



*Council of University of California Staff Assemblies (CUCSA)
Press Release, September 15, 2009
<http://www.ucop.edu/cucsa>*

University of California, Los Angeles September 3-5, 2009

The Council of University of California Staff Assemblies (CUCSA) held its first quarterly meeting of the 2009-10 academic year at UCLA on September 3-5, 2009. CUCSA is an advisory body composed of two delegates from each of the ten campuses, the Lawrence Berkeley National Laboratory (LBNL), and the Office of the President (UCOP). CUCSA meets on a quarterly basis rotating between the campuses, the national lab, and the Office of the President to promote communication and to maintain and enhance communication within the University Community on matters of interest to staff employees in accordance with California laws and Regental policy..

The 2009 – 2010 CUCSA Officers are: Lin King, Chair (UC Davis); Brian Gresham, Vice Chair (UC Merced); and Sue Anderson, Secretary (UC Riverside).

Chancellor Block, UCLA

Chancellor Block (Block) began his remarks by thanking staff for the work they do in supporting the mission of the University of California. Block noted that the current fiscal crisis has the potential to affect staff morale and, in response, he is committed to providing as much support as possible to continue to provide staff recognition during these difficult times. To this end, Block has reached out to faculty to make sure they are aware of the contributions of staff to the University's enterprise, and encouraged faculty and staff to continue to develop effective partnerships. Block felt that this crisis will require the University to become more efficient and felt that staff are in the best position to see where process improvements can occur. Block also emphasized the important role the Staff Advisors play in providing valuable staff perspective to The Regents. Finally, Block shared concern that the University of California's role as an engine for social mobility is threatened by the State's budget crisis.

Ed Abeyta, Staff Advisor to the Regents; Juliann Martinez, Staff Advisor to the Regents Designate

The Staff Advisors to the Regents (Staff Advisors) began by thanking the delegates for being amazing servants to the University, and the Advisors acknowledged the outstanding leadership of CUCSA. The Staff Advisors shared that the role of Staff Advisor is not only focused on staff but also on staff relationships with faculty and students. The Staff Advisors indicated that The Regents are keen to hear more feedback from policy-covered staff in the coming years, and that the Staff Advisors and CUCSA will play a prominent role in the provision of such feedback. The Staff Advisors commented that there is more involved in the position of Staff Advisor than two people can do, therefore CUCSA and the Staff Advisors will need to work together to make certain staff voices continue to be heard. The Staff Advisors indicated that advocacy efforts will be a key area for the Staff Advisors this year. The Staff Advisors emphasized that they are committed to attending each meeting of the 2009 – 10 CUCSA delegation.

Jesse Bernal, Student Regent; Jesse Cheng, Student Regent Designate

Student Regents Bernal & Cheng (Student Regents) described their role of a Regent as a trustee of the University but, as a Student Regent, holding the dual role of both a student and a regent. The Student Regents noted the distinction between the Student Regent role and that of the UC Students Association (UCSA), which is the representative body of students, as opposed to Student Regent for whom the primary role is Regent and then student. The Student Regents noted that they are the only Regents that visit every campus and know what it is like to live on a campus. The Student Regents expressed concern that the furloughs not only have negative impacts on staff but also on students, via reductions in student and campus services. The Student Regents shared that Regent Bernal has been appointed Chair of a special committee on Student Life and Alumni Affairs, marking the first time a Student Regent has been a Regental Committee

Chair. The Student Regents also noted that a Student Commission on the Future has been created and will be working simultaneously with, though independently of, the systemwide Commission on the Future.

Randy Scott, Executive Director Strategic Planning & Workforce Development, Human Resources & Benefits

Executive Director Scott (Scott) provide the following updates based on delegate inquiries: the SRDP is suspended for 2009-2010 and it is highly doubtful that there will be a program in 2010-2011; campuses have the discretion to implement the Voluntary Separation Plan; workgroups are being formed to support the UC Commission on the Future; and the pension and retiree health task force will be holding location forums at each campus location. Scott indicated that the Office of the President is taking steps to make certain all staff voices – both represented and policy-covered - are heard on important systemwide issues, and that the coming year will be an important year for CUCSA to continue to distinguish itself with quality products.

Dr. David Feinberg, CEO and Associate Vice-Chancellor, UCLA Hospital System

Dr. Feinberg (Feinberg) offered a compelling story for organizational change based on the overarching principle of customer service. Feinberg described his career within the UCLA medical system, culminating in his appointment as CEO of the UCLA Hospital System, and how a focus on customer service results not only in increased morale (on both the customer as well as the employee side) but can directly impact operational outcomes – as the UCLA Hospital Systems have not only been widely recognized as a leading institution for patient experience but have increased their profitability at the same time, demonstrating that customer satisfaction need not be at the expense of sound financial practices.

Jeffrey Averill, UCLA Campus Architect

Mr. Averill (Averill) gave a presentation on the development of the UCLA campus and its commitment to architectural consistency. Averill commented on the campus's commitment to maintain "green" areas for students and the community, with nearly one third of the campus space remaining "green" environments. Averill also noted the campus's ongoing commitment to minimizing the impact of UCLA's student population on the surrounding communities, both in terms of traffic management (housing more students on campus, and limiting the number of vehicles on campus), and environmental impacts (UCLA's commitment to reducing emissions).

Robert Gibson, PhD., Director, Training & Development, UCLA

Dr. Gibson (Gibson) provided a presentation on talent management – attracting, retaining and developing people. The strategy of UCLA's talent development model is to: identify, assess (360), create development plans, manage development progress, then fill open positions with most qualified. Gibson emphasized the value of developing internal talent as doing so maintains knowledge and is less expensive than external recruitment. UCLA's program increases campus diversity, through the development of a diverse and robust talent pool in the entry level management ranks which will ultimately increase diversity at the senior management ranks.

Manuel Baldenegro, Director, Advocacy Programs, UCLA

Mr. Baldenegro (Baldenegro) noted that, in the past, more than one third of the elected officials in the State legislature had a UC degree. This is no longer the case, resulting in the legislature's lack of familiarity with the mission and unique role of the University of California. The focus for advocacy efforts at UCLA is no longer solely focused on alumni but has expanded to include faculty, staff, and students. A new tool for advocacy is at UCLA has been GIS - geographic information systems – which provide information on the number of alumni, students, faculty and staff that are in a legislator's district. This information can then be used to discuss the impact UC has on their district. They are currently using GIS to map the entire state and expanding their tools and database with other UC locations.

Dr. Henry "Harry" Powell, Chair, Academic Senate, UCOP

Dr. Powell (Powell) began his remarks by thanking staff for all they have done for him over the past 39 years, and was deeply appreciative of the opportunity to thank staff in a formal manner. He feels there is a partnership between faculty, staff, student, and alumni all connected by the idea that the business of knowledge is the greatest thing you can do, and noted there should be many areas for faculty staff collaborations in the years ahead, including the need to improve succession planning and talent management at senior management levels, reducing the need for (often expensive) external recruitments. Dr. Powell provided an inspiring overview of the history of the University of California, though noted the system is in the most dire situation of any point in its history. Powell emphasized the need for systemwide advocacy in order to reverse the ongoing reductions in State support for public higher education with California.