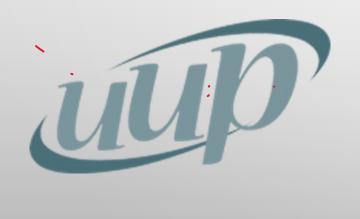


A PROFESSIONAL EMPLOYEE'S GUIDE TO WORKLOAD CREEP

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OVERVIEW

1. THE BASICS / BACKGROUND

- STATE JOB TITLE
- SL LEVEL
- JOB DESCRIPTION
- PERFORMANCE PROGRAM
- ANNUAL EVALUATION



2. WORKLOAD CREEP

- PROFESSIONAL OBLIGATION
- HOW DOES WORKLOAD CREEP ARISE?
- HOW DO WE CHALLENGE WORKLOAD CREEP? PERB COMPLAINT.
- HOW DO WE PROVE THE EXISTENCE OF WORKLOAD CREEP?



3. WORKLOAD CREEP CONSIDERATIONS 4. HOW CAN WORKLOAD CREEP BE ADDRESSED ON CAMPUS?

5. RESOURCES

STATE JOB TITLE / SL LEVEL

HTTPS://WWW.SUNY.EDU/HR/COMPENSATION/UNCLASSIFIED/

WILL PROVIDE YOU WITH SCOPE OF JOB DUTIES ... AND THE APPROPRIATE SL LEVEL FOR THE WORK YOU PERFORM WITHIN THE FAMILY OF JOB TITLES

JOB DESCRIPTION

IDEALLY, WILL BE ...

- 1. DEVELOPED BY SUPERVISOR
- 2. REFLECT ONLY JOB DUTIES CONTEMPLATED BY STATE JOB TITLE / SL LEVEL
- 3. SHARED WITH EMPLOYEE
- 4. THE SUBJECT OF PROFESSIONAL CONVERSATION
- 5. BE AMENDED TO INCORPORATE EMPLOYEE FEEDBACK
- 6. BE SIGNED BY EMPLOYEE AND SUPERVISOR

PERFORMANCE PROGRAMS:

- A DOCUMENT THAT SETS FOR THE DUTIES, RESPONSIBILITIES AND OBJECTIVES ASSIGNED TO AN EMPLOYEE.
- SETS THE CRITERIA UPON WHICH TO EVALUATE THE EMPLOYEE
- SHOULD BE ESTABLISHED AFTER CONSULTATION BETWEEN EMPLOYEE AND SUPERVISOR
- SHOULD IDENTIFY THE EMPLOYEE'S PROFESSIONAL OBLIGATION FOR THE UPCOMING YEAR

PERFORMANCE PROGRAMS – CONT.

SHOULD UTILIZE "SMART" OBJECTIVES WHEN SPELLING OUT PROFESSIONAL OBLIGATION

"S" – SPECIFIC. MAKE THE OBJECTIVE AS SPECIFIC AS POSSIBLE. SAY EXACTLY WHAT YOU WANT TO ACHIEVE IN CLEAR, CONCISE WORDS. DESCRIBE THE GOAL IN OBSERVABLE BEHAVIORS.

"M" – MEASURABLE. INDICATE HOW YOU WILL KNOW THE GOAL HAS BEEN MET. HOW MANY? HOW OFTEN? TO HOW MANY PEOPLE?

"A" – ATTAINABLE. THE GOAL SHOULD BE FEASIBLE IN TERMS OF RESOURCES AVAILABLE TO THE EMPLOYEE. DOES THE EMPLOYEE NEED TRAINING TO ACCOMPLISH? DOES THE EMPLOYEE HAVE THE SKILLS AND/OR EXPERIENCE TO ACCOMPLISH? IS THERE ENOUGH TIME TO ACCOMPLISH THE GOALS?

PERFORMANCE PROGRAMS – CONT.

"R" – RELEVANT. DOES IT MAKE SENSE IN RELATION TO THE OVERALL GOALS AND STRATEGY OF THE DEPARTMENT? WHY SHOULD THIS OBJECTIVE BE MET? IS IT RELEVANT GIVEN THE CURRENT CONDITIONS?

"T" – TIME-BOUND. THERE SHOULD BE A TIMEFRAME OR TIMING RELATED TO THE OBJECTIVE. (E.G., "WITHIN THREE MONTHS," "WEEKLY," "BY THE END OF JANUARY").

PERFORMANCE PROGRAMS – CONT.

THESE ARE "LIVING" DOCUMENTS.

- IF THERE IS A CHANGE IN SUPERVISORS, THE PERFORMANCE PROGRAM SHOULD BE UPDATED TO REFLECT THE CHANGE
- IF THE ELEMENTS OF THE PROFESSIONAL OBLIGATION CHANGE, THE PERFORMANCE PROGRAM SHOULD BE UPDATED TO REFLECT THE CHANGE

PERFORMANCE PROGRAMS – CONT.

IF THE EMPLOYEE DOES NOT CONCUR WITH SOMETHING IN THE PERFORMANCE PROGRAM, HE/SHE HAS THE RIGHT TO FILE A "REBUTTAL" TO IT WITHIN 10 WORKING DAYS OF THE PERFORMANCE PROGRAM BEING SIGNED.

A COPY OF THE REBUTTAL DOCUMENT IS PLACED IN THE EMPLOYEE'S OFFICIAL PERSONNEL FILE.

PERFORMANCE PROGRAMS AND REBUTTALS ARE KEY IN MAKING A WORKLOAD CREEP COMPLAINT AND PROVING A WORKLOAD CREEP CASE.

PERFORMANCE PROGRAMS – CONT.

PERFORMANCE PROGRAMS ARE TO BE CREATED ANNUALLY. IF YOU DO NOT HAVE A CURRENT PERFORMANCE PROGRAM, A GRIEVANCE CAN BE PURSUED TO INSURE THAT YOU GET ONE.

IF YOU DO NOT HAVE A CURRENT PERFORMANCE PROGRAM AND YOUR SUPERVISOR DOES NOT APPEAR WILLING TO CREATE ONE WITH YOU, PLEASE CONTACT THE CHAPTER.

INFORMATION ABOUT PERFORMANCE PROGRAMS CAN BE FOUND IN APPENDIX A-28 OF THE UUP MASTER AGREEMENT AND ARTICLE XII OF SUNY'S POLICIES OF THE BOARD OF TRUSTEES (POBT).

EVALUATIONS

THE UUP MASTER AGREEMENT STATES THAT PROFESSIONAL EMPLOYEES MUST HAVE THEIR PERFORMANCE FORMALLY EVALUATED BY THEIR IMMEDIATE SUPERVISOR ONCE EACH YEAR.

SUCH EVALUATIONS WILL BE BASED ON A PERFORMANCE PROGRAM DETERMINED BY THE IMMEDIATE SUPERVISOR AFTER CONSULTATION WITH THE EMPLOYEE.

WHY CONDUCT AN EVALUATION?

- 1. PROVIDE THE EMPLOYER WITH DATA TO UTILIZE IN MAKING THE DECISION TO RENEW OR NOT RENEW AN EMPLOYEE'S TERM APPOINTMENT.
- 2. PROVIDE A BASIS FOR PERFORMANCE IMPROVEMENT.
- 3. SERVE AS A GUIDE TO REEVALUATE JOB FUNCTIONS.
- 4. PROVIDE THE EMPLOYER WITH FEEDBACK TO UTILIZE IN MAKING DECISIONS AS TO PROMOTIONS AND SALARY INCREASES.
- 5. PROVIDE A BASIS FOR CAREER GROWTH.

EVALUATION CRITERIA

- 1. EFFECTIVENESS IN PERFORMANCE
- 2. MASTERY OF SPECIALIZATION
- 3. PROFESSIONAL ABILITY
- 4. EFFECTIVENESS IN UNIVERSITY SERVICE
- 5. CONTINUING GROWTH

EVALUATIONS – CONT.

SUPERVISORS SHOULD NOT EVALUATE EMPLOYEES ON ITEMS WHICH ARE NOT CONTAINED IN THEIR PERFORMANCE PROGRAMS.

IF AN EMPLOYEE DISAGREES WITH SOMETHING IN THE EVALUATION, THEY ARE ENTITLED TO WRITE A RESPONSE WHICH IS PLACED IN THEIR OFFICIAL PERSONNEL FILE – THERE IS NO DEADLINE FOR THE SUBMISSION OF THE RESPONSE/REBUTTAL

EVALUATIONS – CONT.

IF THE EVALUATION HAS AN OVERALL RATING OF "UNSATISFACTORY," THE EMPLOYEE HAS THE RIGHT TO HAVE THE EVALUATION REVIEWED BY THE COLLEGE COMMITTEE ON PROFESSIONAL EVALUATION (CCPE).

AN APPEAL TO THE CCPE MUST BE SUBMITTED WITHIN TEN DAYS OF THE DATE THE EVALUATION IS SIGNED.

IN GENERAL, THE EVALUATION IS LESS IMPORTANT THAN THE PERFORMANCE PROGRAM IN PROVING/WINNING A WORKLOAD CREEP CASE

WORKLOAD CREEP

PROFESSIONAL OBLIGATION DEFINED

- THE FUNDAMENTAL RESPONSIBILITY OF A UUP PROFESSIONAL IS TO MEET THEIR PROFESSIONAL OBLIGATION.
- BOTH SUNY & UUP AGREE THAT UUP PROFESSIONALS HAVE:
 - NO DEFINED WORKDAY

NO DEFINED WORK WEEK

PROFESSIONAL OBLIGATION – CONT.

RATHER, UUP PROFESSIONALS HAVE A PROFESSIONAL OBLIGATION BASED ON TASKS AND RESPONSIBILITIES ASSIGNED.

THE PROFESSIONAL EMPLOYEE'S ANNUAL EVALUATION IS BASED ON THEIR SUCCESS IN FULFILLING THEIR PROFESSIONAL OBLIGATION AS IT IS EXPRESSED/DEFINED IN THEIR PERFORMANCE PROGRAM

PROFESSIONAL OBLIGATION – CONT.

 WHILE PROFESSIONAL EMPLOYEES DO NOT HAVE A DEFINED WORKDAY OR WORK WEEK, THE EMPLOYER CAN IDENTIFY CORE HOURS WHEN AN EMPLOYEE'S PRESENCE IS NEEDED IN A PARTICULAR LOCATION TO COMPLETE SPECIFIC TASKS – AKA CORE HOURS

 BEING CLASSIFIED AS "FULL-TIME" OR AS "1.0 FTE" MEANS THAT YOU HAVE A FULL-TIME PROFESSIONAL OBLIGATION.

PROFESSIONAL OBLIGATION – CONT.

- WORKLOAD CREEP OCCURS WHEN ADDITIONAL DUTIES ARE ADDED TO A FULL-TIME EMPLOYEE'S PROFESSIONAL OBLIGATION WITHOUT THE REMOVAL OF OTHER DUTIES.
- WORKLOAD CREEP OCCURS WHEN A FULL-TIME PROFESSIONAL EMPLOYEE'S PROFESSIONAL OBLIGATION IS INCREASED WITHOUT ANY INCREASE IN COMPENSATION.

PROFESSIONAL OBLIGATION – CONT.

UUP & SUNY AGREE THAT THE COLLEGE PRESIDENT HAS THE RIGHT TO DEFINE/REDEFINE THE MIX OF COMPONENT PARTS OF THE PROFESSIONAL OBLIGATION

UUP & SUNY ALSO AGREE THAT THE COLLEGE PRESIDENT HAS THE RIGHT TO MODIFY THE PROFESSIONAL OBLIGATION TO ENSURE THAT AN EMPLOYEE IS PERFORMING A FULL PROFESSIONAL OBLIGATION; HOWEVER ...

PROFESSIONAL OBLIGATION - CONT.

 IF THE WORKLOAD IS INCREASED IN EXCESS OF A FULL PROFESSIONAL OBLIGATION, UUP RESERVES THE RIGHT TO GO TO PERB TO CHALLENGE THE ASSIGNMENT ON THE BASIS THAT THERE WAS A UNILATERAL CHANGE (IN A MANDATORY SUBJECT OF BARGAINING) OR TO SEEK IMPACT NEGOTIATIONS REGARDING THE ASSIGNMENT.

TAYLOR LAW – AKA PUBLIC EMPLOYEES FAIR EMPLOYMENT ACT – AKA ARTICLE 14 OF THE NEW YORK STATE CIVIL LAW

GOVERNS THE RELATIONSHIP BETWEEN PUBLIC EMPLOYERS AND PUBLIC SECTOR LABOR UNIONS SUCH AS UUP

VIOLATIONS OF THE TAYLOR LAW ARE KNOWN AS IMPROPER PRACTICE CHARGES - FILING AN "IP"

PERB – THE NEW YORK STATE PUBLIC EMPLOYEE RELATIONS BOARD.

THIS IS THE STATE AGENCY THAT INTERPRETS AND OVERSEES THE IMPLEMENTATION OF THE TAYLOR LAW.

IP CHARGE CASES ARE "HEARD" BY PERB ADMINISTRATIVE LAW JUDGES

- WORKLOAD CREEP MATTERS ARE NOT VIOLATIONS OF THE UUP/SUNY MASTER AGREEMENT. THEREFORE, THEY ARE NOT PURSUED AS GRIEVANCES.
- WORKLOAD CREEP MATTERS ARE PURSUED AS VIOLATIONS OF THE TAYLOR LAW. THE CASES ARE HEARD BY PERB. THE PERB OFFICE IS IN ALBANY. AS A RESULT, THE PURSUIT OF A WORKLOAD CREEP MATTER MAY, AT VARIOUS POINTS, REQUIRE THE EMPLOYEE INVOLVED AND THE CAMPUS ADMINISTRATORS INVOLVED TO TRAVEL TO ALBANY FOR HEARINGS.
- UUP PAYS THE TRAVEL-RELATED EXPENSES INCURRED BY MEMBERS (AND STAFF!) RELATED TO THE PURSUIT OF THESE MATTERS

HOW DO I PROVE MY WORKLOAD CREEP CASE?

1. WE NEED TO ESTABLISH THE HISTORICAL PROFESSIONAL OBLIGATION FOR YOUR POSITION, YOUR JOB TITLE, OR SIMILARLY SITUATED EMPLOYEES

THIS IS TYPICALLY DONE BY USING THE RELEVANT DOCUMENTS – JOB DESCRIPTION, PAST /PREVIOUS PERFORMANCE PROGRAMS, ANNUAL EVALUATIONS, AND JOB TITLE INFORMATION

IF YOU DO NOT HAVE A CURRENT PERFORMANCE PROGRAM ... IT WILL BE VERY DIFFICULT TO PROVE/WIN A WORKLOAD CREEP CASE.

HOW DO I PROVE MY WORKLOAD CREEP CASE?

2.A. WE NEED TO DOCUMENT/DEMONSTRATE THAT ADDITIONAL DUTIES/RESPONSIBILITIES WERE ADDED TO YOUR PROFESSIONAL OBLIGATION ... WITHOUT THE CONCOMITANT REMOVAL OF OTHER DUTIES.

OR,

2.B. WE NEED TO DOCUMENT/DEMONSTRATE THAT THE ADDITIONAL DUTIES/RESPONSIBILITIES ADDED TO YOUR PROFESSIONAL OBLIGATION ARE MORE ONEROUS/TIME CONSUMING/COMPLEX THAT THE DUTIES REMOVED FROM YOUR PROFESSIONAL OBLIGATION

IT IS MUCH EASIER TO PROVE THE 2.A. CASES THAN IT IS TO PROVE THE 2.B. CASES.

HOW DO I PROVE MY WORKLOAD CREEP CASE?

3. WE NEED TO DOCUMENT/DEMONSTRATE THAT THE INCREASE IN PROFESSIONAL OBLIGATION HAD A "SIGNIFICANT" AND NEGATIVE IMPACT ON THE EMPLOYEE'S WORKLOAD. MORE ON THIS IN A BIT.

4. WE NEED TO DOCUMENT THAT THE PROFESSIONAL EMPLOYEE COMMUNICATED WITH HER/HIS SUPERVISOR REGARDING THE IMPACT OF THE INCREASED PROFESSIONAL OBLIGATION.

5. WE NEED TO DOCUMENT THAT THE SUPERVISOR AND/OR ADMINISTRATION TOOK NO ACTION TO ALLEVIATE THE CONCERNS THAT WERE COMMUNICATED.

WHAT WILL PERB BE LOOKING FOR?

- DOCUMENTATION RE ADDITIONAL TIME WORKED NIGHTS? WEEKENDS? WORKING THROUGH LUNCH? HOW MUCH TIME PER WEEK OR PAY PERIOD? DETAIL IN DATES AND TIME WILL BE IMPORTANT.
- 2. DOCUMENTATION THAT WILL REFUTE EMPLOYER CLAIMS THAT THEY WERE NOT AWARE OF THE NEGATIVE IMPACT OF THE ADDITIONAL DUTIES. EMPLOYER OFTEN CLAIMS THAT THEY ASSUMED THAT THE EMPLOYEE WAS VOLUNTEERING TO WORK ADDITIONAL TIME. EMPLOYER OFTEN CLAIMS THEY THOUGHT THE EMPLOYEE WAS WORKING HARDER/LONGER IN ORDER TO PREPARE FOR FUTURE PROMOTIONS.

WHAT WILL PERB BE LOOKING FOR?

3. FACTORS WHICH PROVIDE A PLAUSIBLE EXPLANATION AS TO WHY/HOW THE ADDITIONAL DUTIES MIGRATED TO THE EMPLOYEE. EX. RETIRED EMPLOYEE NOT REPLACED, RESIGNED EMPLOYEE NOT REPLACED, HIRING FREEZE PREVENTED VACANCY FROM BEING FILLED, DEPARTMENTAL MERGERS BRINGING NEW/ADDITIONAL DUTIES, ETC.

A SUMMARY OF KEY PERB WORKLOAD CREEP CASES

• A MERE ASSERTION OR GENERALIZED TESTIMONY IS INSUFFICIENT.

COLUMBIA CO., 38 PERB 4567

 VIOLATION WAS FOUND WHERE THE WORK HOURS WERE INCREASED BY 4 HOURS EVERY OTHER WEEK.

UNIONDALE UFSC, 38 PERB 4515

 NO VIOLATION FOUND WHERE THE FACULTY CONTINUED TO PERFORM SCHOLARSHIP AND UNIVERSITY SERVICE AT THE SAME LEVEL BUT WHERE THAT WAS NOT REQUIRED BY ADMINISTRATION.

STATE OF NY (SUNY BROCKPORT), 30 PERB 4628

A SUMMARY OF KEY PERB WORKLOAD CREEP CASES

 NO VIOLATION FOUND WHERE THERE WAS NO PROOF THAT FACULTY WAS AT FULL PROFESSIONAL OBLIGATION BEFORE THE INCREASE AND WHERE THE MIX OF COMPONENT PARTS IS "SELF DIRECTED."

STATE OF NY (SUNY OSWEGO), 32 PERB 4604

• WORKLOAD CAN BE DEFINED AS THE TOTAL AMOUNT OF WORK WITHOUT REFERENCE TO TIMEFRAME WITHIN WHICH IT MUST BE COMPLETED OR THE AMOUNT OF WORK REQUIRED IN A SPECIFIC AMOUNT OF TIME. ONLY THE LATTER IS A MANDATORY SUBJECT OF BARGAINING.

NEW ROCHELLE HOUSING AUTHORITY, 21 PERB 3054

A SUMMARY OF KEY PERB WORKLOAD CREEP CASES

• WHERE THERE HAS BEEN A REDUCTION IN PERSONNEL AND THE REMAINING EMPLOYEES ARE REQUIRED TO COMPLETE A SIGNIFICANTLY GREATER AMOUNT OF WORK IN THE SPAN OF A WORKDAY, A VIOLATION MAY HAVE OCCURRED.

EDGEMONT UFSD AT GREENBURGH, 21 PERB 3067

THE INFORMATION PROVIDED THUS FAR ASSUMES THE ASSIGNMENT OF NEW/ADDITIONAL DUTIES WHICH ARE BEING CHALLENGED PROSPECTIVELY ...

... IF ADDITIONAL DUTIES WERE ASSIGNED IN THE PAST WITHOUT ANY DOCUMENTATION AND/OR "RESISTANCE," PERB WILL LIKELY VIEW THOSE DUTIES AS PART OF YOUR CURRENT/FULL PROFESSIONAL OBLIGATION ...

... WORD TO THE WISE – DON'T WAIT FOR THE STRAW WHICH WILL BREAK THE CAMEL'S BACK.

ARE ALL CHANGES TO MY PROFESSIONAL OBLIGATION ACTIONABLE?

- NO!
 - IF THERE IS A REDUCTION IN YOUR PROFESSIONAL OBLIGATION, NO ISSUE.
 - IF WE CANNOT DOCUMENT THAT THE INCREASE IS "SIGNIFICANT," PERB WILL LIKELY VIEW IT AS A PERMISSIBLE ADJUSTMENT OF THE EXISTING PROFESSIONAL OBLIGATION.
 - IF THE EMPLOYER CAN DOCUMENT THAT THE DUTIES REMOVED WHEN THE PROFESSIONAL OBLIGATION WAS ADJUSTED WERE GREATER OR EQUAL TO THE DUTIES ADDED, WE WILL HAVE DIFFICULTY PREVAILING.

HOW COULD A WORKLOAD CREEP SITUATION BE RESOLVED ON CAMPUS?

- USE OF EXTRA SERVICE
- USE OF COMP TIME
- PROVIDING A SALARY INCREASE
- PROVIDING A PROMOTION

ALTERNATIVES TO WORKLOAD CREEP

EXTRA SERVICE

- IS AN ACKNOWLEDGEMENT THAT AN EMPLOYEE IS WORKING BEYOND HIS/HER FULL OBLIGATION
- CANNOT EXCEED 20% OF THE EMPLOYEE'S REGULAR PAY
- NOT AVAILABLE TO PART-TIME EMPLOYEES. PART-TIME EMPLOYEES PERFORMING ADDITIONAL WORK SHOULD HAVE THE APPOINTMENT INCREASED.
- WAS READILY AVAILABLE IN THE PAST, FINANCIAL ISSUES HAVE MADE SECURING EXTRA SERVICE MUCH MORE DIFFICULT

ALTERNATIVES TO WORKLOAD CREEP

COMP TIME — IS ACCORDED TO THOSE PROFESSIONAL EMPLOYEES WHOSE SERVICE EXCEEDS THEIR NORMAL PROFESSIONAL OBLIGATION. SUCH ADDITIONAL EFFORTS SHOULD BE RECOGNIZED BY COMPENSATORY TIME OFF AT A LATER DATE.

- DO NOT MAKE ANY ASSUMPTIONS ABOUT COMP TIME. IT IS FULLY NEGOTIABLE. FOR INSTANCE, IT DOES NOT NEED TO BE A 1 FOR 1 PROPOSITION. IT CAN BE GREATER OR LESS THAN THE AMOUNT OF TIME YOU WORKED. KEY IS TO NEGOTIATE ... AND REDUCE AGREEMENT TO WRITING.
- WORK OUT THE AMOUNT OF TIME AND WHEN YOU MAY TAKE IF **BEFORE** YOU WORK THE ADDITIONAL TIME THAT EXCEEDS YOUR PROFESSIONAL OBLIGATION.

ALTERNATIVES TO WORKLOAD CREEP

SALARY INCREASES AND PROMOTIONS ARE ADDRESSED IN THE UUP CONTRACT AND COULD/SHOULD BE THE SUBJECT OF THEIR OWN TRAINING SESSION ... WHICH I WOULD BE HAPPY TO PROVIDE.

HAVING SAID THAT, I BELIEVE IT IS GOING TO BE VERY DIFFICULT TO SECURE SALARY INCREASES AND PROMOTIONS AT SUNY CAMPUSES FOR THE FORESEEABLE FUTURE.

IF YOU PURSUE A SALARY INCREASE AND/OR PROMOTION AND YOUR REQUEST IS DENIED AT A LEVEL LOWER THAN THE CAMPUS PRESIDENT, THE DENIAL CAN BE APPEALED TO THE COLLEGE REVIEW PANEL (CRP).



RESOURCES

• THE CURRENT – 2016 TO 2022 – UUP AGREEMENT CAN BE FOUND HERE –

HTTPS://UUPINFO.ORG/CONTRACT/PDF/20162022NYSUUPAGREEMENT.PDF

IN THIS PRESENTATION, WE'VE REFERENCED INFORMATION FOUND IN ARTICLE VII AND APPENDIX A-28 OF THE AGREEMENT.

• THE SUNY POLICIES OF THE BOARD OF TRUSTEES CAN BE FOUND HERE -

HTTPS://WWW.SUNY.EDU/MEDIA/SUNY/CONTENT-ASSETS/DOCUMENTS/BOARDOFTRUSTEES/SUNY-BOT-POLICIES-JAN2019.PDF

IN THIS PRESENTATION, WE'VE REFERENCED INFORMATION FOUND IN ARTICLE XI OF THE POBT.



RESOURCES

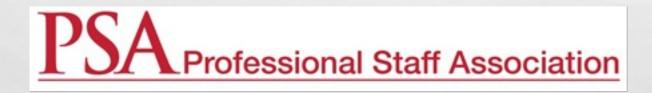
3. THE UUP WEBSITE CONTAINS A GREAT DEAL OF HELPFUL INFORMATION, INCLUDING A GUIDE FOR PROFESSIONAL EMPLOYEES. HERE ARE THOSE LINKS –

HTTPS://UUPINFO.ORG/

HTTP://UUPINFO.ORG/REPORTS/REPORTPDF/PROFESSIONALSGUIDE.PDF

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