

Five Year Strategic Plan Culture Goal 5: Exemplify Strong Elements of Professionalism in All of Our Work

August 2012

Exemplify Strong Elements of Professionalism in All of Our Work:¹ In 2011 AS made professionalism a Strategic Plan goal. The goal has three objectives. At the 2011 Winter retreat, staff participated in exercises aimed at ‘defining professionalism in the AS context’ (objective A), looking at what professionalism is and is not in relation to peers, students and other UC colleagues (objective C). During the retreat, staff elected, from among their peers, a group to consider the retreat information and shape a definition of professionalism for AS. The group, Freddie, Aaron, Scott, Monica and Sean, met twice and developed the following for staff consideration. The group recommends that the following be used as a self-evaluative tool for staff and a supervisor guide for an annual review comment (in the comments section) on professionalism and professional growth. The group further recommends that the information be printed on posters as a positive reminder to ‘conduct ourselves in a manner that reflects that we are role models for students and demonstrates expertise, integrity, commitment to AS goals’ (objective B).

In their deliberations, the group considered the work of staff during the retreat, the AS Mission, the AS Strategic Plan and the annual evaluation form and instructions provided by the University. They also examined existing definitions of professionalism from numerous sources. The work led the group to this format, one that provides for growth within the definition and embodies all of the objectives of Strategic Plan Culture Goal 5. Each section is intended to include the previous section by reference (e.g., if you are a Dynamic Initiating professional, then by definition, not only do you embody those aspects of professionalism, but you also embody those in Sections A-D).

AS MISSION:

We, the UCSB AS Professionals, empower, mentor, guide and support UCSB students to deepen and enhance civic engagement and social responsibility by:

- Facilitating learning through student initiated projects and programs.
- Ensuring student inclusion in shared governance of the university.
- Initiating and facilitating collaboration within the UCSB community and beyond.
- Safeguarding the continuity, financial stability and institutional memory of the AS organization for current and future students.
- Respecting student agency to create their own path.

Section A: The Dutiful, Competent Professional

- Performs job in a competent manner and is accountable for their work
- Is approachable, courteous, uses appropriate salutations
- Is present , on time and prepared (to work and meetings)
- Is accessible and dependable
- Responds to communication and requests in a timely manner
- Asks: “What do you need?” “How may I help you?”
- Follows-up as needed
- Has integrity: honest & ethical
- Is clean and kempt and dresses appropriately for the work situation (e.g., casual or business casual, not too revealing, not so casual that you look ready for the beach)
- Uses appropriate language
- Shares expertise-whatever that expertise is
- Follows AS and UC protocol, processes and policy

Section B: The Aware, Respectful Professional

- Articulates personal and professional boundaries (e.g., in relation to student phone calls, hours available, availability for non-AS related functions)
- Engages in and encourages positive, productive work relationships
- Is considerate, empathetic and patient
- Is diplomatic and fair
- Helps out with little things
- Positively represents AS (ambassador)
- Respects differences: work habits, communication preferences, culture, diets, privacy...
- Does not judge or make assumptions
- Practices good communication: (listens actively; allows others to self-declare; takes people at their word; meets people where they are)

¹ 2011 Strategic Plan-Culture Goal 5, Year 1

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Section C: The Interactive, Facilitating Professional

- Actively advises, teaches; is a role model
- Anticipates questions (Asks: "Have you considered this?" "Did you hear about that?")
- Checks-in ("Can I talk to you?" "How are things going?")
- Sets clear expectations
- Is supportive
- Is a reference/resource
- Models and encourages collaboration & responsiveness; team player
- Models and encourages good communication (cross communication between BCCs and throughout campus, facilitates conflict avoidance and directly addresses resolution if needed, follows communication guidelines and espouses best practices)
- Represents student interests
- Ensures student inclusion in shared governance of the university
- Initiates and facilitates collaboration within the UCSB community and beyond
- Makes time available every day for students and colleagues
- Engages in discussion about and helps implement and measure AS and UC protocol, processes, policy and Strategic Plan

Section E: The Dynamic Initiating Professional

- Tries/suggests new paths
- Starts with something known-produces something new
- Identifies opportunities for activism
- Engages in developing AS as an organization
- Facilitates learning through student initiated projects and programs
- Creates programs & activities across BCCs and/or involving other departments, other UCs, other agencies
- Dynamically integrates values and goals into staff/student interactions and curriculum
- Identifies and expands awareness and education about topics important to AS as defined by culture, mission and values

Section D: The Adaptive, Creative Professional

- Facilitates learning through student initiated projects and programs
- Understands and adapts existing processes and procedures to meet new challenges
- Understands and adapts to elected students, BCCs, other departments, and UC changes (this does not mean saying "yes" to everything)
- Demonstrates and identifies opportunities for activism
- Draws from multiple sources
- Encourages critical thinking
- Leads by example
- Is realistic but flexible
- Is committed to excellence
- Is constructive
- Engages in efforts to improve and adapt AS and UC protocol, processes, policy, values and Strategic Plan

Section F: The Mentoring Professional

- Is humble of accomplishments
- Models all AS values by example; "walk the talk"
- Embodies the ongoing balance of protecting and perfecting the totality of AS for the greater good of students
- Understands and embodies the connection between local action and global effect and the breadth of opportunities for engagement at local, state, national and global levels; facilitates AS students' understanding and participation as appropriate
- Respects student agency to create their own path
- Engages other UC professionals in creating UC protocol, processes, policy, values and Strategic Planning
- Engages staff and students in creating AS processes, policy and Strategic Planning Goals
- Engages all AS staff (and students, where applicable) in implementing the AS Strategic Planning Goals through the many activities of AS

