

1 **UGS Director's Council Meeting Minutes**

2 **12 July 2017**

3 **UH-397 from 2:00 p.m. – 4:00 p.m.**

4 **Convened: 2:05 p.m.**

5 **Adjourned: 3:47 p.m.**

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7 **Attendees:** Iwona-Maria Contreras, Cam Fowler, James Graham, April Lane, Chris Lindfelt, Ed
8 Mendoza, Cara Pham, Veronica Ramirez, David Reyes, Craig Seal, Kristen Stutz, Qiana
9 Wallace, Faye Wong

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11 **Absentees:** Maggie Cecil, David Marshall

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13 **I. Introduction**

14 *a. Open Dialogue*

15 Craig Seal welcomed and thanked everyone for coming. He is excited to be a part
16 of UGS. This is an opportunity for everyone to connect and figure out how best
17 to work together as a team.

18 *b. Meeting Protocols*

19 Craig stated that he likes to have agendas for meetings and stick to them as much
20 as possible. He is also very time sensitive and likes to stick to the time allocated
21 for a meeting. He wants to make sure that the conversations are productive. It is
22 important to disagree and have contrasting opinions at the same time show
23 collegiality. He expects that everyone accept responsibility. Craig is not worried
24 about what happened but more about what we will do to fix the problem. Craig is
25 not a big fan of side conversations and would like phones to be used only in the
26 case of emergencies during the meetings.

27 *c. Questions, Comments, and Priorities*

28 Roundtable took place to give everyone the opportunity to express their thoughts.
29 There was a lot of UGS staff that stated they were interested in what Craig's plan
30 and expectations are, and how we are going to move forward in the future.
31 Additionally, there was excitement with having stability and creating a UGS
32 strategic plan. There was also excitement to have direction and a plan to
33 contribute to the university as a whole. Increasing visibility of UGS on campus
34 and becoming familiar with other departments are also priorities. Ed Mendoza
35 challenged Craig to implement that Math 80 and Math 90 have a credit or no
36 credit grade instead of a letter grade because it is confusing for the students.

38 **II. Review Agenda**

39 The agenda will typically be in the same format. Open dialogue is how the meeting will
40 normally start. A call out for agenda items will be sent prior to the meetings.

41 **III. Strategic Issues**

42 *a. Communication & Collaboration*

43 Craig informed the team that he believes in transparency. He is hoping that this
44 meeting becomes a conduit for communication. Information discussed in the
45 Director's Council should be brought back to the staff and information discussed
46 in staff meetings should be brought to the attention of the Director's Council.

47 Craig asked for feedback on what works and what does not work in terms of
48 communication and collaboration. As a group what works is that we have
49 meetings with the Director's Council every two weeks. Craig stated that if you
50 cannot be at a meeting to send someone to represent the unit. One-on-one
51 meetings with Craig and each Director's Council members monthly is helpful. It
52 was conveyed that it is important to have a partnership with departments across
53 campus, as well as, having multiple voices representing UGS at events and/or
54 meetings. Another thing that works is to continue to have transparency of the
55 budget. It was also requested that Craig bring back Division-wide meetings once
56 a quarter, that there be a UGS representation at the Senate Meetings, and we
57 utilize the UGS listserver. Another thing that was expressed as not wanting to
58 have a newsletter.

59 *b. Upcoming Transition*

60 Craig has met with all the "Director's Council" members. Cara is setting up 1:1
61 meetings with all staff members to get a brief overview of the program, their role,
62 and any concerns or needs for UGS.

63 Budget, space, and salaries is the top focus currently with the Provost. Craig's
64 goal with the Provost is to move away from a deficit model and have O&E budget
65 for Undergraduate Studies sufficient enough to meet our needs.

66 There is a need of some remodeling in different units. Craig is not a fan of short
67 term remodel and is also hesitant to do a major remodel unless it is thought
68 through for a 3-5 year plan. Craig will be looking at other space available on
69 campus to see what fits best for the needs of UGS and our students. Veronica
70 questioned if there was opportunity for Craig or a representative from UGS to
71 serve on the Campus Space Planning Committee. Craig will follow up on this
72 possibility.

73 UGS will be working to develop a strategic plan. The strategy of the strategic
74 plan will be tied to assessment.

75 There is a chance that there will be some internal organization within UGS. From
76 a management standpoint it needs to get cleaned-up in terms of what is an
77 appropriate layout for UGS. This includes what programs should be together and
78 what programs should be separate, as well as, the reporting structure should be.

79 There was discussion on student assistants and having a common onboarding for
80 them, opportunities for professional development and creating a universal packet
81 to be created that informs each student assistant about UGS.

82 *Values, Mission, Vision, and Strategies*

83 Craig discussed major initiatives. Fall 2016 incoming freshman were the last
84 group of students that have a reasonable chance of getting through CSUSB on an
85 all quarter system. All other students moving forward will be impacted by the
86 Q2S transition. UGS will have to be able to advise students through Q2S and we
87 will not know what the new curriculum will look like until winter 2019. By fall
88 2020 CSUSB will be on a semester system.

89 GI2025 goals were outlined. This included percentages for 4-year and 6-year
90 freshman graduation rates, as well as, 2-year and 4-year transfer graduation rates.
91 By fall of 2024 the goal is to almost triple the rate for graduation. The 4-year
92 freshman graduation rate goal is going to be challenging. UGS units should focus
93 on what we are doing to help with this process. The President looks at UGS as
94 the focal point that is going to help the university achieve these goals.

95 Veronica stated that a lot of units have been discussing the existing institutional
96 barriers and that are making these initiatives challenging and requested that the
97 Provost be made aware of these hurdles. Craig stated that this is also an
98 opportunity to work closely with faculty and chairs. We cannot control what goes
99 on in the classroom but we can support it and educate them of UGS services and
100 resources that will help them.

101 Craig asked that each person write down the values they have as a member of the
102 UGS team. Important qualities include customer service, being distinct but
103 unified, student centered, self-efficiency, self-motivation, innovative, visibility,
104 collaboration, integrity, responsibility, believing in the students and empowering
105 them to be successful.

106 It was then asked that each person write down a mission of the UGS unit. The
107 primary mission is student success.

108 **IV. Action Items**

109 Each area should start thinking about their unit's services, programs and events,
110 resources, activities, and/or other. Iwona stated that she has hired a student who
111 specializes in marketing and they will be setting up meetings with each unit to go over a
112 marketing plan and helping each unit to create a brochure to inform the campus

113 community about UGS. The website is being looked at to make it uniformed. The goal
114 is to brand UGS and make the campus and local community aware of our services.

115 Craig asked that all departments go back to their unit and consider their mission (what is
116 the purpose of the unit), their values (what is important to the members), their vision
117 (where should the department be going), and their strategy (how to get there). This will
118 be shared at the next meeting.

119 The next meeting will take place on 2 August 2017 from 2:00 – 4:00 p.m. in UH-397

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