

Chairs Report

October 23, 2006

Submitted By: JoAnne McKnight

The CSAC Check List Results

1. CSAC received 73 responses to the check-list.
2. Each of the 15 items on the list received checks.
3. One of the fifteen options received less than ten checks.
4. 15 of the 73 UNC Asheville staff members who returned the list, took the time to write comments (that's 20% of the individuals who responded)

The areas which received the top responses are as follows:

Establish a positive attitude on campus among staff, administration, supervisors and faculty: **45**

Create ways to acknowledge the outstanding jobs that employees routinely do: **42**

Provide training that reinforces and adds to an employee's ability to stay on top of his/her job: **38**

Provide some mechanism that empowers individuals to know what is required in order to advance into the next step of their career path and provides them with the ability to advance: **31**

Determine the scope and limitations of staff job descriptions and create a process through which it is assessed as responsibilities are increased: **25**

Help administration to develop well-defined ways through which it supports staff: **24**

Develop and enforce a Code of Ethics which defines how supervisors should treat staff: **22**

Create a mechanism through which staff can understand the pressures that are being faced by campus leadership and become a vital part of the team that provides solution: **21**

Define uniform (campus wide) uses of comp time and over time: **19**

Identify ways that CSAC can re-establish itself as a useful organization with particular functions that are not stripped from the committee and reassigned: **17**

Determine uniform (campus-wide) disciplinary actions: **14**

Develop means through which staff can support one another: **13**

CSAC is most grateful to those staff members who took the time to further express their feelings. These comments fell into 3 categories:

1. Comments (written beside or under options)
2. Added options
3. Letters or attached pages

Comments

Below you will find a sample of some of the comments made by staff

Create Ways to acknowledge the outstanding jobs that employees routinely do – a staff person wrote boldly beside this option: HOUSEKEEPING

Define Uniform (Campus-wide) uses of comp time and over time – a staff person commented: Use comp time when **I** need to, not when told when to use it.

Help administration to develop well-defined ways through which it supports staff – a staff person replaced the word supports with acknowledges.

Develop and enforce a Code of Ethics which defines how supervisors treat staff – a staff member felt it should be “defines how administration and HR should treat staff. Another staff member felt that “Code of Ethics” should be renamed: *Best Practices/Code of Ethics*.

Define uniform (campus wide) disciplinary actions – a staff member indicated, “Not at the discretion of the administration or HR.” Another employee commented, “This should already be in place!”

Prepare/mentor staff to succeed other staff members as these individuals prepare for career changes or retirement.

Ask HR to create a “skills/experience database in order to know (in advance) which staff members would be good candidates for future positions.

Added Options

Below you will find a sample of some of added options presented by staff

Have a process where the supervisee can evaluate the supervisor on management skills and employee relations.

Take on a leadership role in identifying and solving the “morale crisis” that is talked about.

Examine ways to constructively foster positive communication efforts among staff and between staff and faculty.

Letters or attached pages

We received three letters, two of which were about a half page long, one of which was about a page and a half. CSAC is grateful to receive this honest feedback and realize that all three of these employees took their time and energy to do. At the next CSAC meeting, your letters will be shared, discussed, considered, and will provide a mirror for the committee to use to evaluate itself. Although only portions of these letters follow, anyone may call me (JoAnne McKnight) at Ext 5057, or e-mail me at jmcknigh@unca.edu or send me a written communication at CPO#1800, and I will gladly share these full documents with you. What follows is presented to provide the core of what each employee expressed. These are not presented in any priority or order.

- A. Looking over information on the CSAC website, I have no problem with its current mission. I think CSAC long ago moved away from this. I believe that if CSAC had been operating in our best interests, there would have been no need for the UCC to be formed. I saw its formation as a statement that CSAC was not and had not been fulfilling its purpose. The staff on this campus needs for CSAC to be taking initiative - that has not been happening.

Per the website: ...”the committee’s charge is to advise the Chancellor and its mission is to constructively address the concerns of UNCA employees, provide professional growth through education and foster communication.”

- B. It’s really hard to take this “checklist” seriously. The way you have written this and put it forward, along with your last annual report, this makes me think you don’t really have an open mind, and you aren’t really interested in what other people think especially if they disagree with you: You only want to hear from people who agree with you, and you don’t want to be challenged to think that you may be wrong.

(In response to question #3, “Establish a positive attitude on campus among staff, administration, supervisors and faculty.. Some attitudes that need transforming include [but are not limited] to the following: I’ve heard this promise before – nothing will ever get done about it; Better stay under the radar, out of harms way; I’m afraid of being forced to retire or being pushed out; Humiliation of staff by supervisors.) ... And as for people who don’t share those attitudes, or who don’t share your opinion that those attitudes are widespread, realistic, well-founded, etc., well, you just want them to shut up and go away, because you just know they’re wrong, and not worth listening too.

Others may disagree with the language you’ve used and the assumptions you’ve made. But to let you know they disagree, they’ve got to go outside the little boxes you’ve provided, and they’ve got to write an explanation (like this). ...Me, I’m taking the time to write, and asking you to think about what you’ve done, and whether you’ve done it right or responsibly, because I think it’s important. And I think you ought to be called out on it.

- C. My concerns are with the Administration and Human Resources. I feel as if they are in their own little world and really do not have a clue as to what most of the staff on this campus actually do. ... People (staff) are afraid for their jobs. They are afraid to go to Human Resources with any kind of problem because word is that they will go straight to the person or to the Chancellor or Christine and then they might not have a job by the next day.

