



Division of Higher Education

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Johnny Key
Secretary

Maria Markham, Ph.D.
Director

December 2, 2021

The Honorable David Wallace, Chair
The Honorable David Hillman, Chair
Arkansas Legislative Council – Personnel Subcommittee
State Capitol Building
Little Rock, AR 72201

Dear Senator Wallace and Representative Hillman:

The Arkansas Division of Higher Education (ADHE) submits a request from the University of Arkansas Fayetteville for your review. UAF has requested the second language plan differential pay to determine and provide differential pay for an employee who has demonstrated proficiency in a second language. The differential pay request is based upon ACA §21-5-221 which states:

“A second language differential of up to ten percent (10%) may be authorized for an employee who has the demonstrated ability and skill to communicate in a language other than English, including American Sign Language, and that skill is determined by the agency or institution to be directly related to the effective performance of the job duties for the position occupied by the employee.”

The institution has submitted the following differential pay plan for this request based on four levels of proficiency:

Advanced	10%
Fluent	7.5%
Intermediate	5%
Beginning/Basic	2.5%

As required, the request contains the name and location of the testing facility, the levels of proficiency tested at the facility and indicates if the proficiency test was oral or written or a combination of both. Additionally, the second language must be utilized up to 85% of the time in performing job duties. According to UAF, the employee will be expected to speak Spanish 85% while conducting various job-related functions and interacting with internal customers and responding to emails. Employees receiving the differential whose job duties change and no longer require the use of the second language will

cease to receive the differential. According to UAF, the employee will be advised of this possible outcome.

UAF has requested the second language differential for Stephanie Marave, Human Resources Specialist, R036C, Grade C113. See Attachment. Testing was done by UAF Department of World Languages, Literatures & Cultures. If approved, this level of proficiency, advanced, is eligible for a 10% differential.

The Arkansas Division of Higher Education has reviewed the submitted documentation by the UAF and recommends the institution's request for approval of the second language pay differential plan.

Your consideration of this request is appreciated.

Sincerely,

A handwritten signature in cursive script that reads "Maria Markham". The ink is black and the signature is fluid and legible.

Maria Markham
Director

MEMO

To: Connie Hernandez
Compensation Analyst

From: Katherine Moore
Assistant Director of Benefits

Subject: Stephanie Marave
Spanish Proficiency

Date: November 19, 2021

Stephanie Marave has been an asset to Human Resources and the Benefits and Leave Teams with her proficiency in Spanish. She has proved to be a resource for our department in assisting employees who prefer to communicate in Spanish.

Not only are her verbal communications valuable, but her translation of printed communications has also been extremely helpful.

It is necessary to explain in Spanish specific matters such as how to enroll in benefits, how to apply for leave, how to use Workday, and changes that are being implemented. While the frequency of use may vary during peak times of the year such as during Open Enrollment, Stephanie is still called upon for her proficiency in Spanish many times per week.

Stephanie's Spanish-speaking skills have made our department better equipped to serve all the clientele who approach our offices.

November 29, 2021

Dr. Maria Markham, ADHE
423 Main St, STE 400
Little Rock, AR 72201

Dear Dr. Markham:

Pursuant to 21-5-1412 (g) (1) of Act 763 of 2019, the University of Arkansas requests a Second Language Differential of 10% for employee Stephanie Marave, a current Human Resources Specialist (R036, Grade C113). The 10% differential would move Ms. Marave's salary from \$31,476 to \$34,624. Ms. Marave's second language is Spanish.

As documented in Ms. Marave's position description, her job duties include the following which involve speaking Spanish to the Spanish-speaking employees across campus:

- 40% - Leave Administration - Maintains records, intake, and documentation tracking for leave programs (FMLA, CATL, Parental Leave). Enters leave into Workday and notifies departments. Serves as ex-officio member on the CATL committee. Creates the CATL presentation monthly, presents the presentation with Assistant Director of Benefits if unavailable, takes CATL meeting minutes, creates memorandums for CATL approval, and sends notifications of approval to payroll and respective departments. Assists with maintaining the bookkeeping related to the CATL bank and tracking usage of participants of CATL and Parental Leave. Processes CATL donations as needed. Attends Payroll/Benefits Coordination meetings.
- 30% - Time Off and Time Tracking - Intakes and processes COVID-related leave applications from employees and verifies supporting documentation. Enters time off for approved COVID-related cases and sends notifications to respective departments and employees. Maintains and tracks employees on COVID-related leave and hour usage. Coordinates with HR Assist team to ensure compliance with COVID Leave policy. Utilizes Timeclock Plus to complete audits, and input EIB data as assigned. Completes time off and time tracking audits and leave adjustments. Assists departments with time off and time worked discrepancies, holiday entry and adjustments, and resolving errors.
- 20% - Benefits Assistance - Customer service. Assists staff in areas of Benefits, providing back-up as needed. Assists with Benefits orientation and presentations. Helps with

coordination of the Benefits Fair, Catastrophic Leave Drive, and other programs. Answers basic benefits questions and assists employees with benefits changes and retirement contribution changes in Workday. Writes communications for Benefits and other areas of Total Rewards as assigned.

- 10% - Other Duties - Responding to emails in the HR Leave and HR Benefits shared emails. Assists with training new employees in Leave-related areas. Fields phone calls for the senior benefits analyst and Assistant Director of Benefits when both are unavailable. Attends professional development opportunities and completes additional position-related training. Other duties as assigned.

The following assessment was conducted on Ms. Stephanie Marave:

Testing Facility: University of Arkansas Department of World Languages, Literatures & Cultures

Location: Fayetteville, AR

Levels of Proficiency Tested at the Facility: Novice, Intermediate, Advanced, Superior, Distinguished

Test Format: Oral Proficiency Interview

Testee: Stephanie Marave

Proficiency Level: Advanced High

Information about the assessment and description of proficiency levels available at: [2+](#)

Assessment conducted by: Dr. Brenda Magnetti (bmagnet@uark.edu), Teaching Assistant Professor & Spanish TA Supervisor

Ms. Stephanie Marave tested as **Advanced** on this assessment. I have attached an email from Dr. Magnetti documenting the results as well as justification from Katherine Moore, Assistant Director of Benefits.

Please let me know if you need additional information to process this differential request. Thank you for your attention to this matter.

Connie Hernandez
Compensation Analyst