

Concerns Submitted to Staff Advisory Council and Responses Made

Concerns	Responses
Athletics	
Ticket policy for athletic events	<p>SAC invited the Athletic department to explain to us what we perceived as benefit erosion. It was explained to us that our previous procedures were not in accordance with C-USA peer institutions. SMU is also the only school in C-USA that provides comp tickets to Faculty/Staff. Athletics discussed how the complimentary tickets (one and guest) policy had not changed. The previous ability to obtain multiple comp tickets by using our colleagues ID was an unintended benefit. The athletic department was implementing a ticketless ID scanner at selected gates and this procedure eliminated this unintended benefit of excessive comp tickets and allowed SMU to stay within C-USA policy.</p> <p>Full statement of SMU Faculty Staff Ticket Policy</p>
Benefits	
Delay and irregular timing of deposits for 403 (B) accounts .	HR Benefit specialist responded with explanation of regulations that University must follow and with objectives for improving process.
Bicycle commuting issues (bicycle storage lockers and shower/changing facilities—location, cost, fee structure. Prorated parking fees for commuters requested.)	Ideas broached in Daily Campus article. Environmental Committee's input taken. SMU cycling club members (who commute) have been polled regarding needs. Need for LEED recertification and implications discussed with CPPO. Met with appropriate responsible people to discuss and a test location determined to be appropriate at the Dedman Center. Funding source still to be determined. (*LEED is the acronym that stands for Leadership in Energy and Environmental Design and is the Green Building Rating System developed to encourage environmental awareness among government agencies, architects, engineers, developers, and builders.)
Request for a policy of employee annual leave instead of separate accumulation of vacation and medical leave	SMU HR has reviewed the financial ramifications of this issue but has not decided to change current policy.

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Request for use of a “ time bank ” in which employees could donate excess medical leave for use by fellow employees facing extensive major illness	SMU HR has reviewed this issue and researched instances of implementation at peer universities and corporations. HR has not elected to adopt such a policy but prefers to work with employees on a case-by-case basis. Any employee in such a situation should contact HR directly.
Request for policy allowing new employees still within 6-month probationary period to take sick or vacation days for personal or family emergencies	Should a new employee encounter a serious personal or family issue requiring time away from work, he/she should first contact the supervisor and explore opportunities to accommodate the need. Employees and managers are encouraged to contact HR for guidance on how similar past situations have been resolved.
Parking	
Request for clarification of “compact” car designation in SMU parking areas	<p>Vehicle class size is defined by the EPA based on the interior volume of a vehicle. Compact vehicles have an interior volume of 100–109.9 cubic feet. A list of vehicles defined by the EPA as compact can be found at http://www.fueleconomy.gov/FEG/byclass/Compact_Cars2010.shtml.</p> <p>Park’N’Pony will post the EPA definition of compact vehicle on its website and provide a link to the EPA website so its customers can look up the EPA Class of their vehicles.</p> <p>The designation of compact parking spaces on our campus is a vestige of the past. SMU has not used the compact designation in its newest parking facilities and has no plans to add any in the future.</p>
Expressway Towers parking meters (number of metered spots; is revenue is substantial enough to warrant removal of convenient parking for staff? Why was University’s initial concern revenue over staff safety? Parking meters given priority over call box in peripheral areas seen as misplaced priority.)	Discussed with responsible parties at SMU Police, CPPO, and Park and Pony. Action expected on getting a call box in Expressway tower parking lot. SMU Police said that staff can ask security to walk them to car if a threat is perceived. Call box at Expressway Tower parking lot installed.
Signage and inadequate lower level lighting in Binkley parking garage	Responsible parties at CPPO (lighting) were notified of complaint and timeline for action acknowledged. The signage question was directed to responsible party and ITS. The punch list for the parking garage was not finished at time of initial complaint and the lighting issues have been addressed and resolved.

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Irregularities in Park’N’Pony’s parking lot wait lists	It was observed that the wait lists for different lots had numerous inaccuracies. We contacted Park’N’Pony to voice the complaint, and the director acknowledged some of the difficulties, and said that the waitlist has been a manually entered database prone to errors, but that an automated waitlist would be implemented by Fall 2009.
Perkins Natatorium delivery parking	This issue was discussed with the Staff member, with the alternatives for avoiding the need for loading in that location.
Complaint that the University provides no free parking	This was addressed with a response to the complainant discussing the parking policies on the campus. (see Synopsis of SMU Parking Policy)
C, E and O lot gate arms not working	It had been observed that these gate arms were inoperative, and after discussions with CPPO (FM&S) and ITS, we found that the in-ground cables have degraded over the years, so a wireless solution to the degraded cables has been installed.
Health and Safety	
Complaint about smokers lighting up before fully exiting building and smoking while remaining immediately adjacent to exterior door	Complainant was referred to SMU Policy Manual, Policy No. 8.7 : “All members of the SMU community share responsibility for adhering to and enforcing the policy. Any conflict should be brought to the attention of the appropriate supervisor and, if necessary, referred to the Department Head, Dean or Vice President.”
Building security (specifically in the Lloyd Center where money has been stolen. Wants a review of University security issues and what responses are taken regarding incidents)	SAC asked SMU Police chief to discuss in October meeting. Police Chief Schafer discussed most crime on campus is alcohol related, most thefts are due to inattentive office procedures (leaving keys, purses, wallets out in view) not shutting doors etc. We discussed the implementation of new procedures since Virginia Tech; we were made aware of a system where faculty can report troubling student behavior and the need to extend this contact point with staff.
Bicycle parking on campus (Proliferation of bicycles locked to trees, Americans with Disabilities Act (ADA) ramps and signs.	A safety and campus aesthetic issue. When a bike is locked up to a small tree, damage to tree could occur if bike is stolen. Haphazard placement and location of bike racks.) Talked to CPPO (now FM&S) about installation of new bike racks and locations where needed. Surveyed students (informally) about their needs so that this issue is resolved with a sensible solution and we can avoid ADA violations. CPPO also did a more rigorous survey. Met with responsible person and have identified seven (7) locations that bike racks are needed and they have been installed.

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<p>Severe allergies necessitate assistance in enforcement of the University's Pet Policy</p>	<p>The University has an established pet policy (13.9 in the University Policy manual):</p> <p>It is the policy of the University to prohibit the presence of pets on University property, except for fish and assistance animals necessary to help persons with disabilities. This includes dormitories, residence halls, apartments, classroom and administrative buildings, the Student Center, athletic facilities, and University grounds in general. Assistance animals and fish are allowed in residence halls with the use of suitable equipment if permission is granted by the Office of Housing and Residence Life.</p> <p>The University is not responsible for damage to equipment or injury to animals.</p> <p>The policy does not clearly articulate the method of enforcement of this policy, but in the instance we investigated, it was determined through the Staff Advisory Council that the departmental or academic unit was to have the policy enforced by the unit's head, whether a VP or a Dean.</p>
<p>Stop sign placement near Hawk and Moore Hall</p>	<p>We received a complaint that the University's methodology regarding stop sign placement was antiquated and excessive. After viewing the material provided by the complainant, and forwarding to various departments, it was determined that the University did due diligence in determining where stop signs were placed in new construction, and that some of the placement was done in response to a fatal accident and with input from Highland Park United Methodist Church. The SMU chief of police had final say on the placement of the signs.</p>