Advocacy and SGA for a collaborative effort. SGA will add to their GMA agenda and will share any feedback they receive.

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1/26/2023	Question	Campus Administration	Would it be possible to increase signage in the D Lot related to UHCL's tobacco-free status? I occasionally see people smoking (cigarettes, not vapes) on that side of Bayou Building, but there is less signage than there used to be and I am not comfortable calling people out without something to point to.	Email sent to FSSC chair 1/26/23
1/30/2023	Suggestion	USA Board	Suggestion for School Spirit and participation from everyone. On one Wednesday, have an inside/out day where everyone wears Spirit shirts and/or pants inside/out.	Suggestion has been shared with the Hawk Spirit & Tradition Council.
2/2/2023	Question	Other	Hello, I don't know if this is the right platform, but how can I find out if there are any long distance runners among staff? Also, can I create a runners group for staff? I understand that there is "walking Hawks" here, but that includes students and staff, however, I am talking more about a group of long distance runners (5k to marathons) that would like to train together after work and to be able to represent UHCL at races.	Reached out to Walking Hawks and HR to check on campus policies for forming groups. Questioner has been informed they can make an announcement during the next General Meeting.
2/8/2023	Question	Other	Why has the fountain drink machine in the Patio Cafe been out of order for a very long time?	Email sent to Debra Carpenter (Procurement) 2/8/23
2/28/2023	Question	Other	In support of co-existing on this nature preserve, can we please formalize the procedure(s) for when an employee finds an injured animal on campus?	<p>In general we try to keep a hands off approach to the animals on campus. Small injured animals can be picked up by me and then handed over to a wildlife rehabilitator or SPCA depending on what it is. Injured deer are mostly hands off unless it is a fawn in which a rehabilitator will be called out to pick up. When they are born, fawns will stay put and may look like it has been abandoned but is actually waiting for mom to return which can take up to 24 hours sometimes.</p> <p>The fawns are left alone until their mother comes back for them. If the deer is injured and has not moved from the same spot in more than 24 hours then the PD will call out Texas Parks and Wildlife to determine if it will need to be put down, which in most cases it will have to be. If the deer are injured and moving around then we leave it alone. In any case extension 2250 can be called to report injured animals. If it is off hours and no one is here you can call and report it to the PD and they will get in touch with me if they need to.</p>
4/4/2023	Question	Campus Administration	I noticed that the monthly crime logs sent out by UHCL PD no longer include anything for our Texas Medical Center location. When & why did we get rid of our TMC location? Are we going to get another location there? And should this page (https://www.uhcl.edu/texas-medical-center/) be updated accordingly?	The lease expired for the current location. Faculty are teaching 100% online while negotiations are underway for a new location. The webpage will be updated when the next lease has been finalized.
4/17/2023	Question	Human Resources	As UHCL reveals the names and possibly the resumes of interviewing candidates for high level positions to UHCL staff for presentations/feedback, are there any ethical standards in the strategic hiring process that discourages staff outside of the hiring committee from contacting the candidates current or previous place of employment?	Ethical standards are provided to those serving on search/hiring committees. There is nothing in writing for non- committee members, however, all UHCL employees are expected to conduct themselves in a professional manner with the highest ethical standards
4/27/2023	Suggestion	Other	I'd like to advocate for free menstrual products in the bathrooms across campus. The estimated annual costs are between \$5-7/ menstruating student/staff annually to provide these products. Given that nearly 2/3 of our student population fit into this category, we are lacking basic necessities to our majority student population. https://www.freethetampons.org/uploads/1/1/9/6/119665890/kit_for_schools.pdf	Suggestion has been shared with Facilities.
4/28/2023	Question	Human Resources	Is there any progress on review of the Alternative Work Policy and Alternative Work Options?	An update to the Alternate Work Policy was provided at the April General Meeting (recording available on the USA webpage). The policy has been finalized and approved by University Council. Changes to the policy include eliminating duplicate information, allowing applications submissions anytime during the fiscal year, approved applications will be valid for that fiscal year, and list of eligible positions will be replaced with a list of ineligible position. Policy can be found at https://www.uhcl.edu/policies/documents/human-resources/alternative-work-arrangement.pdf .
5/8/2023	Question	Other	There has been some work happening next to the north end of Hunter Hall for quite some time now. Does anyone know what exactly they're doing, and when the projected completion date is? I realize we're at the end of the spring semester so continued impact on Hunter Hall residents will be minimal, but I'm sure the people who work in the south wing of the Rec Center would appreciate knowing an end date to the noise pollution.	This work involves the site preparation and installation of an emergency generator that will serve Hunter Hall. We are nearing the completion of this project, with the generator scheduled to be installed on 5/22. Substantial Completion will occur shortly thereafter. With this installation, Hunter Hall will not need to leave the building should the campus suffer an unexpected electrical power outage.
5/8/2023	Question	Other	The Student Enrollment Center area on the first floor of SSCB has been under renovation for a while now. Is there a projected completion date available?	This renovation of Student Enrollment space was projected to require 5 months. The project is on schedule and we are currently projected to achieve Substantial Completion by June 22nd.
6/6/2023	Suggestion	Other	Today in parking lot B there was a mama deer and her fawn looking confused. Someone in the parking lot was confusing them more by taking videos and pictures. The woman did not get out of her car, but clearly the mom deer was confused by the proximity of the car. Mom ran to the woods leaving her fawn in the middle of the parking lot. Another woman parked and started doing the same, this new person had a "visitor" paper on her dashboard. Neither one of them called for help as you could clearly see both animals were confused. When I got somehow close to the first woman taken videos I told her that she needed to stop confusing the animals and parked somewhere else, her reply was no, no and no! (at this point I had already called the campus police) as she was trying to allure the fawn towards her car so she could take a better video of it! The poor baby was there without her mom alone, and confused! Finally police arrived and I told her the situation after that I left to my office. Is there a way to offer training for staff on how to treat the wildlife that we are surrounded by? Also, perhaps add more, and bigger signs about taking care of the wildlife? we only have a couple throughout campus so not only students but also those "visitors" know that wildlife here is part of our community. It is sad to see that selfishness is more important than the life of some animals. These animals were in distress and neither woman called for help, but instead, they started taking videos and pictures to get "likes". Bottom line is, training, more and bigger signs about being kind to wildlife thorough campus. Thank you,	Suggestion sent to Steven Kitchen in FMC 6/6/23.
6/8/2023	Question	Campus Administration	Has there been any updates regarding the Athletics Workgroup research on intercollegiate athletics at UHCL?	The workgroup is exploring the viability of National Association of Intercollegiate Athletics (NAIA). We have met with NAIA reps, met with athletic directors at member colleges/universities, and will be visiting three NAIA schools in the coming weeks. We are charged with assessing the impact college athletics will have on student success, campus environment, and the budget. When we complete our work (over the summer) we will present a report to the President. He will decide where to take it from there.

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6/14/2023	Question	USA Board	Can someone tell us why Potter's Pond looks the way it does? The greenish brown substance sitting atop doesn't seem to be going away. Thank you.	The growth on the pond happens every year but this year it has been bad. EIH has a grant project in the pond that does not allow the pond to be chemically treated for the growth. FMC is in the process of trying to obtain a quote to get the growth to be removed physically. Right now they are unsure as to when the growth will be removed.
7/21/2023	Suggestion	Campus Administration	I will preface this by saying I'm not sure whether this is a suggestion for campus administration, or parking and transportation, or some other person or department. At present, we only appear to have the 2700 Bay Area Blvd address (aka main entrance across from Clear Lake HS) marked with a street number and marked in gps maps (Apple maps, Google maps, etc.) We need to assign street numbers to each building and parking lot, and have them marked prominently with signage and have these street numbers & addresses published through gps maps. This applies to locations at both the primary UHCL campus and at UHCL Pearland. I recently had some car trouble which required the aid of a tow truck. Because we have no marked street addresses whatsoever, I wound up having to send the tow truck dispatcher an Apple maps pin to my location and tell them that I would be the only one out there waving my arms like a goofball. It would have been much simpler if I could have just told them "902 University Drive" instead. This combination of prominently marked street addresses & publishing them through Apple/Google/TomTom/etc. would aid campus visitors ("Your conference is in the Delta building, 202 University Drive") and with emergency services personnel ("The heart attack patient is in the visitor parking lot at 405 University Drive" or "The DUI suspect is being detained at campus police, 902 Bayou Road East"). I am well aware that the university is facing a budget deficit due to lower than projected enrollment. I also know that the purchase and installation of physical signage would be a nontrivial expense that we may not be able to afford at the moment. However, the assignment of street address numbers and the publishing thereof with Apple/Google/Garmin/etc. should be much more viable under current budget constraints.	Administration and Finance and Marketing and Communication will be looking at the best steps to move forward.
7/26/2023	Question	Human Resources	We are being told that the provost is saying that administrative assistants, and executive assistants in the university will not be able to partake in the alternative work program. Is there a way to find out if administrative assistants/executive assistants from UH Main are participating in their alternative work program? I am not front facing as an AAll, also it isn't like we wouldn't be working, or unable to physically drive to the office if requested to do on one of our work from home days. This is not similar to the flex week schedule we did for the summer, where employees were able to have an extra day off during the week. The alternative work program would still have everyone working 5 days a week, but just a maximum 2 days from home. Denying the lower paying staff the ability to save themselves money, time and wear/tear on their vehicles by being able to work from home 2 days out of the week is going to decrease the morale in this institution. We already have endured a great deal of turnover here, but giving everyone an opportunity to work from home would help alleviate some of that.	I understand the employee's point of view. However, it's a balancing act trying to maintain customer service and allowing our employee's the flexibility of an alternative work arrangement. The policy was vetted by Executive Leadership, University Council and University Life Council. Please keep in mind that our AWA policy is unique to our campus and is independent of UH Main. Therefore, for UHCL, we have designated the following positions as ineligible: Executive Leadership, Senior Leadership (Executive Directors and Above), Executive Assistants, Facilities, Maintenance, and Construction, Police, Positions that require direct student or customer interface services, Positions that require routine access to information or materials that are available only at the regularly assigned place of employment are <u>not suited for alternative work arrangements</u> . Ultimately, it is within the discretion of the immediate supervisor, department head and appropriate vice president to approve or deny an employee's alternative work arrangement request.
7/27/2023	Question	USA Board	Did Marcomm create the USA logo? My boss and I are trying to figure out if that's something they could assist us with for a new project we had in mind.	The USA is not an official brand approved logo and is only used internally. We have used Marcom for the newly created Hawk Spirit Award trophies. We recommend reaching out to Marcom for your project needs.
8/31/2023	Comment	Other	Classes are being held in the Bayou building, yet there are groups that are holding games and using loud speakers in Atrium II. The instructors have asked that the volume be turned down and they refuse. This is a university for learning. The instructors can't teach because of the loud noise.	USA connected with Provost Maynard and Dr. Tina Powellson, Vice President of Student Affairs. Dr. Powellson shared this as a reponse: "As you know, the Bayou Building serves a number of purposes from classes to events to dining to studying...and much more! Each of these are valuable experiences for our students and contribute to student success, in and out of the classroom. Many times, these activities overlap in timing because of the nature of the building so it is important that we are mindful of each other. All of that to say, as the campus continues to grow and more of these overlaps occur, it may be time for us to create a policy around amplified sound. The Division of Student Affairs will take the lead on drafting a policy that will be put through our shared governance process for review and approval."
9/1/2023	Question	Human Resources	I have student workers that worked in our office last fiscal year. I am being told on 9/1 that they cannot begin again until 9/6 (Wednesday start date). I don't understand how this makes sense. Our office needs to provide optimal customer service and we will have no front desk coverage/phones/emails answered on 9/1 and 9/5 as my student workers do not have access to their timesheet or any of the systems. I was told there needed to be a break in the pay period. Does this mean that no student workers are working 9/1 and 9/5? What about the shuttle drivers? How can we ensure that student re-hires are seamless so offices can continue to provide optimal service in their offices? I don't remember seeing an email to student worker managers about this issue, but sometimes I do not understand fully the emails that are coming to me from Payroll about timesheets. I was trying very hard to ensure a seamless transition this fiscal year but now I have 2 days without student worker help. I can't just add time on their next timesheet because that would go over the 20 hours and into overtime pay. Please help! I don't understand why this is a necessary practice.	USA connected with the Office of Human Resources and Abby Varela, Director of Human Resource Services shared this response: "Historically, there was a practice to start hourly paid employees on Wednesdays because that is the beginning of a pay period but we have communicated to departments that there is no requirement for a Wednesday only start date. We have different start dates for temporary employees and the start date is determined by the department based on their needs. There is no rule that requires temporary employees to begin on Wednesdays only. In the recent ePAR training we provided a hand out that indicated to use a Wednesday date on the ePAR and that is an error. I have attached an updated quick reference. Additionally, we also want a streamlined and efficient hiring process that eliminates barriers for departments. I certainly apologize for this oversight and will provide an updated documented to those that attended the training as well as the Business Administrators. Please let me know if there are other questions."
9/1/2023	Question	Other	Is there a department or person who is responsible for making sure that the online UHCL directory is regularly updated? As a staff member, I've searched for different people at times and have a hard time finding them in the directly. Is everyone listed, included part-time employees, adjunct professors, new employees, etc.	USA reached out to Marketing and Communications and received this response from Daniel Ramirez, Assistant Vice President of Marketing and Communications, "The online UHCL directory is updated through information managed and maintained within PeopleSoft by HR. The technical aspect of the directory application is managed by OIT. Marketing and Communications is responsible for the front-end layout and display of the directory. If staff members have issues with their information or need to update their information, they should reach out to HR. Questions about which employee classifications are included in the directory can initially be directed to HR, with OIT potentially being involved for more technical details concerning the backend application and its development."
9/14/2023	Comment	Parking & Transportation	This is for Parking and Transportation and Campus Administration. Why is the window in Bayou not open for service? Students and staff are receiving tickets but are unable to easily access the parking department to obtain a parking pass. How is this lack of customer service helping recruitment and retention efforts? I spent 10 minutes trying to help a frustrated student try to locate an answer and make them feel heard. I could not get anyone in parking to answer their phones and when someone did I was told they are short staffed. Aren't we all? Why can't they work remotely in the Bayou building during this high peak need for parking passes.	University Staff Association leadership reached out to Mark Denney, Vice President of Finance and Administration as well as Harry Glass, Manager of Parking and Transportation on September 15, 2023. Vice President Denney is working with Harry Glass to provide a response. No response has been recieved as of December 5, 2023.
9/20/2023	Question	Human Resources	What is the status of the salary survey (not sure if this is the correct term) that is supposed to be on-going to compare UHCL salaries to the market? I've heard from two people who have seen job openings posted for positions in their classifications at rates higher than they are making. One of these people contacted HR and was told to "be patient and let the process work." What does that mean? New hires shouldn't be making more than people already employed in a classification. I've looked at some jobs posted, and it appears that there are classifications that have had their rates of pay raised, but when I look at the pay rates on the HR site, the tables posted there have not been updated.	University Staff Association leadership reached out to Yolanda Edmond, Assistant Vice President for Human Resources. Yolanda shared, ""We are actively working with Gallagher, the firm engaged by the University to conduct the compensation study. We are hoping to have preliminary data by the end of October. Human Resources is hopeful to have a preliminary results meeting with Gallagher at the end of October."

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10/13/2023	Suggestion	Campus Administration	Given the new approach on campus to student events (in terms of prioritizing student engagement, students receiving the t-shirts and promotional items, etc.), perhaps a campus-wide message can be sent out to faculty and staff alerting them of the change. This seems to be catching faculty and staff off guard, as they are turned away at student events, unhappy for not being able to fully participate, etc. I fully understand the change and student focus, but many of our peers do not.	University Staff Association leadership forwarded the suggestion to Tina Powellson, Vice President of Student Affairs. Dr. Powellson communicated the following, "As you may know, the majority of events that are planned by the Division of Student Affairs (DSA) are funded through the student service fee paid by students and for students. We do recognize that this may be a shift on campus, but as our student body continues to grow, their engagement will continue to increase as well. DSA has worked with their departments and leadership team to take a 3-pronged approach to addressing this concern. Hawk Headlines is a new weekly newsletter that is released on Mondays with upcoming event information. In the newsletter, event descriptions will typically include the intended audience. Event planners will also be encouraged to include signage at the "entrance" of the event that notes if the event is primarily for students or open to the campus community. Lastly, if there are items available towards the end of the event, items will be made available for others to enjoy."
11/8/2023	Suggestion	USA Board	I really like the USA Vendor Fairs that have been happening in Atrium II. These should definitely be continued and they help liven up things on campus. I love the convenience of being able to browse around when I go on walking breaks and support small businesses. My only suggestion would be to have more local vendors and items present, as I noticed that there were several empty tables.	University Staff Association leadership forwarded this suggestion to the Fundraising Chair.
11/10/2023	Question	Other	Why is the temperature in the Bayou building set below 70*? We have to use electric throws and electric blankets to get warm. At times it's challenging to focus on our work because of the freezing temperature. Who makes the decision on building temperature?	University Staff Association leadership reached out to Mark Denney, Vice President of Finance and Administration on 11/10/2023. Mark responded on 11/28 with the following information: "The temperature set points for the Bayou Building are set per the recent Energy Savings Performance Contract. They are: 70 degrees for heating and 75 degrees for cooling. However, the Building Automation System (BAS) is 50 years old, and while setpoints are appropriate, and set to save the University in excess of \$200,000 per year in utility savings, and reducing the University's carbon footprint, but they remain challenging to actively maintain when the outside weather changes fairly suddenly. At well over 400,000 assignable square feet, the building is not a simple residential home that simple adjustments to the thermostat will immediately adjust the inside temperature. For this reason, a top priority is significant deferred maintenance in the Bayou Building as part of the upcoming CCAP project in the Bayou Building – that will upgrade the BAS system for the Bayou Building, among other things. Additionally, these modified set points were established over two years ago for the President's suite and all senior executive office suites in advance of implementing them across the rest of the Bayou Building. We encourage UHCL staff, faculty, and students to modify their dress when the weather turns and the 50 year old building struggles to quickly adjust, rather than use electric blankets or personal space heaters, as those consume additional utilities and offset the projected energy savings."
11/13/2023	Question	Campus Administration	What is the time frame for removing the tree by Bayou with the caution tape around it? The caution tape appears to be excessive especially when there is no one working on cutting down the tree for about 1.5 weeks as of today.	University Staff Association leadership reached out to Mark Denney, Vice President of Finance and Administration on 11/14/2023. Mark responded on 11/28 with the following information: "The tree has been removed. However, the University does not possess tree removal equipment, and must therefore hire outside contractors to perform this work. The recent dry summer has left numerous dead trees across the greater Houston area and Harris County. Our contractor is working weekends to try to keep pace with the numerous tree removal requests they have received, we are a top priority to our contractor, and they are removing trees that are at the highest risk to pedestrians and motorists first."
1/19/2024	Question	Other	Is there a way that UHCL print shop can create an 'online store' for employees where we can buy our own UHCL items such as embroidered shirts, mugs, nametags, and other swag?	University Staff Association leadership reached out to Margaret Priolo, Manager of Print Services on 1/19/2024. Margaret provided the following response: The current process for ordering promotional items is as follows: <ul style="list-style-type: none"> • Use the promo place website to look through tons of swag you would like to order • Request a quote through my staff (Ellie Turner) with item numbers • We provide the quote • Quote is approved through the department • We handle the rest to get your order processed and delivered to the customers door.
1/19/2024	Suggestion	Other	Please consider bringing back the fountain drink machine in patio cafe	University Staff Association leadership sent this suggestion to our Dining Advisory Committee representatives who will bring it up at the next Dining Advisory Committee meeting.
2/19/2024	Comment	Administration	The Hawk Headlines that go out every week are not accessible to students, staff, or faculty that use screen readers. One of my students let me know that they are unable to view the email since it is a big button graphic that does not work for screen readers.	University Staff Association reached out to Dr. Andrew Wiemer, Assistant Vice President for Student Engagement who oversees the Hawk Headlines on February 19, 2024. Dr. Wiemer responded on February 21, 2024 with the following response: "The Division of Student Affairs Marketing and Communication team has been in touch with OIT and the Accessibility Support Center. They met about the accessibility concerns on Wednesday, February 20th at 2:30pm to review the emails and are working to resolve the accessibility issues for future publications of Hawk Headlines. Will update you as soon as we have resolved the issue completely. Thank you for bringing this to our attention."
7/16/2024	Question	Parking & Transportation	Would it be possible to get updated copies of the shuttle schedule placed in the shuttle stops? I checked three stops (bayou, sscb, rec center) today and all three of them have a printed schedule from the spring 2022 semester. The Parking & Transportation website lists the most current on-campus schedule as being from the fall 2023 semester (which is less out-of-date than what's at the shuttle stops). If printing and posting updated schedules at the start of every spring, summer, & fall term isn't feasible, I suggest that updated QR codes be printed & posted in each stop, with one QR code each for spring, summer, & fall. As part of this, renaming how the schedules are linked from the Parking & Transportation website would be wise. For example, instead of the current on-campus route schedule being named fall-2023-on-campus-schedule.pdf, change the name to remove the year (e.g. fall-on-campus-schedule.pdf).	Thank you for sharing your concerns regarding the shuttle bus schedules posted at several shuttle bus stops as well as online. Parking and Transportation is in the process of posting updated schedules. This will be complete prior to the start of classes for the fall semester (2024). Because of our concerns over Scams and Phishing attempts using falsely replaced QR codes, Parking and Transportation will be discontinuing the use of QR codes at unmonitored locations like the shuttle stops.
5/1/2024	Question		Do we have to take a lunch break? If so, what is the rule. If you work so many hours than you have to take a lunch break.....	There is no policy that specifically addresses lunch breaks. However, MAP 02.A.20 states that the normal working hours are 8am – 5pm and employees are required to work a minimum of 40 hours per week. Therefore, it is implied that employees will have an hour lunch break. Staggered work hours are allowed, but at the discretion of the supervisor or division leader. Below is our standard practice: UHCL Lunch Break Practice: There is no federal law, or UHS policy that dictates how many hours an employee must work before being required to take a lunch break lasting at least 30 minutes, but our UHCL practice has been that if an employee will work <u>more than five (5) hours</u> , then they should plan to clock out and back in for a lunch break lasting at least 30 minutes during their work day.