

# CSUSM STAFF CENTER COMMITTEE INITIAL REPORT

DRAFT

December 15, 2020

## **Mission**

*To foster a community that inspires belonging, encourages personal and professional development, and connects staff to holistic services and support.*

## **Vision**

*To create an environment where all staff feel valued and supported and are given the tools to thrive in their personal and professional lives contributing to the culture of care embraced by the entire campus.*

## HISTORY

CSUSM staff have requested and emphasized the need for greater support through a staff center for many years. As a result of her 2019 Listening and Learning Tour conversations with students, faculty, staff, and administrators, President Neufeldt announced the CSUSM Staff Center (“Center”) as a campus care initiative to address that need. The Center is a key component in the campus’s efforts to ensure staff have access to peer support, opportunities for professional development and advancement, and referrals to on and off-campus resources.

After establishing an interim director and organizing committee, the Staff Center entered its soft opening phase on September 1, 2020.

## STAFF CENTER COMMITTEE

The Staff Center Committee (SCC) includes representation from each of the campus staff unions, faculty and staff associations, and divisions (including CSUSM Corporation). The Staff Appreciation and Development (SAND) president and an Office of Human Resources staff member also serve on the SCC along with the interim Associate Vice President for Human Resources and Payroll Services (AVP, HRPS).

| Representing                                   | Name                     | Title  |
|--|--------------------------|--|
| Staff Center                                   | Susan O'Connor           | Interim Director   |
| SAND   | Ahmbra Austin            | Chair  |
| CSUSM Corporation Representative               |                          |  |
| Human Resources                                | Marcia Agnew             | Human Resources Generalist   |
| Division Representatives                       |                          |  |
| Academic Affairs                               | Kris Roberts             | Administrative Support Coordinator,<br>Planning and Academic Resources |
| Finance & Administrative Services              | Lesley Rankin            | Assistant to the Vice President, FAS                                   |
| Office of the President                        | Cheryl Landin            | Decision Support Analyst<br>Community Engagement                       |
| Student Affairs                                | Rachel Wilson            | Assistant Athletic Trainer, Athletics                                  |
| University Advancement                         | Lauren Moreno            | Event Planner  |
| FSA Representatives                            |                          |  |
| BFSA   | Talisha St. John         | President  |
| LAFS   | Perla Rivas              | Secretary  |
| JFSA   | TBD                      |  |
| APIDA  | Christine Lee            | President  |
| LGBTQA FSA                                     | TBD                      |  |
| Staff Union Representatives                    |                          |  |
| CSUEU  | Vanessa Vincent          | President  |
|  | Mike Geck                | Chief Steward  |
| APC  | Valerie Zambrano Ramirez | Chapter Steward  |
| Teamsters                                      | Jayce Yardley            | Shop Steward   |
| SUPA   | Timothy Dow              | President  |
| Human Resources                                |                          |  |
| Human Resources and CSUSM<br>Wellness Programs | Courtney Tamone          | HR Analyst   |
| AVP, HRPS                                      | Kent Porter              | Interim AVP, HRPS  |

Committee members are ambassadors for the Center, listening to, advocating for, and sharing concerns, needs, and feedback from staff. The SCC then uses this feedback to suggest events and programming to support staff.

Feedback is also provided through campus surveys and other feedback and data received by Human Resources and the President.

The SCC meets bi-weekly to report on progress toward specific goals, review and approve suggestions for programming and events, and report on any feedback received from the campus community on past events and/or future needs.

## SUBCOMMITTEES

Because the size of the SCC can prohibit timely, effective action on the many goals of the Center, subcommittees are utilized to advance specific charges or tasks. Subcommittees report back to the full committee to solicit feedback and approval as they complete their charges and on an ongoing basis for long-term tasks. Official requests for subcommittee volunteers are made during bi-weekly SCC meetings.

The following subcommittees are currently active:

---

### BUDDY PROGRAM SUBCOMMITTEE

**Charge:** Develop a plan for non-MPP staff that includes a process for recruiting, locating, assigning, and cataloging buddy volunteers and a list of desirable buddy attributes.

**Progress:** The subcommittee reviewed the buddy onboarding tool kit and provided suggestions to the interim director based on feedback from the full committee.

---

### MISSION AND VISION SUBCOMMITTEE

**Charge:** Develop draft mission and vision statements that reflect the priorities and values of the committee and the Center; provide updates and seek feedback from the committee to finalize drafts.

**Progress:** The subcommittee developed and received approval from the SCC for the Center's mission and vision statements. The subcommittee will now look at creating values for the Center.

---

### COMMITTEE REPORT SUBCOMMITTEE

**Charge:** Identify key areas to be included in the reports; develop an outline; gather information; pull the report together and ensure it is accurate, clear, and concise; provide monthly reports and receive full committee approval when needed.

**Progress:** The subcommittee received approval of the full committee and submitted the draft committee report to the president.

---

### NEW HIRE MEET & GREET SUBCOMMITTEE

**Charge:** Support and handle all logistics for the event, send special invitations to recent new hires, rotate attendance to help facilitate the event, and recruit members from the full committee to attend.

**Progress:** On January 22, 2021, the subcommittee will host an event for SCC members to welcome and answer questions from staff who have joined CSUSM within the past six months.

## AREAS OF FOCUS

Analysis of committee feedback and results from the 2020 Staff Needs Survey uncovered three primary themes or areas of focus the SCC used to develop the Center's mission and vision. These three themes will also help inform future programming and events.

---

### PROFESSIONAL AND CAREER DEVELOPMENT

This theme highlights staff's desire for increased resources and programming focused on professional growth. Examples: Staff Onboarding Program and suggested ideas for future events such as a Staff Professional Development Conference.

---

## HOLISTIC WELLNESS AND COMMUNITY BUILDING

This theme highlights staff's need for resources that focus on mental health wellness, networking, and events that build a sense of community.

Examples: New Hire Meet and Greet Event

---

## SUPPORT SERVICES AND RESOURCES

This theme highlights staff requests for access to centralized resources and other areas of support. The SCC drew on this theme to suggest resources for the Staff Center website and additional future programming.

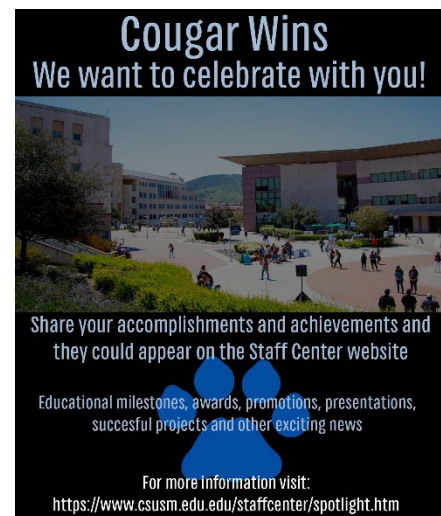
Example: Staff Center Website

## STAFF RECOGNITION

In Fall 2020, the Center implemented two new programs to recognize staff: Cougar Wins and Cougar Spotlight.

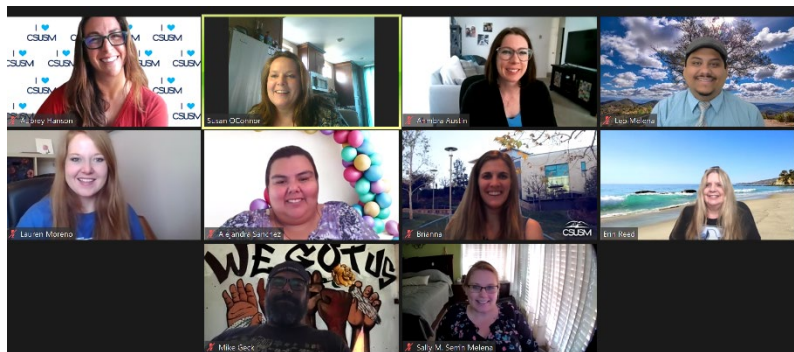
The Cougar Wins program celebrates staff by encouraging them to share educational milestones, awards, promotions, presentations, successful projects and other exciting news. Announcements are shared on the Staff Center website. There are plans to include these in the Staff Center Newsletter as well.

The Cougar Spotlight highlights one staff member and their specific role each month. Interviews are shared on the Staff Center website. Questions vary for each participant, but some common questions ask about their funniest Zoom story, their role on campus, and any advice they have for other staff.



*Cougar Wins program*

## STAFF CENTER AND COMMITTEE ACCOMPLISHMENTS



*The Center's first event: CSUSM Climb Afterparty Event held on September 24, 2020.*

Since September 1, 2020, the Center has hosted four separate events in collaboration with campus partners such as SAND, MindfulCSUSM, Student Health and Counseling Services, Cougar Care Network, and FACES. As the three groups helping encourage the culture of care on campus, the Staff Center, Cougar Care Network, and FACES collaborated to form the Council of Care (COC). The COC's goal is to combine resources to

support and care for students, staff, faculty, and administrators in ways each group is unable to accomplish separately. The COC shares the concerns and challenges faced by the campus and finds ways to address them. One successful event series created through this collaboration was OurSpace, which provides an ongoing space

for CSUSM faculty and staff to drop-in, connect with others, and share how to best support students while managing their own challenges.

## FEEDBACK RECEIVED

The Center's collaborations have been very well received, especially during a time when many staff are working from home. Feedback on these events have expressed staff appreciation for opportunities to gather with others outside of their offices and anticipation for future events.

MindfulCSUSM:

*"Looking forward to more events like this just for staff."*

*"It was really nice to just unwind at the end of the day."*

COC OurSpace Events:

*"...wasn't sure what to expect, almost didn't go. But it was amazing...just an opportunity to share!"*

*"It was nice to connect with folks on campus, and talk, not about work, but what was going on in our lives."*



*OurSpace Launch Event held on November 2, 2020*

## FUTURE AREAS OF FOCUS

Several opportunities for future programming and events have been identified based on the positive feedback received from the recent Center collaborations. Three additional subcommittees will also be formed in the coming semester based on the three themes discussed above. The subcommittees will be charged with suggesting future events, programming, and support and resource services for the Center and determining what is needed to make each idea successful (e.g. funding, people power, collaborations, etc.).

As the Center continues to gain momentum across campus, the SCC will utilize more formal methods (e.g., surveys and focus groups) of soliciting feedback on Center events, programming, and resources to direct more long-term programming and provide benchmarks for measuring success on a larger scale.