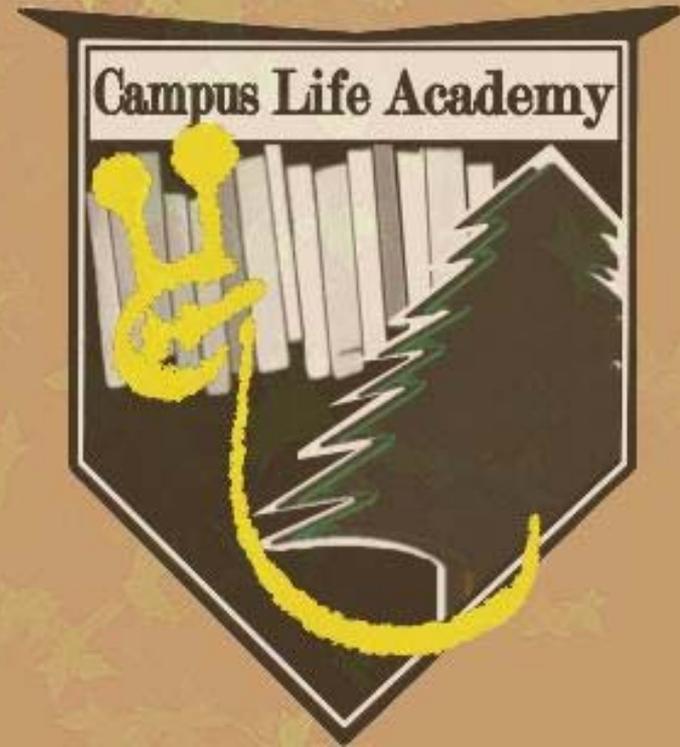


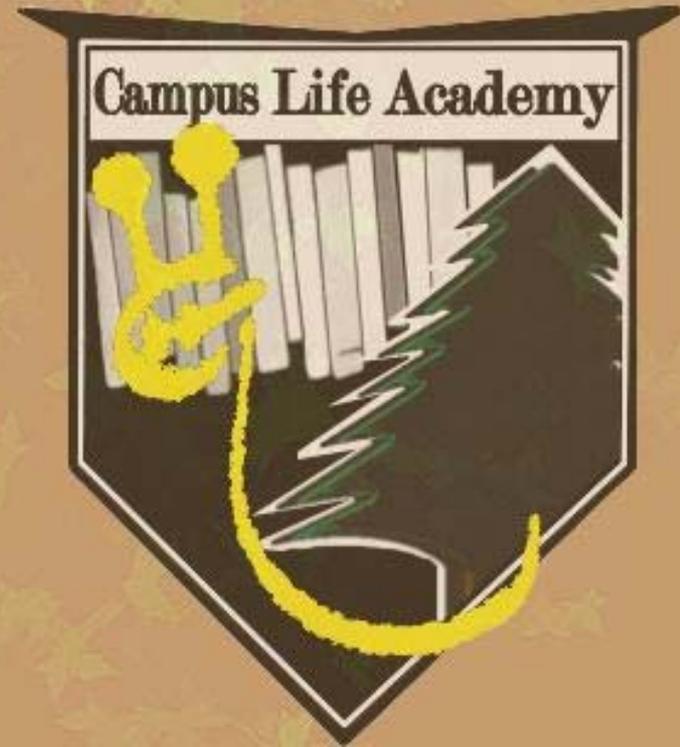
Good Morning and Welcome

Alma Sifuentes
June 19, 2007



Why We Have Gathered Today

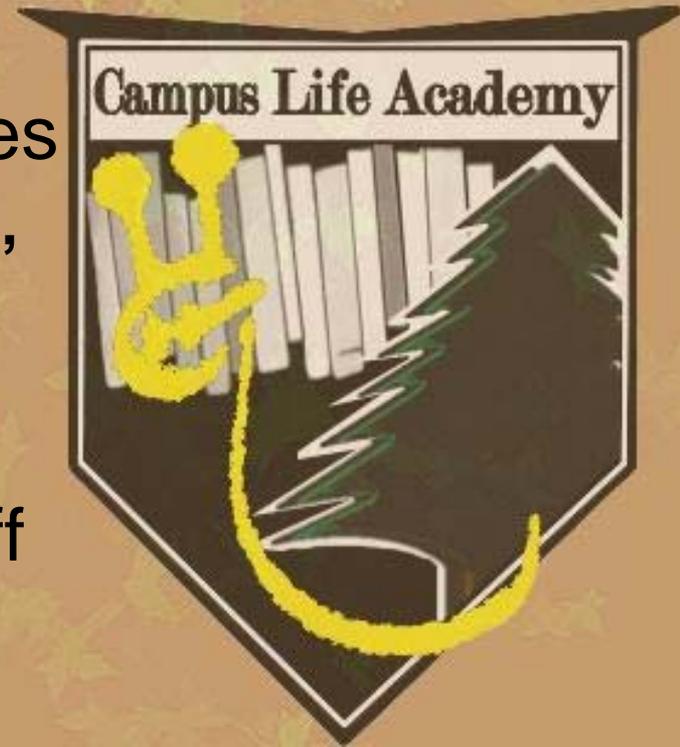
- Context of Campus Life Academy
 - Receive and provide information
 - Get a sense of direction for next year
 - Understand purpose and expectations
 - Connection with AVC and SA Division
 - Enhance staff development
 - Network
 - Rejuvenate
- General Overview
 - Program for the next two days and a half days



Vision for 2007-08

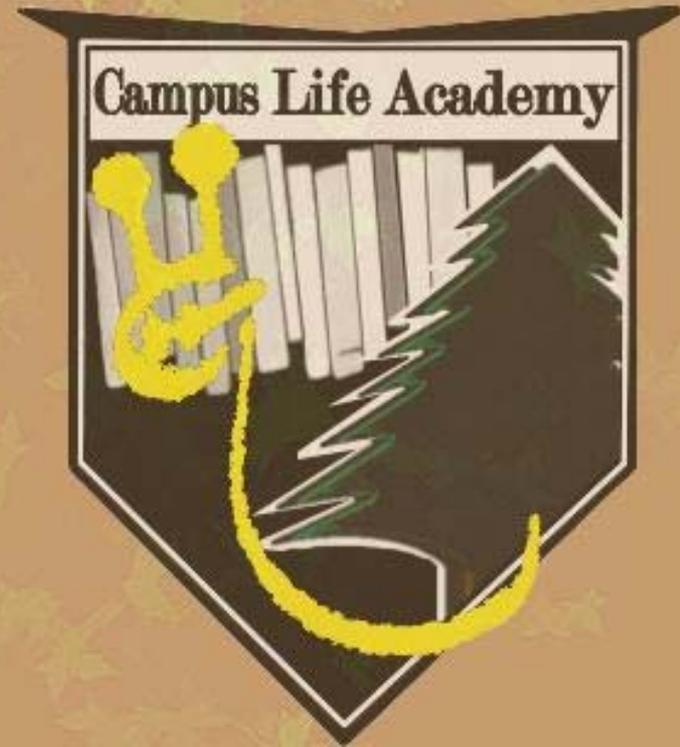
•The 2008-08 Academic Year should be one:

- That has our students at the center
- That is purposeful and impacts **Campus climate**
- That is productive, and challenges are handled with **respect, ethically, and responsibility** and **accountability** are valued and are the norm
- That values and appreciates staff



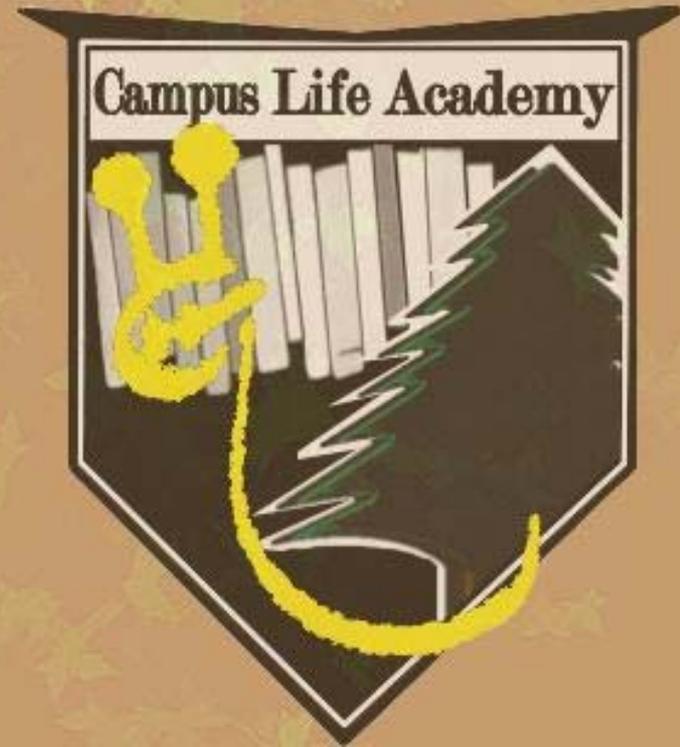
The Design of CLA

- Programs, workshops, and activities for Campus Life Academy are designed to fulfill operational, programmatic and staff developmental needs
- Content for CLA based on information gathered the past 5 quarters via:
 - **Assessments**
 - **Focus Group**
 - **Student Affairs Self-Study**
 - **Peer advisory planning group**



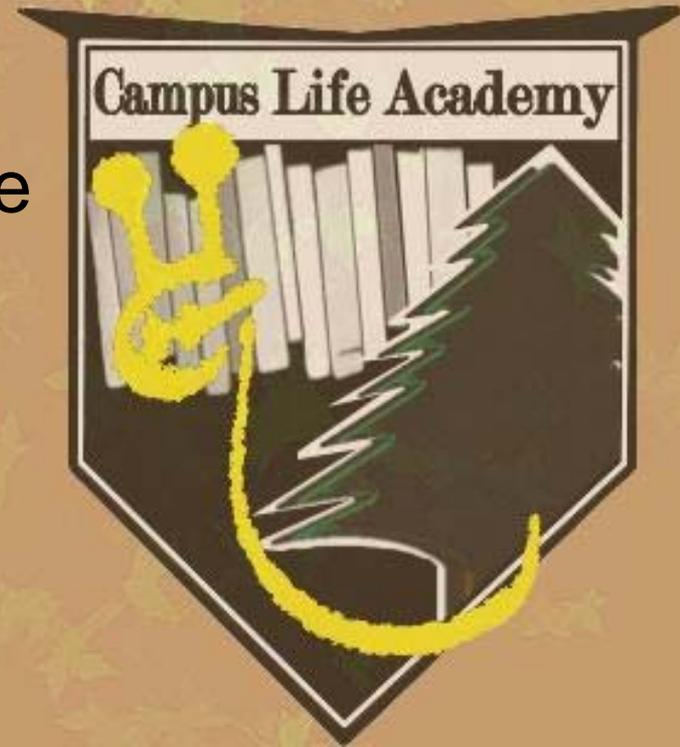
Assessments-Questionnaires

- **Connection and understanding of the vision and direction from the Division and the AVC/DoS**
- **Respect, Responsibility and Accountability in the work place**
- **An environment free of retaliation, favoritism, and disrespect**
- **One that is transparent and tension-free**
- **Recognition, acknowledgement, and compensation are addressed**
- **More resources, training, information, communication, and understanding of expectations**



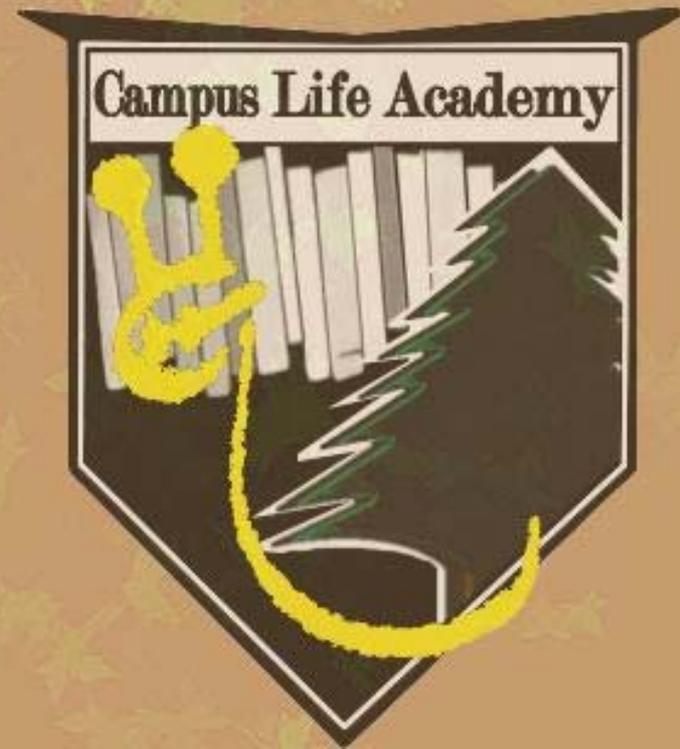
Focus Group

- Focus group conducted with the following campus units:
 - **Title IX**
 - **Staff Human Resources**
 - **EEO/AA**
 - **Labor Relations**
- We need to be more responsible and accountable as managers and supervisors, and as staff working with students



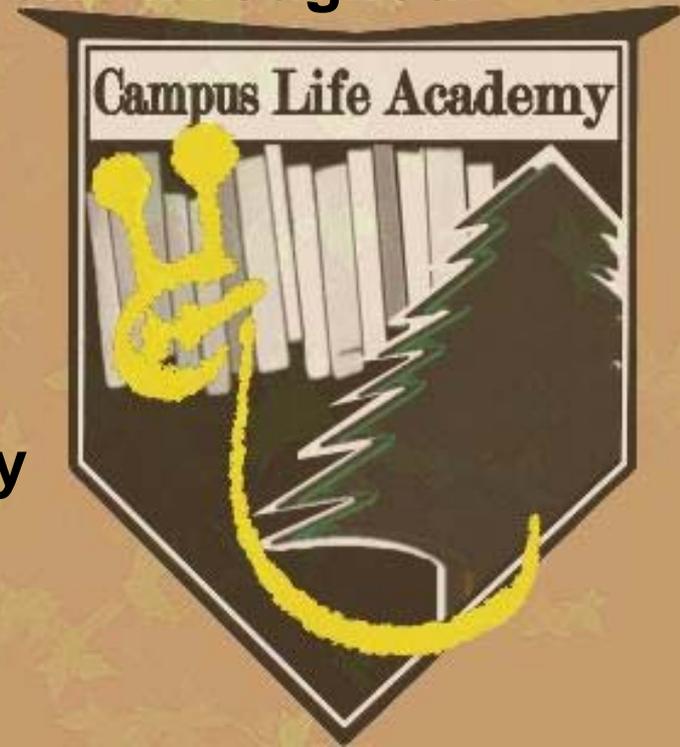
Student Affairs Self-Study

- The self-study Organizational Climate survey contained 45 questions that could be divided into three primary indicators of the Divisional Operating environment:
 - Climate,
 - Satisfaction and Engagement and
 - Organizational Effectiveness.



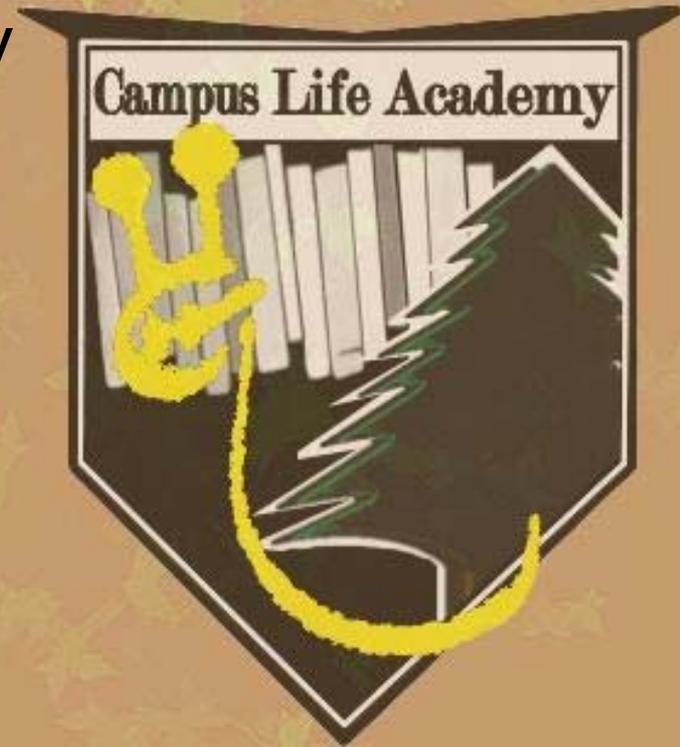
Areas where the Division had the highest number of positive responses were:

- **Use of ‘best-practices’**
- **An understanding of the relationship between individual job performance and student experience**
- **Satisfaction with the job**
- **A student-centric approach is present throughout the Division**
- **Staff have adequate space, equipment and information to perform their jobs**
- **Staff are given opportunities for professional development and are treated with respect and dignity in the workplace.**



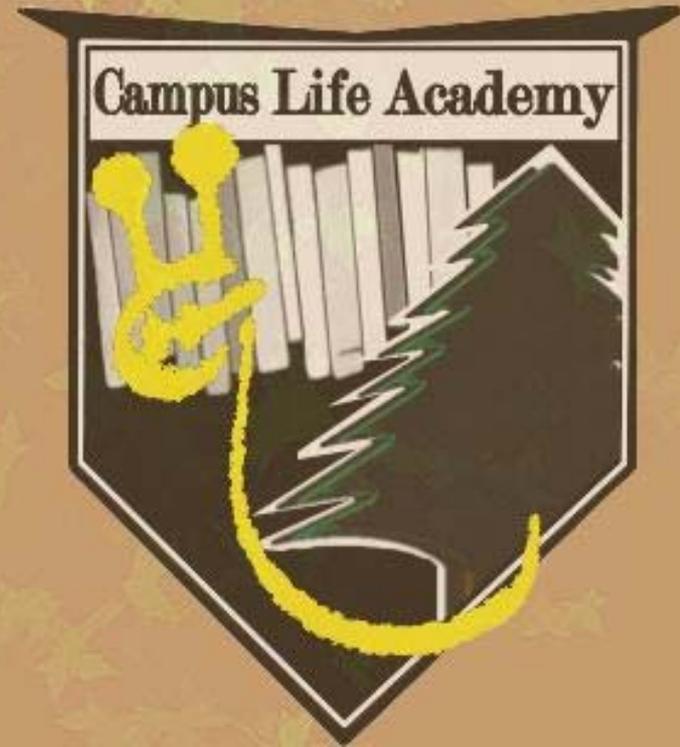
Areas where the Division had negative ratings were:

- Compensation, opportunities for advancement, performance assessment, workload, and the adequacy of appreciation and recognition for quality work
- Bureaucracy that impedes efficiency
- Communication - ability to openly discuss Divisional problems, availability of information about other Student Affairs department and Divisions within the University, and use of feedback.



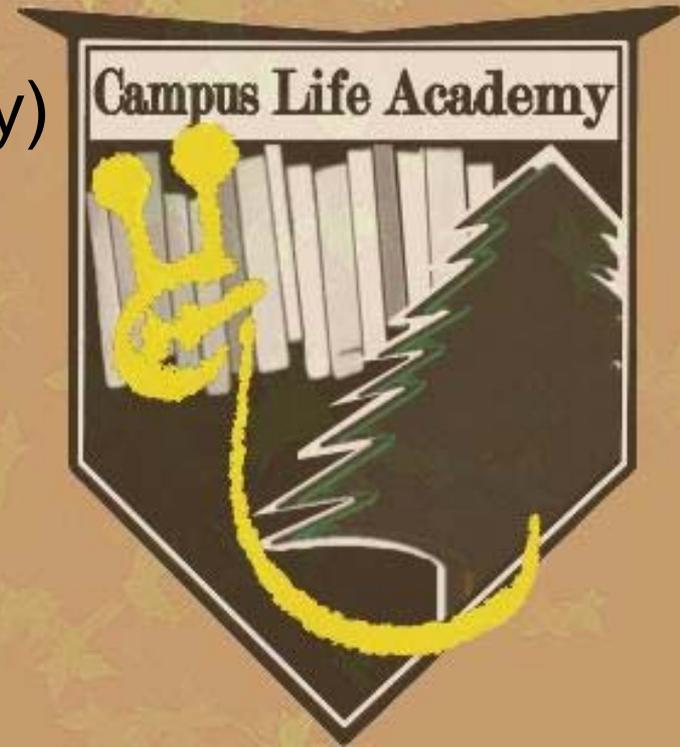
The Campus Life organization response trended lower than the Divisional average in all areas

-More than 25% of the Campus Life responses were of 'Below Average/Poor/Dissatisfied/Strongly Disagree' in each category



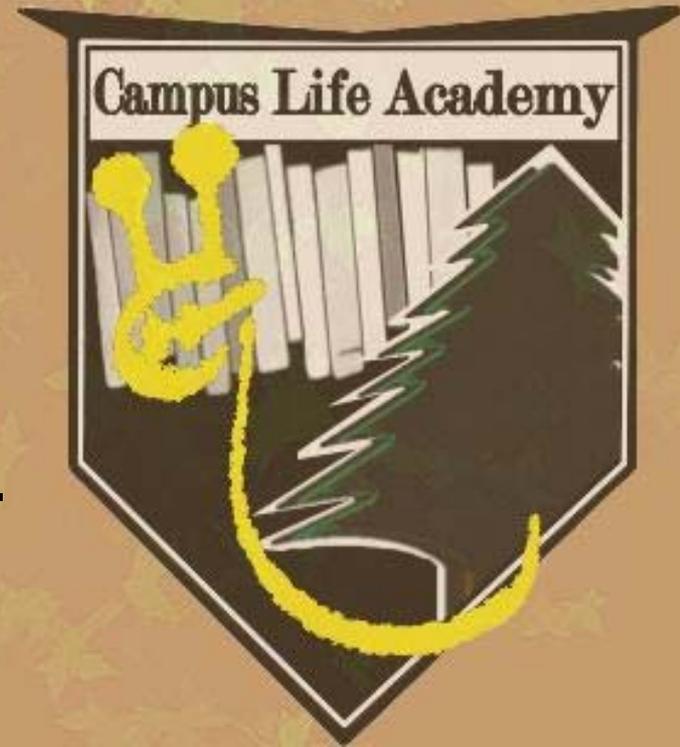
The highest and lowest ratings from us were in the following areas:

- Employee Appreciation and Recognition (Lower than Divisional average by 11%)
- Adequacy of compensation relative to other UC Campuses (lower than Divisional average by 25% -- 87% respondents rated negatively)
- Importance of the work - 89% of respondents rated the importance of their work as “Very important”.
(8% more favorable response than divisional average).



Your Work Does Matter...

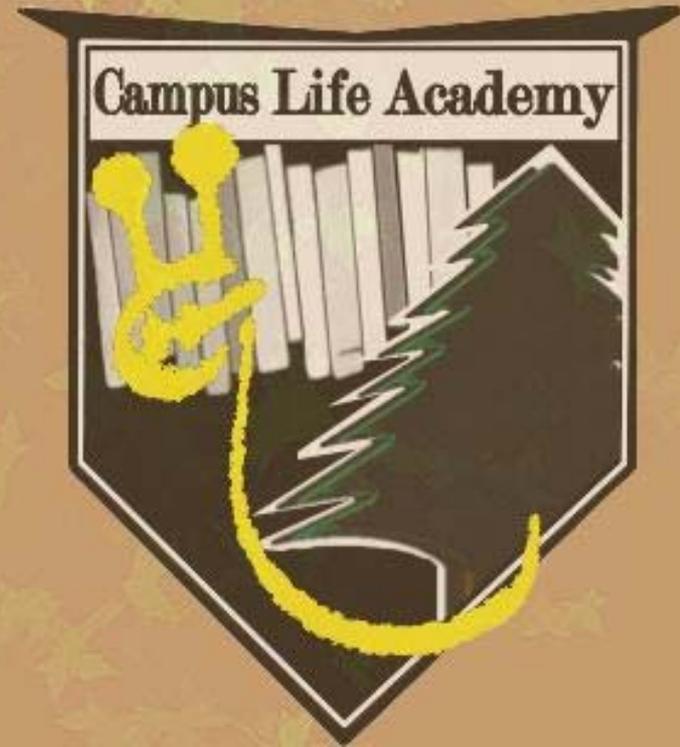
- ...it touches the lives of our students in important ways that make the difference—from greeting with a smile to making a difference by intervening when the student feels isolated, distressed, frustrated with the bureaucracy, academically slipping, experiencing “isms”, and other problems our students face every day and day after day.



The Student Is...

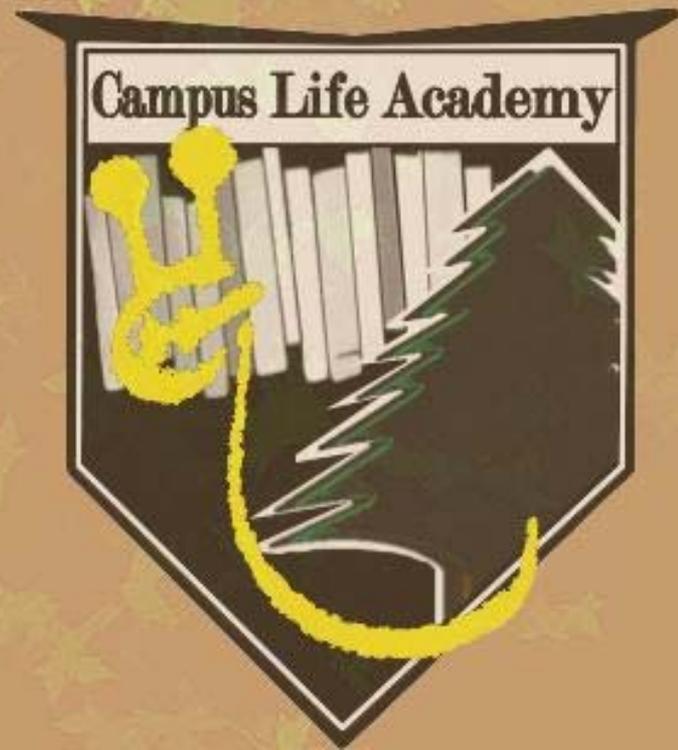
- ...the most important person on campus. Without students there would be no need for the institution.
- ...not a cold enrollment statistic but a flesh and blood human being with feelings and emotions like our own.
- ...not someone to be tolerated so that we can do our thing. They are our thing.
- ...not dependent on us. Rather, we are dependent on them
- ...not an interruption of our work, but the purpose of it. We are not doing them a favor by serving them. They are doing us a favor by giving us the opportunity to do so.

- Anonymous



The Student Is...the most important person on campus. Without students there would be no need for the institution.

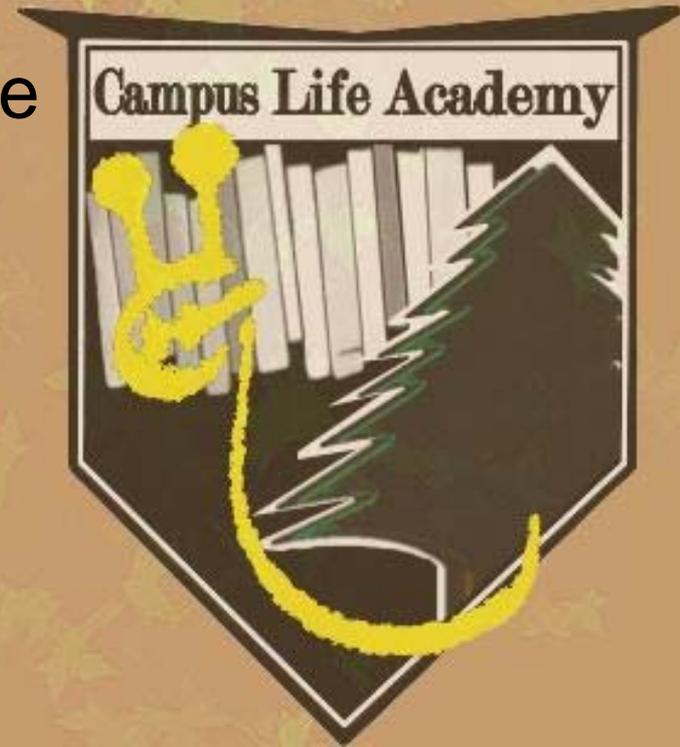
- **Guiding Principle: Purpose**
 - All of our work should have the student at its core
 - It should be purposeful by using data, input, and feedback from our students and from each other.
 - Decision-making, problem-solving, resource allocation should be driven by purpose



The Student Is...not a cold enrollment statistic but a flesh and blood human being with feelings and emotions like our own.

Guiding Principle: Compassion

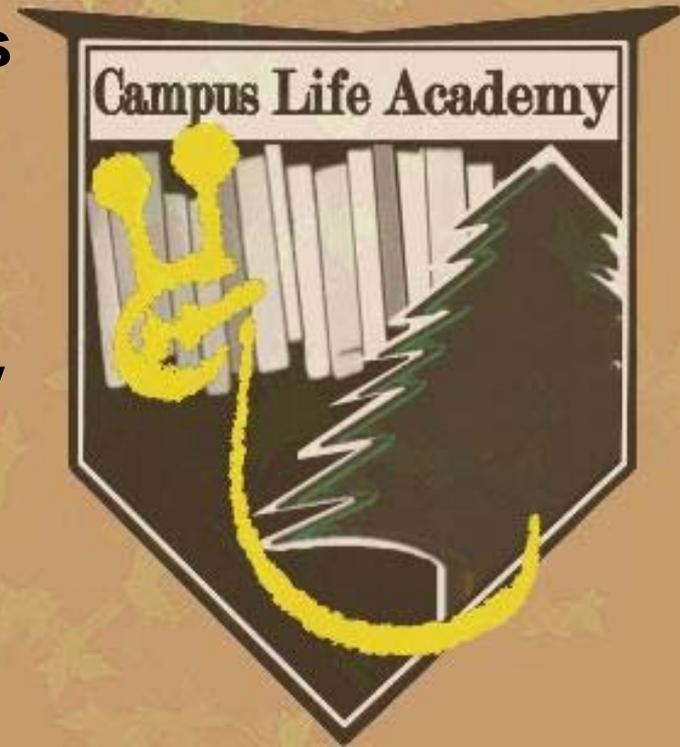
- Though challenging at times, we must bear in mind that what we say and do has great impact and consequences to our students.



The Student Is...not someone to be tolerated so that we can do our thing. They are our thing.

Guiding Principle: Respect for Diversity

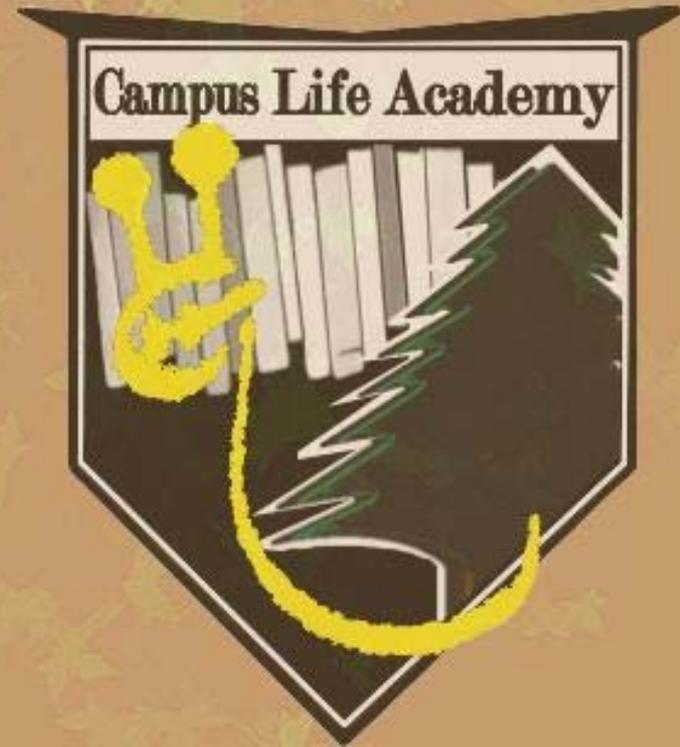
- Put aside our needs, our ego, our...**
- Develop and cultivate relationships**
- Collaborate**
- Model**
- Exercise the Principles of Community—Respect and Dignity are always the right thing to do.**



The Student Is...not dependent on us. Rather, we are dependent on them.

Guiding Principles: Responsibility and Accountability

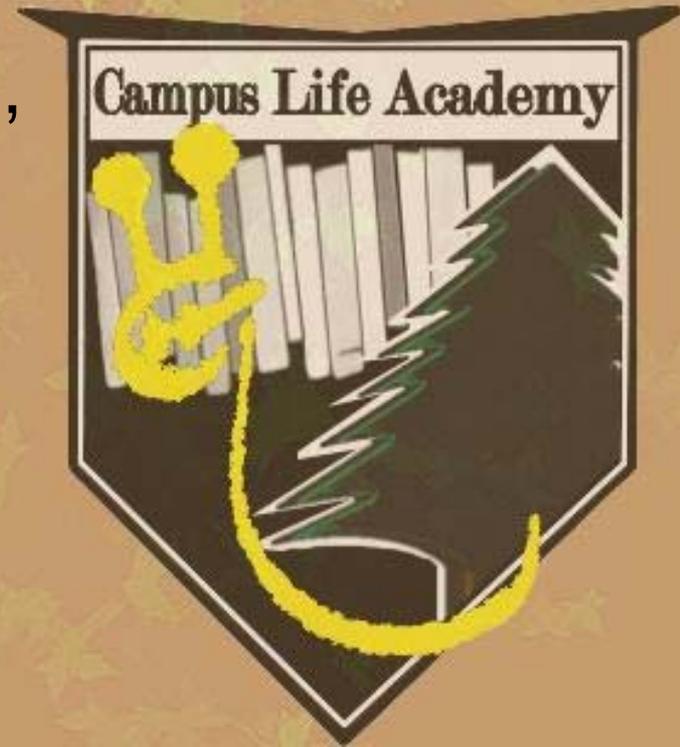
- **Be responsible for our work, for what we are supposed to deliver**
- **Be accountable for your work, be prepared to justify it, be transparent, be fair and just, be aware of you power over others—our colleagues and our students deserve it.**



The Student Is...not an interruption of our work, but the purpose of it. We are no doing them a favor by serving them. They are doing us a favor by giving us the opportunity to do so.

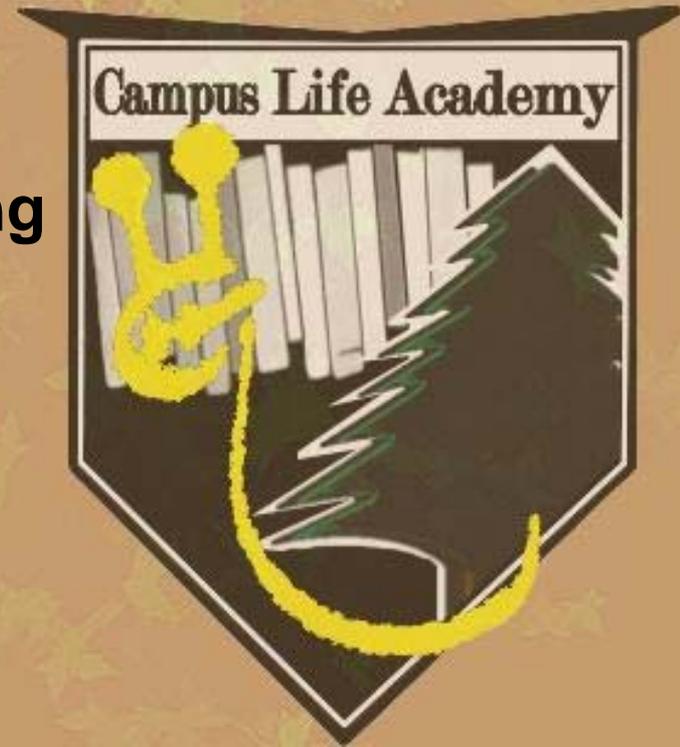
Guiding Principle: Be student-centered

- Our office hours, our hours of operations, our office appearance, our office culture, our priorities, our follow-up, our purchases, our transactions, our timing, our training -- all should be with the student in mind.



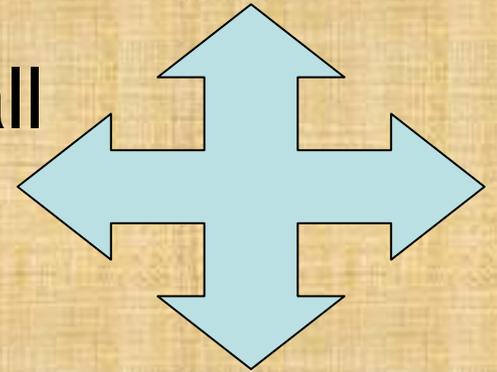
Setting Expectations

- **Adhere to Title IX and other policies**
- **Conflicts, tensions, etc. should be resolved**
- **Respect all; treat others with dignity**
- **Acknowledge each other and those you supervise**
- **Allow staff and students to voice their concerns and act on them!**
- **Inform your staff of Whistle-blowing and other means of reporting improprieties**
- **Protect against retaliation**
- **Be ethical and serve as a model**



Setting Expectations

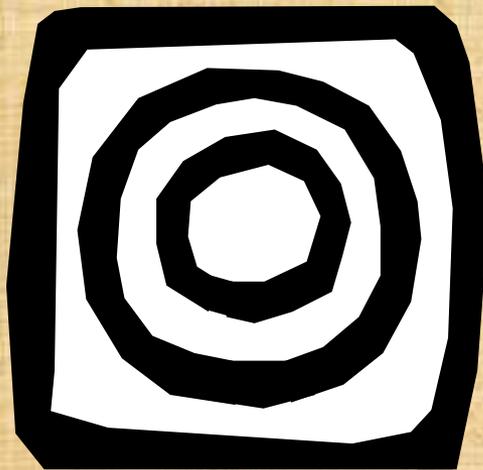
Feedback and communication in all directions should be the norm



Communication is key and fundamental, to creating a focused and purposeful environment.

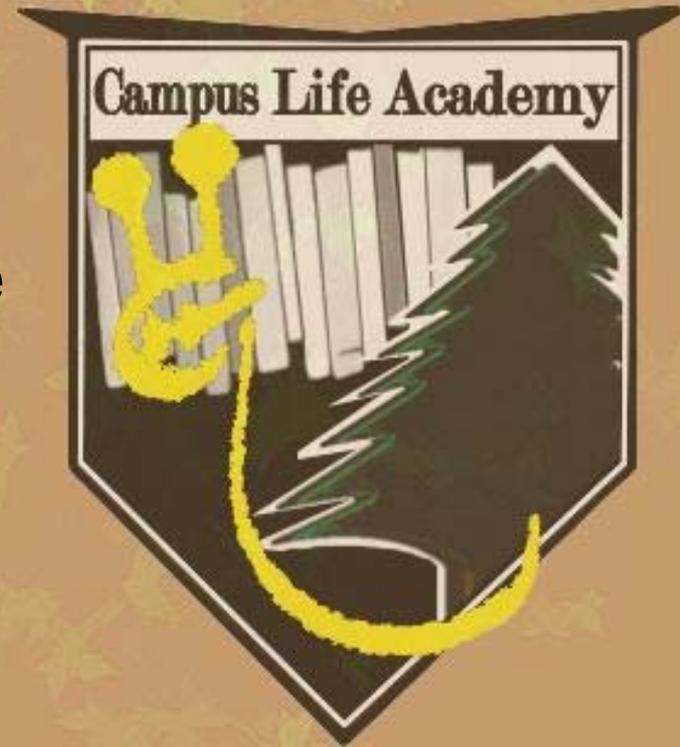
Consider concentric circles:

- A strong organization with good communications and principles
=> Delivers excellent and meaningful work.



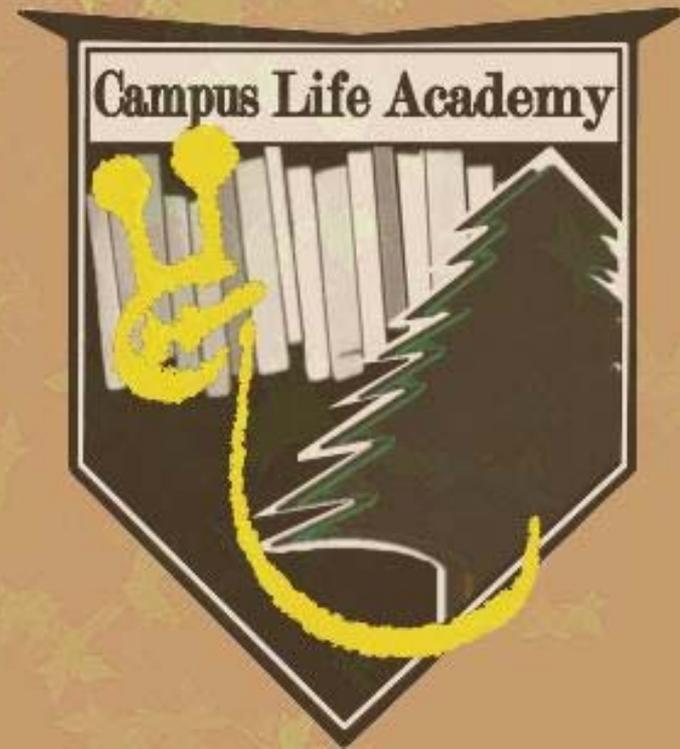
What you can expect from me

- A communicative and accountable management style
That exercises responsible leadership
- One who understands the impact of being at the margin
- One who above all values people
- One who has heard your feedback and will work with you and for you



Objectives of CLA

- Based on information gathered,
The objectives of today's program are to:
 - **Receive and provide information**
 - **Get a sense of the direction**
for next year: understand
Purpose and expectations
 - **Connection with AVC and**
SA Division
 - **Enhance staff development**
 - **Network**
 - **Rejuvenate**



Final Thoughts

- Take full advantage of the time
- Provide my office with what you found helpful and what you want to see next time

Thank you for your participation!

QUESTIONS?

