

UME 5<sup>th</sup> Annual Administrative Assistant Retreat – June 14, 2012  
“Rap Session” Outcomes\*

\*First seven items presented to Mr. Hawkins, Dr. Holden, Dr. Jenkins, and Dr. Sims-Tucker on 6/14/12

1. Comment: Train all administrative assistants, experienced and new
  - a. Orientation, general/basics – involve various Division overviews
  - b. Train when changes occur, e.g., forms, systems
  - c. Manual(s) development – Update: Will poll to determine what information Administrative Assistants would like included

Update: HR Office, lead

Post-Retreat Update: Consider developing a list of mentors, Administrative Assistants with 5+ of UMES experience

2. Comment: Seek certification for administrative professionals

Update: Dr. Holden approves funding for International Association of Administrative Professionals (IAAP) membership ; Ms. Johnson, renew membership

Update: Ms. Lisa Johnson will see if Title III funds are still available for Microsoft Office certification

3. Question: Regarding salary adjustments, is there room for salary negotiation at hire and at promotion?

Update: Dr. Holden indicated there will be a 2% COLA in January 2013; there will not be merit increases for FY13 and not expected for FY14. Retention funds are only available for hiring in critical faculty disciplines

Additional notes: Responsibilities are greater yet paid lower: union 2% → 4%; Reclassification; Standard set based on dept. you will or are reporting to

4. Comment: Regarding conflict management, there is a concern that when it involves a supervisor, the Administrative Professional, not the supervisor, is transferred.

Update: Dr. Holden addressed that every employee is subject to transfer, stating that department chairs can only serve within their discipline. That is, he indicated that chairs cannot be moved readily, but the same does not apply to administrative/clerical support staff persons.

Also, the hope was expressed that when an Administrative Assistant comes forward with a concern, (s)he will be treated with respect and taken seriously.

Update: Dr. Holden agreed. Further, Dr. Holden stated that Administrative Assistants can become trained Mediators. Anyone interested should notify Ms. Johnson.

5. Question: Are there travel funds for professional development?

6. Comment: Faculty need to be held accountable for following policy and meeting deadlines
7. Comment/Question: Vacancies: Can job vacancies/opportunities be advertised in-house first, before advertising off-campus? Some are actually promotions.

Additional notes: Employees feel insulted if not given the first opportunity; that is viewed as unfair; the existing administrative assistant(s) has to train the new hire & the new employee is getting paid more

8. Comment: Room for improvement with telephone usage, e.g., do's and don'ts, especially with cell phone use and telephone manners
9. Comments/Questions:
  - a. Outlook Scheduler Calendar – Need to use rather than calling to see if a person is available; there are various options.  
Some do not know how to use it and would like training. Is there some training available to assist those who do not know how to use it?
  - b. Cancel through scheduler - some don't know how to use it - need training
  - c. Calendar through phone – asking for publicity/training on use; there have been some changes to the e-mail system here on campus, but you can access your account using your smart phone and if you have an IPOD you can also to the same.
  - d. BUAD 213, Micro 2010 Word, PowerPoint, Access certification: This class is offered to help you improve your usage of these programs. Once completed, you can become certified to teach these classes as well.
10. Comment/Question: Some admins have Microsoft 2010 and some are still using 2007. Why doesn't IT change all systems once new software becomes available?
11. Question: Why can't experience be a justification for starting at a level other the "step 1" or the lowest level on the pay scale? (related to #3 above)

Below are notable comments made in general discussion.

- NEW EMPLOYEE – shared situation that called for her to correct an error; she asked: treat others the way you want to be treated. Some people are not being very nice.
- Things aren't easy. We experience trials and make it by faith. "I am in the best position now over my 28 years."
- There were a few that were disrespectful. If I call you 10 times, the person answering should still be respectful!
- Our job(s) takes a lot of perseverance. Worst feeling: when not treated right. We need to encourage each other.
- We all need to support our students. Take care of our students. Show love & respect! (This set of comments was met with much applause.)
- It was stated that the administrative assistants would form a task force from within the group.