General Council Meeting
April 6, 2023,  2:10 P.M.
Room 3560, Memorial Union

Councilors: Please make sure you have signed in
at the registration table and have your name placard
Welcome, and thank you for joining our virtual meeting!

Please stay muted and keep your camera turned off unless you are speaking. These efforts preserve bandwidth and cut down on outside noise and distraction to provide a better experience for everyone in the meeting.

- Call to Order & Seating of Substitutes (Patrick Wall)
- Establish Quorum (Lynne Campbell)
- Approval of the Agenda
- Approval of the Minutes

March 2, 2023, General Council Meeting Minutes
Welcome, and thank you for joining our virtual meeting! Please stay muted and keep your camera turned off unless you are speaking. These efforts preserve bandwidth and cut down on outside noise and distraction to provide a better experience for everyone in the meeting.

Administrative Reports

- Jonathan Wickert - Senior Vice President & Provost
- Ed Holland - University Human Resources
ISU Benefits Survey

Summary of Findings

Professional & Scientific Council Meeting
Thursday, April 6, 2023
Iowa State University engaged Mercer to conduct an Unmet Needs survey to understand what is most concerning to employees and to help identify gaps in rewards offerings.

The results of this survey gives ISU a baseline for their current workforce, provides insight into their current value proposition, and will be used to inform benefits design going forward.

The survey was designed through feedback from the ISU Benefits Team and consultation with internal Mercer colleagues.

The final survey included multiple elements including items on what was initially most attractive and which are currently attractive, understanding of benefits, concerns that worry employees, and overall views of benefits.

The survey was administered to the full ISU faculty and staff population, and was live from November 1–18, 2022.

The final survey response rate was 42% (2,780 completes out of the total population that was invited to participate of 6,623 employees).
**General Perceptions**

92% of the participants agree that the benefits offered meet their (and their family’s) needs (+18 from US Norm). The perception of benefit competitiveness is also fairly strong.

- 86% agree that the benefits offered are competitive with those in their geographic area [US Norm = 57%]
- 65% agree that the benefits offered are competitive with other higher education institutions [US Norm = 59%]

**Communication**

Benefits communications is like Mercer’s US benchmark.

- 77% agree that they have a good understanding of their benefits [US Norm = 82%].
- 75% agree that Iowa State University has done a good job communicating information about benefits [US Norm = 72%].
- 74% agree that Iowa State University gives them enough information to make informed benefits decisions [US Norm = 75%].
- 56% agree that they can easily find answers to benefit questions, however 67% indicate they can easily get answers from the UHR benefits team [US Norm = 68%].
- 50% view the UHR Benefits website as easy to navigate and provides answers.
Attraction & Retention Perceptions

• When asked about intent to stay, **65% of respondents indicate that they are not seriously considering leaving** the university (-6 from US Norm).
  
  o Professional & Scientific: 66%, Faculty: 56%, Merit: 68%

• Overall, **79% report that the benefits play a significant role in them staying with the university (+19 from US Norm).** However, Faculty are less inclined to say that benefits are a retention factor:
  
  o Professional & Scientific: 82%, Merit: 83%, Faculty: 69%

• Similarly, **65% indicate benefits were a factor as to why they joined (+17 from US Norm).** Only 48% of Faculty, however, report benefits as an attraction factor.

• Sentiment around **Flexible Work options (+15), Health Insurance (+11), and one’s Manager/Leader (+8)** become stronger factors over time (i.e., they influence employee’s decision to stay more so than the decision to join).

• **Career opportunities (-19), Type of work (-16), and Mission / Reputation (-11)** become less impactful over time.
Top Concerns for ISU Employees

• Overall, the Iowa State University workforce is primarily concerned with:
  1. Workload/life balance
  2. Job security
  3. Being able to retire
  4. Personal fulfillment & purpose
  5. Covering monthly expenses [tie]
  6. Mental/emotional health [tie]

• Top concerns do vary by Job Family:
  o Professional & Scientific and Faculty: Workload/life balance
  o Merit: Covering Monthly Expenses

<table>
<thead>
<tr>
<th>Prof &amp; Scientific</th>
<th>Faculty</th>
<th>Merit</th>
<th>Post Doc / Trainee</th>
<th>Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Career opps. (20%)</td>
<td>1. Tuition reimb. (16%)</td>
<td>1. Career opps. (14%)</td>
<td>1. Tuition reimb. (27%)</td>
<td></td>
</tr>
<tr>
<td>2. Work flex (19%)</td>
<td>2. Healthcare benefits (11%)</td>
<td>2. Pet ins. (13%)</td>
<td>2. Career opp. (14%); Paid parental leave (14%) [tie]</td>
<td></td>
</tr>
<tr>
<td>3. Paid parental leave (12%)</td>
<td>3. Childcare/Elder care (11%)</td>
<td>3. Vacation time off (12%)</td>
<td>3. Work flex; Childcare/Elder care (15%)</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1. Tuition reimb. (27%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2. Career opp. (14%); Paid parental leave (14%) [tie]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3. Work flex; Childcare/Elder care (15%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Retirement plans; Student Loan assist. (9%) [tie]</td>
</tr>
</tbody>
</table>
Benefits Satisfaction

- Overall, benefit satisfaction is high and above or at norm in most areas where there is a comparison to be made.
- In areas where satisfaction appears to be lower (i.e. Eyewear, Voluntary Disability, and ISU Wellbeing) it should be noted that this is likely more about the voluntary nature of these benefits and lower utilization.

<table>
<thead>
<tr>
<th>Benefits Satisfaction (% Very Satisfied x Satisfied)</th>
<th>Iowa State University (n=2,780)</th>
<th>Mercer US Norm</th>
<th>ISU Diff from Mercer Norm</th>
<th>Professional &amp; Scientific (n=1,790)</th>
<th>Faculty (n=480)</th>
<th>Merit (n=403)</th>
<th>Post Doc./Trainee (n=76)</th>
<th>Contract (n=28)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Above Norm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical plans out-of-pocket costs</td>
<td>76%</td>
<td>46%</td>
<td>30%</td>
<td>78%</td>
<td>72%</td>
<td>70%</td>
<td>70%</td>
<td>88%</td>
</tr>
<tr>
<td>The university match on mandatory retirement options</td>
<td>87%</td>
<td>73%</td>
<td>14%</td>
<td>89%</td>
<td>84%</td>
<td>83%</td>
<td>60%</td>
<td>85%</td>
</tr>
<tr>
<td>Paid time off</td>
<td>88%</td>
<td>76%</td>
<td>12%</td>
<td>93%</td>
<td>63%</td>
<td>86%</td>
<td>74%</td>
<td>88%</td>
</tr>
<tr>
<td>Your total benefits package at the university</td>
<td>88%</td>
<td>76%</td>
<td>12%</td>
<td>90%</td>
<td>82%</td>
<td>85%</td>
<td>77%</td>
<td>93%</td>
</tr>
<tr>
<td>Employee Assistance Program (EAP)</td>
<td>54%</td>
<td>48%</td>
<td>6%</td>
<td>56%</td>
<td>48%</td>
<td>49%</td>
<td>53%</td>
<td>50%</td>
</tr>
<tr>
<td>-1 to -4 points Below Norm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental insurance</td>
<td>71%</td>
<td>72%</td>
<td>-1%</td>
<td>72%</td>
<td>71%</td>
<td>69%</td>
<td>58%</td>
<td>76%</td>
</tr>
<tr>
<td>Long Term Disability</td>
<td>64%</td>
<td>65%</td>
<td>-1%</td>
<td>67%</td>
<td>62%</td>
<td>58%</td>
<td>46%</td>
<td>58%</td>
</tr>
<tr>
<td>Tuition Reimbursement Program</td>
<td>39%</td>
<td>43%</td>
<td>-4%</td>
<td>43%</td>
<td>16%</td>
<td>34%</td>
<td>38%</td>
<td>33%</td>
</tr>
<tr>
<td>&gt;=5 points Below Norm</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eyewear Discount Program*</td>
<td>47%</td>
<td>73%</td>
<td>-26%</td>
<td>47%</td>
<td>44%</td>
<td>46%</td>
<td>46%</td>
<td>72%</td>
</tr>
<tr>
<td>No Norm Available</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choice of medical plan options</td>
<td>89%</td>
<td>n/a</td>
<td>n/a</td>
<td>91%</td>
<td>86%</td>
<td>85%</td>
<td>86%</td>
<td>93%</td>
</tr>
<tr>
<td>Medical plans cost deductible</td>
<td>79%</td>
<td>n/a</td>
<td>n/a</td>
<td>82%</td>
<td>72%</td>
<td>73%</td>
<td>79%</td>
<td>81%</td>
</tr>
<tr>
<td>Financial &amp; retirement educational opportunities</td>
<td>63%</td>
<td>n/a</td>
<td>n/a</td>
<td>65%</td>
<td>54%</td>
<td>63%</td>
<td>56%</td>
<td>68%</td>
</tr>
<tr>
<td>Flexible Spending Accts &amp; Dep. Care Assistance Program (DCAP)</td>
<td>63%</td>
<td>n/a</td>
<td>n/a</td>
<td>65%</td>
<td>67%</td>
<td>48%</td>
<td>50%</td>
<td>42%</td>
</tr>
<tr>
<td>Mental health benefits</td>
<td>61%</td>
<td>n/a</td>
<td>n/a</td>
<td>63%</td>
<td>57%</td>
<td>54%</td>
<td>61%</td>
<td>63%</td>
</tr>
<tr>
<td>Voluntary Individual Disability Income Insurance</td>
<td>54%</td>
<td>n/a</td>
<td>n/a</td>
<td>56%</td>
<td>53%</td>
<td>48%</td>
<td>48%</td>
<td>47%</td>
</tr>
<tr>
<td>ISU Wellbeing Program/Adventures 2</td>
<td>49%</td>
<td>n/a</td>
<td>n/a</td>
<td>52%</td>
<td>40%</td>
<td>45%</td>
<td>60%</td>
<td>50%</td>
</tr>
</tbody>
</table>
Overall Satisfaction with ISU

- Three-quarters of ISU employees are proud to work for the university, would recommend the university as a great place to work, and are motivated to help the university be successful.
- Despite these strong sentiments, there is still a negative gap compared to the US National and US Education/Research norms.
- The willingness to recommend is a bit more on par with both benchmarks. Tenure follows a shallow u-shaped curve across all items, bottoming out at the 6-9 year range (e.g., willingness to recommend (66%) and retention (56%)).
General Perceptions: Wellbeing

- Over 1 in 3 respondents are neutral on the effectiveness of Adventure2.
- ISU is somewhat below the US national norm on supporting a healthy lifestyle.
- Nearly 1 in 4 respondents are unfavorable of senior leadership's commitment to a workplace that supports employee health and wellness.

![Chart showing general perceptions of wellbeing]

- I consider the physical conditions of my workplace to be appropriate for my overall well-being.
  - Favorable: 69%
  - Neutral: 19%
  - Unfavorable: 13%
- I feel that I have the help and support that I need to manage my mental health.
  - Favorable: 62%
  - Neutral: 27%
  - Unfavorable: 10%
- The university creates an environment that supports a healthy lifestyle.
  - Favorable: 55%
  - Neutral: 26%
  - Unfavorable: 19%
- Our wellness program (Adventure 2) is effective at encouraging healthy behaviors.
  - Favorable: 51%
  - Neutral: 35%
  - Unfavorable: 14%
- Senior leadership is committed to creating a workplace that supports employee health and wellness.
  - Favorable: 46%
  - Neutral: 32%
  - Unfavorable: 23%
## General Perceptions: Wellbeing Cont’d

<table>
<thead>
<tr>
<th>Statement</th>
<th>Favorable</th>
<th>Neutral</th>
<th>Unfavorable</th>
<th>US National Norm</th>
</tr>
</thead>
<tbody>
<tr>
<td>The amount that the university contributes to my family’s healthcare premiums positively impacts my finances.</td>
<td>81%</td>
<td></td>
<td>14%</td>
<td>6%</td>
</tr>
<tr>
<td>My current family situation (e.g., childcare, eldercare) is manageable.</td>
<td>77%</td>
<td></td>
<td>14%</td>
<td>9%</td>
</tr>
<tr>
<td>My and/or my family’s mental health is manageable.</td>
<td>74%</td>
<td></td>
<td>20%</td>
<td>6%</td>
</tr>
<tr>
<td>I am able to cope effectively with stress at work.</td>
<td>68%</td>
<td>72%</td>
<td>19%</td>
<td>12%</td>
</tr>
<tr>
<td>I believe the university provides enough financial management education and tools to meet my current needs.</td>
<td>54%</td>
<td></td>
<td>33%</td>
<td>13%</td>
</tr>
<tr>
<td>I think the university is doing enough to help me prepare for my retirement.</td>
<td>50%</td>
<td></td>
<td>34%</td>
<td>17%</td>
</tr>
<tr>
<td>I am confident I am doing enough to prepare financially for retirement.</td>
<td>49%</td>
<td></td>
<td>26%</td>
<td>24%</td>
</tr>
<tr>
<td>The university provides me with support to manage my childcare needs.*</td>
<td>31%</td>
<td>30%</td>
<td>38%</td>
<td></td>
</tr>
</tbody>
</table>

*Childcare support includes access to on-campus childcare facilities and programs.*
Open Ended Comments Summary

The following comments are based on responses to the question, “Which benefits most contributes to your satisfaction with ISU?”

Healthcare/medical benefits
- Affordability
- Accessibility
- Big retention factor
- “Great healthcare that is accessible and affordable is very important.”
- “Health benefits and costs are a big benefit of ISU. Other businesses require more out of pocket from employees…”
- “The benefits are the best at keeping people here…”
- “Benefits and retirement can’t be beat. I came back to ISU after 9 years in non-profit work. I KNOW the difference!”

Vacation time off
- Generous amount
- Having both sick and vacation time
- “… The vacation/time off is sufficient for me to spend time with my kids and explore other interests and hobbies…”
- “Vacation allocation is generous compared to literally everywhere else I’ve worked. It’s great to get a decent amount of PTO without having to remain in place for a decade…”
- “We have great vacation and sick leave…”
- “… Having a really healthy bank of sick and vacation time allows me the freedom to take a mental health day as needed to refresh and come back stronger…”

Retirement plans
- Very valuable for most employees
- Many appreciate the match
- “Iowa State’s retirement plan has allowed me to be in a better position financially to retire in the future…”
- “The retirement program continues to be above the private sector…”
- “The matching retirement funds in IPERS is a great benefit…”
- “ISU is one of the few employers that has such as strong employer match to employee’s retirement accounts, and I appreciate that…”

Work flexibility
- Many appreciate the work flexibility for:
  - Better work-life balance
  - Family life
  - Mental health
- “The top 2 reasons I have not left ISU yet is due to health insurance and hybrid work option.”
- “I think our benefits are excellent, and I appreciate that very much. I work a hybrid schedule (2 days remote per week), and it has been life-changing. This is a newer "benefit" but I appreciate it so much. It helps with my mental health [less stress trying to physically get to work everyday].”
- “… I enjoy working at Iowa State, but enjoy my personal time with friends and family, and feel as if there’s a good balance.”
- “Flexibility is key to morale…”
Open Ended Comments Summary

The following comments are based on responses to the question, “What is the one thing that would make ISU’s benefits even better?”

Career and promotion opportunities
- More promotion opportunities
- Better pay
  - “It would be nice to have more opportunities for career advancement / promotions...”
  - “We have no way to “climb the ladder” at Iowa State. Once you are in a job, you are pretty stuck unless you take a completely different position in a different office on campus...”
  - “Competitive pay and better classification/promotion structure.”

Rewards and recognition
- Most would like to be recognized more for good performance.
  - “...Have milestones that workers could meet to obtain recognition for years of service (1/5/10 years) or completing certain training...”
  - “There is something to be desired about opportunities for high-performing employees to be recognized and receive career progression opportunities here...”
  - “… A lot of people work hard and they don’t always get the recognition they deserve.”

Healthcare/medical benefits
- High out-of-pocket expenses
- Vision and dental can be better (e.g. cheaper with more coverage)
  - “Healthcare costs are skyrocketing so additional focused assistance would be significant to employees.”
  - “Maintaining or reducing premiums on current benefits provided.”
  - “While most areas of the health care benefits are good, vision and dental could be better.”
  - “I’d like a “permanent” vision benefit similar to the dental benefits we are currently offered.”
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Professional and Scientific Council

Executive Committee Reports

- President – Jamie Sass
- Secretary/Treasurer – Lynne Campbell
- Vice President for Equity and Inclusion – Marlene Jacks
- Vice President for University Community Relations – Sarah Larkin
- Vice President for University Planning and Budget – Matthew Femrite
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- Upcoming Event
  - May 26 / Creamery Tour / 1 PM
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- Campus Service Day – April 15th

(Sign Up For Spring Campus Service Day!)

SUNDAY, APRIL 15
10AM - 2PM | MEMORIAL UNION
CHECK-IN BEGINS AT 9:30AM

Mark your calendars for Campus Service Day, coordinated by Campus Service Council!

Registration is now available for all various opportunities to serve the Iowa State campus and the community of Ames. Volunteer as little as 1 hour of your time, or more!

All students, faculty, and staff can participate by registering for various projects via the registration link on the Campus Service Council website!

(Transportation will be provided by Iowa State University vehicles for events held off campus.)

- Cat Toy Making
  - Making cat toys for local animal shelters.
  - Location: Memorial Union
  - Shifts available: 11am - 2pm (you can pick specific shifts on the next page)

- Letters of Love
  - Writing letters to children which will be donated to Letters of Love project
  - Location: Memorial Union
  - Shifts available: 11am - 2pm (you can pick specific shifts on the next page)

- Making T-Shirt Bags
  - Making T-shirt bags for the Salvation Army
  - Location: Memorial Union
  - Shifts available: 11am - 2pm (you can pick specific shifts on the next page)

- Sorting Hygiene Supplies
  - Sort hygiene packs for Sloss House and the Bridgehome
  - Location: Memorial Union
  - Shifts available: 10am - 11am (you can pick specific shifts on the next page)

- Tie Blankets
  - Making tie blankets to be donated to agencies in the community
  - Location: Memorial Union
  - Shifts available: 11am - 2pm (you can pick specific shifts on the next page)

- YSS
  - Assist in outside maintenance
  - Location: YSS Site
  - Time 10am-12pm and 12pm-2pm
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Professional and Scientific Council
Committee Reports

- Awards – Susy Ankerstjerne
- Communications – Deanna Sargent
- Compensation and Benefits – Liz Luiken
- Peer Advocacy – Jacob Larsen
- Policies and Procedures – Paul Easker
- Professional Development – Jennifer Schroeder
- Representation – Jason Follett
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Unfinished Business and General Orders

- None
New Business

Election of 2023 - The P&S Council 2023 Election concluded at 11:59 PM on March 31, 2023. There were 701 votes casted out of a potential of 3578 which is response rate of 19.6%. This is one of the higher election turnouts in numerous years.

Those elected/re-elected are:

**ACADEMIC AFFAIRS (12)**
- Amanda Eggers
- Carrie Schwake
- Chris Knight-Gipe
- Isaac Ehlers
- Jennifer Finch
- Kaylee Wellik
- Leah Feltz
- Lynne Campbell
- Michael Boyd
- Paul Gibbins
- Rachel Faircloth
- Sarah Larkin

**OPERATIONS & FINANCE (2)**
- Jennifer Schroeder
- Mindy Hanna

**PRESIDENT (3)**
- Lucas Oerter
- Nikki Brandon
- Sara Everson

**STUDENT AFFAIRS (1)**
- Nathan Pick
Open Discussion for the Betterment of Council

- What do I want P&S Council to have achieved in a year?
- Follow up with Jamie Sass & Patrick Wall
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Announcements

- Announcements from Councilors
- Executive Committee Meeting
  April 21 – 10-Noon – 2304 Gerdin
- General Council Meeting
  May 4 - 2:10 PM - Room 3580 Memorial Union
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Adjournment