



Volume 4 Issue 5

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The Campaign Against Expansion of the Call Centre Model – Rob Wiznura

The committee struck has been hard at work and continues to work over the summer on this issue. We would encourage you to check out <http://protectlearningatau.ca/>. At time of writing, we are at 696 signatures. Given that our tutors and AEs only number a few over 300 and that many have *not* signed on, the university can hardly dismiss this initiative as a few disgruntled tutors wanting to protect their pay. If you haven't signed yet, we certainly encourage your participation and comments.

As well, the co-chairs took the initiative to respond to Barry Walker's letter on the issue that was distributed to the entire university. We tried to distribute that letter via "allstaff," but were denied access. We distributed it to CUPE and to AUPE and AUFA with the latter two groups' permission. Some feedback has been forwarded by AUFA and, if nothing else, the letter certainly rejuvenated discussion.

The committee issued a press release on the issue, with Metro picking up the item.

As well, we are continuing our grievances on the issue of the call centre in the Faculty of Science.

In case you haven't been following, one of the key issues is that the call centre is increasingly looking like the tutor model without the pay. Plus, there is the extra hurdle students have to take before they can access their tutor/AE. Thus, people who are currently or who have always worked under the call centre model should not feel denigrated or disrespected by this campaign. We are trying to make the situation better for all of our members and students.

RSP and TFSA

Some/ many people still have not applied for this money. What gives? We bargained for it and **it is your money!!** You are entitled to this money. If you haven't applied, please do. You need to do this directly with the university.

The pension sign up information is found at:

<http://www1.athabascau.ca/hr/benefitpage/CUPERRSP>



Changes in FST – Ann Reynolds

You have probably heard of the plans to change all AU classes to a call centre model of learning. The Faculty of Humanities and Social Sciences has so far resisted this one-size-fits-all (or nobody) model that Faculty of Business uses, but the Faculty of Science and Technology has imposed it on a number of courses (and tutors) as a “pilot project”. The result for FST is that tutors are losing pay and job satisfaction – the model prevents contact between instructors and students by giving administrative staff the choice whether to forward student queries to their instructors. It also entails extensive monitoring of instructors.

CUPE 3911 has begun a campaign to publicise what AU is planning and protest the imposition of a call centre model across all courses, whether the call centre will work for the subject area or not. We hope not only to stop further imposition of the call centre, but to get rid of the “pilot project” in FST, and even to bring the Faculty of Business back to an individual study model. If you would like to see the CUPE campaign, and join in, please go to <http://protectlearningatau.ca/>.

Remember that more signatures equal more influence, so please sign!

Pay Change – Rob Wiznura

Please keep abreast of the changes to pay period that will take place in January. Now is the time to start thinking about such things and any arrangements that you need to make. The university is shifting from monthly pay to a biweekly pay period. These changes will affect AEs in particular, as you will need to invoice every two weeks instead of monthly. If you need to make banking arrangements to shift mortgage payments, student loan payments, and so on, January 20th will be the first payment date. There will be NO payment on January 15, so you will need to account for December 15-January 20. The university will offer advances, depending upon number of blocks carried, but you need to apply to the university directly. The university will be providing more information and a FAQ to guide you through the change. Note that our overworked administrator, Jackie, cannot fill out these forms for you.

Conference

TUTOR Conference is coming up in the fall. We are having it in October this year, hopefully after the good weather of September. Mark your calendars and keep your eyes on the e-mail for a call to register.

Date: October 18th, 2014

Place: Chateau Nova, Airport Road, Edmonton

**Furlough:**

OH NO! I paid for a bloody week off and forgot to take it! Have I lost it?

At the last Labour-Management Committee meeting, we asked if people who have not taken their week off have lost it (the original agreement was that the time was to be used before July 1). The university has agreed that it will honour the time off, given that people have already paid for it.

Member Updates**Ernie Jacobson**

Sadly for us, Ernie has left CUPE for a stint on AUFA. Ernie has been a tireless worker for the local for what seems a thousand years. If you see Ernie, please take the time to thank him for his years and years and years of service. We are certainly going to miss him. I will certainly miss his diplomacy and grace (qualities I woefully lack). There are some large shoes we will need to fill for co-chair this fall.

Margaret Keene

Another long-time member and contributor to our local is currently fighting cancer. We certainly wish Margaret well. Keep up the fight, Margaret!

**Next CUPE General Membership Meeting:**

Saturday, September 13th, 9:30 a.m.

10011 – 109 Street Edmonton

**** Teleconference Available ****



Grey Matter – creating a ticket when a student contacts you directly

When students contact you directly and there is no ticket contained with Grey Matter, you can record your time taken to deal with the student issue by generating a ticket.

After you are in Grey Matter, look for the Blue highlighted area that says: **Generate Request**

The screenshot shows the Athabasca University Student Support Centre. The 'Create Request' button is highlighted in blue and pointed to by an arrow. The interface includes a sidebar with bookmarks, a main content area with tabs for 'Unassigned Team Work', 'My Work', 'My Requests', and 'History', and a table of requests. The table has columns for Actions, Request Number, Title, Requester, Status, Created, Moodle Marker, and Assigned To. One request is visible: ECON247 Academic Experts (2).

When you click on this, you have a new screen: **Select Requester**

Undergraduate Online Busi... x FB Central x Student Support Centre - Creat... x

https://support.athabasca.ca/Greymatter/cases/submit/

YAHOO! Search

Search

Safe Web

Share

Vault Closed

Login Assistant

Ernest Jacobson - Logout

Site Search

Athabasca University

Student Support Centre

Home

Requests

Knowledge Base

Create Request

Select Requester

If you don't select Requestor the request will be created on your behalf.

Select Clear

Requester

Category1 * -- Please Select --

Category2 * -- Please Select --

Category3 -- Please Select --

Category4 -- Please Select --

Subject *

Description *

Styles Paragraph Font Family Font Size

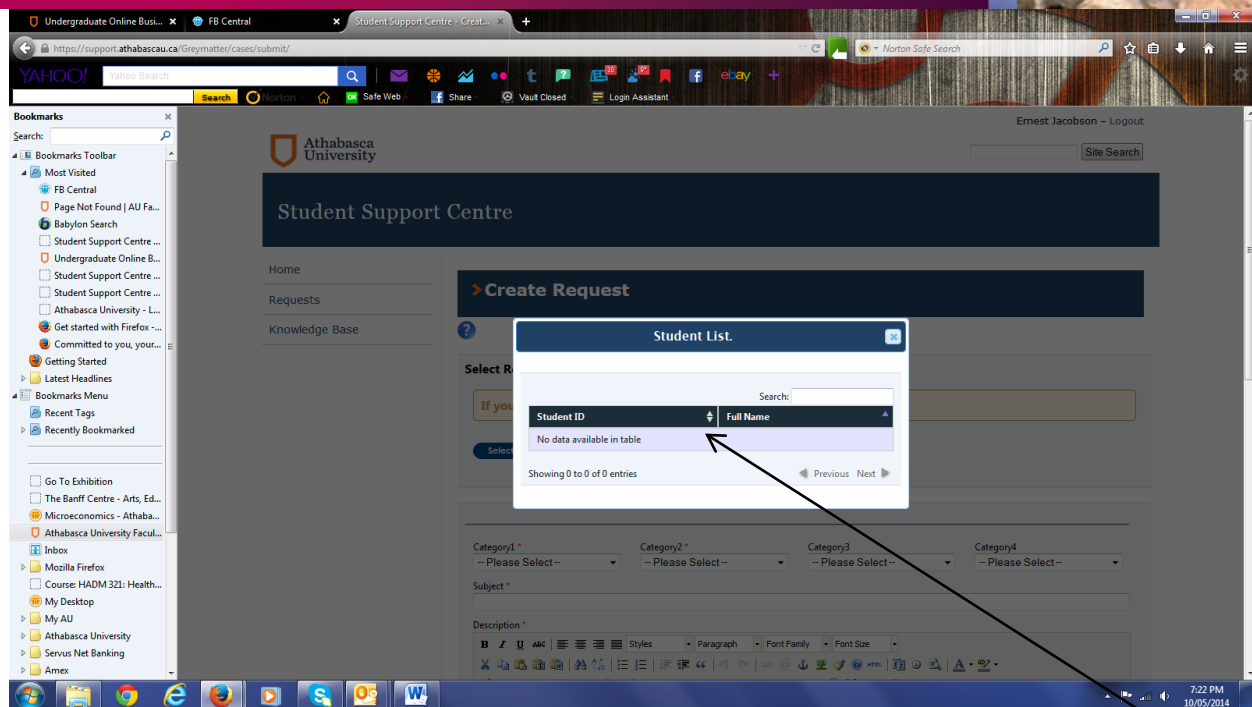
7:21 PM 10/05/2014

Requester

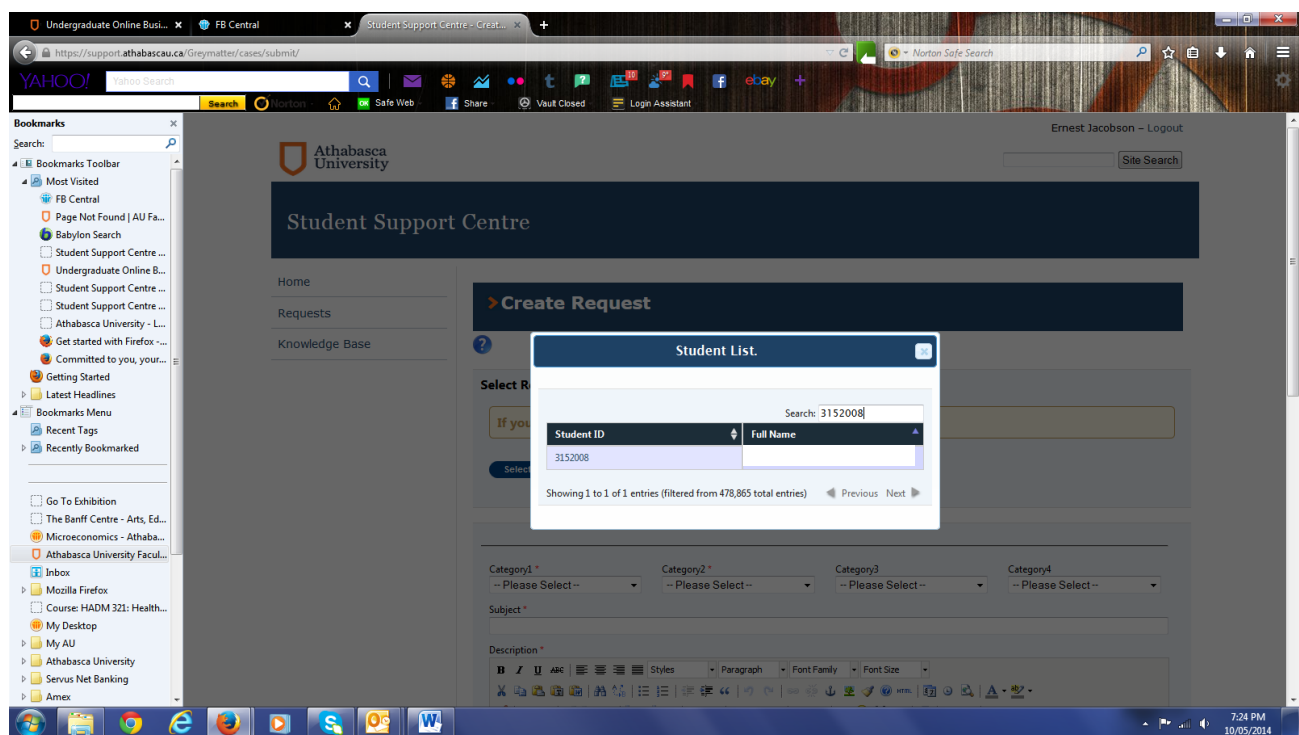
[Select](#)

Clear

Click on Select, and a new window will appear.



Type in the name or ID number of the student in the box that appears. You will then see the student name appear below.



Left click on that name and this opens a ticket.

Select Requester

If you don't select Requestor the request will be created on your behalf.

Select Clear Requester

Time spent * Minutes

Please select an action

☐ Resolved

☐ Assign To Me

Notifications

Send e-mail notification to student?

☒ Yes ☐ No

Category1 * -- Please Select --

Category2 * -- Please Select --

Category3 * -- Please Select --

Category4 * -- Please Select --

Subject *

Description *

In this ticket, you are asked for time spent in minutes(which you likely already know, because you have already responded to the student).

Below that are two check boxes

- Resolved
- Assign to me

If you have already resolved the ticket, just check both of these boxes.

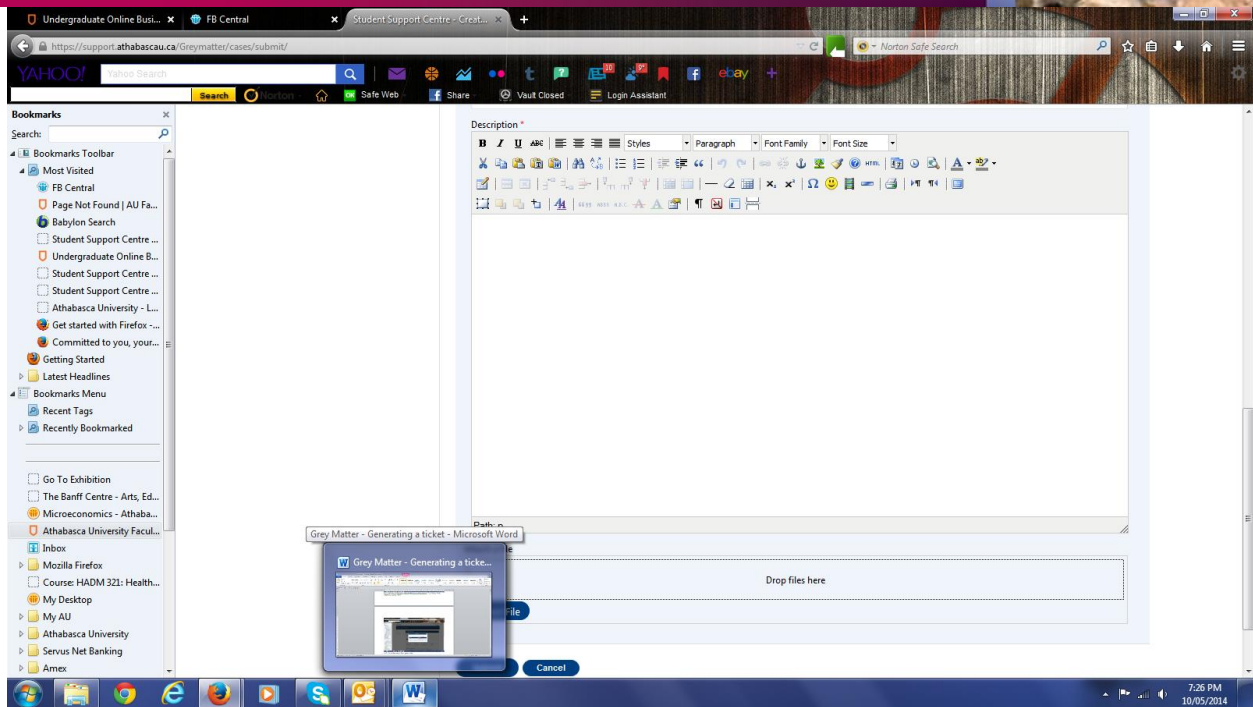
There are then four categories in drop down boxes:

Category 1 Your position, which would be Academic

Category 2 Course number click on correct course number (only your courses should appear in this drop down box)

Category 3 Course version, normally only the current one

Category 4 The type of issue (from the choices given, which includes an “Other” category).



Just below these category boxes, you are asked for the Description, which is just the title of the type of problem resolved.

Then, there is a comment box to provide further description of the issue resolved.

If you are sending an email to the student, there is the ability to attach a file just below the comment box.

Once this is completed you click on the Blue rectangle that says “Submit” and the ticket is generated with a ticket number in your time sheet. If you have missed any blank in the process, the ticket will not be generated, and you must go back and complete all required boxes.

This process can only be used when you are dealing with a student issue so that you can start the process with the Student ID number. With experience, the above process (which sounds cumbersome) will be quite straightforward to use when a student contacts you directly, and you have to claim the time in order to be properly compensated for this time.