

**ADMINISTRATIVE MANAGEMENT PROFESSIONALS (AMP) GROUP
ANNUAL LIST OF PRIORITY PROJECTS FOR 2019-20**

1. GREATER SUPPORT FOR CAMPUS ADVISERS

Background:

Undergraduate and graduate advisers are on the front lines of the university's mission, and greater support for these positions continues to be a high priority for AMP. Growing excellence and supporting UCSC's mission and principles of community depend upon retaining high-performing, productive, and motivated staff members, in no area more than student advising. As Santa Cruz becomes an increasingly challenging place in which to live, and as units see greater and greater turnover, the Pay for Performance control figure of 3% is not sufficient to motivate and maintain the non-represented undergraduate and graduate coordinator positions. As advisers move on frequently from their positions to keep pace with the rising cost of living, units are also faced with the challenge of training and retraining new advisers, often annually. Inadequate salaries, minimal raises, and the resultant cost to units (and the university) of constantly hiring and training new advisers ultimately impacts the very group we are trying to serve the most—our students.

Proposed Actions:

1. We recommend a review of undergraduate and graduate coordinator salaries and an increase for employees in those positions for three or more years to at least the midpoint salary level for all within their classification(s); or, an adjusted salary scale that better reflects the cost of living in Santa Cruz. A similar action was recently carried out successfully at UC Berkeley; more information can be found at the following link:
<https://hr.berkeley.edu/hr-network/central-guide-managing-hr/managing-hr/recruiting-staff/compensation/salary-placement>
2. We recommend greater support for divisions to establish a cross-training program for advisers to help absorb inevitable turnover.
3. We recommend that the campus leadership continue to communicate problems with the Pay for Performance program at UCOP and other systemwide meetings.

2. INCREASED COLLABORATION AROUND NEW ONLINE CAMPUS SYSTEMS

Background:

AMP greatly values the general shift in recent years from paper-based to online processes across campus, especially through the more intuitive, easy-to-use systems like DivData and UC Recruit. What has been challenging is the way some of the newer systems have been rolled out, often with not enough lead time, consultation, or buy-in from the constituents who actually use the new systems. An especially problematic example of this was the new Student Experience of Teaching Surveys (SETS) system this year, the replacement process for which is already underway.

Proposed Actions:

1. We recommend avoiding the simultaneous rollout of multiple systems whenever possible. If multiple systems must be rolled out at once, a more coordinated effort must be made to ensure the process goes as smoothly as possible.

2. We recommend the possible appointment of an ITS staff member who would be the central contact when a unit intends to roll out a new online process. This person would have a bird's-eye view of what's happening across campus and an idea of which units would be impacted, resulting in a model of IT governance.

3. REQUEST FOR ROBUST SCHEDULING SYSTEM

Background:

Though there are certainly some growing pains reported, the general consensus in AMP is that the new online *Smart Catalog* is a great improvement to the previous paper-based process, especially with regards to simplifying course approvals and revisions. We appreciate the more streamlined approach to catalog editing and that this was a high priority in the Academic Senate, but note that a robust scheduling system to ideally replace the CCLP is still a crucial need. As more frequent and costly upgrades to FileMaker Pro and computers hosting it will be necessary to continue the use of CCLP, we very much hope that a new and improved system might be on the horizon for class scheduling.

Proposed Action:

1. We recommend that this be prioritized within the Curriculum Management Project.

4. BETTER ACCESS TO STAFF TRAININGS

Background:

With Staff HR's recent move to Scotts Valley, it has become increasingly challenging for staff to attend routine trainings and workshops.

Proposed Actions:

1. We recommend that, to the extent possible, Staff HR offer frequent routine trainings at the main campus as well as in Scotts Valley.
2. If all or most trainings cannot be offered regularly at the main campus, we recommend that the university provide some sort of complimentary shuttle service to and from Scotts Valley. We note that even this action may not increase accessibility, as it is also an issue of time (at minimum 40 minutes of the workday taken to travel to and from Scotts Valley, plus time taken either to meet a shuttle service and/or in some cases to access vehicles parked in remote lots).
3. If all or most trainings cannot be offered regularly at the main campus, we recommend that Zoom options be provided to allow staff to participate in training sessions.

5. UNIFORM COMPUTER REPLACEMENT PLAN ACROSS DIVISIONS

Background:

In a recent survey conducted by AMP to gather information about divisional computer replacement plans, it came to our attention that there is no uniform computer replacement plan across academic divisions. At a time when the university is trying to foster interdisciplinarity, and given that computers are now more fundamental than access to telephones for employees to carry out the university's mission, we hope that one uniform replacement plan (and attendant funding) can be established across divisions.

Proposed Action:

1. We recommend that the campus leadership and ITS develop a uniform computer replacement plan across divisions.

6. REVISITING DISASTER-PREPAREDNESS PLANNING ON CAMPUS

Background:

Following a strong push toward disaster-preparedness and training on the UC Ready system a number of years ago, there now appear to be discrepancies in disaster-preparedness plans across campus. Some units have a strong understanding of their particular plans in the event of a disaster, others less so.

Proposed Actions:

1. We recommend regular trainings and workshops on general disaster-preparedness planning (such as we now have for active-shooter incidents) at the divisional level.
2. We recommend a revitalization of UC Ready or a similar system, with regular updates by units required.