# 76th Senate

Spring Session

# S.B.

**Bill Type: Bylaws Change**
**Fiscal Impact: $0**

## A Bill to Establish Standing Policy 39. A Quarterly Career Staff Feedback Form ~~Review~~ And Student Concern Reporting Procedures

A bill, drafted by **Senator Vanessa Manakova** and joined by **Senator Mira Than,** to implement a Quarterly Staff Feedback ~~Review~~ and Student Reporting Process within Associated Students.

**WHEREAS:** Associated Students career staff play an essential role in the functioning of Boards, Commissions, and Units, Senate leadership, and Executive Offices by providing not only logistical and administrative support, but also continuity, institutional knowledge, guidance, and invaluable mentorship to student leaders; and,

**WHEREAS:** Student leaders across various A.S. entities have reported confusion regarding contacting staff, inconsistent access to staff support, including lack of timely communication, lack of clarity regarding staff responsibilities, and difficulty obtaining assistance necessary for the effective operation of their entities; and,

**WHEREAS:** Comments from both students and staff have been floating around, creating unwanted rumors furthering misunderstandings and distrust; and,

**WHEREAS:** Staff reported multiple times that they are overwhelmed with the amount of the work they do, yet without student's comments, no one understands the right direction; and,

**WHEREAS:** Despite the important role staff play in the success of Associated Students, there is currently no consistent and formalized process through which students may evaluate staff support, raise concerns, or document positive experiences; and,

**WHEREAS:** The absence of a formal feedback ~~review~~ mechanism has made it more difficult for students to communicate concerns in a structured and constructive way, while also limiting opportunities to recognize staff members who provide exceptional support; and,

**WHEREAS:** A consistent student feedback process would provide Associated Students leadership with valuable information about recurring concerns, strong performance, structural barriers, and areas where additional support or administrative feedback ~~review~~ may be needed; and,

**WHEREAS:** University personnel policy values documented performance, and a regular student feedback process may help contribute to a clearer record of both concerns and commendations; and,[1][2]

**WHEREAS:** Establishing a regular and documented feedback ~~review~~ process would strengthen accountability, improve communication, support better working relationships between students and staff, and promote a more functional and responsive Associated Students; and,

**THEREFORE, BE IT ENACTED by the Associated Students in the 76th Senate assembled the following clauses go into effect:**

POLICY 39. QUARTERLY CAREER STAFF FEEDBACK ~~REVIEW~~ AND STUDENT CONCERN REPORTING PROCEDURES

A) Once per academic quarter, the Liaison Committee shall distribute a standardized Career Staff Feedback ~~Review~~ f~~F~~orm to Relevant BCUs and other relevant student leaders at the beginning of each quarter, and should send a reminder email during the Seventh (7) week of each quarter.
    a) The Liaison Committee should still distribute the form during the summer, but it would not be required to prepare a report for presentation in the following fall quarter.
B) The nature of this form shall always be open and accessible, regularly maintained by the liaison committee so that students serving in Associated Students roles may submit concerns, commendations, or other feedback regarding career staff throughout the academic year.
    a) The feedback ~~review~~ form shall be completed by all honoraria-receiving student leaders by the end of each quarter, so the Liaison Committee can produce a report no later than Week five (5) of the next quarter.

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[1] UC Santa Barbara Local PPSM Policies
[2] https://ucnet.universityofcalifornia.edu/resources/employment-policies-contracts/bargaining-units/sv-student-services-and-advising-professionals/

i) If a Committee member has already submitted the form and later wishes to update their response, they may do so at any time before the close of the relevant reporting period, and the most recent submission shall be treated as the official response for that quarter.
ii) The Chair of each BCU shall be responsible to ensure that all members fill out the form
iii) All Student serving in AS should make a good faith effort to complete the form
(1) If a BCU is found to have less than 5 respondents ~~not many respondents~~, the Liaison Committee and the Senate Liaison for said entity shall go to their meeting and ensure they fill out the form.

b) Honoraria shall be withheld from the Liaison Committee until the report is given to the Senate in a closed session.
i) If there are significant delays due to the lack of response from BCUs, the Liaison Committee can report that said fact.

C) The quarterly review form shall be anonymous and include, at minimum, the following questions or their substantial equivalent:
a) Which Board, Commission, Committee, Unit, or office are you involved in?
b) Which staff member is assigned to support your entity, and which staff member or staff members have you worked closely with this quarter?
c) To what capacity have you interacted or worked with your staff?
d) On a scale of one (1) to five (5), one being unhelpful and five being very helpful. How helpful was the staff member in supporting your work?
e) Optional explanation.
f) On a scale of one (1) to five (5), how involved was the staff member in the work of your entity?
g) Optional explanation.
h) On a scale of one (1) to five (5), how accessible was the staff member for help, guidance, and communication?
i) Optional explanation.
j) Please describe an instance in which the staff member went above and beyond, or an instance in which the staff member did not adequately perform the duties of their position.
k) Please describe any other concerns, compliments, or complaints.
l) Optional contact information, if the respondent wishes to be contacted regarding their response.
i) If a respondent has worked with more than one staff member, the scaled questions should. repeat for each staff member.

D) The form shall be created using Qualtrics due to the serious nature of the topic.
E) Due to the anonymous nature of the report, if the Liaison Committee has any further question on the feedback, the Liaison Committee shall reach out to the chair first if the respondent did not fill out their contact information,
F) By the Fifth (5) week of each academic quarter, the Liaison Committee's chosen presenter shall report the prior quarter's findings to the Senate in closed session,
a) The report should include, overall satisfaction with staff, recurring concerns, notable positive performances and commendations, recommendations for improvement and follow-ups.

b) If the findings demonstrate exceptional service, responsiveness, and support by a staff member, the Liaison Committee may recommend that the Senate or Executive leadership issue formal recognition, including, but not limited, to a commendation, certificate, public acknowledgment where appropriate, or formal letter of appreciation
c) If the findings demonstrate that a staff member is found to be performing below satisfactory expectations, the Liaison Committee shall notify the Executive Director and the President.
    i) The three aforementioned entities shall meet ~~with the staff member~~ to discuss and address the concerns, identify structural or workload barriers, clarify expectations, and develop an improvement plan.
    ii) The Executive Director shall communicate these concerns with the staff member in question.
    iii) The staff member in question shall ordinarily be afforded one academic quarter to demonstrate improvement unless the nature of the issue requires more immediate administrative attention.
    iv) If the subsequent quarter's review demonstrates continued unsatisfactory performance, with no communication to the senate or the Executive Director about difficulties, the Senate may, by majority (50%+1) approval, send a formal letter of concern and request for administrative review from the Executive Director and the Office of the Vice Chancellor for Student Affairs.
        (1) Such letters should include a summary of aggregate findings, repeated concerns, prior attempts at corrective intervention, and a request for review or further action through proper University channels.
        (2) The Executive Director shall make a good-faith effort to schedule a meeting with the office of the vice chancellor to discuss the letter, including at the minimum, the President; with an optional inclusion of the Internal Vice President, and both the Liaison Committee chair(s).
            (a) In the case that the Executive Director does not schedule this meeting, the President shall take lead in making this meeting happen.
        (3) Any further action after meeting with the Vice Chancellor shall proceed only through proper university channels including Human Resources and Employee & Labor relations where required by UCSB local Personnel Policies for Staff Members policies.
            (a) The Executive Director shall make a good-faith effort to ensure students are aware of what's happening as much as HR policies allows
d) Retaliation against any student for submitting or participating in good-faith feedback or reporting under this policy is contrary to the intent of this policy and shall be treated as a serious concern for administrative review. This section shall be interpreted consistently with applicable University policy.
e) All reports, compilations, presentations, and related materials made under this policy shall be handled in a manner consistent with applicable UCSB Local Personnel Policies for Staff Members, UCOP personnel policies, Union Contracts and other applicable confidentiality and privacy requirements.

**~~ARTICLE VI – LEGISLATIVE BRANCH~~**

*SECTION 12. LIAISON COMMITTEE*

A. Charge of the Committee:

Shall primarily oversee all Senate activities regarding the ability of the Association to complete its objectives. This includes, but is not limited to, matters pertaining to Boards, Commissions, and Units, as well as Human Resources, Auditing, Organization, and Management. Furthermore, the Committee will review the legal code and make recommendations to the Senate, considering the input of relevant parties, on needed legislation, as well as review and give recommendations regarding Constitutional and By Laws legislation proposed by the Senate. It will also oversee all matters regarding procedure, such as appointments, selection processes, and discussion rules for legislation.

B. Voting Membership:

a. Chair (Senator)
b. Vice-Chair (Senator)
c. Five (5) Senators
d. Three (3) Students at Large
e. Two (2) Members of any BCU who are not also Senators

C. Non-Voting Membership:

a. The Internal Vice President

D. Duties and Powers of the Committee:

a. To review all main motions introduced in the Senate related to the following matters, to monitor the developments of these matters, and to propose main motions as necessary related to these matters.

i. Changes to the Constitution, Bylaws, or Policies of the Association.
ii. The governance of the Association or any entities therefore of.
iii. Procurement authority (see section 10 below)

b. Maintains the Standing Rules for parliamentary procedure.

i. With cooperation from the Parliamentarian, the Committee will maintain a document that keeps all standing rules relevant to the running of the meeting.

1. Motions pertaining to Standing Rules require a 50% +1 to pass.

c. Assist the Assistant Director of Governmental Affairs in maintaining the bill book and legislation tracker.

d. Maintain the Omnibus Legal Adjustments Bill

i. Omnibus Legal Adjustments will have all proposed amendments to legal code noted with the initials of each consenting chair of any BCU that requests changes to their legal code or operational status in A.S. Legal Code.

ii. The Omnibus Legal Adjustments Bill will be introduced Week 8 of each quarter, for passage by Week 9.

e. Will introduce rapid legal code changes if necessary for the continued and convenient operation of BCU's or other entities that require said services.

f. Will meet with all BCU's at least once per quarter.

i. In an order determined by the chair, the Committee will invite BCU's to the Committee meeting, or send liaisons to a BCU meeting, and will guarantee an open line of communication for every BCU in the Association.

ii. If BCU's are unable to meet, a reasonable line of communication (e.g. small threads, shared contact sheets, liaison attendance, etc) must be established between the Liaison Committee and its stakeholders.

g. Will maintain authority over discussion related to procurement activity.

i. If procurement is discussed in the Senate or Committee meeting, the Liaison Committee will collaborate with A.S. Finance Committee and A.S. Administration Committee to select one (1) Senator and one (1) Student-at-Large from each standing committee (Liaison, Finance, Advocacy, and Outreach) to attend A.S. Administration Meetings when discussing issues regarding procurement.

1. It shall be the responsibility of each of the above selected senators and students-at-large to create a bi-monthly report on the relevant information and updates discussed during A.S. Administration Meetings to distribute to all BCU chairs at least 24 hours before the following Senate meeting.

2. If in the event of procurement authority deviates from its original structure, it shall be the duty of both the Liaison Committee and A.S. Finance Committee to work together, and advise administrative and A.S. related entities.

3. When discussing issues related to procurement authority, the non-voting Membership of the Committee shall be expanded to include:

a. Director of Technical Assistance and Internal Operations
b. Director of Procurement Services
c. Chancellor of UC Santa Barbara
d. Acting Assistant Chancellor for the Office of Budget and Planning
e. Vice Chancellor of Student Affairs
f. Chairs of any A.S. Boards, Commissions, and Units
g. USSA Representative
h. Attorney General
i. Chief Financial Officer

4. When discussing issues or policies related to procurement authority, the Voting Membership of the Committee shall be expanded to include:

    a. Finance Committee Chair
    b. Finance Committee Vice-Chair
    c. One (1) Senator
    d. Five (5) Financial Officers

5. When discussing the implementation of new procurement policies and procedures, the authority of decision-making shall fall under the jurisdiction of the Finance Committee.

h. Will assist in ensuring Policy 40 33 is followed by holding a public hearing, and reporting a recommendation to Senate before confirmation, during the nomination and confirmation process of new Judicial Councilmembers.

i. The Liaison Committee shall ensure policy 39 is followed by administering a quarterly review process regarding associated students career Staff who directly advise, oversee, support, or regularly work with Boards, Commission, and Units, following the deadlines.

    i. The Liaison Committee shall make a good faith effort to collaborate with relevant organizations such as the Committee on Committees, Office of the president, executive Director, as necessary, to carry out this responsibility.

    ii. Honoraria shall be withheld from the Liaison Committee until the successful reporting of the survey results.

**Legislation introduced on the xx of xx, 2026.**