

BOARD OF TRUSTEES DIALOG WITH SMC CLASSIFIED STAFF

Monday, December 17, 2001
5:40 p.m.

1. Welcome and Opening Remarks

Patrick Nichelson, Chair
Board of Trustees

Tom Carter, CSEA President

Marcia Fierro, Classified Senate President

2. Excellence in Performance and Student Success

Safety - Dorothy Ehrhart-Morrison

- The District needs to stress the importance of safety at on and off campus sites
- The emergency preparedness manual and emergency contact lists need to be current
- Disaster Preparedness committee is in process of implementing a training plan
- A schedule of drills is planned for all sites which will include evacuation assembly areas
- Workplace safety action request forms are kept in managers' offices; the plan is to make them available on the SMC website
- Campus police provides escort service at night which acts as a deterrent to crime
- Chief of Police has main role as emergency commander of campus during an emergency
- We need to look at communications process during an emergency in the event the telephone system is down
- Explore the availability of CPR training, perhaps through the Red Cross, and emergency management training by the Fire Department

Classified Employee Involvement in Decision-Making Process – Patrick Nicholson

Solutions to encourage employee involvement in decision making:

- Develop measurement/assessment of employee involvement
- Hire an ombudsperson for conflict resolution
- Use website and workflow technology to reduce overhead
- Evaluate managers
- Have training and workshops for classified and managers
- Provide employee orientations
- Involve classified in purchases, acquisitions, policies and procedures; let them know their opinion matters

Classified Employee Professional Development - Carole Currey

- Professional Development funds are available through AB 1725; how the money is spent is determined by the committee. \$20,000 for classified employees, \$500 per person
- Administration needs to encourage more staff to take advantage of staff development opportunities.
- It would be helpful for supervisors to review list of workshops and encourage an individual to develop skills useful to their position
- The Human Resources Department should be the clearinghouse for professional development opportunities; put professional development information and forms on a Human Resources website
- As an incentives to encourage more participation, add the opportunity for AB 1725 professional development to the employee evaluation form, including the supervisor's permission to participate
- The District needs a full-time Professional Development Coordinator to do a brown bag series, newsletter, collect brochures, and outreach

Communication - Herbert Roney

- The District should provide formal orientation for new employees and include the manager walking the new employee through the campus
- Board to encourage the managers in orienting and welcoming new employees to campus
- Communication through satellite services; posting location for events on main campus, use of internet/e-mail, shuttle use
- Management training is needed, especially for those managers who worked their way up through the classified ranks, such as conferences, mandated 1-2 weeks of training
- Board of Trustees should visit campus regularly, not just for special events; visit departments, be accessible to employees

Classified Employee Appreciation - Annette Shamey

- Classified staff would like to be appreciated by students, would like support of managers when dealing with abusive students
- Managers should select an employee of the month
- Employee recognition for good work with website access for reporting recognition
- Use Classified School Employees Week for managers to recognize and appreciate classified staff
- Change the pecking order – we are all in this together
- Administration should be available for dialog with employees
- An ombudsperson could identify problems and trends

Employee Morale - Margaret Quiñones

- Classified employees are experts in their fields and should be a part of the decision-making process
- More staff meetings would be helpful
- Evaluation of managers is important
- Designate a neutral ombudsperson

Classified Employee Commitment to Excellence - Eric Yoshida
(not present)

Technology - Nancy Cattell-Luckenbach

- A computer use policy is needed for staff and students
- Need research and development grants to keep up with latest technology
- Value of organizational culture
- How can technology help during an emergency; employees (faculty and staff) become state emergency workers during an emergency; fire drills needed; prepare for biological, terrorist, earthquake emergencies; better communications network throughout the campus; examine telephone system
- Policy to upgrade old computers with a cascading plan to benefit student services.
- Universal access to technology

Classified Staff Primary Issues

- Ombudsperson (neutral, independent)
- Evaluation of Managers
- Professional Development Opportunities/Coordinator
- Improve communication with managers