

**Chancellor's Advisory Committee on
Staff Climate**

Recommendations Update

March 27, 2008

Communications:

- **Staff portal:** The iViews Administrative Transaction Processing portal is being upgraded to include a broad array of new communications tools. These tools include myMessages, a portal messaging tool that delivers announcements based on employee "attributes" (e.g. title code, home department, etc.), myChannels, a portal tool for departments / units to post announcements, blogs, "top links", etc. that employees sign up for based on interests and needs, and a number of other capabilities to increase communications and messaging in a multi-layered, personalized approach.

In April/May, the proto-type will be discussed with a planning group that will dialog on governance, access to messaging tools, and deployment (scheduled for this academic year).

- **Scotmail system enhancement:** As progress continues with the upgraded staff portal, opportunities exist to re-think how and when Scotmail is used. The aforementioned portal planning committee will also begin discussing changes to Scotmail administration / utilization as it discusses portal messaging and communications capabilities.
- **Develop effective means of communication with staff with no computer access:** Andy Plumley is leading an effort to enhance communication with staff with no computer access. A status report will be provided at the April CACSC meeting.
- **Provide regular reports on progress toward goals and major milestones to the Staff Assembly and UCR Coalition of Unions:**
 - Regular status reports will be provided and will be posted on the http://www.climatesurvey.ucr.edu/images/gold_bar.gif
 - Announcement to establish three workgroups to address staff climate opportunities went to campus in March; applications to serve on a communications workgroup have been received. Workgroup will be convened in May

Recognition:

- **Five-year service award:** Add to the current recognition program a 5 year service award. Program was implemented effective January 1, 2008.
- **Resurrect and refresh a past recognition program:** Research is underway to identify past and current recognition programs
 - Create Recognition and Rewards at UC Riverside website (refer to UC Berkeley's site: <http://hrweb.berkeley.edu/manage/rropen.htm>). Include college and department programs such as:
 - ✓ BCoE Staff Appreciate Luncheon—brought together BCoE's staff to demonstrate the importance of college staff. The event included raffles, prizes and each staff member received a BCoE polo shirt. An "Employee of the Year" from each department and center was recognized with a \$75 gift card.
 - ✓ C&C Employee Recognition Program—November 1, 2007, the C&C Employee Recognition Program was deployed to recognize and reward C&C staff for their excellent service: the Employee of the Quarter and the Group of the Quarter Awards

- ✓ VCA—a proposed three-tier recognition program is under development and should be ready for implementation before June 2008.
- **Establish a committee to develop, implement, and monitor recognition programs:** Announcement to establish three workgroups to address staff climate opportunities went to campus in March; applications to serve on a recognition workgroup have been received. Workgroup will be convened in May
- **Recognize Climate Survey Work Group and Focus Group members:** Action needed: recognition award to be discussed with committee.
- **Revise Campuswide Standards to include the categories of communication and recognition:** Campuswide standards include categories of communication and recognition. Standards will be used during the 2007/2008 performance evaluation process for MSP employees and next year for PSS employees, both represented and non-represented.

Career Opportunities:

- **Expand internal recruitments:** Research and review of other internal recruitment programs of major employers in Inland Southern Region as well as other UC campuses is underway. Goal is to implement a plan for enhancing diversity in the internal and recruitment process.
- **Create a comprehensive staff development process:** While this is a long-term goal:
 - implementation of the Learning Management System (LMS) is underway. The LMS will provide the foundation for a systematic process to manage staff development
 - announcement to establish three workgroups to address staff climate opportunities went to campus in March; applications to serve on a career opportunities workgroup have been received. Workgroup will be convened in May
- **Develop management training in communication, developing employees, and recognizing employees:** While this is a long-term goal, initial discussions with UNEX will be held to begin a development needs assessment.
- **Create a career counselor position:**
 - ✓ Currently provide limited career counseling, resume help and practice interviews for current staff employees. HR is redesigning a vacant position to have a career development focus.
 - ✓ March 2008, a comprehensive career development program has been implemented.

Reclassification Process:

- **Revise and improve reclassification process:**
 - **Establish reclassification review group:** Recommendations developed which included the development of a web based reclassification/equity review/request system
 - **Develop web based system:** Workgroup has been established and the creation of a web based system is underway—system will increase transparency and information flow, streamline and standardize the process, and reduce the review process cycle time to an average of 30 days.

