

# Town Hall Notes

March 22, 2018

## Table of Contents

| <b>Item</b>  | <b>Page</b> |
|--|-------------|
| Action Items   | 1           |
| Questions submitted to Ask Annie Anything            | 2           |
| Map of 540 Building location, Shuttle & Food Info    | 5           |
| Q & A at Town Hall                                   | 7           |
| Office Moving Presentation by Erin                   | 9           |
| Packing Computer Cables & Stuff Presentation by Rob  | 10          |
| New Registration System Search Presentation by James | 11          |
| Staff Farewells & Welcomes                           | 12          |

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## Action Items

- If you have something your office that's IT related, let IT know, so they can put in the inventory prior to our move
  - You will be packing your computer cables into giant pink zippy bags. Yahoo! For more info see Rob's presentation on page
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## Questions submitted to Ask Annie Anything March 2018

**Q.** CE's vision is "Every person from age 2 to 102 can imagine and engage in a meaningful learning experience with the U to help build a vibrant community and diverse campus." How will we know when we've successfully achieved this vision?

**A.** A vision is something that an organization constantly strives for and provides inspiration to get to a desired future place. The CECE vision paints a picture of the symbiotic relationship of CECE and the community and campus – how the contributions CECE makes through its variety of programs and class offerings help create a thriving community and campus.

When every person in our community has an opportunity during their lifetime to engage with the University through Continuing Education, which in turn helps create a thriving community and campus, we will have fulfilled our vision.

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**Q.** How often does Anne meet with Martha Bradley, and what do they discuss? What information or metrics are the folks at the SVP level interested in when discussing CE's performance?

**A.** I meet with Martha once a month for a one-on-one individual meeting. We also meet as needed around other topics that include additional attendees. I use our one-on-one time to provide updates on our progress across all CECE departments. We discuss celebrations, concerns, and how she can help based on suggestions I bring to her. We also discuss financial health, navigating U administration relationships, and current contributions to U strategic initiatives.

The SVP level is interested in how we are supporting the U's main mission and the major campus goals, so I spend a lot of time discussing specific programs and initiatives that do that. The major campus goals include:

- Promote Student Success to Transform Lives
- Develop and Transfer New Knowledge
- Engage Communities to Improve health and Quality of Life
- Ensure Long-Term Viability of the University

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**Q.** Why do Anne & Claire take Fridays off? Why are some programs permitted to "work remotely" on Fridays?

**A.** In providing a helpful answer to this question, I try to think about the motivation behind the question. Since I can't ask the person, I'll address a couple of things that may be the motivation:

*Is this question about fairness?*

Our telecommute approach involves a few considerations. Some of these include:

- Is the work you do conducive to working remotely?
- Is there trust between manager and employee?
- How will you measure results and can we see the results?

And, the manager has to approve. We feel these considerations are fair and work well for our organizational culture.

*Another motivation of this question might be that they are concerned that Claire and I are just out and worry we don't care about CECE.*

For Claire and me, we are both on reduced FTE, so that means we do not get paid for a 40-hour work week.

However, I am an exempt employee, so for me, I work until my work gets done. This means I'm often on campus on Fridays for meetings – either in the CECE office or, more often, I attend meetings somewhere else on campus, like the once a month Friday UGS leadership meetings. I also work remotely on Fridays or over the weekends, so I can catch up on emails and other work. I'm not technically "telecommuting." I'm simply catching up on work when it is quiet and doing it during my personal time. This quiet time helps me stay focused and allows me to be very productive.

For Claire, it is about me working with her as her manager to support her in her work and life. And, right now, Fridays are what she has requested. She has moved her day

With that, I would like to introduce an idea that is important to me. Something I want to talk about more broadly. In CECE we have always offered a more flexible, balanced work environment than other places on campus and other organizations. One of the things we do is help people develop – both their careers and achieving the life they want. One of the questions that I want to start asking, and want all of management to ask, is *what is important to you and how can I – or we – support you?*

What was important to me was the temporal flexibility. When I asked for this many years back both Sandi and Marti were concerned that I was cheating myself because they knew I would put in many more hours above my reduced FTE. But to me, having that piece of mind and flexibility is more important than the pay. I don't take this for granted though. I'm always available to leadership and management – and quite frankly, anyone. Pretty much everyone has my cell and can call and text me anytime.

Many people work flexible hours so they can take their children to school or take classes to work toward a degree. When we are able and it doesn't hurt our organization, we try to be as flexible as possible and meet our individual employee's needs. These arrangements are always negotiated between the employee and their manager, and again, are determined by the criteria I mentioned before.

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**Q.** People are not thrilled about leaving offices and going to cubicles. Now I have heard a rumor that we will not be allowed to eat in the cubicles. Is this true? Would you reconsider?

**A.** Not true. What has been happening is the Employee Engagement group has been discussing and making suggestions on how to address a lot of the questions that are coming up when moving to shared space. They are thinking through suggestions on guiding "ground rules." Like, smells. The thinking is

simple: be thoughtful. If you're eating a tuna sandwich or sauerkraut, it would be thoughtful to eat that in the breakroom.

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**Q.** In the February management meeting minutes, the course proposal appears to be a main topic. Why wouldn't the coordinator/manager get an "official yes" from leadership, and why does the leadership team "want to avoid saying no to program ideas"? If the leadership team's role is to consider the implications of the course/program for the organization as a whole, why wouldn't they provide a definitive answer?

**A.** I'm sorry if you aren't getting the answers you need. The proposal form's goal is to ensure that CECE leadership members are aware of major program projects and the potential impact on its area of work. We want to take calculated risks and we need to ensure our resources are put toward efforts with the greatest social and economic impact. **Every single new program has an impact on our resources.** It isn't that we don't *want* to say no to a program idea. We may say no. We may offer suggestions to get a proposal where it needs to be because we see value, or we may say yes immediately. This new process has gone through many iterations as we work to get it right. That's why you keep seeing it on the management agenda. We heard that it was intimidating as well as it took a lot of time out of the leadership meeting.

The current program proposal process is that the individual works to fill out the form with their direct manager and/or vertical director. The work to complete the form includes having conversations with our service partners, Finance & Ops, Marketing, and IS&T. Once complete and the Vertical director believes it should be a go, they bring it to the leadership committee, so we can review it to determine if and when it fits into our current projects. One key role of the Leadership Team is to review projects for investment or to determine what we should stop doing. This is essential to our goal to *Position CECE as vital to campus and to ensure our sustainability*. The final step is for your manager or vertical director to let you know the outcome. If you haven't heard from them, please ask them. They may have forgotten to tell you.

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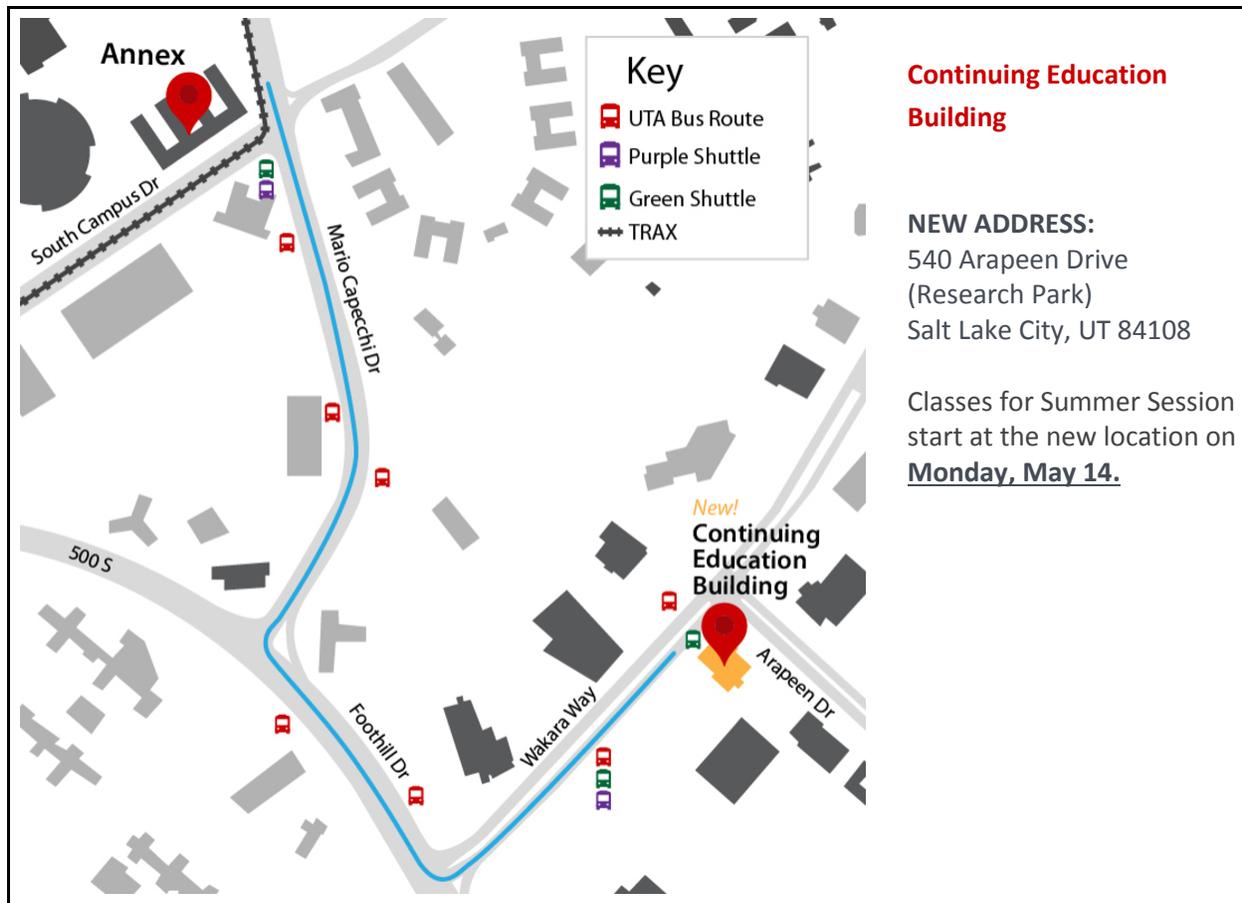
**Q.** Will I be allowed to take public transportation even if my work schedule needs to change by a bit when we move to the new building?

**A.** We expect that all supervisors will understand that schedules may need to change slightly due to a change in public transportation routes. This should not be an issue as public transportation to the building is available (UTA bus and/or University shuttles). But yes, employees may need to change exact arrival/departure times based on their new transportation options.

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## Map of 540 Building Location, Shuttle & Food Info



### How to Get to the Continuing Education Building

*From Campus or UTA TRAX stop (South Campus Station or Fort Douglas Station):*

#### 1. University of Utah Shuttle Buses

The U provides free shuttles all over campus and to University of Utah affiliated buildings and businesses. Detailed info [uofubus.com](http://uofubus.com) or download the **Live Tracker** for your smart phone.

- **Green Shuttle Bus**

*Hours of operation Monday – Friday 6 am – 6 pm*

Buses run every 15 minutes during peak times. During off-peak times, every 30 minutes.

**Stop #56** on the corner of Wakara Way and Arapeen Drive.

- **Purple Shuttle Bus**

*Hours of operation Monday – Friday 6 am – 6 pm*

Buses run every 15 minutes during peak times. During off-peak times, every 30 minutes  
**Ortho Stop** closest to 540 Arapeen Drive (short walk from the Orthopedic Center).

## 2. UTA Bus

Ride UTA for **free** with your University of Utah Student ID. Detailed info [rideuta.com](http://rideuta.com)  
UTA buses **228, 313, 455, and 473** have stops next to the Continuing Education Building.

## 3. Driving

Free parking is available next to the building.

## Questions?

We are here to help! Call or email ELI staff. **801-581-4600** [eli@utah.edu](mailto:eli@utah.edu)

## **Food Near the Continuing Education Building**

*There are many great food options within walking distance.*

- **Rocky Mountain Grill** (located inside the Continuing Education Building)
  - [Corner Bakery](#)
  - [Knickerbockers Deli](#)
  - [Subway](#)
  - [Starbucks](#) (located inside the Salt Lake City Marriott)
  - [Salt Lake City Marriott, University Park](#)
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## Q & A at Town Hall (All Questions RE: 540 Building)

- **Q.** Shuttle?
- **A.** UTA buses will go there. If taking Trax, there are two lines that go out from main campus to the building. Research Park is opening up a new walkway that was gated off during the Olympics. We'll make sure there are additional shuttles, IF NECESSARY, and we are working that out. Katina sent out a link for tracking them in the "Did You Know" Transportation email. (Also see map and shuttle info on previous pages).
  
- **Q.** Will the shuttles line up with the Trax schedule?
- **A.** The shuttle tracker can show you where the shuttle is. They don't line up perfectly but it's not a long wait. They come every 15 minutes.
  
- **Q.** How many parking spaces versus how many staff?
- **A.** 140 parking spaces. We have way less staff than that, and we should be find with both students and staff.
  
- **Q.** What is the nearest street parking?
- **A.** We have not looked into overflow parking. We were asked by the U if we need overflow and we said no.
  
- **Q.** No sidewalk on Wakara.
- **A.** We are putting in a sidewalk on Wakara. Ultimately Research Park will be more walkable. They are making us put in a sidewalk from the bus stop to the building but more will be added in the future.
  
- **Q.** Will the parking be closed for events?
- **A.** No passes are required. I assume we are far enough away that we won't need to work about football games, etc.
  
- **Q.** At ARUP a lot of people had encroached on our parking lot. Will be able to enforce that?
- **A.** We pay Real Estate Admin to manage the building for us such as cleaning the windows, getting plumbers, watering plants, etc. If there is a parking issue we can tell them we are not happy and it will be their responsibility to fix it.
- **Q.** Building accessibility? What hours will it be open?
- **A.** We are going to treat our Site like the Sandy Site. We will have employees open the doors and employees close the doors at night. Thinking we'll do 7:30 – 9 where it's staffed. We're putting out two new postings for evening staff.
  
- **Q.** Can we come in on weekends?
- **A.** The external doors will be card readers. So you can let yourself in, and it will note who accessed the door based on your card.

- **Annie:** There are so many people here who work evenings or weekends. That builds in flexibility into schedules.
  
  - **Q.** Temperature?
  - **A.** Was told it will be between 68 – 72 degrees.
  
  - **Q.** If we are repainting the parking lot spaces, could we get a couple more inches than what we have in the Annex?
  - **A.** Think it is already set up to be a little bit wider
  
  - **Q.** Since we won't be required to have a parking permit, but some of us will have meetings on campus, could there be a communal parking pass?
  - **A.** We have looked into the pass. We also have two vehicles, there are also shuttles and we have a bike. We have many options. We will have to figure that out. If someone has a meeting the whole day, they shouldn't take the CE cars. We might be able to buy kiosks codes. We may have to do a little more time management on shuttles.
  
  - **Q.** Is there going to a spot for bikes?
  - **A.** Bikes have fallen to Phase 2. There's a sustainability office on campus who are advising us. The bike rooms which they recommend we don't have the space for. So we're waiting until we get in there. We will make space. The bike boxes are no longer an option. We're going to let the University advise us on that. So it will be a couple months.
  
  - **Q.** Can bikes go in cubicles?
  - **A.** Can't go into cubicles, because it's a fire issue. Deb has offered her office for storing bikes until we figure this out.
  
  - **Q.** Food service in the building?
  - **A.** Rocky Mountain Grill.
  
  - **Lynn's note on Erin:** Erin is super great. She's used to doing this with departments much bigger than CE. We don't have 2 weeks in between semesters. So she's used to a whole different sort of situation. Most places don't have a Katina who's already working on moving issues. Other departments also don't have a Rob White & Team who has been thinking a lot a lot a lot about moving and planning things out. We are fortunate to have two people planning so much and she's not used to how far ahead and planned out we are. We will get it done quickly because we don't have a choice due our classes and HB60, etc. Some things we won't know that needs to be changed until we are in the new building, such as shuttle times.
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# Office Moving Presentation by Erin

- Definitive move date is Thursday May 3rd
  - We are going to prioritize our classrooms to be setup first given our teaching schedule, first half of the day. May move the people the second half of the day or move people on a separate day. Friday May 4<sup>th</sup> is out of the question because of graduation. So may move people on Monday May 7<sup>th</sup>. Or possibly a Saturday move.
  - Currently have 3 trucks and 12 movers, but may increase that to 4 or 5 trucks and 16 movers. But if we increase the amount of movers we will need CE help managing them.
  - **Lynn:** we were planning to have people move on Thursday, and we can't have us down for so long. We have HB60 on Tuesday May 8<sup>th</sup>. We will need to further clarify the exact date.
  - Basic packing rules:
    - o Anything that is personal or special, take it home and bring it back when you move into your new office.
    - o We'll have a labeling system, make sure they are visible. Make sure put your name and floor on your label. Katina has our labels and boxes. Katina will send out an email with this info.
    - o You'll label your computer, monitor, chairs, etc.
    - o Throw-away campaign, throw-away whatever you can. Don't put all your stuff in your garbage can and recycling bin.
    - o Moving file cabinets: at least empty the top drawer, if it's really tall then empty the full top half.
    - o **Katina:** most people won't be taking their filing cabinets.
  - **Questions:**
    - o **Q.** Dumpster?
    - o **A.** We've already been doing a lot of dumping and using the dumpster at the front of the building between wings C & D for garbage. Use the hallway bins being mindful of office pack (white and light pastel paper only) versus mixed paper bins (brightly colored paper, magazines, newspapers, and spiral bound books). Just be conscious of not overloading them.
    - o **Q.** Surplus?
    - o **A.** Will do a Surplus pick up late summer / early fall for all remaining items in our space. Furniture and filing cabinets are University property. Even if we leave these behind in the Annex, they may not be taken home by employees, but must go to Surplus.
    - o **Q.** Refrigerators?
    - o **A.** Personal refrigerators will not be allowed in the new building. But we will have more in the new building than we currently have in the Annex. You can't just throw the refrigerators away, because of the Freon in them. Katina will coordinate getting the refrigerators purchased with University funds picked up and disposed of. If you brought one of your own in please take it home.
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## Packing Computer Cables & Stuff Presentation by Rob

- You will be packing your computer cables into giant pink zippy bags. Contents of the bag can include:
    - o Keyboard
    - o Mouse
    - o Cords
    - o Phone
  - Once your cables are removed from your computers, the movers are going to move your monitors and computers (unless it's a laptop). No need to box up your own monitors.
    - o We have check-out laptops if you would like to use them
  - Take your laptop with you if you have one
  - Would like us to plug in our phones, as we are hoping to have our network cable ready prior
    - o Note about phones—you can forward them to your cell phone if you like, so that you avoid any down time. Rob can send you a how to if needed.
  - Some of the cables have a release on them. Don't force anything. If a cable isn't coming out don't force. Some cables have a little tab on them that you need to press. Some have little screw tabs.
  - Regarding speakers: we are not moving any speakers because of the setup in the new building. Katina will identify a room for surplus supplies closer to the move.
  - All the furniture is standup desks, so we aren't moving those
  - For a couple people who need to be up and running earlier for an event, we will move those folks in advance.
  - **If you have something your office that's IT related, let IT know, so they can put in the inventory**
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# New Registration System Search Presentation by James

- Please refer to James's diagram
- High priority projects / Major projects
  - o Data Warehouse (ODS) (a campus resource) – our goal is to have this sync from PeopleSoft nightly. The Data Team is working on streamlining our reports to a self-serve model. The Data Warehouse will allow us to do that.
  - o Registration System – looking for a robust registration system, and campus is supportive of us doing this (having an alternative registration system outside of CIS). Will need to have conversations about priorities and flexibility about what's needed in the new system. There will be a meeting on this on Monday. This will integrate with Salesforce much more efficiently than our current system. If you have questions/comments talk to James because he would like to be transparent with this process
  - o SLA (Service Level Agreements) – ways we can communicate with CE as to how long requests are going to take. These will be posted on our Knowledge Base.
- **Questions:**
  - o **Q.** Any systems you're currently investigating?
  - o **A.** Since this has to go to an RFP. We are starting with requirements/prioritization gathering. And then will wait for proposals to come in from different companies
  - o **Q.** Will we have different registration systems from different companies?
  - o **A.** Hopefully not, to keep things streamlined. But if needed we will.
  - o **Q.** Timeline?
  - o **A.** Feb of 2019, for Youth registration.

## Why new registration system?

- Better system integration
- Transparency
- Scalability
- Better customer service
- Flexibility – Ability to add new programs
- Leveraging existing U resources
- Reduce expenses
- Automation of reductant practices
- Efficiency
- Easier to access things
- Reduce labor
- Adaptability
- Self-serving
- Robust
- Our overarching goal still remains to make CE vital to the U and sustainable, and this is a big part of this.

# Staff Farewells & Welcomes

## **Goodbye to:**

- Alex Francis, who has moved to Social & Behavioral Science. Goodbye, Alex! We'll miss you!!

## **New staff welcomes:**

- Kou, used to be in ProEd, but switched to ELI
- Laura, new DSO at ELI, and has worked in international education for 4 years elsewhere
- Jen Thatcher, formerly was at the Sandy Site, has joined ProEd
- Kim will now be full time in Sandy Site helping ProEd