Employees

Employee Council

The Employee Council is a body composed of representatives of Open University management and staff, both administrative and academic. It was established to allow for dialog among employees and to increase cooperation among them, and is currently in the process of formulating its activity areas as the representative body of Open University employees.

Due to distortions in the past and problems that arose, this year it was decided to change the key for selecting Council representatives. The number of representatives of the administrative staff increased from 12 to 17 representatives; there are 9 representatives of the academic faculty, 8 representatives of management, and one senior faculty representative. Representatives serve for a 4-year term and half the representatives are elected every two years.

The members of the Employee Council are: Prof. Gershon Ben-Shakhar, Chairman; Zeev Perl, Secretary; Ada Arnon; Malka Azria; Yael Bachar; Dr. Aviad Bar-Haim; Dafna Bar-On; Shay Beja; Yuval Ben-Atia; Yossi Bessler; Chaim Carmon; Lilach Chernovich; Iris Erlich-Philip; Prof. Itzhak Dotan; Prof. Judith Gal-Ezer; Dr. Nurit Goldman; Ninet Halfon; Reut Harari; Rami Inbar; David Klibanski; Dr. Gal Levy; Ofira Levy; Mickey Linman; David Lupo; Joseph Maori; Limor Messika; Dina Nusbaum; Gad Plotnik; Dr. Haim Saadoun; Rakefet Shechner-Lavie; Lilit Shiloah; Tali Snir; Giora Ullmann; Osnat Zarfati; Dr. Tiki Zohar

Among the issues discussed by the Council this year: Wage differentials of exam coordinators; departmental trips and a 'fun day' vs. investing in a fitness center; employee and management evaluation; various issues touching on quality of life of staff on the new Raanana campus (public transportation arrangements to Raanana; cellular antennas on buildings; two restaurants, one of them a dairy restaurant). Council members were updated about measures taken to achieve a balanced budget for 2004-2005. These included efficiency measures and cutbacks in order to reduce expenses and to adjust them to the budget framework dictated by expected income.

Survey regarding the fitness center

Following the decision by the Employee Council to relinquish a fun day in order to have a fitness center in Raanana, the Open University management sought input concerning employee interest in a fitness center due to the investment required. In light of the survey results, the President approved the establishment of a fitness center.

Installing internal cellular antennas in the hallways on the Raanana campus

The Employee Council discussed employees' objections to the installation of internal cellular antennas in hallways on the Raanana campus. Management invited experts from the Nahal Sorek Nuclear Research Center to explain the issue to the employees. A survey was then conducted among the employees and, based on the survey results, the President decided that antennas would not be installed in the hallways, except for Mirs system antennas or other low-band antennas on floors –1 and –2.

Expanded Counseling on Pensions

Counseling on pensions for employees was expanded this year following the pension reform in Israel. Various options for external management of the Open University employees' pension portfolio are being examined.

General Administrative Service Improvement Project: Service Measures and Service Contract

A long-term process intended to improve service provided by Open University administrative units was completed this year. A service contract was formulated and circulated and departmental teams were established to define service measures and to examine their implementation. A service contract was formulated by each unit in which it committed to the nature and quality of the service it delivers, including continuous monitoring and control by the unit itself. Service trustees were appointed to handle inquiries and complaints pertaining to the quality of service in their unit and to examine the extent to which the unit meets its commitments. The project's website was posted on the Intranet in order to provide employees

with up-to-date information and allows all employees and the service-providers to address issues relevant to service.

As part of the process, an advanced approach to service improvement was put into operation in some of the units, new service centers were established, work practices were changed, and timetables were defined. The employees in these units took upon themselves to implement the process, and to promote new ideas to improve service in their unit and at the Open University in general.

Employee evaluation

A new employee evaluation system was developed and expanded with an emphasis on the participation of all managers in the process. Workshops were conducted to reinforce managers' feedback skills, and individual training was offered to managers interested, utilizing four focus groups of employees and managers. The evaluation questionnaire was modified and the structure of the data report redefined. The Employee Council proposed a possible evaluation of managers by their subordinates.

Distribution of employees by area of activity – positions and personnel – September 2004

Area of activity	Positions	Personnel
Academic Academic departments, Evaluation and Academic Staff Development Department, Office of the Dean of Academic Studies, Library, Academic Counseling and Study Guidance Center, Research Authority, Academic Development Coordination Unit, various projects	351.4	477
The Center for Information Technology in Distance Education – *Shoham* Administration; *Ofek*; *Telem*; courseware and multimedia development; *Tamid*; informatics; *Vatat* computerization project	24.2	33
Campuses Haifa, Beer Sheva, Wadi Ara, Jerusalem	22.5	24
Teaching Services Division Administrative Center for Teaching Services, Registration Center, Center for the Organization of Exams and Study Centers, University Service Center, Warehouse and Distribution Center, Office of the Registrar	115.6	120
The Publishing House Production, graphics, word processing, typesetting, administration, Lamda – bookstore	37.0	37
Extra-Academic Studies Center and the School of Technology Tafnit, Ascolot, DiAlog, Hasifa, School of Technology, Beit Daniel	46.8	58
Administration Assistant Director General of Projects; Human Resources Department; Finance Department; Logistics and Assets Department; Maintenance, Infrastructure and Construction Department; Broadcasting Department; Planning & Methods Department	76.1	79
Computer Center Information systems, decentralized and communications systems, Computer service department	54.5	55
Other Management, Dean of Students, Public Relations and Resources, Friends of the Open University (Israel), Marketing and Advertising	22.8	27
Total*	**750.9**	**910**

* Including employees on maternity leave and on sabbatical

Organizational development and consultation processes

The design and initiation of training programs at a variety of levels and in a range of areas was initiated with the aim of underscoring the development of managerial skills and reinforcing communication mechanisms with/between employees: several departmental get-togethers and workshops were held to foster team work, streamline work processes and deal with change processes. Two unique workshops about effective communication were also developed and conducted for employees.
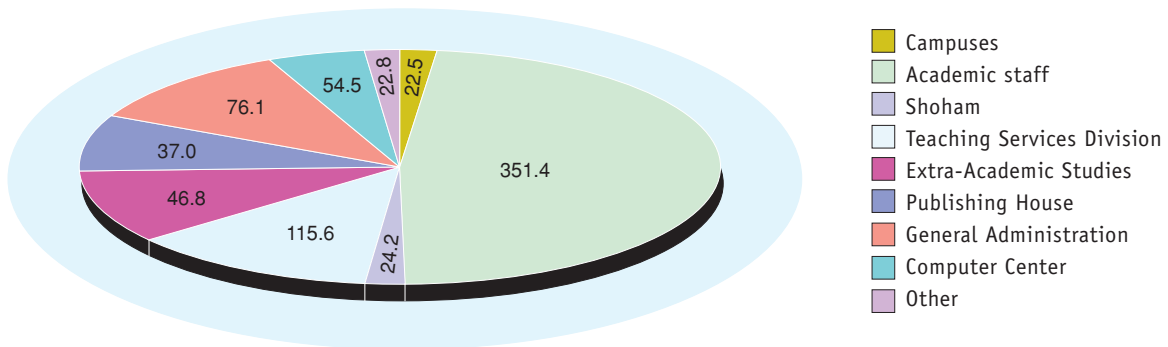
Intra-net services for employees

This year several new intra-net sites were launched: a site displaying the Open University Raanana campus was designed; an Employee Council site was established with information about the Council's activities and its regulations as well as an archive of meeting protocols – the site aims to improve communication between Open University employees and employee representatives serving on the Council; a site containing all Open University rules and procedures was established; a service quality site was designed containing the general administration service charter and the departmental charters.

Computer unit support services

The Windows XP operating system was upgraded this year on approximately 1,000 employee computers at the Open University and its branches. The computer communication infrastructure enabling employees to access the Open University network was replaced, currently providing employees with improved connection solutions and enabling computer communication through an ADSL connection as well.

Distribution of Employees (positions)

Legend:
- Campuses
- Academic staff
- Shoham
- Teaching Services Division
- Extra-Academic Studies
- Publishing House
- General Administration
- Computer Center
- Other

Values: 22.5, 22.8, 54.5, 76.1, 37.0, 46.8, 115.6, 24.2, 351.4

Classification of Employees (positions)

Legend:
- Senior faculty
- Visiting faculty
- Junior faculty
- Administrative staff
- Technical staff
- Management

Values: 25.6, 7.6, 49.5, 135.6, 228.3, 304.3

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