September 22, 2020

CYNTHIA LARIVE
Chancellor

LORI KLETZER
Campus Provost and Executive Vice Chancellor

DAVID BRUNDAGE
Chair, Academic Senate

RE: 2020 AMP Annual Priorities

Dear Campus Leaders,

UC AMP (Administrative Management Professionals) is a systemwide group of business officers from academic departments and research organizations, curriculum and academic program analysts, and operations managers. AMP's mission statement can be found on our website: https://amp.ucsc.edu/.

Each year, we survey our members and prepare a priorities list for your consideration and support. Our aim is to identify key areas that would benefit from wider campus attention. Issues identified by AMP in the past include the need for increased collaboration around new online campus systems, a request to revisit disaster-preparedness training, and greater support for campus advisers.

We would like to note that this year our brainstorming session took place in the spring quarter, and that the attached list of priorities was finalized in the week before the CZU Lightning Complex fires broke out. We wholeheartedly acknowledge and thank all of you for your work in response to this most recent crisis, while at the same time feel strongly that the following priorities are even more relevant than before as recovery efforts continue.

In reviewing 2019-20, we consider the identification of Coursedog as a replacement for the CCLP scheduling system a major achievement, and encourage continued financial commitment to complete this initiative. We also continue to applaud the extraordinary and collaborative efforts of Don Moonshine, Margie Claxton, Kalin McGraw, and the rest of the Curriculum Management Team. Their commitment to stakeholder engagement and consultation, maintaining public project status and timelines, and robust training and support should be adopted as the standard campus model for how new systems and projects of this scale are implemented.

One issue of concern that we would like to highlight is the need for much greater support for the Graduate Division, made even more crucial by the recent retirement of two key and longstanding staff members. The Graduate Division has been understaffed and under-resourced for years, while at the same time placed under mounting pressure to help grow and sustain graduate programs, and to play a central role in administering new 5-year funding packages and housing stipends more recently. As conversations and decisions regarding support for graduate students at UCSC continue, we strongly urge that the administration direct resources to the Graduate Division to address staffing issues (most pressingly the hiring of a new assistant dean and providing coverage during the graduate student service coordinator's upcoming leave). This long overdue investment will benefit units and staff across campus, and

particularly department graduate coordinators, who are currently working harder than ever to bridge gaps created by the lack of staffing in the Graduate Division.

A second issue of concern that has been raised by AMP members since the original drafting of this priorities list is the new performance appraisal system, rolled out as part of the UC Path transition. AMP members consistently report--and prior priorities memos have stated--that intuitive user interface design is their top priority for all new campus systems. While the larger UC Path rollout included consultation with stakeholders, AMP members were not included in discussions of ePerformance (or jobs.ucsc.edu), which they use extensively. As a result, these new systems are less intuitive and more poorly designed than their predecessors, and have been challenging especially for faculty supervisors (Chairs) expected to use them for their employees. AMP members attended long trainings in the late spring and early summer that were very well orchestrated by Nico Feria and other members of Staff HR; however, they were broad and policy-focused, as opposed to any nuts and bolts training on how to use the system itself. We understand that more detail on how to use this new system will soon be added to the associated website; we look forward to that and to additional future training as appropriate. But, this also illustrates directly our item on improved communication; lack of communication on rollouts such as this one will continue to lead to ineffective solutions and staff frustration when new systems make routine work more difficult and labor intensive.

Lastly, the AMP Executive Board will soon be launching a new initiative, which aims to capture individual members' and their units' success stories in the face of the challenges of 2019-20 (and beyond), and will plan to share the results of this with you by the end of the fall quarter.

In the meantime, our list of top priorities for 2020-21 is attached. Many thanks for your attention and consideration.

Sincerely,

The AMP Executive Board

Jessica Lawrence, Chair
Sarah Arantza Amador, Secretary
Bennett Williamson, Fall Conference Lead
Leah Kahn, Systemwide Representative
Amber Burke, Systemwide Representative
Daria Troxell, Treasurer
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Emily Gregg, Committee Member
Verónica López-Durán, Committee Member
Chris Paradies, Committee Member
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Cc:
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Associate Vice Chancellor, Chief Diversity Officer Teresa Maria Linda Scholz, ODEI
Director Kimberly Register, Budget and Resource Management
Interim Vice Provost and Dean Quentin Williams, Graduate Studies

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Associate Vice Chancellor/Dean of Students Garret Naiman
Assistant Vice Provost Grace McClintock, Academic Personnel
Vice Chancellor Sarah Latham, Business and Administrative Services
Associate Vice Chancellor & CHRO Steven Stein, Staff Human Resources
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