

AAPS NEWS

VOLUME 1 NUMBER 2

ASSOCIATION OF ADMINISTRATIVE AND PROFESSIONAL STAFF



PRESIDENT'S MESSAGE

"Do Yourself and Your Family a Favour"

Thank-you to the 120 AAPS members who attended and made our Annual Spring Meeting April 29th a HUGE success - I haven't laughed that hard in a long time. For those wishing to introduce more humour into your workplace and life in general, I strongly recommend you consider contacting Allan O'Meara and Janice Bannister, the Laughter Coaches for your next departmental retreat (check out the photo). We owe Petra Meyer, our AAPS Secretary, big time for organizing it and making sure we were well fed with a hearty lunch and belly laughs! A short recap for those of you not able to attend, and then I'd like to dwell on a few upcoming issues.

Whereas the Fall AGM includes budget approvals, Board elections, and an internal committee review, the Spring meeting is to review AAPS external committee reports. While the details of who and what are on the AAPS website, please join me in thanking the following volunteers who sit on these external committees on your behalf, and ensure that AAPS members' interests are included in UBC administration: Sandra Shepard, UBC Health & Safety Committee - promoting a healthy, safe, and secure working environment in accord with UBC Policy #7; Heather Hettiarachchi, President's Advisory Committee on Equity, Discrimination & Harassment - towards a workplace free from discrimination and harassment; Grace Wolkosky, Employee and Family Assistance Program - supporting AAPS members and their families with counselling and referral services; Bernice Urbaniak, Return to Work Committee - easing the transition for those returning to work from extended sick leave;

Suzanne Moore, Sick Leave Committee - quarterbacking the agreement with UBC on AAPS Sick Leave Plan signed last December; and finally, yours truly, President's Advisory Committee - advising the President on matters regarding strategic planning. AAPS thanks you for volunteering to ensure our members' interests are represented, so we can continue to provide the leadership and the creative brain-trust that is critical to making UBC a great place to learn, work, and live. Your volunteer efforts help to keep our organization 'tuned in' to the world around us, which in turn helps the AAPS Board, on your behalf, to pursue the many and diverse needs of a large, growing, and complex group of individuals.

We heard many of your needs expressed in the AAPS membership survey last fall. Many thanks to Sandy Lapsky for her hard work to prepare and launch the survey, to you for taking the time to respond, and to Scott Wallace for toiling away on its analysis and summary. We have heard you and taken action on the responses related to: AAPS meetings (more food!); the newsletter (new and improved!); the website (redesigned, updated); future workshops (leadership and work-life balance); social events (professional speakers); advocacy (more resources); and, negotiations (frustration with 0, 0, 0!). Your input helped the new Board to develop a four-point Strategic Plan for this year: 1) To be recognized (by members and stakeholders) as committed and passionate advocates; 2) To plan for future negotiations; 3) To increase membership engagement; and, 4) To conduct a Human Resource "needs analysis" for AAPS staff.

Here's an update on several of these items. One of the first things your Board did was to meet with President Piper and discuss member concerns over the 0, 0, 0 settlement. She in turn has asked Lisa Castle to expedite a market sur-



PHOTO: RANDY ELLIS

Burnt out employees make productivity suffer, do no one any good, and happen when we work excessive hours without a break.

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Editor: Nancy Vered

www.aaps.ubc.ca



AAPS President, Gord Lovegrove, and Past-President, George McLaughlin, with the Laughter Coaches and participants at the Spring General Meeting.

vey of total compensation of AAPS members – salaries, benefits, and pensions. You might recall a similar study in 2000, which showed a significant gap between UBC and its comparator organizations (see the back of your ACTE, Document C for the list). By the time you read this a consultant will have begun the review, with a final report due back this Fall. AAPS is participating as an equal partner with UBC HR in this joint study. Martha also asked HR to confirm the AAPS turnover rate (my preliminary calculations suggest it may be as high as 15%), and to quantify how much is due to: voluntary resignations, retirements, re-organizations, terminations, or term appointments. If it is in fact due to members ‘voting-with-their-feet’ due to insufficient compensation, it will add further fuel to the need for improvements beyond 0, 0, 0, and may provide a ‘productivity gain’ justification to PSEC. Market comparisons and productivity gains are the only two ways that the Public Sector Employers Council will consider anything beyond 0, 0, and 0. Armed with this forthcoming information, Martha noted that AAPS and UBC could then present a united front and a strong case to PSEC for AAPS compensation improvements. Stay tuned for updates, and be prepared to offer your input when asked for other creative ways to improve our contract in the context of this 0, 0, 0 climate.

To address the many and diverse needs of a growing and complex membership, AAPS is just completing the organizational “needs assessment”. Our office staff, our Board, and our Advocacy Committee

have been overwhelmed by the exponential growth in issues over the past several years – membership has nearly doubled from 1,000 members in 1993! Again, our thanks to Petra Meyer for ‘holding the fort’ while we complete the review and begin a search for the new AAPS Executive Director this month. In the interim, we have contracted Sue Elderidge (retired charter AAPS member, now an advocacy consultant) to assist our Advocacy Committee.

Finally, I hope many of you have benefited from recent Merit Pay increases, the policy framework for which the one positive item that was negotiated as a result of the last round of bargaining. Anyone at, or above, mid-point is now eligible for merit increases where an annual Performance Evaluation shows consistent performance exceeding expectations. Our thanks to the UBC Board of Governors for approving the 3% merit allowance last fiscal year that resulted in this good news.

Last, one question from the Spring meeting warrants repeating - what to do about all the extra time we managers work? First, let’s appreciate that our employer gratefully acknowledges the extra time, and in the past has - at the discretion of individual departments - granted time-off-in-lieu, three days between Christmas and New Years, flexible hours, honoraria, etc. But take a look at the revised wording of Clause 10.4 in your current ACTE and you’ll see that on your behalf, the AAPS negotiating team last round won a significant improvement. With the new word-

ing, UBC is now obligated to compensate you in circumstances where you are “required to work significant amounts of hours over and above the usual job requirements . . .” The key to this compensation is you - you and your supervisor MUST “communicate in a timely way about required additional hours of work.” Take my advice, and do yourself and your family a big favour. If you see the need coming to work significant extra hours as noted above, let your supervisor know BEFORE you work them, for the following reasons:

1. Your supervisor may not want you working the extra time and/or not be able to compensate you for the extra time, in which case you will need to protect yourself by having your supervisor confirm which tasks are the priority in the time available, and which tasks will be deferred for later completion or delegated to another person; and,
2. If your supervisor is willing and able to compensate you for the extra time, it is ‘good business practise’ to have an understanding (written and/or e-mailed, and mutually agreed) in place on exactly what form that compensation will take **before** you work the extra time.

I offer you this advice as one who has learned the hard way. If you have questions on any contractual issues related to extra time, check out your ACTE, call a Board member, or contact a member of the Advocacy Committee. The stress that this issue alone generates - what to do about all the extra time AAPS members work - can be a killer to your personal well-being, that of your family, and ultimately, the success of your employer. Burnt out employees make productivity suffer, do no one any good, and happen when we work excessive hours without a break. UBC has recognized this fact, AAPS has negotiated on your behalf, it’s your turn to ‘ACTE’ on it - Tuum Est!

And remember to have some fun out there - altogether now - “Ho! Ho! Ho! Ha! Ha!”

Gordon Lovegrove
President, AAPS

factoid

What is Brontology the study of?
Thunder
What is the 'You Are Here' arrow on a map called?
The Ideo Locator.

Got a Coach?

The hottest thing in management available at UBC - and it works

That's Erna Hagge's answer to why coaching is so popular. Erna, Leader, Coaching Services, with HR'S Organizational Training and Development team, coordinates UBC's Coaching Program, and acts as a coach herself.

The program has now been offered for 20 months with over 150 faculty and staff applying to date. In the first 12 months OTD conducted a pilot project on one on one coaching services, at the end of which an external academic research specialist conducted an independent evaluation. The results were uniformly positive: 76 (75% AAPS, 12.5 faculty and the balance a mixture of all unions) clients participated in the pilot resulting in over 200 pages of testimonials that speak to the powerful results clients achieved and the positive impact on UBC. The most frequently identified coached areas were communication skills, building effective teams, strategic planning, work life balance, career development, leadership skills and professional development.

But beyond the anecdotal success of the program, there was harder data to demonstrate its value. The study proved that employee relations issues decreased, thus saving the University significant financial costs. An additional measurable was a reduction in sick time costs.

"Coaching is a relationship like no other," explains Erna. "Based on respect and trust, the coach will ask you to stretch toward your goal, but never tell you what your goal should be or how to get there. They support you on your journey, but don't make the journey for you."

The coaches available for UBC clients come from either inside the UBC family or outside it, and bring a wealth of experience. The external coaches are available to UBC because of a relationship with Royal Roads University, where an Executive Coaching Certificate Program is offered.

"Matching client to coach isn't random, the client chooses the coach - there are bios and pictures on the website and we encourage them to interview at least two coaches. The fit has to be right," says Erna.

Who uses coaching services? Those who are already good at what they do and are ready to challenge themselves to go the next step of professional development. We found that many people here on campus as well as those in other organizations have a sense of isolation. For staff and faculty... the typical coaching client is in a position where disclosure of issues or goals may put them in a conflict of interest. Isolation also occurs due to self-imposed expectations that they should know it all, a reduction in personal interaction due to an increased technological environment, and the size and various locations of the campus. "We are extremely fortunate to have funding available for this program for UBC staff and faculty free of charge," says Erna. The usual price for a personal coach is \$200 an hour and up. The coaching program is a tangible way that UBC is investing in our own good people. We're not only offering coaching, but we're growing coaching skills for staff and faculty through coaching skills training programs, and by supporting faculty and staff through Royal Roads and other certified coaching programs.

To explore coaching or to apply for coaching (applications are completely confidential), contact Erna Hagge, (822-3351; erna.hagge@hr.ubc.ca), or click on www.hr.ubc.ca/otd/

Submitted by *Pamela Warkentin*, Communications Coordinator, Human Resources

Performance Based Merit

In the fall of 2002, the University and AAPS signed a very significant Letter of Agreement (AAPS Agreement 2002-05, pp. 23-24) providing for a pay structure and salary administration plan for Management and Professional Staff.

The implementation of this Agreement necessitated three phases, the first two of which involved addressing movement of employees through their salary range to the midpoint based on satisfactory performance. Midpoint is the 50th percentile of a representative comparator market and for salary purposes, the employee possesses full job knowledge, qualifications and experience.

The final phase of implementation involved the introduction of movement through the salary range from midpoint to the maximum through a performance-based merit pay model. This phase necessitated the development of a process, with the guidance of Human Resources, to ensure the evaluation of performance was based on objective criteria that met operational needs, and that were applied fairly and consistently.

Faculties and departments prepared and submitted performance evaluation plans for review by Human Resources, and selected the effective date for the award of merit pay - either a common date for their unit(s) or the anniversary date of appointment.

Merit pay was awarded based on the evaluation of performance applied to a standard rating scale. The scale distinguished between levels of performance ranging from "meeting job requirements" to "demonstrating extraordinary performance". Merit pay is intended to differentiate and recognize performance beyond job requirements.

Many of the merit awards for 2003/04 have now been done and many employees have received merit pay. Feedback has been positive from administrators and management and professional staff.

Over the next while Human Resources will be carefully reviewing the objectives and outcomes of the performance-based merit pay system in anticipation of preparing a proposal for the Board of Governors for 2004/05.

Marie Mohammed, Compensation Manager, Human Resources



A GLOBAL JOURNEY

Letter from the President:

Dear AAPS Colleagues,

With the arrival of Spring, we are well on our way to the completion of our new Trek planning document. The consultation began last October, and produced a wealth of ideas and suggestions that helped us put together a "Green Paper" draft version of Trek 2010. Issued in mid-March, the Green Paper is being given wide circulation and made available on-line. Our goal is to have the final version ready for presentation to the Board of Governors and the University Senate for their approval in May.

If Trek 2010 is to be effective, it must meet with approval from every quarter of the campus: from the students who we hope will benefit from its funding and learning proposals; from the faculty whose teaching and research endeavours it seeks to strengthen and support; from our alumni, whose assistance and input it strongly encourages; and from our staff, who are key to implementing its recommendations.

The opinions of AAPS members will be of value with respect to all components of the Green Paper, but we are especially interested in hearing your views about those parts of the document that bear on the roles and aspirations of UBC staff members. Throughout the Trek consultation we have made an effort to look at every opinion or suggestion that we have received, and so I invite you to offer your

comments and advice for our guidance. You will see that the Green Paper draft of Trek 2010 presents a structure very similar to that of the original Trek document, with five "pillars" (People, Learning, Research, Community, Internationalization), each of which is made up of a series of goals and strategies. One important difference in Trek 2010 is the prominence given to the role of our graduates in creating a civil and sustainable society, and our goal of preparing them to become "exceptional global citizens." These were themes that we heard repeatedly during the consultation, and in Trek 2010 we identify them as vital issues that should be addressed by the University through its employment and business practices, as well as its learning and research programs.

We have also made changes to the wording of our vision statement. There, among other revisions, you will see that we now aspire to be "one of the best universities in the world." This might seem over-ambitious, were it not for the fact that in a recent survey by a Chinese university of 500 research-intensive universities around the world, UBC, at no. 35, was one of only two Canadian institutions to appear in the top 50. This is a reflection, I believe, of the excellence to be found in all areas of the University, and there is no doubt in my mind that our management and professional staff have made a huge contribution to our growing reputation as a leader in Canadian university teaching and research.

With your continuing help, and through the consultations that will produce Trek 2010, I have every confidence that we shall strengthen our reputation and continue to provide British Columbians and Canadians with an outstanding education and leading-edge research.

Martha C. Piper

Response from the Board:

April 22, 2004

Dear Dr. Piper:

On behalf of the Association of Administrative and Professional Staff (AAPS), the Board of Directors has consulted and offers comments in response to your call for feedback on the Trek 2010: Green Paper.

It is generally agreed that the Trek 2010 draft identifies broad-based goals and strategies that continue to build upon the Trek 2000 accomplishments in addressing staff, and staff issues, at UBC. Staff continues to contribute to the success of the University in various capacities and through their contributions enable UBC "to be one of the world's best universities". However, the AAPS Executive Board feels that the document falls short in defining specific retention, recognition, and professional development goals and strategies that address the concerns of our members. There is also the perception that the initiatives outlined for faculty and students vary in terms of equity and consistency when compared to staff related initiatives.

One of the stated goals in the "People" pillar is to review rewards and incentives for both faculty and staff through more incentives like access to UBC courses and facilities, personal and professional development opportunities, and flexible scheduling. Based on a recent survey of the 1900+ AAPS members, the achievement of this goal should include:

- a) competitive, market-based salaries and benefits
- b) the reinstatement of full tuition fee for graduate-level professional programs of study

- c) increased professional development funds for conferences, seminars, and professional training
- d) access and discounted rates to all recreational and athletic facilities on campus
- e) access and discounted rates to transportation initiatives such as U-Pass
- f) increased recognition of staff through awards and incentives
- g) opportunities to work collaboratively to develop the policies addressed in these goals.

As the management and professional staff take part in numerous changes over the next few years, namely the growth and diversification of programs, greater enrollments, more sophisticated facilities across numerous campuses, rapidly changing technology, increased community involvement, and greater social responsibility and accountability, they will need to be increasingly involved, rewarded, and recognized, in order to be retained.

We welcome the opportunity to work in partnership with the University in further defining specific goals and strategies as set out in Trek 2010:

- to attract, select, recognize, and retain staff who will enable UBC in becoming one of the world's best universities
- to provide an environment that values diversity, equity, ethics, and conservation
- to promote the values of a civil and sustainable society

As representatives of the AAPS membership, we would like to extend our commitment to the Vision and Mission of UBC by helping to create "one of the world's best" places to learn, live, and work.

AAPS Board of Directors

I write on the President's behalf to thank you and your colleagues on the AAPS Board of Directors for the very helpful comments you have provided concerning the Trek 2010 green paper. We shall certainly keep your suggestions in mind as we move on to the next version of the Trek document.

Sincerely,
Dr. Herbert Rosengarten
 Executive Director
 Office of the President

M&P Occupational Guidelines

During the AAPS 2004 Spring Meeting, an AAPS member raised a concern regarding the project to up-date the M & P Occupational Guidelines currently underway in Human Resources. The concern was that the updating of the Occupational Guidelines could potentially have an adverse effect on AAPS members. A meeting was recently held with Human Resources from whom AAPS received information and clarification concerning the project. Our discussions centred on the historical perspective, the intent of the changes, the processes undertaken, the anticipated benefits to members, and the next steps in this process. The discussions that took place are summarized below.

Overview

Over a year ago, Human Resources advised AAPS that they would be undertaking a project to update the M&P Occupational Guidelines to better reflect the typical responsibilities and work performed by M & P positions across campus today. The existing Occupational Guidelines had not kept pace with the significant job changes that had occurred since the last comprehensive up-dating was done in the late 1980s. The project, which is almost complete, included input from UBC Human Resources Analysts, HR Advisors, and Departmental Administrators. Human Resources will be sharing the newly updated Occupational Guidelines with Departmental Administrators across campus sometime this summer.

Questions and Answers

Why did Human Resources undertake this project?

The M&P Occupational Guidelines have not been updated for a number of years. Consequently, the Guidelines reflected outdated information and no longer accurately or comprehensively represented the typical responsibilities and work being performed by M & P staff across the campus today.

What has changed?

The overall number of job families includ-

ed in the Occupational Guidelines has been reduced from approximately fifty to forty. Outdated or redundant job families have been eliminated and some new job families have been created to represent new areas of M & P responsibilities. It is anticipated that many of the positions currently categorized as Unassigned can be assigned to either an up-dated or a new job family where there is a now a good fit.

Who uses the Occupational Guidelines?

Human Resources and Departmental Administrators use the Occupational Guidelines for the purpose of comparing positions within job families and for guiding the classification of positions.

What are the benefits to AAPS members?

The updated Occupational Guidelines will facilitate the position classification process, career planning and organizational development. Departmental Administrators will be better able to identify the various job families, to write job descriptions, and to understand the classification of positions.

What will the impact be on my salary?

None. Positions being re-assigned to an up-dated or a new Job Family will maintain their assigned salary grades; existing salary ranges will remain the same.

Will my job family change?

For the vast majority of positions, there will be no change in the assigned job family. For some of the Unassigned positions, and a few others, there will be a re-assignment to an up-dated or new job family where there is a better fit.

What is next?

Once the updates to the Occupational Guidelines are completed, they will be circulated to Departmental Administrators. The target for circulation is sometime this summer.

Who do I contact if I have questions?

Contact your Human Resources Advisor/Associate or a Human Resources Compensation Analyst.

Contributors

Elaine Kashani, Director, Human Resources (Total Compensation)
Donna Wheeler, Compensation Analyst, Human Resources
Scott Wallace, AAPS member-at-large



How long will it take to hard boil a 1.5 kg ostrich egg?
40 minutes



Tuition Waivers

At the time of our last newsletter, we were awaiting the outcome of the arbitration hearing held in December 2003. Unfortunately for AAPS members, Arbitrator Alan J. Hope ruled against AAPS and in favour of the University.

Until January of 2003 AAPS members, as per Article 13.6.1 of the agreement, were entitled to receive a tuition waiver for full-time or part-time graduate program fees. As some graduate programs had a significant tuition increase, the University decided to impose a cap which meant that only a fraction of the tuition was covered for programs such as the MBA and some Education Doctoral programs. In January of last year, the University initiated a method of calculating the waiver amount based on "normal" program fees.

It was AAPS' position that tuition waivers were covered under our agreement and that changes should have been brought to the bargaining table. In fact, the University did bring the issue of tuition to the bargaining table but it was withdrawn without discussion.

As per Arbitrator Hope's decision, "UBC relied on the reference to 'eligible UBC courses' in Article 13.6 to support its

assertion that the tuition fee waiver benefit was limited to courses deemed 'eligible' by UBC and that it was free to determine course eligibility on a continuing basis. On the evidence, the restriction to 'eligible UBC courses' has governed the fee waiver benefit throughout history and, it has always been UBC that determined eligibility."

AAPS sought this arbitration hearing reasonably confident that a positive outcome would be attained. Unfortunately, Arbitrator Alan Hope thought differently and gave the University the right to impose caps on tuition waivers.

Lisa Castle indicated during negotiations that the University is addressing the issue of professional development not just for AAPS members, but for all UBC staff. The AAPS Executive Board hopes to work with the University to re-establish full access to graduate programs for our members.

MEMBER KUDOS

AAPS members who received the President's Service Award for Excellence:

Belle Dale, Associate Director, Facilities Management, Land & Building Services

Yashmin Kassam, First Year Advisor, English

Audrey Lindsay, Associate Registrar & Director, Student Systems

Suzanne Poohkay, Associate Director, Facilities & Capital Management, Land & Building Services

Julie Walchli, Director, Faculty of Arts Cooperative Education Program

Long-serving member leaving (retirement) after 15 years with the university: Jim Carruthers, Manager of Development Services, Campus & Community Planning, Land & Building Services

Not-so-long serving, but still an important member leaving (retirement) after 4 years, David Barnes, Director of Plant Operations, Land & Building Services



Advocacy Committee

The role of the Advocacy Committee is to ensure that individual M&P staff members are treated fairly in matters relating to their employment at UBC. There are many ways in which the committee fulfills this responsibility, including assisting and advising M&P staff on their rights under the Agreement of Conditions and Terms of Employment, and by providing representation to M&P staff regarding discipline and grievances.

The Committee is frequently contacted by members experiencing difficulties in the workplace. M&P staff members should not hesitate to contact a member of the Advocacy Committee to seek support and advice in matters such as workplace conflicts and medical accommodations. All committee members have significant experience and training in human resources management and can provide valuable insight and suggestions to members who are experiencing workplace problems.

We recently added a new member to the committee; Suzanne Moore from the School of Social Work and Family studies. Suzanne's current experience as an Administrator in the School as well as her previous campus positions as well as her experience on the AAPS board will make her a valuable addition to the Advocacy Committee.

We are also happy to have Sue Eldridge working with AAPS Advocacy on a consulting basis. Many AAPS members will remember Sue as Past President of AAPS. She has also been on the Advocacy Committee for many years during her employ at UBC; she retired about a year ago. Sue is a wealth of knowledge on advocacy issues and we are pleased that she has agreed to work with us.

If you need assistance in an employment-related matter, please contact the Advocacy Committee at (604) 202-0444.



factoid

What are the 'spots' on dice and dominoes called?
Pips



NOVEMBER 2003 SURVEY SUMMARY - TOP 10

What would you like to see different at AAPS meetings?

1. Better publicity and posting of meeting agenda before the meeting
2. Shorter meetings
3. Haven't attended any meetings
4. More frequent meetings
5. Small groups discussions
6. Meetings at hospital sites
7. Need to enhance the food and provide larger venue
8. Provide handouts with relevant information
9. Provide networking opportunities
10. A presentation or discussion on a particular item

What would you like to read in the newsletter?

1. Information about policy or organizational changes
2. Updates on salaries, benefits, professional development, & career development
3. Articles to address common issues (e.g. long hours, managing staff, etc)
4. Challenges AAPS members face
5. Information about upcoming events, workshops and courses
6. General information on getting involved in AAPS
7. Success stories and positive initiatives
8. Advocacy issues - grievances and rulings
9. Member profiles
10. Unit features and the types of jobs AAPS members do

What else would you like to see on the website?

1. Current information on salaries, benefits
2. Frequently Asked Questions

3. Listing of services and programs available to AAPS members
4. Printable version of the newsletter
5. Chat room - bulletin board for members
6. AAPS Agreement of Terms and Conditions of Employment
7. M&P member profiles
8. Increased publicity of the website
9. Improved website functionality, navigation, and relevant information
10. Current news items

Can you suggest topics for future workshops?

1. Leading, Coaching & Supervising People
2. Conflict Resolution
3. Negotiating Skills
4. Interviewing Skills
5. Work-life balance & Wellness
6. Change Management
7. Stress Management
8. Career Planning, Advancement and Building
9. Labour Relations
10. Communications

What type of social events would you like to see?

1. BBQ
2. Golf tournaments
3. Bowling
4. Wine & Cheese
5. Luncheons with or without lecture (Lunch N Learn)
6. Professional Speakers
7. Ski trips
8. Seasonal Celebrations
9. Informal receptions
10. Drop-In after work - Happy Hours

Do you have comments on advocacy?

1. Would like to know more about it (scope, role)
2. Were very helpful when I needed assistance
3. Sent a request, but never received a response
4. The committee is important for AAPS members
5. The committee is not properly resourced to maximize member support
6. It's great to have well-trained people to do this work
7. It is comforting to know we have this resource if we need it
8. There should be more unsolicited information and training of members on issues that are of particular concern for the Advocacy Committee

9. Haven't had to use it, but I'm glad it's there
10. It would be nice if we somehow had more leverage with the University

What are the issues for the next round of bargaining?

1. Salary Increases
2. Merit Increases
3. Cost of Living Increases
4. Tuition Waivers
5. Medical, Dental and MSP Benefits
6. Vacation Leave Entitlements
7. Reduction in athletic and bus fees for UBC staff
8. Flex Time
9. Financial Compensation for overtime
10. Reduction in probation from 12 months

Are there particular areas in which you wish to share your expertise (advocacy, communications, membership, negotiating)?

1. Communications
2. Advocacy
3. Negotiating
4. Membership
5. Professional Development & Training
6. Coaching
7. Web development
8. Not at this time
9. Already do
10. Am interested, but am not sure what I can do

Other comments

1. Generally, AAPS does a wonderful job
2. Thank you to all for your time and effort
3. Would be willing to participate in focus groups
4. I find the real lack of power of AAPS frustrating
5. Would like to find out more about AAPS services
6. I feel let down by AAPS in terms of salary negotiations.
7. The inability to strike will forever keeps AAPS weak. I wish I was not required to pay for this service, as I feel I receive little value for my money.
8. AAPS has matured tremendously over the past few years.
9. AAPS has the potential to provide outstanding support to its membership. Does it do enough?
10. I am new to AAPS so I have yet to experience much of what goes on.

C O N F E R E N C E S



Canadian Association of University Business Officers (CAUBO)

Annual Conference: "Powerful Ideas"

June 12-15, 2004

Saskatoon, SK

www.caubo.ca

2004 New Media Consortium Summer Conference (NMC)

June 16-19, 2004

University of British Columbia

www.nmc.org/events/2004summerconf

National Conference on Student Retention

July 14-17, 2004

New Orleans, LA

www.noellevitz.com

C O U R S E S

North America Enrollment Management Institute

Strategies for student recruitment, retention, marketing

June 23-26, 2004

Vail, Colorado

www.noellevitz.com

Centre for Higher Education Research and Development

University of Manitoba

ongoing seminars and web-based courses for university management

and administration

www.umanitoba.ca/centres/cherd

If you are aware of any conferences, courses, news, and/or issues of interest to management and professional staff, we welcome your ideas, suggestions, and article submissions. Please contact the AAPS office so that it can be included in the next newsletter.

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