

2021 Fall Virtual Town Hall Meeting

November 16, 2021

List of Presentations and Presenters

COVID-19 Update – Garry Mac Pherson

Design, Facilities & Safety Services Presentation– Renée Bahl

Housing, Dining & Auxiliary Enterprises Presentation – Willie Brown

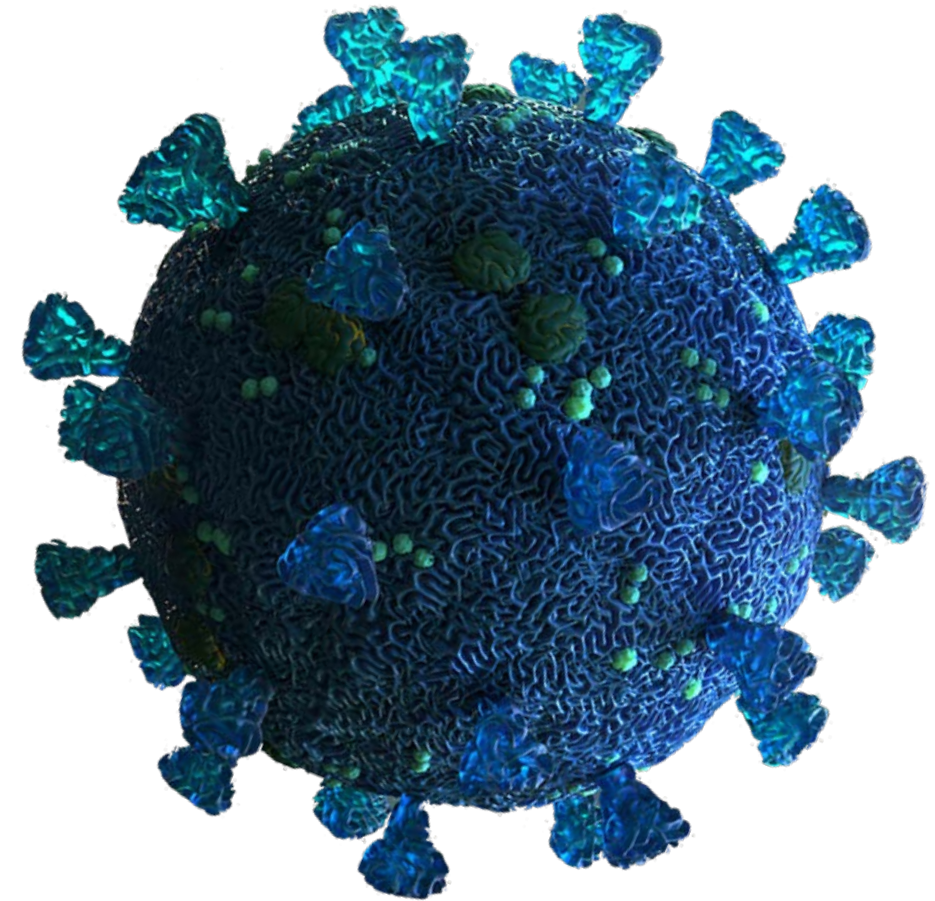
Human Resources and Staff Engagement Update – Lisa Romero and Jane Gama

Police Department Update – Alex Yao

UCPath Updates and Information – Whitney Hamlin

COVID-19 Update

Garry Mac Pherson
Vice Chancellor for Administrative Services



Building Recommissioning Process

- HVAC System Assessment
- Water System Flushing & Monitoring
- Restroom Sink Shutdown
- Drinking Fountain Shutdown
- Hand Sanitizer Dispensers
- COVID-19 Signage
- Building/Space Access

HVAC System Assessment

- ✓ HVAC system fully functional
- ✓ Building's HVAC schedule meets the department's building plan
- ✓ Spaces to be reoccupied meets or exceeds ASHRAE 62.1 for fresh air requirements
- ✓ Confirm filter ratings for all mechanically ventilated spaces intended for re-occupancy
- ✓ Functionality of all operable windows confirmed for all naturally ventilated spaces intended for re-occupancy
- ✓ Verify that air supply vents are not blocked in offices and labs



Water System Flushing & Monitoring

Building water systems were flushed, sampled, tested and treated for Legionella in May and June

- ✓ Once a week each building's water systems are flushed
- ✓ Certain hot and cold water faucets throughout the building are run for at least 10 minutes
- ✓ After the flushing is done, the chlorine levels in the hot and cold water, and the temperature of the hot water are tested and documented
- ✓ Acceptable chlorine levels are: 1 –1.5 PPM
- ✓ Acceptable hot water temp is at least 140°F
- ✓ If these levels are not met, actions will be taken to achieve these levels



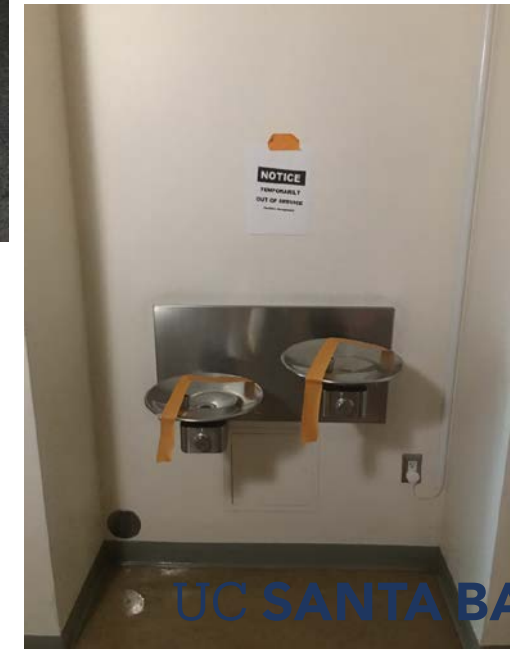
Restroom Sinks

Adjacent restroom sinks shutdown for physical distancing



Drinking Fountains

Drinking fountains shutdown, bottle fillers remain operable



Hand Sanitizer

Dispensers placed at entries and elevators



COVID-19 Signage

Signage placed at entries, elevators and restrooms



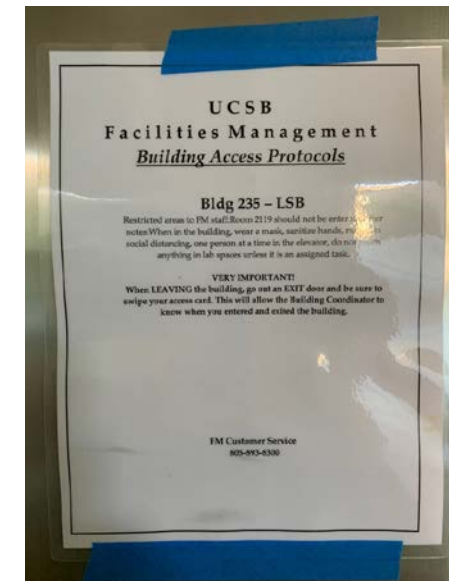
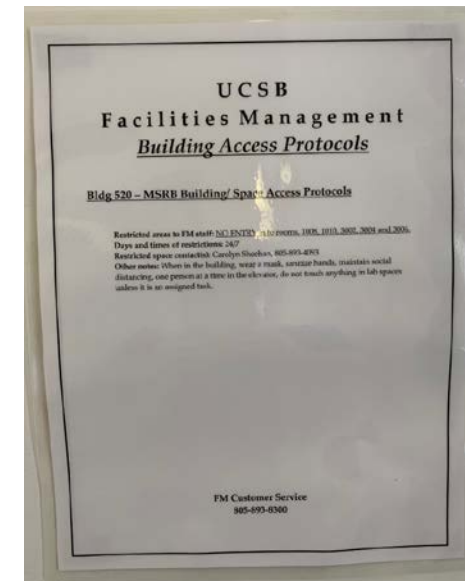
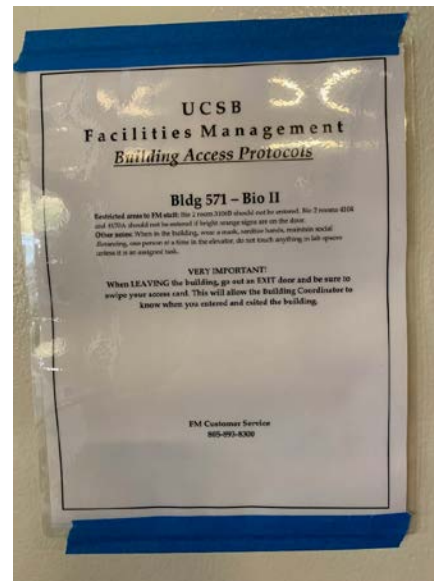
Building / Space Access Protocols

Restricted Areas:

- Rooms, floors, labs that FM staff is not allowed to enter
- Days and times of restrictions
- Contact for restricted area in case of emergency

Additional Protocols:

- Utilize QR scanning to enter and exit the building
- Use access card to enter and exit the building
- Wear a face covering, wash/sanitize hands, maintain physical distancing



**These Access Protocols are posted at each entrance for each building*

Renée Bahl

Associate Vice Chancellor

Design, Facilities & Safety Services

Design, Facilities & Safety Services

- COVID-19 Return to Campus
- Projects
- Energy Efficiency
- Classroom Improvements

COVID-19 Return To Campus

- Campus COVID-19 Prevention Plan
- Work Site Safety (WSSP) Plan
 - ✓ Plans Reviewed: 150
 - ✓ Building Areas Reviewed: 250
- COVID-19 Return to Campus Training Video
- Face Coverings Distributed: 110,000+



COVID-19 Prevention Plan

Mitigating the Spread of COVID-19 on Our Campus

Updated: September 25, 2020

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COVID-19 Mitigation Measures

COVID-19 Worksite Specific Safety Plan

Overview: On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population. To meet statewide industry guidance directives seeking to reduce the risk of COVID-19 in the workplace, the following information is being provided to support development of COVID-19 Worksite Specific Safety Plans (WSSPs). The plan is designed to be completed by departments and includes minimum state requirements and unit-specific operating procedures.

Key elements and prevention practices of this plan include:

- Physical distancing to the maximum extent possible
- Frequent handwashing
- Regular cleaning
- Use of face coverings (where respiratory protection is not required)
- Training employees through the use of the COVID-19 Returning to Work Training e-course, COVID-19 Prevention Plan, Worksite Specific Safety Plan, and installation of building signage.
- Completing/documenting this plan prior to having faculty and support staff returning to on-site work in the department.
- Completing/documenting the [Approved Employee Roster Template](#) identifying returning employees.
- Retaining signed copies of [Worksite Specific Safety Plan Training Record Form](#) (page 18 only) locally at the department level. DO NOT SUBMIT with WSSP/Roster.
- Academic and Research Departments: Submit completed plan (pages 1-17 only) to your respective [Building Committee](#)
- Non-Academic/Research Departments: Submit completed plan (pages 1-17 only) electronically to: ehs-covid19wssp@ucsb.edu

Proper TRAINING is a step towards successful field work

28 terrestrial field researchers and divers learning about:

- Key elements of a field safety plan
- Risk Assessment
- Field First Aid & CPR

Safely Outdoors!



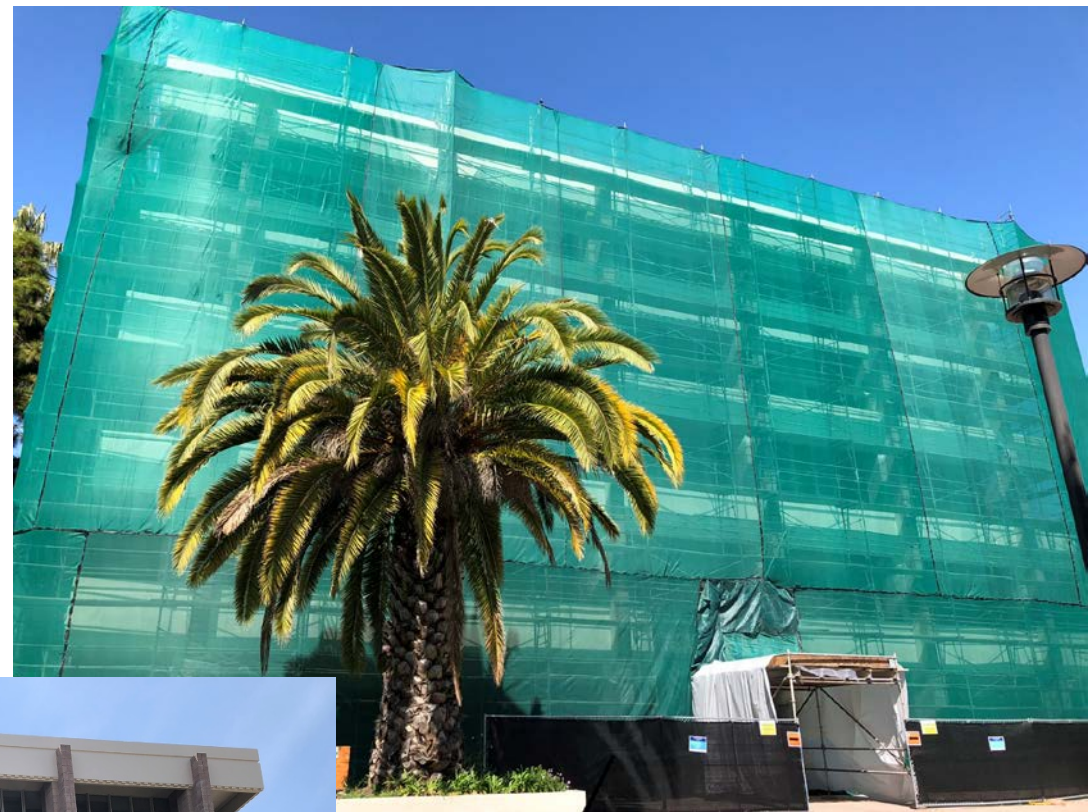
Projects

Ellwood Marine Terminal



Cheadle Hall Concrete Repair

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Design, Facilities & Safety Services



Project Manager:
George Levinthal

Project Budget:
\$850,000

Completion Date:
May 2020



SRB North Landscape



Project Manager:
Jennifer Hernandez

Project Budget:
\$625,000

Completion Date:
May 2020

Jeff & Judy Henley Hall (IEE)

UC SANTA BARBARA
Design, Facilities & Safety Services



Project Manager:
Leslie Colasse

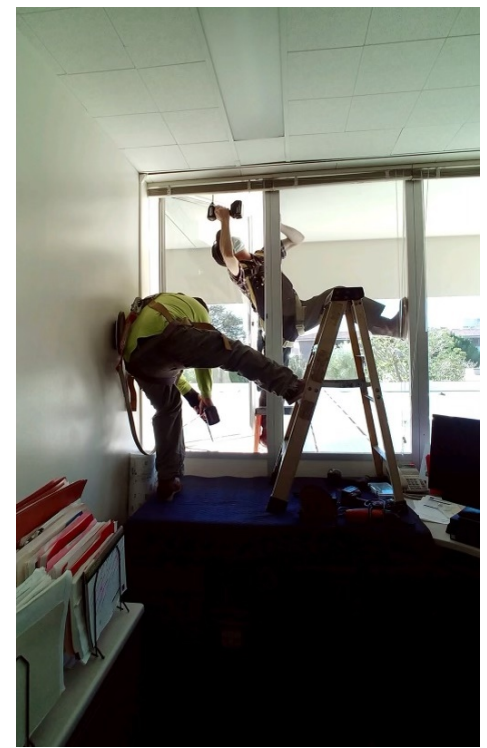
Inspectors:
Tom Haas &
John Fitzgerald

Analyst: Dan Steed
Project Cost: ~\$62M

Completed:
September 2020

Jeff & Judy Henley Hall (IEE)





Cheadle Hall Window Replacement



Project Manager:
Perrin Pellegrin

Project Cost:
\$300K

Completed:
April 2021



Trace Metal Clean Lab



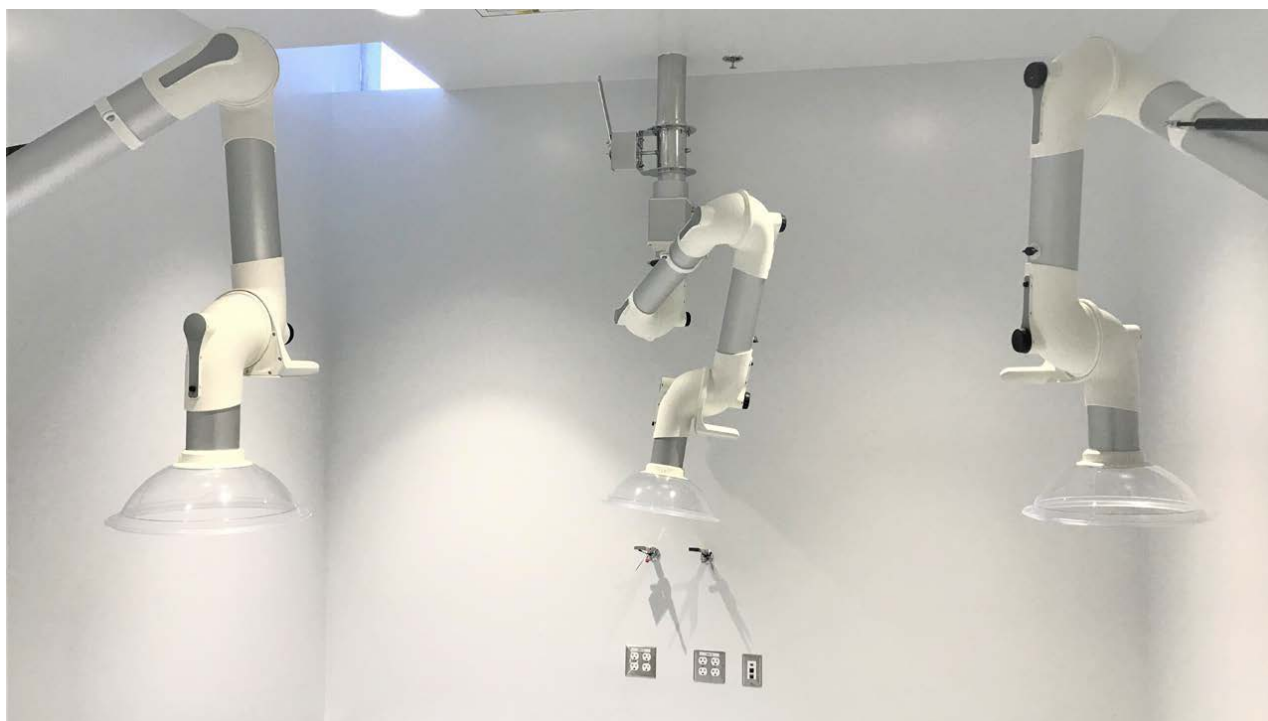
Project Manager:
Jennifer Pierce

Project Cost:
\$5.1M

Completed:
April 2021

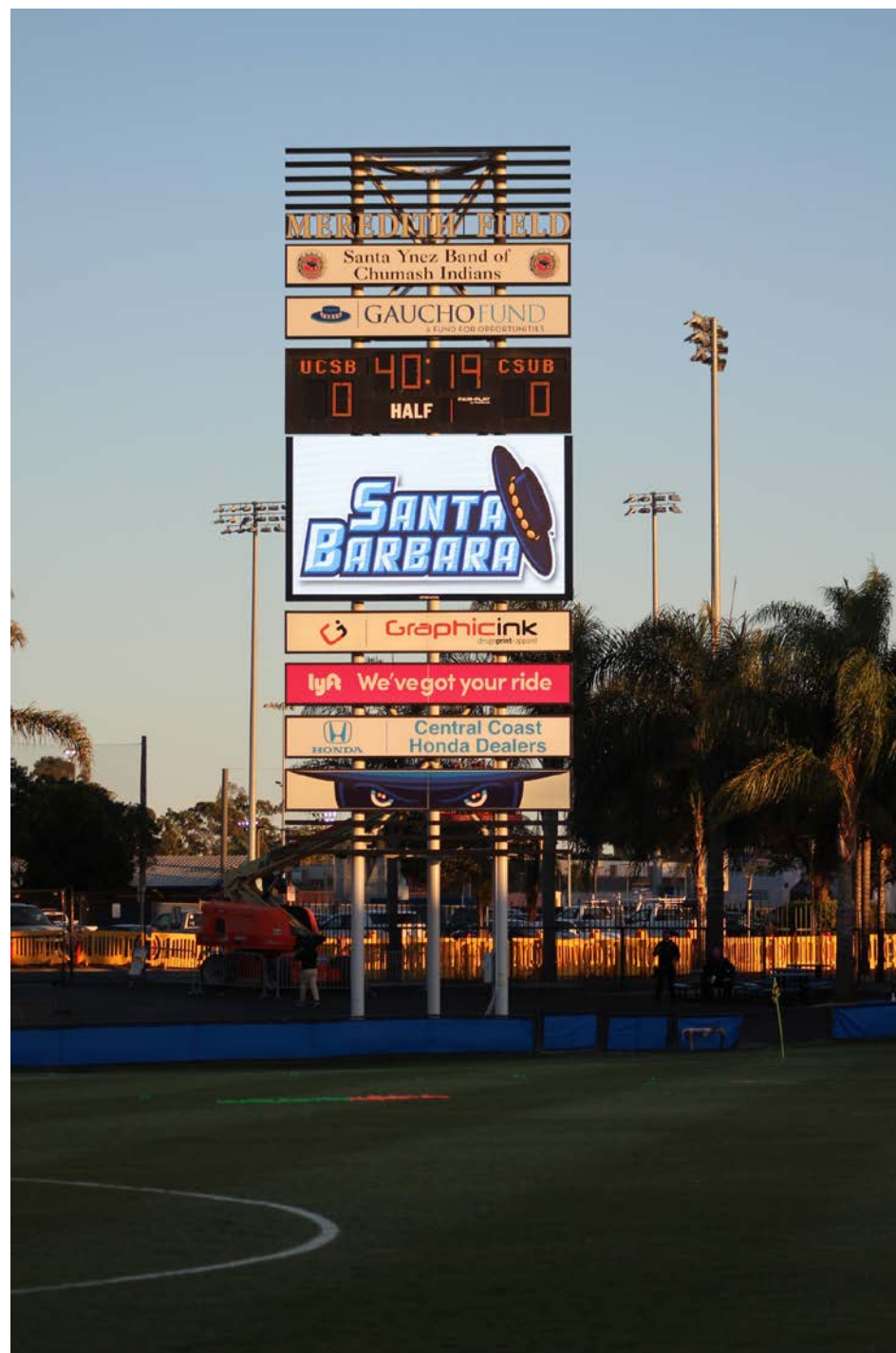


Ikuko Smith Lab



Project Manager:
Telli Foster
Project Cost:
\$1.8M
Completed:
May 2021

Harder Stadium Video Board Replacement



Project Manager:
Perrin Pellegrin

Project Cost:
\$200,000

Completed:
August 2021



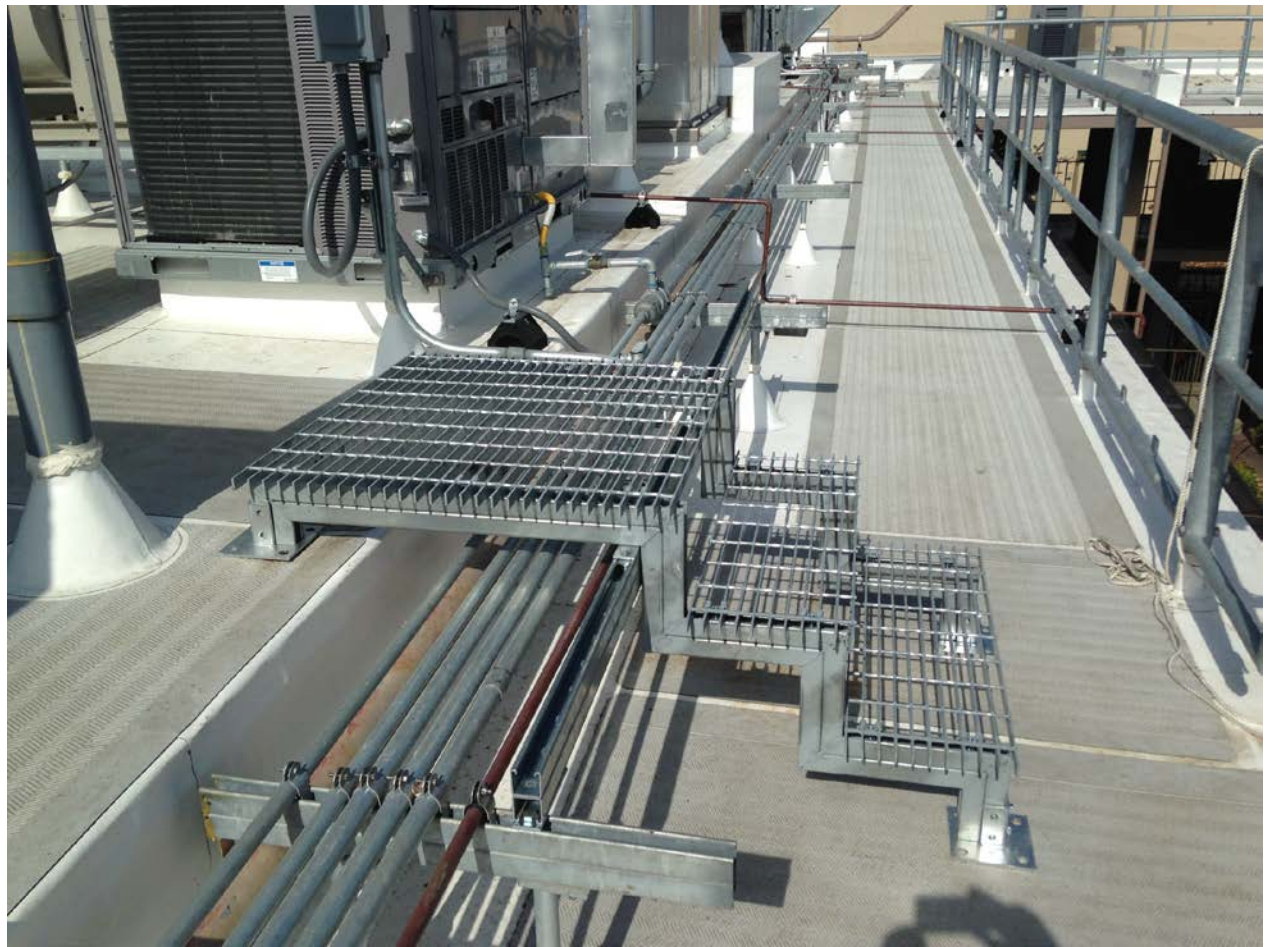
Arnhold Tennis Center



Project Manager:
Telli Foster

Project Budget:
\$5.23M

Completion Date:
June 2021



Woodhouse Roof Replacement

Project Manager:
James Gonzales

Project Cost:
\$1.5M

Completed:
October 2021



Associated Students Bike Shop

UC SANTA BARBARA
Design, Facilities & Safety Services



Project Manager:
Jennifer Hernandez

Project Budget:
\$4.1M

Est. Completion Date:
Early 2023



Interactive Learning Pavilion

UC SANTA BARBARA
Design, Facilities & Safety Services



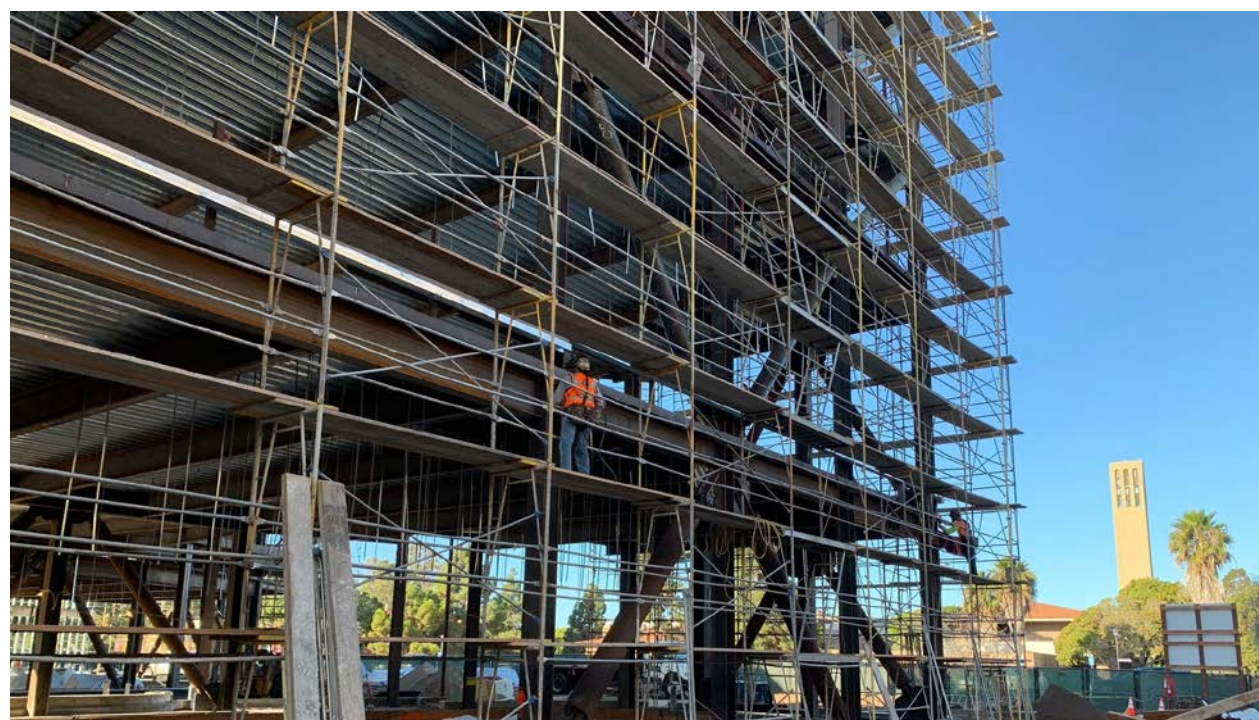
Project Manager:
Liana Khammash

Project Budget:
~\$97M

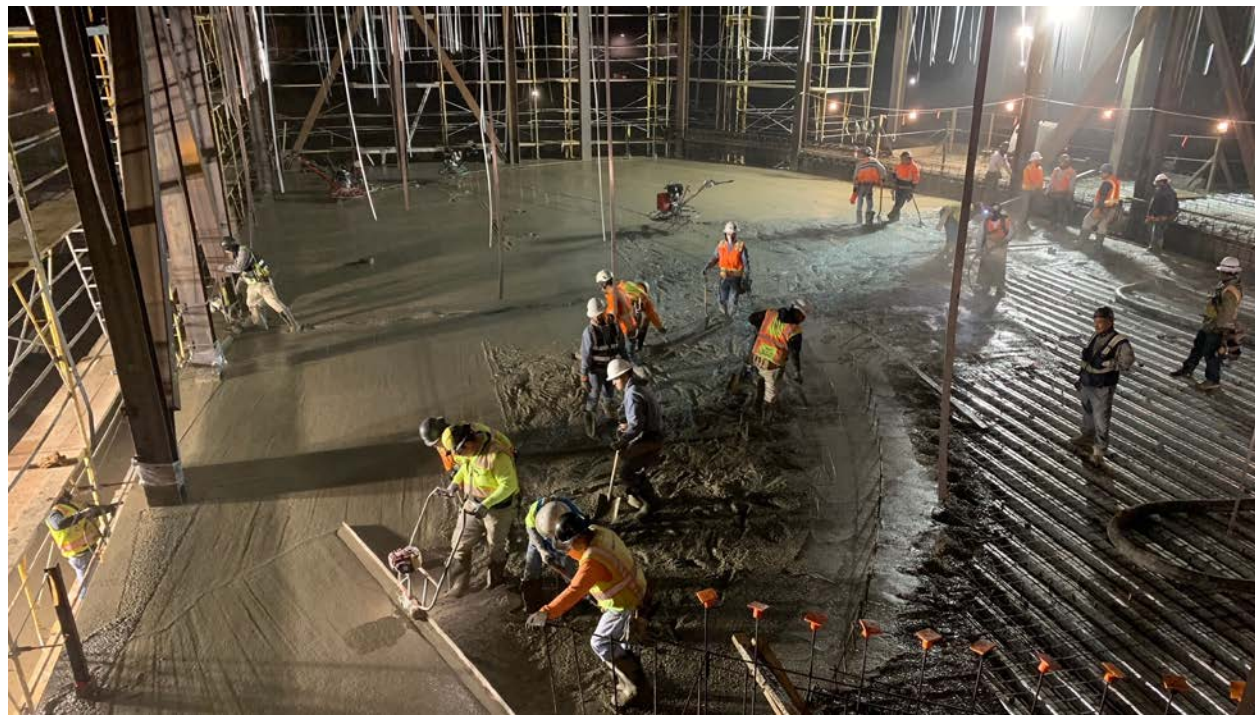
Rooms:
5 Large Lecture Halls
23 Classrooms

Seating:
Approximately 2,000

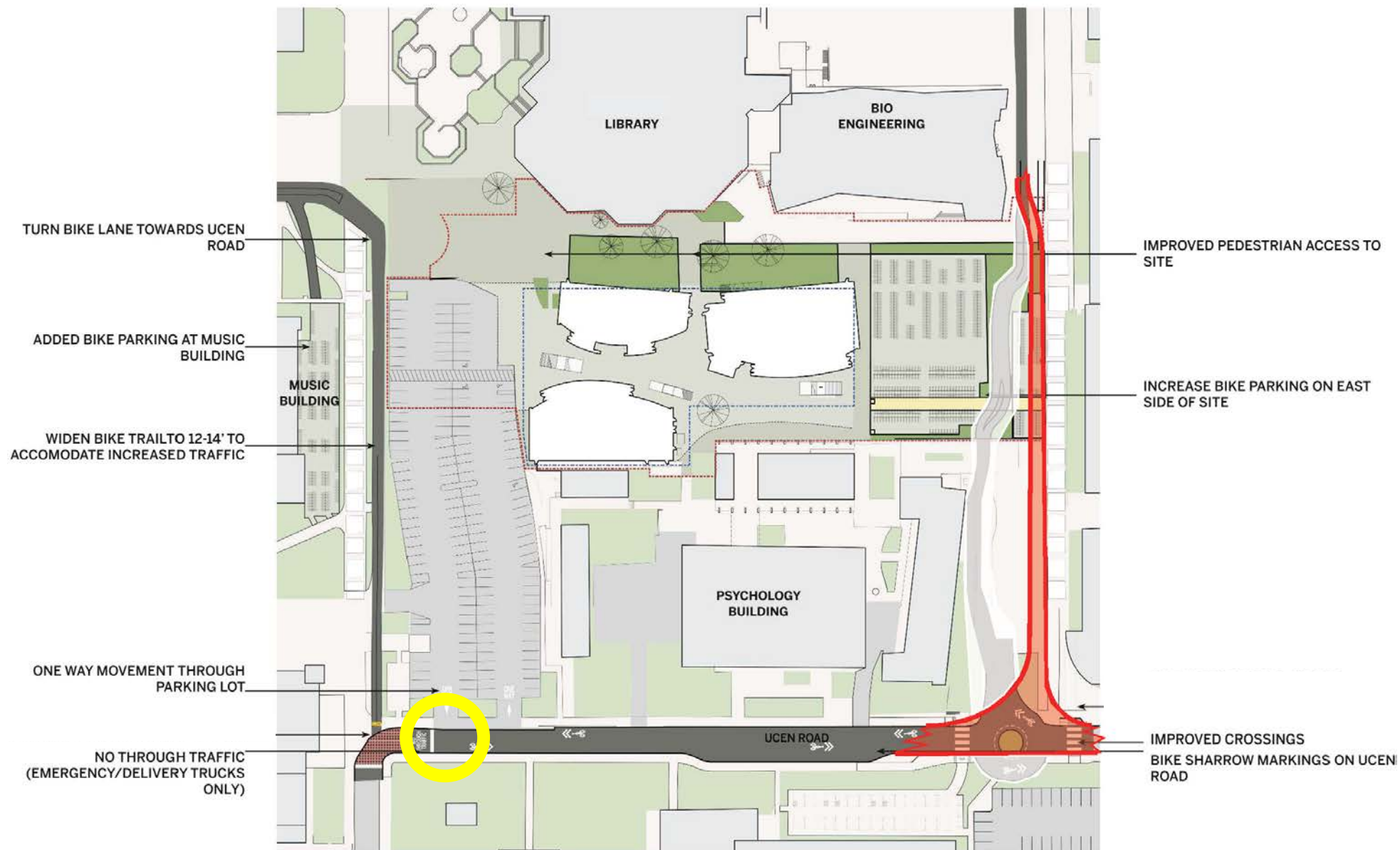
Est. Occupancy Date:
Spring 2023



Interactive Learning Pavilion



UCEN Road Circulation Revisions



Energy Efficiency

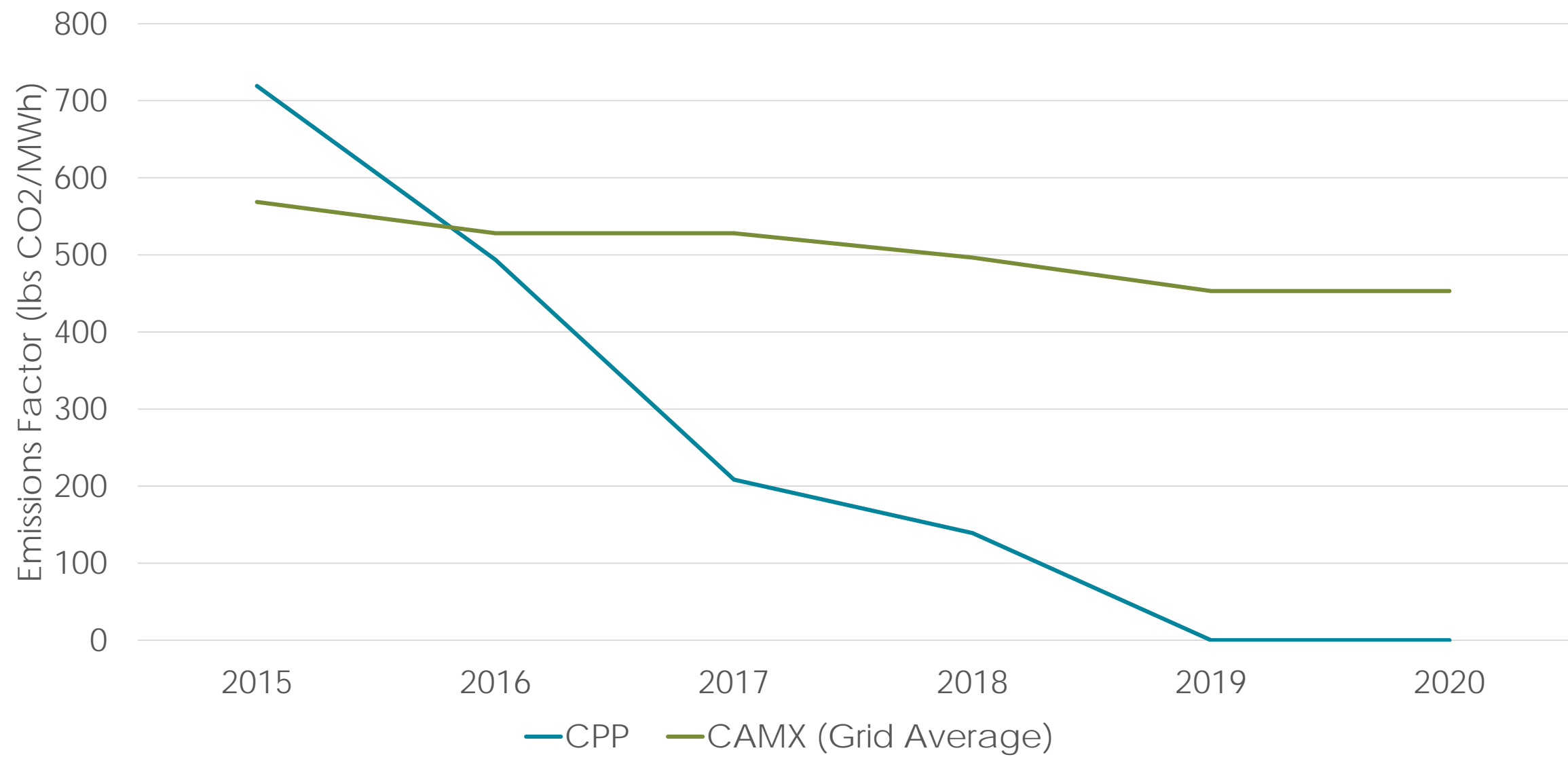
Lotte Lehman Lighting Upgrade



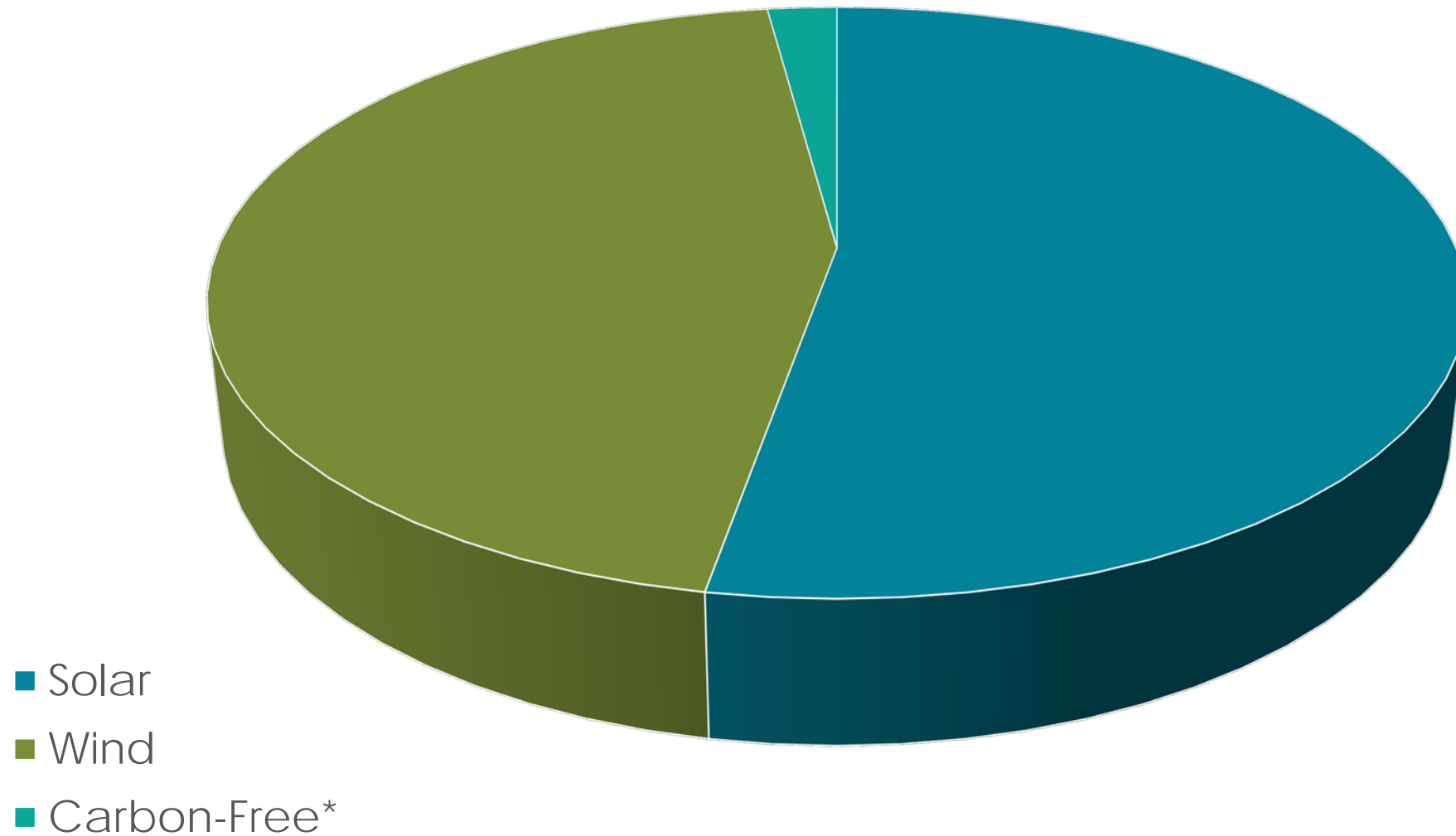
UC Clean Power Program (CPP)

- In 2015, UC officially became classified as an Energy Service Provider
- Participating campuses can enter into short-term and long-term contracts for renewable energy supply
- UCSB officially entered into the Clean Power Program in July 2020 and is now second-largest power user

CPP Carbon Reduction Since 2015



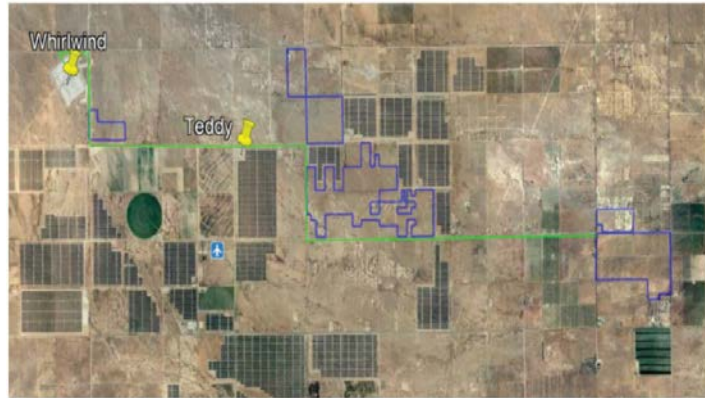
CPP 2020 Power Generation Mix



UC Systemwide Power Purchase Agreements



Giffen – 20 MW Solar PV (2017)



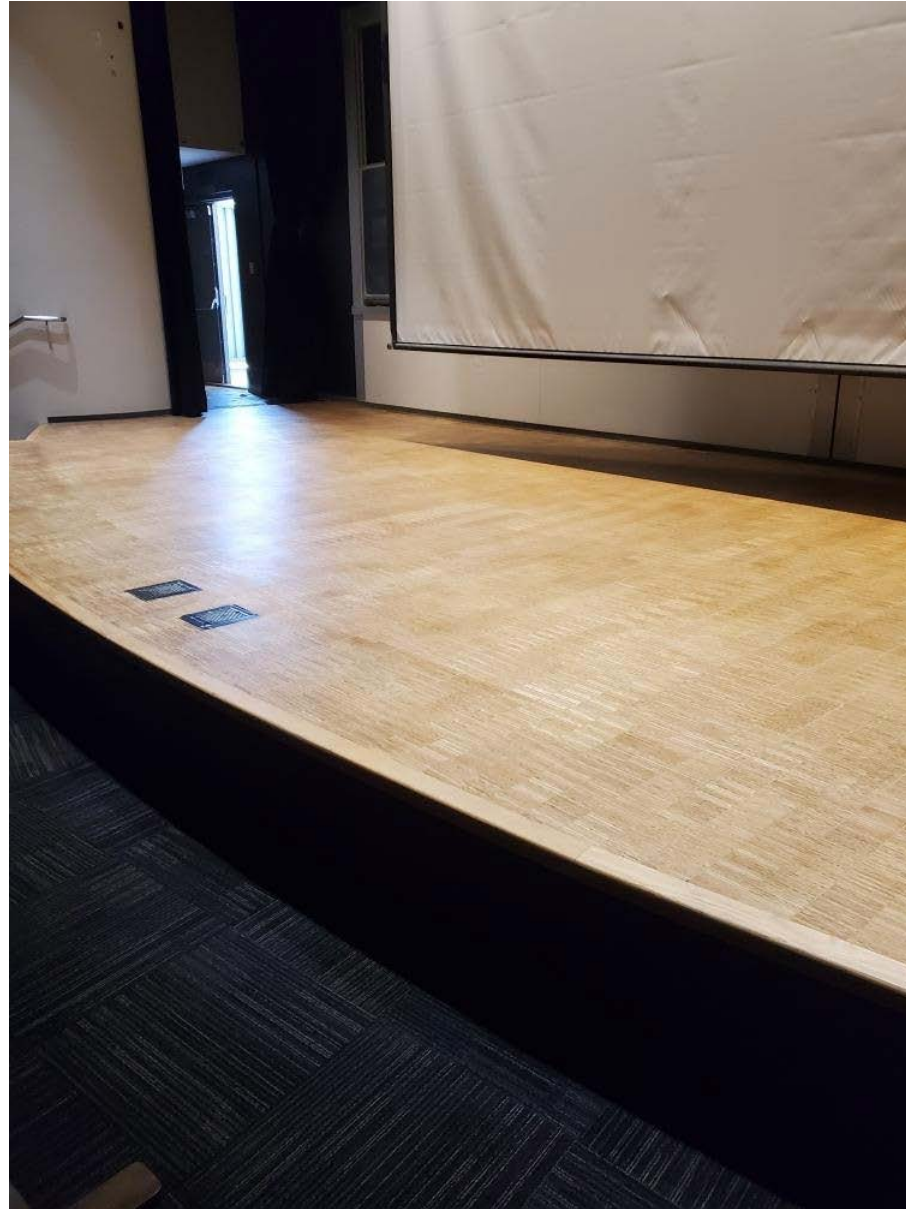
Golden Fields –
45 MW Solar PV *Expected ~2024*



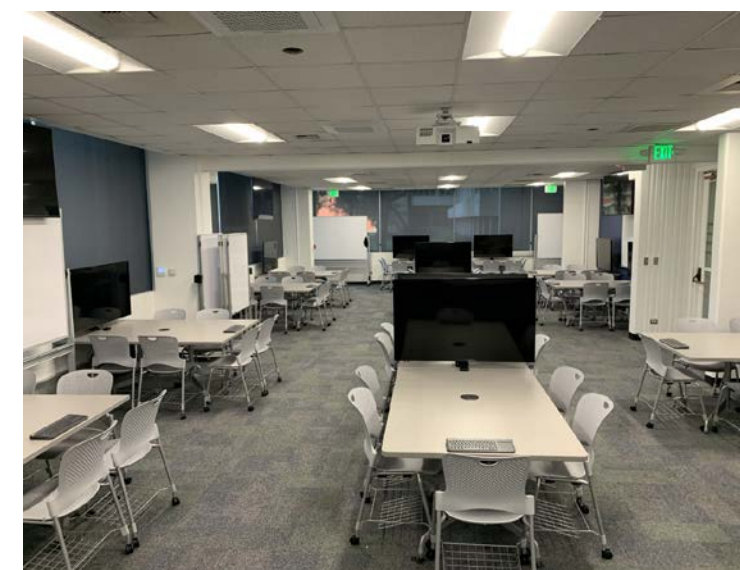
Five Points – 80 MW Solar PV (2016)

Classroom Improvements

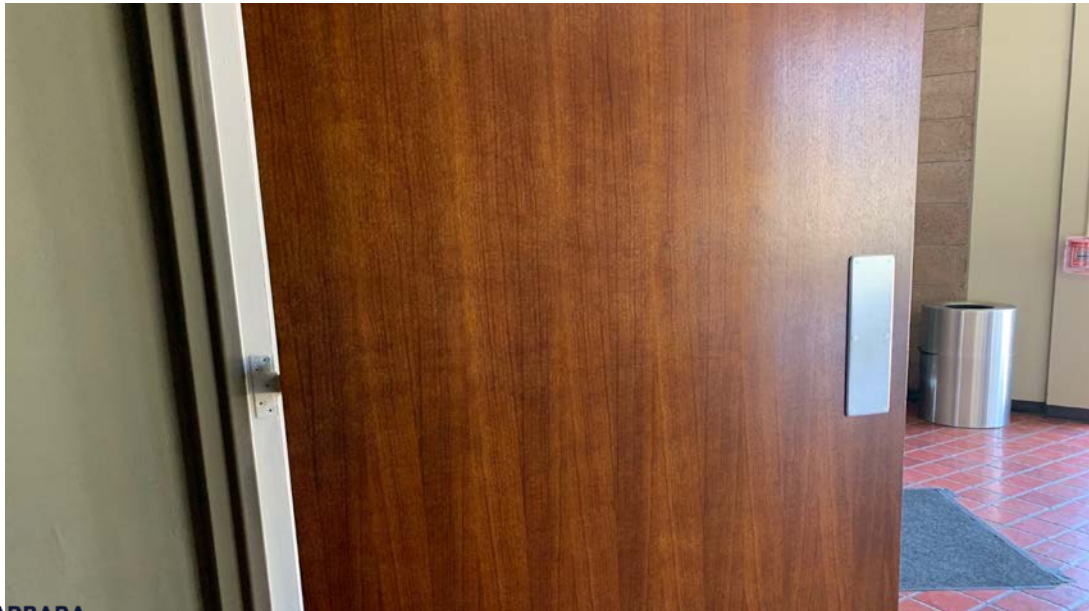
Girvetz Classrooms



South Hall 1431



Campbell Hall



Willie Brown

Associate Vice Chancellor

Housing, Dining & Auxiliary Enterprises

Temporary Work Opportunity Program (TWOP)

- HDAE staff officially began with TWOP beginning 9/28/20
- 65 staff re-deployed from HDAE units
 - Business & Financial Planning
 - Campus Dining
 - Conference & Hospitality Services
 - Residential & Community Living
 - Residential Operations
- As of 9/30/21, there are 20 staff members still participating in TWOP through the end of the calendar year



Housing Crisis Management

- **Added 376 bed spaces** over planned occupancy to university housing.
- Campus housing partners and HDAE secured **373 hotel spaces** in 10 local hotels until 12/12/21.
- **Accommodated 1,693 students** who applied after the early summer deadlines, 241 of which applied in September.
- Every student who applied and opted to keep their application active received an offer for housing.
- Currently no pending students in need of housing that have applied.
- Accommodating any newcomers, as they come in.
- Student compliance Rate 99.49%/Fully Vaccinated 97.56%.



Quarantine/Isolation Housing Program

- Since Fall 2020 (data as of November 8)
 - 571 students total - Primarily Isla Vista students
 - Approximately 4,500 bed nights
- A combined effort of several HDAE units and in close partnership with Student Health's COVID Response Team
 - Associate Vice Chancellor's Office
 - Campus Dining
 - Conference & Hospitality Services
 - Residential & Community Learning
 - Residential Operations
 - Transportation & Parking Services

"The program was extremely helpful and accommodating to me. They were caring and checked up on me and were always making sure I knew I could talk to them." - Freshmen Student

"Q/I housing was so helpful in providing not just housing but also comfort in making sure COVID positive students will be okay and are taken care of. My coordinator genuinely cared about my situation and I cannot thank them enough." - Senior Student

Fall 2021 Move In

- Record number of residents arrived during extended move-in weekend that turned into a move-in week: Wednesday 9/15 - Tuesday 9/21
 - Residence Halls - **5,981** students
 - Undergraduate Apartments - **3,046** students
 - 10 hotels - **367** students
 - San Clemente (all September) - **403** grad students
- All residents were booked, cleared by Student Health, tested upon arrival, and moved into their new spaces.
- Lowest COVID positive rate for move-in in the entire UC System!
 - Only 11 total cases the first week, with nearly 100% compliance with mandatory testing



Move In Kudoboard

A big Thank You to the entire UCSB staff for all of your hard work and dedication. Move in for my Sophomore was so easy.



The whole housing team made it our easiest move-in day yet! Our junior daughter can't wait to start the school year and make new friends.



Move in day was a stress free affair. Our daughter and her roommate are settled in and loving life!



All moved in!! Even though we came on Saturday which was your busiest move-in day - all went smoothly!!! Wonderful vibe throughout and so many friendly helpful staff members along the process. THANK YOU so much!!!!!! 🧑🏻👤💙



Website Improvements

- Six new HDAE websites, in alignment with the UCSB visual identity, have been launched in the last six months

- HDAE main site
- Campus Housing
- Campus Dining
- Conference & Hospitality Services
- University Center
- Transportation & Parking Services



WE CARE Values Booklet

- Published in Spring 2020
- Used to support:
 - HDAE Onboarding program
 - Peer-to-peer appreciation program - WE CARE "Thank You Note"
- WE CARE stands for:
 - Welcoming
 - Ethical
 - Collaborative
 - Agile
 - Respectful
 - Excellent



Deferred Maintenance & Facility Modification

- Deferred Maintenance
 - Santa Ynez
- Facility Modification
 - Installed 430 lineal feet of plexiglass screens in Campus Dining
 - Installed in residence halls and apartments
 - 530 touchless paper towel dispensers
 - 370 touchless faucets
 - 140 hand sanitizer stations



Additional Achievements & Highlights

- **Awards**

- Jenn Birchim - Getman Service to Students Award
- Brian Shively - Staff Citation of Excellence
- HDAE COVID Support Team - Villa Award
- San Nicolas Residence Hall Stairwell Project - 2nd place marketing award in the specialty category by the Association of College & University Housing Officers - International

- **HDAE has been open & operational throughout COVID**

- Campus Dining fed residential students and prepared community meals
- Residential Operations cleaned, maintained, and improved HDAE buildings
- Campus Store open for window pickup
- ECen open for ICA seasons
- Apartments housed students
- ARIT has supported IT needs for those on campus and remote
- DLS received mail and packages for all of campus throughout closure
- Transportation & Parking Services maintained standard operations and signage for masking and distancing



Housing, Dining & Auxiliary Enterprises Video

Link to video:

<https://youtu.be/EEed6Hc3V7gl>

November 16, 2021

The Great Resignation + Beyond

Engagement + Retention

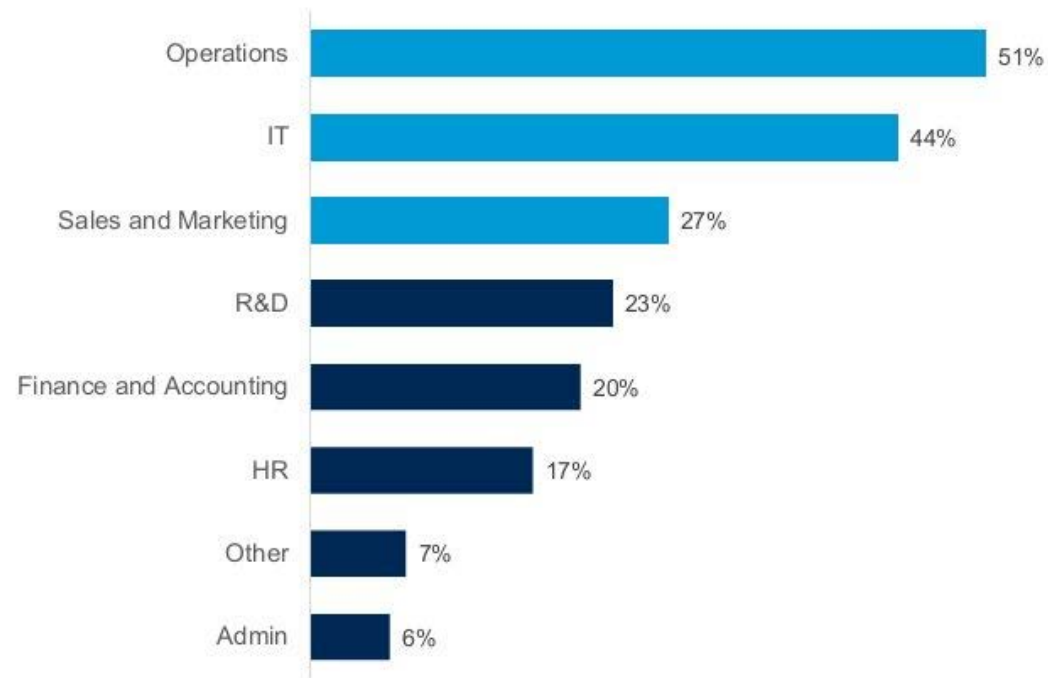
Lisa Romero, Interim Director, Human Resources
Jane Gama, Employee Engagement Specialist, Human Resources

The Great Resignation

Employee Turnover Trends

As the pandemic recedes and organizations begin to ramp up hiring, they also face rapidly increasing turnover. Turnover is a key indicator of employee experience and can lead to significant costs if left unaddressed.

Functions With Highest Perceived Attrition Risk
Percentage of HR Leaders

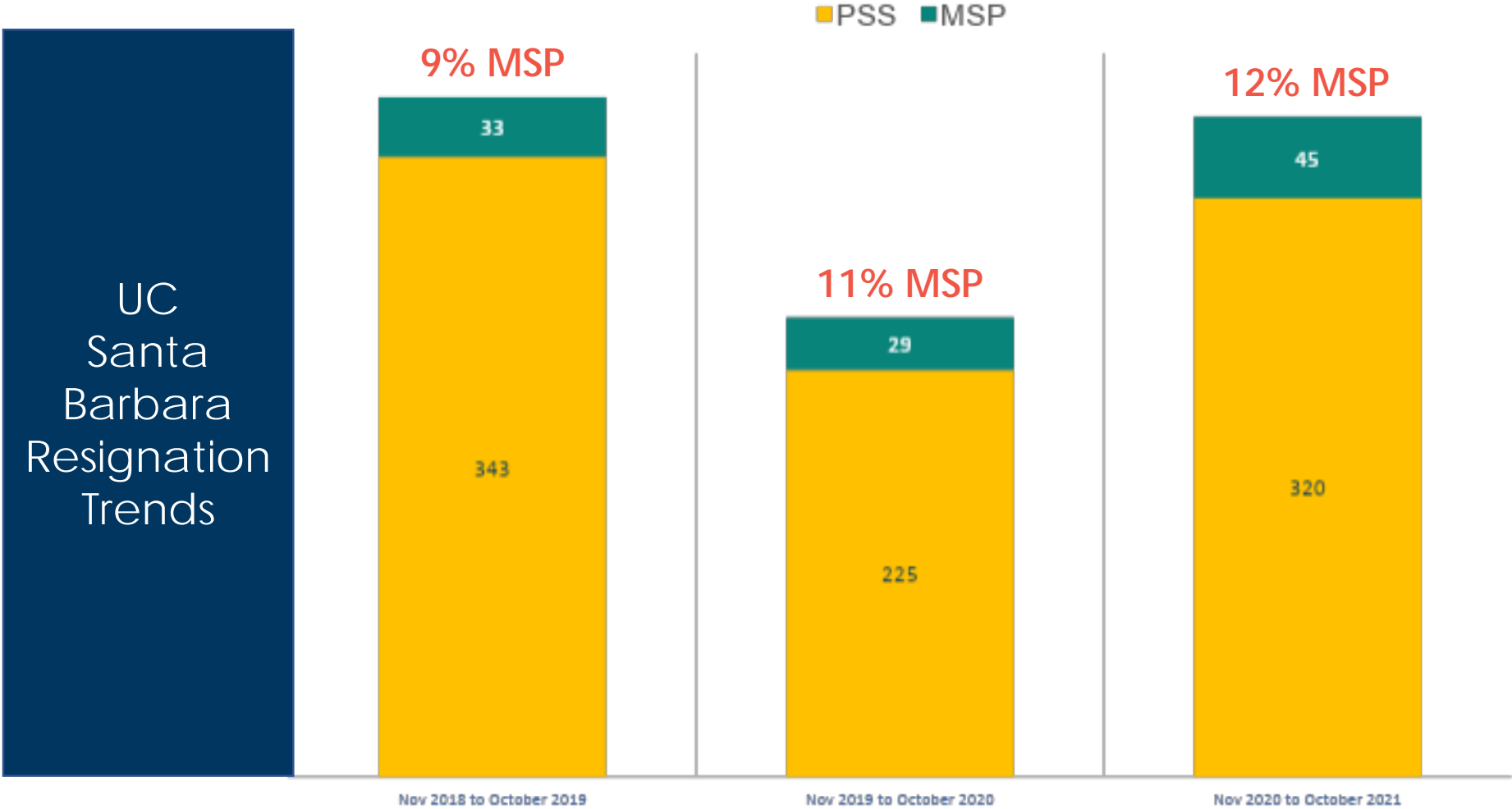


n = 167 HR leaders

Q: Which functions are you most concerned about in terms of their attrition risk? (Select up to three)
Source: Gartner Attraction and Retention Strategies in a Hybrid World Webinar Poll (30 June 2021)

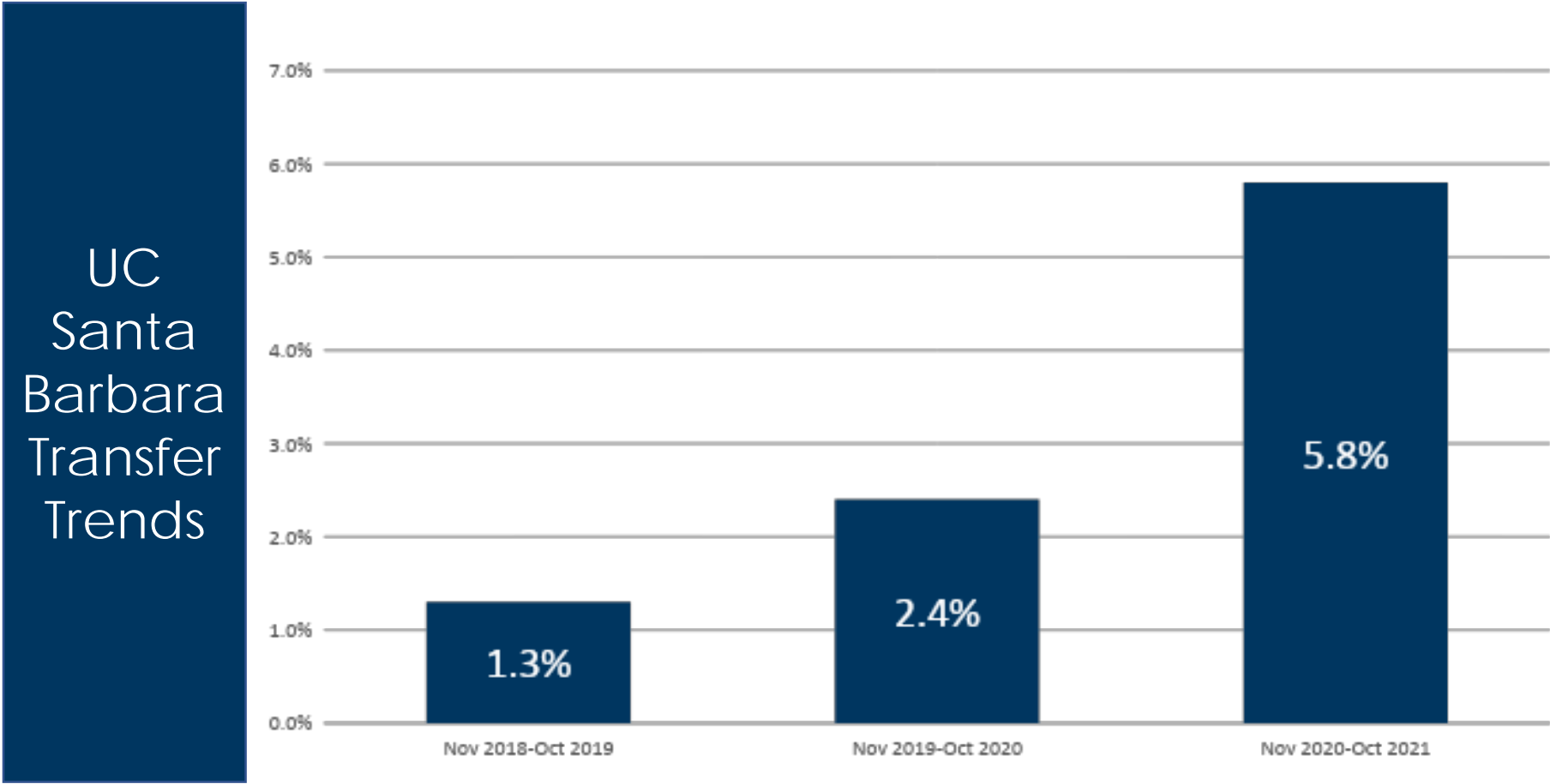
Resignations Over Time

MSP + PSS



Inter-Location Transfers Over Time

UCSB to other UC Locations



What Can We Do?

Mitigation Strategies

- Compensation
- Work Life Balance
- Staff Engagement

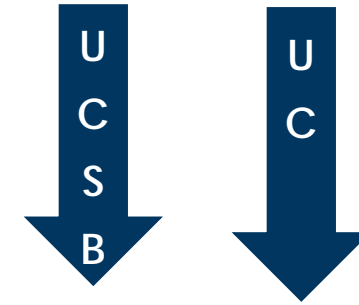


Staff Engagement Survey

The Results Are In!

Categories v. Benchmarks

2019 + UC Overall



	Total Favorable Score	SANTA BARBARA Jun 2019 (551)	Overall (11,256)
Career Development	63	0	-1
Diversity & Inclusion	76	1	0
Empowered Culture	71	0	3
Communication	73	-1	-5*
Image/Brand	83	1	-2
Leadership	43	0	-19*
Organizational Change & Innovation	64	5	-2
Performance Management	62	6*	-1
Retention	56	-6*	-1
Supervision	84	6*	4*
Sustainable Engagement	80	2	0
Wellness	65	1	0
Working Relationships	85	5*	6*

Supervision + Working Relationships Top Score

Celebrate!

	Total Favorable	SANTA BARBARA Jun 2019 (551)	Overall (11,256)
Supervision	84	6*	4*
3 My supervisor keeps me informed about issues that affect me.	87	9*	4*
11 My supervisor treats me with respect.	92	3	2
18 My supervisor listens carefully to different points of view before coming to conclusions.	83	5*	3
23 My supervisor does a good job of building teamwork.	79	10*	5*
34 My supervisor helps me make time to participate in training and development activities.	80	3	4*
Working Relationships	85	5*	6*
7 There is good cooperation between my department and other departments at my campus/location.	82	7*	8*
22 There is good cooperation between staff in my department.	88	2	3*

Retention

Considerable Decline

Considering Leaving, 22% (+3)
Undecided, 22% (+3)
Planning to Stay, 56% (-6)

38 At the present time, are you seriously considering leaving the UC system?				
	No Yes Don't Know			Difference
SANTA BARBARA (576)	56	22	22	
SANTA BARBARA Jun 2019 (551)	62*	19	19	-6*
SANTA BARBARA May 2017 (607)	68*	18	15*	-11*

Retention down in 6 locations
Retention up in 4 locations
No change in 3 locations

	Overall (11,256)	AG & NATURAL RESOURCES (259)	BERKELEY (1,534)	BERKELEY LAB (691)	DAVIS (1,321)	IRVINE (919)	LOS ANGELES (1,689)	MERCED (359)	RIVERSIDE (577)	SAN DIEGO (1,320)	SAN FRANCISCO (1,060)	SANTA BARBARA (576)	SANTA CRUZ (448)	UCOP (503)
Retention	57	-6*	0	11*	4*	3	0	-18*	0	-4*	7*	-1	-11*	-5*

Retention

Who + Why?

Who?

Gender Identity, in order of likelihood to resign:

- Non-Binary/Queer Community, Females

POC, in order of likelihood to resign:

- Black, APIA, Hispanic

Tenure, in order of likelihood to resign:

- 30+, 1-3, 5-10, 3-5

→ **In-Person** contributors are more likely to leave than their remote contributor counterparts

Why?

- **Work-Life Balance**, 7%
- **Career Advancement Opportunities**, 15%
- **Salary**, 33%

Retention

Who + How?

Highly Engaged, 46% (+3)
Unsupported, 10% (-4)
Detached, 38% (+4)
Disengaged, 6% (-3%)

How?

Highly Engaged, score high in career development, wellness and communication

- goals, objectives and stretch projects; emotional connections; enable "championship" of engagement

Unsupported, traditionally engaged, but lack enablement/energy

- professional training and resources needed to meet challenges; supportive social environment

Detached, enabled/energized, but lack traditional engagement

- goals and objectives; emotional connection; collaboration to support success, treat them as a whole person

Disengaged, score low in career development, wellness and communication

- belief in the mission; rebuild trust in the organization; personal contributions matter

Sustainable Engagement

Engagement is not just an event... it's an experience.



Alex Yao

Chief of Police, UC Santa Barbara

Excellence in Public Service

- Throughout the global pandemic, UCPD continued to provide 24/7 emergency, investigatory, and crime prevention services to the campus community.
- In 2020, UCPD handled 33,629 documented calls for service and activities.
- UCPD prioritized a “voluntary compliance through education” approach to educate the community on campus, county, and state health and safety protocols.
- UCPD’s Community Outreach Team continued their digital outreach efforts and participated in hundreds of community wellness, quality of life, and safety awareness events via Zoom.
- UCPD remains committed to community service, outreach and engagement.
- During the 2020 holiday season, UCPD personnel initiated an internal charity campaign with Feeding America, resulting in a donation equivalent to over 14,000 meals to support those individuals in need.



UC SANTA BARBARA
Police Department

Community-Centered Philosophy

- UCPD is committed to community safety policies and practices that reflect the needs and values of our diverse community.
 - Collaboration with the Police Advisory Board
 - Two town hall meetings held this year; one more being planned.
 - Collaboration with UCSB Diversity, Equity, and Inclusion
 - Developing training and workshops for UCPD personnel.
 - Develop and Implement the Restorative Justice Programs
- In order to further educate our personnel in pursuit of holistic, inclusive, and tiered safety services, UCPD partnered with Get Safe and UCLA Extension to provide the following state-certified training to UCPD employees:
 - 8-Hour Cultural Diversity Training (all career UCPD employees)
 - 8-Hour Implicit Bias & Racial Profiling Training (all career UCPD employees)
 - 8-Hour Crisis Intervention & De-Escalation Training (all sworn officers and dispatchers)
 - 8-Hour Use of Force & De-Escalation Training (all sworn officers)



UC SANTA BARBARA
Police Department

Community Service Officers

- Our Community Service Officers continue to serve as liaisons between law enforcement and the UCSB Community. CSOs are all unarmed, civilian, UCSB student employees.
- CSOs provide campus security, bicycle safety education, and 24-hour safety escorts, on bike or on foot, on campus or in Isla Vista (805) 893-2000.
- In partnership with the Isla Vista Community Services District, CSOs set up two safety stations in Isla Vista, Friday and Saturday evenings from 8pm-2am.
- The stations provide safety escorts, water, phone charging stations, and a safe place to rest, all free of charge.



UC SANTA BARBARA
Police Department

Hiring / Promotional Processes

- UCPD values participation and input from our community in our hiring and promotional processes.
- Interview panels include participants/evaluators from the faculty, staff, and student communities, along with subject matter experts from other regional law enforcement agencies.
- In 2021, UCPD promoted the following employees:
 - Jennifer Zbinden to Lead Public Safety Dispatcher
 - Danielle Diaz to Records Supervisor
 - Pam Gebhardt to CSO Program Coordinator
 - Matt Bly to Operations Lieutenant
 - Brad Prows to Services Lieutenant
 - Derrick Marzano to Police Officer (UCSB grad and a former CSO; valedictorian of his police academy class)



UC **SANTA BARBARA**
Police Department

UC Community Safety Plan

- Finalized in August 2021
 - Details at <https://www.ucop.edu/community-safety-plan/>
- Provides guidelines in four categories
 - Community and Service-Driven Safety
 - Systemwide workgroup to recommend uniform, armament, and vehicle standards
 - Holistic, Inclusive and Tiered Response Services
 - UCPD sworn staff, dispatchers, and CSOs
 - Crisis Response Team
 - Mental health and social service providers
 - CARE advocates



UC SANTA BARBARA
Police Department

UC Community Safety Plan (cont.)

- Transparency and Continuous Improvement through Data
 - Posting of data annually (UCOP working group)
 - Crime Data
 - Use of Force
 - Campus Safety Workforce Summary
 - Campus Safety Fiscal Year Budget
 - Racial and Identity Profiling Act (RIPA) Data
 - Complaint Data and Resolution
 - Call for Service
- Accountability and Independent Oversight
 - Civilian Police Accountability Board
 - Accreditation with International Association of Campus Law Enforcement Administrators (IACLEA)



UC SANTA BARBARA
Police Department

Halloween Stats (2015-2021)

Halloween Arrests and Citations

2015-2021

TOTAL AFFILIATES

	2015	2016	2017	2018	2019	2020	2021
<i>UC On Campus Arrests</i>	13	8	8	4	3	0	0
<i>UC On Campus Citations</i>	4	9	3	3	2	0	0
<i>UC Isla Vista Arrests</i>	3	2	1	0	0	1	0
<i>UC Isla Vista Citations</i>	1	4	2	1	10	0	0
<i>SBSO Arrests</i>	3	3	2	0	1	0	0
<i>SBSO Citations</i>	4	7	2	8	23	7	8
TOTAL:	28	33	18	16	39	8	8

TOTAL NON AFFILIATES

	2015	2016	2017	2018	2019	2020	2021
<i>UC On Campus Arrests</i>	3	3	4	1	0	0	0
<i>UC On Campus Citations</i>	3	3	0	0	0	1	0
<i>UC Isla Vista Arrests</i>	11	2	0	0	2	0	0
<i>UC Isla Vista Citations</i>	8	9	0	7	4	0	0
<i>SBSO Arrests</i>	19	9	4	3	5	2	2
<i>SBSO Citations</i>	20	20	6	8	27	13	9
TOTAL:	64	46	14	19	38	16	11

TOTAL AFFILIATES AND NON AFFILIATES

	2015	2016	2017	2018	2019	2020	2021
<i>UC On Campus Arrests</i>	16	11	12	5	3	0	0
<i>UC On Campus Citations</i>	7	12	3	3	2	1	0
<i>UC Isla Vista Arrests</i>	14	4	1	0	2	1	0
<i>UC Isla Vista Citations</i>	9	13	2	8	14	0	0
<i>SBSO Arrests</i>	22	12	6	3	6	2	2
<i>SBSO Citations</i>	24	27	8	16	50	20	17
TOTAL:	92	79	32	35	77	24	19



UC SANTA BARBARA | UCPath

2021 UCPath Updates and Information

Presented by Whitney Hamlin - UCPath Organizational Manager

2021 UCPath Updates and Information

- Changes at the UCPath Center
 - New Leadership
- UCPath Center - Areas of Improvement
- UCPath Center - Opportunities for Growth
- Campus Efforts for Improvement
- 2021 UCPath Upgrade Information

New Leadership at the UCPath Center



- Calvin Turner named UCPATH Executive Director
- Began in March of 2021
- Calvin comes to the University of California from his role as director of the National Finance Center (NFC)
- The NFC is the premier federal shared services provider of payroll, human resources, insurance and administrative support services to the federal civilian workforce.

Strategic Planning – UCPATH

UCPath Vision

UCPath will be the premier HR and payroll shared services provider in U.S. higher education

UCPath Mission

UCPath supports the University of California's core mission of teaching, research, and public service by providing efficient, responsive, and accurate payroll and human resources services

Strategic Planning – UCPATH

Strategic Goal 1:

Normalize UCPATH operations

- Clarify the role and identity of UCPATH and its relationship to UC and its stakeholders
- Stabilize existing systems, operations, and work processes
- Streamline work processes to eliminate “friction” between locations and UCPATH.
- Develop expertise around UCPATH’s systems and work processes
- Innovate systems and work processes to reduce costs, increase efficiency, and improve the customer experience.

Strategic Goal 2:

Create value for UC location and other stakeholders

- Establish trust with locations to demonstrate that UCPATH is responsive to their HR and payroll needs
- Link enhancements, automation and business processes to eliminating locations’ “pain points”
- Become a customer-obsessed organization
- Foster a more collaborative partnership with locations and stakeholders
- Clarify roles and responsibilities of UCPATH and its locations and stakeholders

Strategic Planning – UCPATH

Strategic Goal 3:

Align UCPATH culture with the University's commitment as an Employer of Choice

- Commitment to leadership development, professional training and career development for employees
- Ensure UCPATH reflects the diversity of its communities / stakeholders
- Ensure adherence to anti-discrimination and anti-harassment policies
- Partner with systemwide HR to implement anti-racism task force recommendations
- Implement approved Future of Work initiatives and flexible working policies where applicable

Areas we have seen Improvement

- Strategic Planning
- Service Level Agreement Changes
- Backlog Project
 - 13,000 backlogged cases resolved
 - Current Backlog 2,500 cases
- Accountability





Opportunities for Growth

- Processing Timeliness
- Reduction of Errors
- UCPath Call Center Training and Expertise
- Communication
- Operational Alignment
- Leadership is implementing a Culture of Owning Deficiencies

Campus Efforts for Improvement

- Issue Management Process
 - Standardizing Escalations on Campus
 - Collaborating with Campus SME's in the Process Design Group
- New Training Approach in 2022
 - Central Repository (Knowledge Base) for UCPATH Resources
 - Weekly Tips and Topics emails for Transactors
- Campus Wide Advocacy
 - Stabilization
 - Enhancements
 - Voice for UCSB's needs within the larger UCPATH Environment
- Cross-Campus Collaboration
 - Leveraging the resources of other campus's to work together on training resources and Organizational Change Management

2021 UCPath Upgrade Project

Goals	Changes	Timeline	Hypercare
 <p>"Get Current, Stay Current"</p>	 <p>Virtually no Changes</p>	 <p>December 13th Go-Live</p>	 <p>Next Steps for Transactors and Approvers</p>

Goals for the 2021 Upgrade Project

- Bring the UCPath system to a current version that maintains vendor support, security and compliance.
- Verify that current functionality will work the same as before the upgrade.

UCPath Changes – Transactors

What can you expect in the upgraded version of UCPath

- No Major changes
 - Navigation, Favorites, Colors, and Pages remain virtually the same.
- No impact to existing ODS (**An operational data store**) and Data Warehouse.

Timeline for Go-Live

Downtime for Cutover

- UCPATH will be unavailable **Friday, December 10, 2021 at 12:00pm until Monday, December 13, 2021 at 6:00am.**
- UCPATH system downtime includes:
 - No access to Employee Portal.
 - No access for Internal/External Applicants.
 - No access to UCPATH HCM.
 - No access to Cognos Reporting.
- A Maintenance page will display during downtime.

Cutover: December 2021 Calendar

SUN	MON	TUES	WED	THURS	FRI	SAT
			1 211127B1X Correction Files Due @ 2PM	2 Pay Confirm	3	4
5	6 211127B1X Accrual Post Confirm GL Post Confirm	7	8 211127B1X BW Check Date	9 211211B2X Transactions Due @ 3 PM	10 UCPath Down for Upgrade @ 12 PM	11 UCPath Upgrade
12 UCPath Upgrade	13 UCPath Available @ 6 AM	14 211211B2X Campus Inbound Files Due @ 2:30 PM Stop Processing PayPath / Position @ 5 PM	15 Correction Files Due @ 2 PM	16 Pay Confirm	17	18
19	20 211211B2X Accrual Post Confirm GL Post Confirm 211231M0X Transactions Due @ 3 PM	21 211225B1X Transactions Due @ 3 PM	22 211211B2X BW Check Date 211231M0X Campus Inbound Files Due @ 2:30 PM	23 UC Holiday	24 UC Holiday	25
26	27	28	29	30 UC Holiday	31 UC Holiday	-> January 3, Monday

Post Go-Live Hypercare

Functional Tasks

- As part of a contingency plan, it is recommended that locations keep a record of transactions entered from December 13th to December 28th

Technical Tasks

- ODS Data Source - An operational data store
 - Re-instantiate, Row Count and Rebalance ODS tables
 - Full burst of data for tables with schema changes

Thank you!

Please direct any questions to lmhil@ucsb.edu