

**AAC Meeting Notes**  
November 18, 2009 10:00am

**In Attendance:** Steve Owen (chaired), Veronica Padilla, Vicki Lucas, Gary Spears, Sylvia Swift, Claudia Lopez, Alex Mastrangeli, Chuck Stoup, Roia Ferrazares, Nilima Bhatia, Stacey Shulman, Helen Workman, Ellen Chang (Guest)

**1. Divisional Reports:**

**Social Sciences (V.L)** – Managers discussed S.Zedeck’s memo. Helen Archer was their guest to discuss APBears. The new system is being rolled out slowly. At present the system is being piloted by the Political Science and Psychology departments within L&S. At some point after the system is implemented campus-wide, paper files will no longer be accepted.

**Biological Sciences (S.O)** – Managers had a discussion with a representative from EH&S. Medical waste disposal is being billed, although the total amount is not huge. A new annual fee will include a surcharge for waste containers. Managers also discussed the ways that changes with RES have affected MCB and IB. There have been some discouraging reports.

**Arts & Humanities (G.S)** – Managers discussed reduced service levels with PPCS. The composition of the remaining PPCS workforce has shifted resulting in increased workload and an older workforce with greater limits on what they are able to do. PPCS cannot commit to all listed services. Perishables should be discarded in bathrooms and the target is for offices to be cleaned once each month – but this doesn’t seem to be happening. Departments are forced to pay additional fees for special cleaning as requested.

**Physical & Mathematical Sciences (C.L)** – Managers had not met yet in November. Some managers have been meeting weekly about the potential scenario of combining services.

**2. Miscellaneous announcements:**

Alex Mastrangeli announced that as the new chair-elect for ABOG, he will no longer be serving on AAC. Judith Coyote will begin attending AAC meetings in December.

A brief discussion of Operational Excellence took place. The opinion was shared that gains have already been made in the operations of UC, but inefficiencies remain in the academic personnel procedures. There is concern that the OE initiative needs to expand to include a hard look at the operations within academics as well.

Guest Speaker – Ellen Cheng, Director of Administration for Summer Sessions

Ellen shares the concern and confusion over the payroll processing of summer session instructors. With over 200 customers across campus and variations on rules between handling fall/spring/summer sessions, improvements to the program have been difficult to implement. Submissions arrive by scanned pdf, email, fax, and in person which add up to around 1000 cases - 700 courses serving 12-14,000 students per year in 80 departments. Emails get sent to the wrong recipient and that can lead to delays. The lion’s share of summer session courses are within L&S. A pilot program giving the payroll processing of summer session instructors to departments was not entirely successful. The revenue sharing policy on campus makes the finance work of the Summer Sessions Office very complex. Trying to make this more transparent to departments has not worked so far because of its complexity. At the root of the complexity: financial aid is tied to UCB student census which is not tied to enrollment. The Summer Sessions Office has remained very lean to optimize the revenues shared with the departments but it plays a “central campus” role for the departments it services (HR, payroll, controller and budget)

The Summer Session Office needs central campus guidance to improve its service to academic departments. A working group has been created before to study the problem, but the recommended changes were not

implemented. A new working group was suggested and it was considered best to keep it within L&S for the time being. The observation was made that as the campus improved its technology and online systems, summer sessions administration seemed to have been left behind. Nancy Schimmelman has been hired by Summer Sessions with the hopes that the Our Unit database can be modified to provide online submission of course information.

Suggestions that were raised by AAC managers:

- Make communications clearer – simplify with bullets
- Offer training on summer session administration to staff – turnover in departments requires simpler summer session administration procedures
- Summer Sessions should go to California Hall to ask for resources to improve its services
- Positive time entries for instructors need to be changed to exception time – positive time is too labor intensive
- Could the Summer Sessions Office get temporary help?
- Initial hiring form needs improvement – perhaps Nancy Schimmelman can get involved with this?
- Take a look at the SPO online drop box. Neil Maxwell could provide information on how it works
- A postcard receipt back to departments that their submission has been received would be a low-tech, short-term solution to the problem of lost submissions
- Communicate a disclaimer to departments about the small discrepancy they may find on revenue sharing as a result of the enrollment vs. census data gathering

Any department that wants to process its own payroll can contact Ellen about that. The Summer Sessions Office handles the SAS112 oversight for summer session payroll processing.

Steve Owen of IB is the Summer Session Counselor which means he can answer questions about summer session administration from a department manager's perspective.

John Bain Chekal has been invited to the next AAC meeting to discuss Connexus.