STAFF SYMPOSIUM
SHARED GOVERNANCE

Raw Data Responses

ABSTRACT

The Staff Symposium was dedicated to the exchange of ideas and creative discovery of what's possible for shared governance for staff at SF State. Now posted on the Staff Symposium page of the Human resources website (https://hr.sfsu.edu/staff-symposium) is the raw data from the group activities for the events held on January 16th & 17th. These are the sticky notes that were placed on the four themed boards at the symposium (Employee Engagement, Inclusive Excellence, Organizational Excellence, & Parking Lot). This data has not been moved or altered from its original placement in the themes.

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Employee Engagement

Thursday Responses

"Creative" staff meetings rather than the traditional ones, such as "Walking Meetings".

Access to intramural activities/sports.

Ask staff how they would like to communicate their experiences & opinions rather than relying on surveys.

Bring back "star" of the month for staff.

Campus Police Department more frequent patrols on site on foot.

Can we bring back the staff picnic?

Clearer incentives for employees to be working towards that lets them know they're valued.

Convict & Imprison Trump.

Create a safe place for employees to gather and engage without admin oversight.

Custodians need to get a raise

Employee Recognition for staff by staff - not just by administrators.

Encourage regular staff meetings in specific areas led by staff.

Engage with each other - improves engagement at macro level.

Enhance feelings of staff worth.

Enhance transparency & consistency around policy developments, providing enhanced opportunity for staff involvement.

Events focusing on sustainability on campus.

Finding ways for extremely busy staff to be able to squeeze 4 hours of meetings (etc.) into an already overloaded week….when am I going to get my job done?

Follow through on committees that are started - e.g. HR asks for input from liaisons but nothing ever happens with that info.

Having quarterly town halls for meetings, which include awards, employee recognition, star of the month.

How to get certain units (A&F) to consider how their internal policy changes adversely impact staff/faculty around campus.

More staff reps from Academic Affairs units on Academic Senate……add more staff positions to Senate.

Needs to occur at the root level - timely & active communication between departments.

Networking - Getting us together so we know each other.

New Staff onboarding beyond HR (maybe a buddy system).

Notifications folder on SF State App. Everyone hates the notification icons and will actively read the announcements to clear the notification.

Onboarding help - intro to the campus for new people - needs a full, more humane process.

Open house events to encourage cross-pollination between departments or colleges without the pressure of showing up for formal events, i.e. university-wide staff meetings.

Professional Development

Professional Development - Knowing your units resources for PD.

Professional Development (More)

Professional Development to include/for all colleges, departments, staff
Recognition of employees - birthday.
Require all staff/faculty to be involved in at least one committee for a minimum period of time (first year of employment).
Rotating "guest" seats on senate, department to department, have admins designate few staff to go to senate meetings.
Smoking cessation & other health related initiatives.
Social activities! Group participation.
Staff Appreciation Outside of "Years of Service" - an annual lunch/picnic on the lawn.
Staff Fun Run/5K to Raise $$$
Staff Pool, like faculty pool, for committee membership.
Student service events - especially around the end of term. Final exam care packages is an example.
Transparency of Department Budget
Volunteer opportunities on and off campus: litter clean up, recreational sports, cultural events, marches, etc.
Would this help staff to get to know each other across campus?

Friday Responses

Affinity groups for staff sound great.
All-campus staff picnic/Luncheon/Summer fun time.
Allow staff to be a guest lecturer on what they do, if applicable to a class.
Allow staff to take classes, be involved, take personal support, exercises, meditation, etc.
Annual staff recognition event/celebration (like CSU Chico).
AOC/AAS/ASC meetings, trainings, updates.
Are lecturers staff? In our department, they're called & treated as such. Lecturers get 1/3 of a vote for department chairs whose jobs affect us all. Staff get no votes which is very reminiscent of slavery and women's rights of the past.
As one of the student health center health care providers, I would love to be part of staff council & campus committees but quickly get told - we are down staffed & due to operational needs it is not possible to participate.
Bring back the Faculty/Staff craft fair.
Bring back the Faculty/Staff craft fair. (Ditto)
Bring your pets to work day!
Buy-in & promotion of a staff council from all upper-administration with full & transparent communication.
Can staff sit in on classes or lectures?
Communication in multiple languages.
Consultation with academic departments before implementation of changes regarding schedule building.
Cross training: -learn about other campus areas; -projects/successes/failures/what was learned.
Define a culture that staff, faculty and students can stand behind (fun, learning, hard work).

Different methods of communication & outreach (mail, flyers, etc.).
Employees feel they are not connected to the University…develop campus culture, traditions, annual events.
Ergonomic safety.
Fairs & Festivals
How to schedule meetings to include all staff, especially overnight facilities?
I think facilities staff would participate more if they were in our union. Unit 6 is not within CSUEU.
If you want to engage staff & want staff participation, make sure you put an item in the campus memo. It goes to both faculty & staff.
If you want to engage staff & want staff participation, make sure you put an item in the campus memo. It goes to both faculty & staff. (Ditto - plus it helps faculty know what staff do).
Making sure this group really has input and not just a cheerleading squad for events.
Monthly staff outings (i.e. picnis, formation of bowling teams, etc.).
More casual gathering for social interactions.
More collaborative fair for our staff.
Networking event (offsite and/or onsite).
New Staff onboarding: -University structure/organization & where their position fits; -request transition feedback from new staff 1 or 2 months later.
Periodic luncheons & team building
Policies to better address employee retention levels.
Professional Development
Staff & Family appreciation day. Carnival on/off campus. Offsite amusement park.
Staff engagement with students - informative events on departments, etc.
Staff Excellence Awards: serving students, serving community, excellent project/program.
Staff IT trainings (Microsoft Office, etc.)
Staff management training program - 1 year certificate.
Staff memo in campus memo
Staff memo in campus memo promoting staff accomplishments & initiatives.
Staff need gatherings at work & outside opportunities to network & meet each other. Team building.
Staff of the month award program.
Staff professional development -opportunities; -to bring ideas & get funding; -application; -who gets awarded & why
Staff recognition - allow all staff to attend (like opening convocation).
Survey from the President to gauge participation in departments.
Training & Classes w/ credit towards a certificate.
Trainings
Trainings offered by college/department re: what position descriptions ARE vs. expectations.
University-wide staff apreciation.
Votes
We need an abusive conduct policy or at least professional conduct guidelines.
Weight Watchers on campus.
Work related refresher workshops or trainings.

Inclusive Excellence

Thursday Responses

A staff representative on the President's cabinet, or at least invited to attend meeting one time per quarter.

Affordable child care.

Are there ways to integrate faculty & staff relations so that faculty actually want staff to provide ideas.

Awareness of issues & topics of discussion on the campus as well as have a say.

Communication is key! Especially from key offices - HR, Parking, UPD, Facilities - when key events are happening to give staff ample notice.

Create a staff early retirement much like FERP.

Dept. Chairs, MPPs, & Faculty need training on how to communicate.

Extra focus on non-academic departments to have a voice or more of a presence to peak interest.

Family Day to bring kids on campus - access to pool.

Find ways to integrate staff experience.

Housing

Leadership development opportunities across divisions.

Make it easier for staff to access facilities or resources before or after traditional operating hours (i.e. 9-5).

Make Mashouf free for all staff.

More accessible & affordable childcare.

More campus maps on campus.

More communications & signage NOT in English.

More consistent, timely staff meetings.

More methods of timely communication - announcing meetings, change in staffing/departments - and not just thru e-mail.

More opportunities outside of convocation & President's Winter Holiday party for all groups to meet & mingle (staff, admin, & faculty).

More professional development opportunities / team building activities.

New staff recognition (i.e. CSU East bay 30 Under 30)

Professional Development

Reduced rate parking or free according to salary scale.

Repair & update e-mail list to current staff to include all staff.

SERP (like FERP) Staff Early Retirement Plan.

Staff/Team Building

Systems that are implemented should be vetted by staff who have to use (those systems) - not based upon decisions of a few.

When I go to various offices to ask for help for myself or my division, I get the "look" - you have to be Black or Muslim or both to know what I am talking about. The campus has issues.

Friday Responses

Appointed/Voted Ombuds & Equity Committee to avoid bias.

Better recognition of how much staff does to support students - # of times our names appear in acknowledgments on theses, posters, presentations, etc.

Committee on staff equity (e.g. voting rights for department chair).

Create multi channels to get into.

Development of campus database open to staff: property; staff contacts; processes; resources.

Diversity across the board.

Don't forget RTC & DTC.

Engage staff to share work concerns to re-develop/evaluate how to improve.

Filling roles on the council with emphasis on demographic representation.

Inclusive University Assembly - an umbrella for the Academic Senate, Staff Council, ASI, & Administrators.

Increase collaborative work between administrators, faculty, staff, & students.

Is there a way to get rid of the class system mentality - MPP vs. Staff.

Making it easier for trans-staff to make necessary changes in HR.

More collaboration on technical processes that are decided at Admin level & implemented in offices.

More communication to our group.

More emails regarding campus updates.

Multi language and modes, times (3rd shift).

Please stop the faculty-bashing at every staff event! 1. It is unfair. 2. It is inaccurate. 3. Many of us faculty have the experience of frequently being demeaned by staff - especially AOCs!

Post survey in multiple languages & reach out to facilities.

Promote & encourage language learning for employees interested in picking up another language.

Provide time for staff to attend thesis defenses.

Provide time for staff to attend thesis defenses. (Agree)

Put the faculty/staff fee waiver on DocuSign.

Recognition for years of service. Faculty get certificate & recognitions, etc.

Recognition for years of service. Faculty get certificate & recognitions, etc. (Agree)

Removing elitism - no one person/position is better than another.

Removing elitism/hierarchy.

Require all staff get cultural sensitivity training in LGBTQ issues.

Should council members be divided by cabinet, bargaining unit, function, campus location?

Should staff council include student employees, lab techs, grad assistants, and lecturers?

Staff awards/recognition.

Staff handbook.

Staff inclusion groups.

Staff related information (trainings, meetings, etc.) in campus memo.

Staff should be involved in new science building.

Staff volunteering with the community.

Sub-committees requiring membership by bargaining units as well as cabinet area.

Translation team to help with participation from non-English speakers.

Trust employees with information -for analysis; -to see stats that pertain to graduating students.
Votes
Voting rights for staff in academic departments (for things voted on at the department level).
What should we do to better recognize staff's contribution to our university mission?
Whether or not a staff council is created, there needs to be a staff advisory committee on the academic senate. I think we need both a staff council & senate committee.

Organizational Excellence

Thursday Responses

A directory of who does what - who can help me with <blank>?

Audit responses: most of the time an audit's scope is campus-wide, but the management responses to audit findings come from a few select areas.

Bring staff into larger conversations.

Campus Police Department needs to be educated an what issues are affecting all employees.

Can we create a staff listserve for communications?

Can we have a box account?

Clear staff roles & expectations.

Create a positive workplace culture - see CHSS workplace policy.

Cross-training within departments that work closely together.

Department organizational chart to show the "next" steps (something) promotions; (new? how?) advance positions.

Do we need money for ongoing meeting space?

Empower staff to dedicate time to improve processes and focus beyond the day-to-day work. Emphasizing the bigger picture will benefit the university as a whole.

Enhance staff position on Senate/AS - and (something) academic units.

Equalization between departments and cabinets. Not in terms of money/pay, but in policies & privileges set university wide. More than just the AVP/Director discretion.

Events coordination - see through from start to finish (we once had leftover food from campus catering and had to dispose of it ourselves).

Facilities not taking care of tickets & not knowing the status of a request. Ways to do things better.

Generally: improve ticketing services on campus so that the person who requested a service can see the status of a request in a timely manner in an e-mail. Applies to ITS/AT/Facilities and probably others.

Getting things done on campus is difficult - keys, cleaning offices, taking trash - who to contact?

I am new. Trying to put on an event on campus is difficult. 1. What is available? 2. Who to contact? 3. What is the room capacity?

Increase shuttle bus service for students

List of emails & contact info to communicate our issues to council.

Marijuana!

More centralized system for how to reach the right person in technology to resolve technical issues (it's getting there).

More meeting spaces and a mechanism for reserving those spaces.

My office does not get vacuumed for weeks at a time. Where do I go?

Needing to improve/streamline processes in HR and have consistent business practices.

Organizational excellence starts with a culture which starts at the top. Staff should be allowed to have a say in processes/policies as they are boots on the ground.

Policy on the annual evaluation of MPPs, Deans, Managers.

Presentation on what various areas do - unsilo the understanding among staff about what we all do.

Process & Policy Review Committee - let staff review policy before implementation.

Process Improvement: accountability, inclusivity, communication.

Professional Development for Staff.

Raise money to fund staff travel and professional development.

Re-evaluate policies/processes that do not work - staff usually know.

Risk management & shared governance - understanding everyone's role in managing risks & liability on campus.

Streamline processes - consistency - excessive approval levels.

Subsidize housing for students/employees.

Support a mandate for MPP management & diversity training.

To build stronger connections with the senate, but also (independent? Hard to read).

Friday Responses

(Staff) Council should consist of representation from each cabinet - extra seats for large departments.

A group for SF State students' parents to give input/feedback of services available for students.

Annual review of office space (i.e. replacement of outdated, non-working equipment & furniture and access to resources if no funds available within office unit).

Better communication across campus (who to contact for what).

Bring back Employee University as university classes (one or half unit) with fee waiver and time-off.

Can we consider a Governance Coordinator position as the campus considers a different governance structure?

Clear, defined, streamlined processes.

Communication throughout & between departments.

Data tracking?

Drupal - Why did I do that myself? 70 hours work - time away from my job.

Encourage management to keep their verbal promises.

Equal representation to avoid the appearance of bias.

Fair participation in the shared governance committee - currently many people get to participate on committees on campus because they are handpicked by an MPP - favorite one.

Guarantee each department has representation (staff) on the council/committee.

HR - staff employee onboarding/offboarding process clarity.

Initiative to promote employees acquiring their degrees.

Is the vision of this university to move to a University Senate as a hub for all other groups (academic, staff council, etc.)?

Keep staffing levels high enough so managers allow and encourage staff participation on council/committee.

More invitations for campus initiatives.

More professional development.

Move everything to digital/electronic.

Ongoing mechanism of communication between departments to contribute/collaborate on solving problems. Strengthen problem solving.
Organizational analysis of staffing needs and how they are being met.
Policy recommendations for Academic Senate from advising staff (not advising managers that are often disconnected from direct service).
Process management & training. Need staff who can train processes.
Recognition of staff expertise in areas beyond their position - such as from education, hobbies, activism/community work, or other employment (freelancing).
Recognize the number of folks on campus who have blended roles: student/staff, faculty/staff, etc.
Recurring (often) meetings with staff on topics - checking in like an annoying waiter.
Remove "silo" work environment - Top down doesn't always work.
Remove "silo" work environment - Top down doesn't always work. (Agree!)
Safety process across campus.
Select one person in each department to gather staff requests & concerns to discuss & bring to council.
Some mechanisms for staff consultation & recommendations (based on front line experience) on what gets included in student orientation (even including formatting to make most user friendly).
Staff attrition. When someone retires or leaves a position, the responsibilities get distributed among remaining staff with no compensation for added duties for them.
Staff development - professional development that is relevant to staff.
Staff development needs to be organized, streamlined, & created.
Staff handbook!
Staff newsletter of email list so all staff can be on the same page.
Staff participation in inter-departmental collaboration will break down the silos.
Strategic student services during winter & summer breaks while faculty are out - currently falling on staff with no power/say on matter.
Sustainability of this staff shared governance?
The campus telecommuting policy is extremely vague and poorly written. It is also not written in a friendly way - it comes across that campus doesn't embrace telecommuting as a positive/benefit for all.
There needs to be a person who is the liaison between staff & departments.
What is the SLAC channel/app, staff chatroom?
When will SFSU stop giving paper statements for those on direct deposit? When will the online pay statements include the description field for taxes? It is bizarre that the online statement is not identical to the paper statement.

Parking Lot

Thursday Responses

Ability to contribute toward decisions going into new buildings that are developed on campus (Mashouf, new science building).

Campus Police Department - Better education.

Campus Police Department - Patrol on foot!

Can we continue to address city parking tax?

Change needs to happen at department level.

Commuting opportunities like shuttles from East bay, etc.

Directing traffic during emergency incident.

Expanding employee orientation. Better onboarding process including formal intros and campus tours.

Fight City (25%) taxes!

Highlighting policies that disproportionately impact low-income/first-generation students.

Housing for students, faculty, & Staff.

How to help homeless among our campus community.

How will this help us with going deeper in our own departments?

Information on holding dual positions, faculty & staff.

Institutionalizing cross departmental communication.

Lack of respect for staff who have served the university for 10+, 15+, 20+, 30+ years.

More campus maps on campus.

More charge in Lot 19

Policy on Campus Safety.

Reduce parking fees. Parking tax too high.

Safety, Safety, Safety. Especially with homelessness and campus is open so we need to be proactive on safety, especially in isolated areas.

There used to be a staff craft fair in December for staff who knit, do pottery, etc. in their spare time to sell their wares. Can we bring that back?

What about Dr. Wong's announcement at CSUEU's meeting about 4/10's during the summer?

What does faculty-staff mean?

Who is going to determine what is shared governance & what is collective bargaining?

Zen den for staff.

Friday Responses

Anti-bullying issues to be addressed.

Awards for staff achievements (not tenure).

Bring back the swap shop.

Bring back the swap shop. (Agreed)

Bring back the University Club - not a private club that takes student space.

Can we review the 9 CSUs who have a shared governance/bylaws?

Communicate with staff at all levels regarding policy changes.

Creating a university constitution that all presidents, MPPs must abide by.

Developing a mechanism and process to address staff bullying (aside HR/CBA).

Discounts for MUNI/BART

ESL classes for facilities workers.

Free gym memberships, free classes at gym, and wellness classes for staff.

Free MUNI & discounted BART for staff.

Have another symposium, similar to today, but with updates next semester/year.

How can long term employees sweeten and/or temper their bitterness?

Ideas/Conversations on staff retention practices.

Make internship programs in all departments - students need the experience.

Meet & greet, coffee events, other events for staff.

More recognition & appreciation for staff.

More security on campus and outside (near campus).

More training/staff development

More transparency in campus decisions and reasoning behind why.

MUNI & BART!

Other communication method for staff/faculty to be informed about meetings/events (i.e. different languages).

Safety for staff and student assistants on campus.

Speaker series - lectures for staff.

Staff "buddies" from other departments.

Staff appreciation days/Luncheon

Staff appreciation days/Luncheon (Agree)

Staff committee host a forum to discuss ideas with staff.

Staff handbook

Staff should be involved in changes to policy that will create more work. Department AOCs have to do more work with finances than previously (started years ago). They were not asked or trained properly and had no options to opt-out. Same goes for BERCs.

Stop duplicate programming.

Stop renaming departments

Study abroad GE Policy/Process (Less petitions/barriers for students).

Training for campus resources & programs.

University-wide key card system for accessing various buildings, departments.

Votes

Waived parking lot fees (no fees for parking garage).

What was the swap shop?
Why is voting included (department chairs, etc.) in collective bargaining? Should be basic employee right to have staff voices heard.