

FLORIDA COMMISSION ON HUMAN RELATIONS

3 John Knox Road, Suite 240, Building
Tallahassee, Florida 32303-4149

11/16/97 780247

00-5096

CHARGE OF DISCRIMINATION		FCHR No. <u>98-0247</u>	
Name (Indicate Mr., Ms., or Mrs.) Ms. Eileen E. Carroll		Social Security Number 577-44-3844g	Date of Birth AM 49:3197
Street Address 925 East Magnolia Drive, Apt. #E-7		Home Telephone Number (area code) 904-878-2642	
City, State, and Zip Code Tallahassee, Florida 32301		Work (if possible to call you there) retired	

List the employer, labor organization, employment agency, apprenticeship committee, government agency, or other person who discriminated against you.

Name College of Communication Florida State University	No. of Employees 15+ Yes	Telephone No. (area code) 904-644 9698
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Street Address 432 Diffenbaugh Bldg College and Copeland Sts., Tallahassee, FL 32306	City, State, and Zip Code	County Leon
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CAUSE OF DISCRIMINATION BASED ON (Check appropriate box (es)) <input type="checkbox"/> RACE <input type="checkbox"/> COLOR <input type="checkbox"/> SEX <input type="checkbox"/> RELIGION <input type="checkbox"/> DISABILITY <input type="checkbox"/> NATIONAL ORIGIN <input checked="" type="checkbox"/> AGE <input type="checkbox"/> MARITAL STATUS <input type="checkbox"/> RETALIATION	DATE MOST RECENT OR CONTINUING DISCRIMINATION TOOK PLACE (month, day, year) April 30, 1997
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THE PARTICULARS ARE (If additional space is needed, attach extra sheet(s):

See attached four pages.

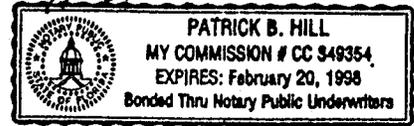
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HUMAN RELATIONS
1997 OCT 16 PM 12:49

I REQUEST TO BE AFFORDED FULL RELIEF TO WHICH I AM ENTITLED TO UNDER THE LAW(S).

I will advise the agency if I change my address or telephone number and I will cooperate fully with them in the processing of my charge in accordance with their procedures.

NOTARY- (Required for Filing)
SUBSCRIBED AND SWORN TO BEFORE ME J.D. FDL

SIGNATURE OF COMPLAINANT
Eileen E. Carroll
DATE
Oct. 26, 1997

Patrick Hill

16th OF October, 1997

Discrimination statement

FILED

DEC 19 AM 9:04

DIVISION OF
ADMINISTRATIVE
HEARINGS

I believe I was discriminated against because of my age since I was denied a promotion although I had been doing the work of the higher position, namely, that of a Program Assistant (i.e., graduate studies secretary) for many years.

Since the changes in my duties evolved slowly over years, I will start at the beginning. I began work for the Department of Communication in the College of Communication in December 1984 as a Secretary II. Most of my work was done on the typewriter. Then I learned to put the work on the IBM mainframe word processor. I did examinations, syllabi, correspondence, vitas, etc. In March 1986 my job was reclassified to Word Processor Systems Operator.

I first began doing the graduate studies work in 1985 when I was asked by my supervisor to assist with some of the supervisor's overload work. I agreed to help her. She gave me a few letters of inquiry for the graduate program from prospective applicants and asked me to answer them. This happened a few times and she then asked me if I would like to continue doing this work all by myself. I told her yes, because by this time I found that I enjoyed working with graduate students, answering their questions and advising them on procedures, over the phone, by letter and in their visits to the office.

As the program at that time was very small, no one in our office seemed to be able to direct me so I found that I could call Jessica Alois in the Graduate Admissions Office. She was very encouraging and helpful at the beginning and continued to be so all the twelve and a half years that I was there, as have other officers in that office.

Eventually the professors obtained their own personal computers and I was doing less word processing and at the same time the graduate program increased so I was doing more of that type of work. As far back as 1986 my yearly performance appraisal states that I was doing graduate studies work. In 1987 the Department decided to advertise our graduate program in various academic publications. After that we really did receive many inquiries and applications. The inquiries numbered from approximately 500 a year in 1987 and increased to about 1300 a year in 1996. The program expanded to the point where we had 135 completed applications and 50 incompleted applications a year, and usually about 100 graduate students attending at one time.

Around 1989 I got a new supervisor, Diane Maxwell. She was a Program Assistant but was doing the work of an Office Manager. As the years went by she would mention to the Chairman at our staff meetings that both of our jobs should be reclassified, but nothing was done. She even requested a meeting in the Dean's office with the Dean, Dr. John Mayo, and the Assistant Dean, Dr. Gary Heald, to request that our jobs be reclassified. Dr. Mayo said nothing, didn't even make eye contact with us, just kept reading the papers he had brought with him. Dr. Heald said that they were "working on it".

In Spring 1993, the chairman, Dr. Barry Sapolsky, called in a Personnel Officer, Cynthia Vickers, to evaluate the staff jobs in our office. She interviewed all three of us. On my job description she circled my job title and wrote on it "Doesn't apply: reclassify?".

Dr. Sapolsky admitted to me that my job should be reclassified but said that as we only had an Interim Dean at that time, nothing could be done. But even after a Dean was chosen, I just got more excuses every time I inquired about my status, such as: they couldn't give me Program Assistant level because I then would be on the same level as my supervisor, or that they were working on it, or that they didn't have the money in the budget that semester to pay me.

In the list printed by Florida State University, "Resource Guide for Graduate Programs" in 1993 and again in the one printed in 1996 the Department had me listed as one of the contact persons, but they erroneously gave me the title of Staff Assistant, which I never had, apparently in an attempt to conceal the fact that their graduate secretary was only a Word Processor Operator whereas most all the other departments' graduate secretaries are listed as Program Assistants.

In July 1996 the chairman hired an Office Manager, Karen Ball, and in early November, after my supervisor and the other secretary left, she said I could apply for their jobs or could continue doing what I was doing and she would see that my job would be reclassified in January 1997. When January came, she said she was sorry, but there was no money to upgrade me.

I dared not complain to the Personnel Office or the University Human Resources Office as I was afraid of retaliation. Over the years I heard horror stories from other staff workers who had the nerve to complain and their lives were made so miserable by subtle mental and emotional harassment, all day, every day that not one person that I knew who complained lasted more than a month after that. They were forced to quit by continued faultfinding, constantly being watched, loud reprimands in front of other employees, and anger displayed by their supervisors.

There was no chance of my quitting as I was my sole support and needed a full time job for the sick leave, hospitalization, pension, etc. So I had no alternative but to continue to cheerfully to do my best at my work and tough it out on my small salary because I knew, and I'm sure the College knew, that I couldn't leave my job as no one will hire a female who is in her late 50's or 60's for full time work.

Finally, I gave up hoping for the promotion and on April 30, 1997 I retired, even though I had wanted to continue working for at least two or three years more. That month I became 65 and no longer had to worry about receiving sick leave, hospitalization, etc, from an employer.

I was a very good employee so there was no real reason to deny my promotion. My annual Performance Appraisals, the majority of the years, was "Exceeds Performance Standards", the highest rating given to state employees. Comments from some of my yearly evaluations were:

- o In 1983 the chairman, Dr. Marilyn Young, wrote "Eileen's work in her primary responsibilities is outstanding. ... She demonstrates a willingness to learn new skills and procedures and is always willing to help out."
- o In 1988, the chairman, Dr. Norman Medoff, wrote "Eileen is fast and very efficient. Her work is always on time and very accurate."
- o In 1990 the chairman, Dr. Edward Forrest, wrote: "Ms. Carroll's work with Communication's Graduate Studies takes the majority of her time, and is done exceptionally well."
- o In 1992 the chairman, Dr. Edward Forrest, wrote: "Ms. Carroll is an extremely knowledgeable, productive and dependable person. She is very much considered an asset to the Department of Communication."

- o In 1993 the chairman, Dr. Barry Sapolsky, wrote: "Eileen is currently performing at a high level in all aspects of the job. I see no area requiring improvement."
- o In 1996 the chairman, Dr. Barry Sapolsky, wrote: "Eileen is punctual, productive and efficient. She performs all requested tasks quickly. She develops letters for responding to unusual requests from graduate applicants, she monitors all aspects of the graduate program application process, and she insures the smooth running of the office via supply-ordering, mail handling, etc."

Five months after I retired, on September 5, 1997, my former job, position number 52963, was finally reclassified to Program Assistant. With the exception of a couple of phrases, the entire description exactly describes the duties I performed. The job has been advertised and now the office manager is interviewing applicants. It seems that now that I have left, they have found the extra money to pay someone else a higher salary for the exact same work I performed.

Not only have I been deprived of my proper salary for approximately the last ten years but will continue to be cheated for the rest of my life as far as my state retirement pension and social security payments are concerned.

I firmly believe that I have been treated unjustly and unethically by a supposedly Equal Opportunity Employer.