

AY 2021/22 REPORT

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.



Photo break: (front) Susan O'Connor (back, from left) Cassie Carriker, Celeste Gottschalk, Marilyn Huerta, Bhumika Badri, Christa Koen, Kayla Hardin, Brianna Madson, Amber Giacalone, Talisha St. John and Leila Shahamiri

VALUES



Onboarding Buddies, Maria Shterew and Amber Giacalone with Crash

Inclusive

We are committed to fostering a sense of belonging where each member of our diverse staff feels valued, respected, and encouraged to bring their authentic selves to work.

Caring

We are committed to nurturing a compassionate atmosphere where we look out for one another in support of personal and professional success and well-being for all staff.

Collaborative

We are committed to building meaningful partnerships that connect our staff to the many resources available on and off our campus.

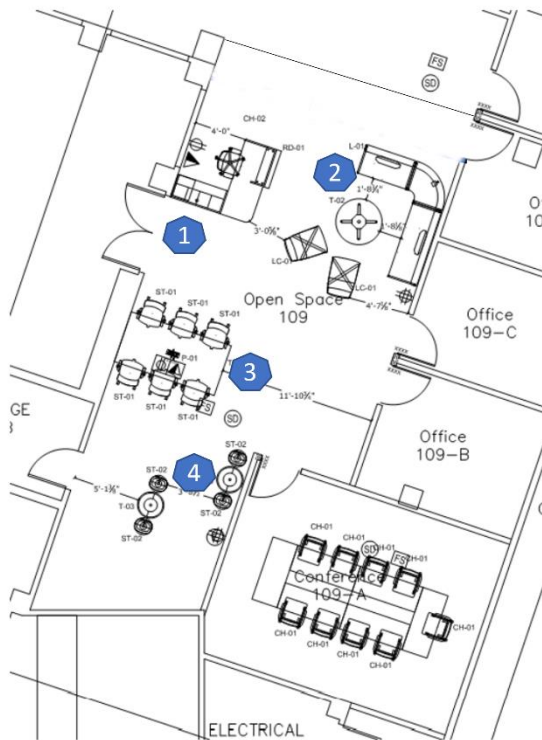
Empowering

We are committed to supporting our staff, creating a space where their voices are heard, and providing the resources and encouragement for them to advocate for themselves.

SAND TRANSITION

Since its creation, the Staff Center worked closely with the Staff Appreciation And Development (SAND) committee. Our parallel missions provided many opportunities to collaborate in support of our non-MPP staff. In Aug. 2021, SAND's programming and outreach activities were brought under the care of the Staff Center and SAND's members joined the Staff Center's Holistic Wellness and Community Building subcommittee.

For over 15 years, SAND hosted events for our non-MPP staff fostering connectivity, building morale and encouraging campus-wide networking. The Staff Center truly appreciates the hard work of all SAND members over the years and we look forward to continuing to support and finding new ways to connect and engage with our non-MPP staff.



TRANSITION TO OFFICE OF HUMAN RESOURCES

In Feb. 2022, the Staff Center transitioned to the Office of Human Resources. The director will report to the Associate Vice President for Human Resources and Payroll Services. The Center will continue to act as its own department and will have a physical location outside of Human Resources.

STAFF CENTER NEWSLETTER

Center newsletters continue to be a successful engagement tool. Open rates run high ranging from 40% to as high as 65%. Click rates depend on the topic and typically range between 4% to over 20%.

STAFF CENTER PHYSICAL SPACE

A portion of Commons 209 has been identified as the future location of the Staff Center. The space includes three offices, a conference room, kitchen and a large open space with (1) a reception desk, (2) seating area, (3) a collaboration table and (4) two sprout tables and stools. A wall will separate the Center from the new employee hoteling space. We anticipate the location opening during Fall 2022.

BUDDY RESOURCE GROUP

The Buddy Resource Group was established in Feb. 2022. The subcommittee is charged with reviewing the current Non-MPP Staff Onboarding Buddy program and making recommendations on how the program can better support our new employees. This is a temporary working group and is expected to remain active through of Fall 2022.

BUDDY COHORT PROGRAM

In May, the Staff Center started piloting a cohort program for new non-MPP staff members. The Buddy Cohort Program was created in response to the large number of new employees at the start of the year and the challenge of finding senior non-MPP staff to serve as buddies. This year, the Staff Center paired fifty-seven new employees with an individual buddy compared to seven in AY 2020/21.

Cohorts are limited to 15 members with one designated buddy assigned by the Staff Center. The Staff Center's director is currently serving as the designated buddy for all cohorts.

Cohorts for this Academic Year include new non-MPP staff starting in late April through June. Cohorts are based on work schedules rather than start dates. Cohort 1 meetings are scheduled on Tuesday, Cohort 2 on Wednesday and all Cohort 3 meetings are held virtually.

Cohorts will meet as a group once a month and are encouraged to engage with each other outside of regularly scheduled meetings.

CENTER EVENTS



CRAFTING AND COCOA

The Center's first in-person event was held on Dec. 9. The Crafting and Cocoa event provided an opportunity for staff to network and encouraged creativity as staff crafted their very own unique snow person. Over 50 employees participated in the event. We plan to hold another Crafting and Cocoa event in Dec. 2022.



SHOWCASE EVENTS

Staff Center Showcase Events focus on personal experiences and challenges faced by panelists on specific topics.

The first event, on Dec. 13, focused on experiences and challenges with professional growth. Panelists included, Brittan Brown, AVP, Administration, Finance and Administrative Services; Norma Larios, Assist. VP, Divisional Operations, Students Affairs; Justin Lewis, Director, Readiness and Success Services; and, Susan O'Connor, Director, Staff Center.

DISCOVERING YOUR STRENGTHS

Joel Agg, Director of Events Operations and CSUSM's Strengths Coach facilitated a workshop for non-MPP staff diving into participant's top five Clifton Strengths. Due to the nature of the event, space was limited to 15. The February event was held virtually.



Wednesday afternoon and Tuesday morning walkers

WALKING BREAKS

During the months of March, April and May, the Staff Center hosted walking breaks encouraging non-MPP to get outside, take a break and earn a few extra steps for the CSU Steps Challenge. Morning and afternoon walking breaks were offered once a month.

BOOK CLUB FOR PROFESSIONAL DEVELOPMENT



(left to right) Nersa Niksirat, Margarita Robles and Perla Rivas volunteering during our Book

The Book Club for Professional Development invites non-MPP staff to read a book about professional development and come together to discuss the topic. In Spring 2022, we read and discussed, *Stop Overthinking: 23 Techniques to Relieve Stress, Stop Negative Spirals, Declutter Your Mind, and Focus on the Present* by Nick Trenton.

Nearly 75 staff members participated in at least one of three book club events. In March, staff picked up their book during our kick-off event. It provided a great opportunity for our staff to take a break and get away from their computers for a few minutes. We then divided the book in half discussing chapters 1-3 in April and chapters 4-6 in May.

For our Fall event, we will leave the decision up to our staff. The Professional and Career Development Subcommittee will provide a list of 3-5 books for our staff to vote on over the summer.



COLLABORATIVE EVENTS

Tips and Tricks for Becoming More Sustainable

In collaboration with CSUSM's Sustainability Program, and to celebrate Earth Day, on April 22, Juliana Goodlaw-Morris, Sustainability Manager, shared ways to become more sustainable at home and at work. This event was held virtually.

STAFF RECOGNITION

The Staff Center has continued SAND's [Thank a Colleague Program](#). This is a year-round program inviting non-MPP staff to thank their colleagues for a job well done. Staff submit their messages through the Staff Center website and a digital card is emailed to the deserving employee.

[Cougar Spotlight](#) continues to be an exciting way for the Center to recognize staff and give others the opportunity to learn more about different areas on campus.

THANKFUL CARDS AND LUCKY TO KNOW YOU CAMPAIGN



One of three choices staff were able to choose for their thankful card.

During the November holiday, non-MPP staff were invited to send Thankful Cards to their colleagues. Over 200 staff participated in the program.

For the Lucky to Know You campaign in March, the Staff Center supplied a digital four-leaf clover, non-MPP added a personalized message and emailed it to their colleagues.



Personalized notes sent directly from staff to appreciate their co-workers.

FUTURE AREAS OF FOCUS

Currently, the large majority of Staff Center engagement tracks participation in events. With the expectation of a Fall 2022 opening, the Staff Center will need to shift its engagement reporting and outreach to include our physical location and how we can use the space to better serve our non-MPP staff.

The Center will focus on building upon current programming and events. We plan to hold a Showcase event and another collaboration event with the Sustainability Program during the Fall semester.

We will also focus on increasing the Center's visibility with a new engagement campaign connecting with staff through segmented emails and events that encourage staff to get involved and visit the new Center.

SPECIAL THANKS

The Staff Center has over 35 non-MPP staff members who volunteer and support us. Thank you for your time, your ideas, and willingness to help spread the word. We could not do this without you. A list of all our amazing volunteers is below.

We also want to recognize those who have taken the time to attend one of our events, filled out a survey, provided feedback and input, and shown up to our last-minute photo sessions.

We've had so much fun connecting with all of you and can't wait to see what we accomplish in the next year.



ROSTERS

STAFF CENTER COMMITTEE

Representing	Name	Title
Staff Center	Susan O'Connor	Director
CSUSM Corporation Representative		
Human Resources	Marcia Agnew	Human Resources Generalist
Division Representatives		
Academic Affairs	Kayla Hardin	Academic Scheduler, Planning & Academic Resources
Finance & Administrative Services	Noella Richer	Operations & Work Control Analyst, Facilities Development and Management
Office of the President	Melinda Jones	Executive Assistant, Community Relations and University Engagement
Student Affairs	Jill Flaa	Student Services Specialist, Dean of Students
University Advancement	Christa Koen	Executive Assistant, VP Office
FSA Representatives		
BFSA	Talisha St. John	President
LAFS	Perla Rivas	Secretary
JFSA	TBD	
APIDA	TBD	
LGBTQA FSA	TBD	
Staff Union Representatives		
CSUEU	Vanessa Vincent	President
	Mike Geck	Vice President & Chief Steward
APC	Valerie Ramirez	Chapter Steward
Teamsters	Jayce Yardley	Shop Steward
SUPA	Timothy Dow	President
Human Resources		
Human Resources and CSUSM Wellness Programs	Courtney Tamone	HR Analyst
AVP	Erika Gravett	Human Resources and Payroll Systems

SUBCOMMITTEE ROSTERS

Professional and Career Development (PCD)	Holistic Wellness and Community Building (HWCB)		Support Services and Resources (SSR)
Perla Rivas, chair Vanessa Vincent Susan O'Connor Alejandra Sanchez Angela Baggett Leila Shahamiri	Michael Geck Susan O'Connor Marilyn Huerta Tina Querido Jason Eberwein	Margarita Robles Noella Richer Celeste Gottschalk Laura Nelson	Michael Geck, chair Susan O'Connor Natalie O'Hara
Newsletter		Buddy Resource Group	
Brianna Madson Amber Giacalone Saira Rivera	Marcia Agnew Noella Richer Susan O'Connor	Rochelle Smarr Kevane Coleman Nicolas Magana Maria Shterew	Celeste Gottschalk Amber Giacalone Cassie Carriker Lawrence Sellers