

September 26, 2007

Director Abbott
Executive Director Andrews
Director Bedford
Director Cabrera
Executive Director Elkind
Director Fujioka
Executive Assistant Hall
Director Kim
Office Manager O'Neil
Director Powell
Special Projects Manager Rojas
Director Tibbetts
Executive Director Trujillo
Director Valdez
Artistic Director Williams

Re: Office Standards and Expectations

Dear Colleagues:

As we launch the new academic year, I write to share my goals and vision for the year. The primary focus for the Campus Life units will be to service students at an outstanding level while working collaboratively. Through collaboration, we will continue touching the lives of our students in ways that enhance their academic experience, expand their social being, awaken and stimulate their civic responsibility, assist them in achieving their academic goals, promote physical and mental wellbeing, and most importantly, work that will assist them to attain their degrees.

As we work together this year, I remind you to evoke a student centered approach to resource allocation, services, and program planning. Remember that:

The Student Is...

- The most important person on the 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

In continuing our work together, I offer the following expectations and office standards to facilitate a team of colleagues who value respect, diversity, acceptance, harmony, integrity, kindness, communication, service-delivery, and hard work to thrive in a productive and positive team environment. As noted in your performance appraisal, these values, office standards and operational expectations will be a focus for our team during this academic/fiscal year:

Respect and Appreciation for One Another

We are expected to model what we hope to see in our community. We will treat each other with respect and honesty. We won't share criticism about one another to our students, community, or the public. If you have a concern about the work of a fellow colleague, it is expected that you address it with this individual respectfully, honestly, and constructively. If you feel that this is not a viable option, it is expected that you then seek advice from me, Staff Human Resources, or the campus Ombuds office.

Diversity

It is expected that you actively engage in creating and fostering opportunities for diversity in your area and beyond your area of expertise. I support any training and development to enhance management growth and success in this area. It is expected that all units will evoke the UCSC Principles of Community in their work with colleagues and students:

http://www.ucsc.edu/about/principles_community.asp

Supervision

Along with leadership, supervision is the core of managing and leading our staff. It is expected that your leadership provide a healthy work environment, where you serve as a coach and mentor to your staff, that you provide clear direction, proper training, planning, and that you immediately address any problems or areas of concern with them or assist them with resolution. It is expected that your staff know how they will be evaluated and that your feedback will be given throughout the evaluation period.

Mandatory Training

It is expected that you attend a fair hiring workshop every two years and that you complete the Title IX training this year if you have not done so in the last three years. If you have not had the opportunity to do so, please plan to do so as soon as possible. Please respond promptly to any campus requests for other mandatory training programs such as safety training, ethics training, etc.

Office and Business Hours

As a public institution, it is expected that your office/unit be open for university and public business from 8:00 am – 5:00 pm, Monday thru Friday. Should there be an unusual circumstance precluding your office from conducting university business and being open to the public during this time frame, you must file a request for approval for an alternate schedule by October 1, 2007.

Deadlines

Every manager is expected to meet deadlines for completion of projects or submission of reports/requests for information, etc. You should plan for editing, revisions, and anything else that may provide an obstacle and keep you from meeting the deadlines. Also, information should be complete. You are expected to understand or seek assistance for advice on university policies.

Time Sheets

Time sheets are due on the first of the month in my office for signature, so that they can reach SHR as close to the first as possible. They should be correct, complete, signed, and dated. Timesheets should always be committed in the online system as specified by Staff Human Resources.

Absences and Missed Meetings

Planned absences (e.g., vacation, leave without pay) must be requested before the absence takes place (an email request is sufficient in most cases). If an unexpected absence (due to illness or other unexpected occurrence) arises, notify your office before your work schedule begins and make arrangements to have your office or area covered for the time you will be absent.

There are times when a crisis or emergencies arise that may impede you from attending scheduled meetings or appointments. It is your responsibility to notify the appropriate individual of your absence sufficiently beforehand. You are also responsible for follow-ups and attaining any crucial information from the missed meetings, programs or trainings.

Voice Mail, E-mail and Communication

You are responsible for responding promptly to voice mail messages and E-mail correspondence. When you will be absent from work, you are responsible for changing your voice mail messages to reflect that you will be absent and provide an alternate number to contact should the matter be urgent. In addition, when you will be absent from work, you are responsible for activating a vacation message on your email, so that an automatic response is sent indicating an alternate contact should the matter be urgent. Voice mail messages should also be changed to notify callers when the office is closed due to holidays. You are also expected to maintain a professional level of courtesy and vernacular in work related correspondence.

Procards, Financial Statements, and Other Signature Authority Forms

All paperwork and documents must be completed in accordance to UC Policy, and with a description of expenditure that includes who, what, where, and why.

Quality of Publications and Official Documents

We will take precautions, such as spell checking and having other staff members review each document, to ensure that spelling and presentation is of the highest quality possible. It is my expectation that you will use the UCSC Style Guide when preparing written materials. You may also find the online UCSC Style guide at the URL: http://bob.ucsc.edu/library/ref/ready_ref/frames.html

Personal Use of Office Equipment and University Vehicles

Personal use of office equipment or University vehicles is not allowed. This policy includes computers and the downloading of legal and illegal information.

Travel

Always complete a pre-travel authorization form and forward for signature and approval of dates. On occasion, conflicts in schedule due to required on campus business may prohibit one from traveling. Please check with me by completing the pre-travel form. When possible, apply for, obtain, and use the UCSC travel card.

Receipts

Always submit original receipts for purchases and travel, providing the who, what, where and why information.

Financial, Monetary, and Budgetary Responsibility

It is expected that you will set the spending of your budget for the operating year; that you monitor on a monthly basis; that you abide by University business policy; and that you close the fiscal year with a zero or positive balance on all accounts under your responsibility. If you have not attended the Business Officer's Institute, please add this training to your next goal and objectives period.

Student Affairs Standards and Policies

Please familiarize yourself with the Student Affairs policies found at the following URL: <http://studentaffairs.ucsc.edu/staff/docs/policies/SASStandards0708.pdf> It is expected that you operate under them.

Thank you for the excellent work that you and your staff produce, for the commitment that you have, for your contribution to the campus community, and for your collegiality.

Sincerely,

Alma Sifuentes
Associate Vice Chancellor and
Dean of Students

CC: Vice Chancellor McGinty
Personnel File