



BERKELEY STAFF ASSEMBLY

## Governing Council **Proposed** Meeting Minutes

Thursday, August 22, 2013, 12:10 to 1:00 PM

120 Durant Hall

**Excused:** Maty Corral-Avila, Barinder Flanagan, Vinaya Gokarn, Deborah Tatto, Michelle Ziegmann

**Guest:** Inez Bailey

### I. Chair's Announcements

**12:10 - 12:15**

**Rochelle introduced two GC members who missed our initial orientation meeting:**

- Toni Whittle-Ciprozo - is our GC Treasurer. Toni has 27 yrs with UC and works in Art Practice. She has served on the Career Development Committee (CDC) and the Excellence in Management.
- Devin Jones - is new to GC and works in software development at the Law School.
- We did brief introductions around the room.
- "Rochelle got a call from Ann Jeffrey from John Wilton's office requesting that she serve as the staff representative on the Police Review Board. She was selected because of her role as Chair of BSA. She inquired if she personally was being selected to serve, or if this position was tied to the role of BSA Chair and should be an open opportunity to other staff. Ann confirmed that according to <http://vcaf.berkeley.edu/police-review> the staff representative is recommended by the Staff Ombuds Office and therefore not transferrable to another staff member. Based on this, Rochelle agreed to serve.
- Kate Benn a past chair and member at large, cautioned Rochelle to be careful, as matter of keeping confidentiality with the board may be in conflict with her role as chair and spokesperson for BSA. For example, this role proved problematic for Tyson Nagler, who served as Chair during the Occupy Berkeley era. The caution was so noted.
- Lynn Greene has agreed to serve as Chair of the Programs Committee

## II. Proposed Change to the Operating Procedures 12:15-12:25

A Change has been proposed to section VI.A of the Operating Procedures:

Currently reads:

### A. Committee Chairs

Committee Chairs are appointed for a one-year term starting on July 1 and are responsible to the Council Chair who formally approves these appointments. Chairs of Standing Committees shall be current members of the Council or shall serve as Chair within two years of the completion of their Council term.

Proposed change:

### A. Committee Chairs

Committee Chairs are appointed for a one-year term starting on July 1 and are responsible to the Council Chair who formally approves these appointments. Chairs of Standing Committees shall be current members of the Council or shall attend all Council meetings as a non-voting participant, or send a representative from their committee to attend in their stead.

The proposed change was read aloud, discussion ensued regarding why the change had been proposed and what impact such a change would have. After a few minutes it became clear the committee did not have enough information to conduct an informed vote. No motions were made and the topic has been tabled. Rochelle asked that anyone interested in helping craft different wording to consider in the future please contact her.

## Candidates for Secretary

Following the GC orientation three people contacted Rochelle to express interest in serving as Secretary for the year: Cheryl Olson, Yvonne Edwards, and Kathleen Valerio. Rochelle inquired to see if said individuals wanted to serve as co-secretaries or as individuals. All said they'd willing to share the office if needed. It was noted that Bylaw III. Organization B. Officers 1. states "The offices of Chair, Chair-Elect, and Secretary may be held by a team of two people provided that they put their names in nomination for the office as a team".

The Chair has requested that candidates submit statements in writing to her one week prior to next GC session to be put on a ballot.

## III. Committee Memberships 12:25 - 12:40

- It was announced Carol Rachwald has agreed to continue as Chair of Excellence in Management.
- Lynn Greene showed wall charts of GC committees and post-its with names of current committee members as well as post-its of members not presently assigned. People were asked to move their names to committees they would like to serve on.
- Once registered, members of each committee are expected to attend meetings and fully

participate.

- Lynn collected the final groupings.

#### **IV. Presentation by Inez Bailey of Campus Shared Services 12:40 – 1:00**

Inez provided members in attendance with handouts of a powerpoint presentation (attached); it's designed to be a 1 hour presentation. She is previewing it with BSA GC to see if it gets at what we feel staff are hoping to hear and see before she takes it to other campus groups. This is a recap of talking points:

- As with any major undertaking cohort 1 took some time to normalize. Changes this big require a lot of communication and coordination to smooth things out.
- As a result the communications team is looking for spaces and time on campus to host CSS office hours. "We are bringing the meetings to you". They are reaching out to collect qualitative feedback as well and quantitative. With the intent of facilitating an adjustment period wherein they can modify Service Level Agreements (SLA's) and/or adjust peoples expectations around what level of service can be delivered consistently.
- They are constantly improving as they move forward. CSS will be conducting a pre-survey 2 months prior to a unit joining and following up 6 months afterwards with a post-survey to see what worked and what needs improving.
- Inez acknowledged the current helpdesk ticketing system isn't elegant - and there are people looking for an alternative. Devin offered that the Law School has it's own ticketing system that always closes with an email service survey.
- One problem with these kinds of surveys is, at some point people burn out on them. But people are good at reporting their thought on either end of the extremes. If people are very happy they'll send a message saying so-and-so was awesome helping them out, or at the other end of so-and-so is ruining things. While some people live at either end of the spectrum, the majority live somewhere in the middle -the wait and see camp.
- One of the messages Inez is working hard to get out there is - "what you see today isn't the way it's supposed to look in the future". Working with CSS isn't always going to look like this. At the moment nobody really knows yet what the new workplace will look like. It's the job of Transformation Support Services (TSS) to work with units who want more assistance to facilitate them through the transition process.
- Lynn reminded us all to keep the operating principle "We Include and Excel Together" in mind and that we need to assume people are working with the best of intentions. She also wondered aloud how we might address "the sense of loss" people seem to associate with being assigned to CSS at 4th Street. It's meant to be an opportunity not a punishment.
- It was noted people feel cut off by the physical distance. Transportation and lack of parking on campus are real challenges and is perceived as a limiting factor. Only time will tell if the campus will begin to use technologies like Sykpe and Readytalk to bridge the gap of face to face contact.
- Many on campus are concerned faculty may not be able to adjust working with people off site, they fear they will simply seek out the first person they find down the hall and expect

help.

- Inez acknowledged these are exactly the kinds of concerns the traveling tour is hoping to be able to address and alleviate.