

COMMITTEE ON EMERITI RELATIONS Annual Report 2021-22

To: Academic Senate, Santa Cruz Division

The Committee on Emeriti Relations (CER) met three times during the 2021-22 academic year. This year, CER's pro-active agenda included a follow-up report on new faculty retiree experiences with the Retirement Administration Service Center (RASC) in 2020-21, continued collaboration with the Emeriti Association and the CP/EVC on the Edward A. Dickson Emeriti Professorship Award, consultation with Pathways to Retirement Faculty Liaison, Don Brenneis, and the development of a FAQ sheet designed to help faculty considering retirement in their negotiations with chairs and deans. CER also provided feedback on the systemwide review of the Negotiated Salary Trial Program (NSTP) Phase II Taskforce report.

The Chair of CER is an *ex-officio* member of the Committee on Faculty Welfare (CFW) and attended committee meetings throughout the year. The Chair also represented CER on the Retiree and Emeriti Center (REC) Steering Committee, participated in several pre-retirement and post-retirement events, and attended the fall CUCRA/CUCEA meeting in October 2022. In addition, the Chair met twice with RASC Interim Executive Director Bernadette Green to discuss UCSC emeriti and survivor concerns about service and proposed plans for improvement and reorganization, participated in a forum organized by the UCSC Retiree Association with RASC Client Relationship Manager Michelle Estes, and worked with RASC Call Center Manager Doug Kanigher to test the new RASC phone tree system.

UCSC Faculty Retiree Experience with RASC, 2021 Update

CER continues to be concerned about the generally poor service provided to UCSC emeriti faculty, retired staff, and their survivors by the UC Retirement Administrative Services Center (RASC). As a follow up to the December 9, 2020 CER report on recent faculty retiree experiences with RASC¹, Chair Habicht Mauche sent an email to all emeriti faculty who retired between January 1 and July 1, 2021 asking them to report on their experiences with the retirement process and RASC. Over half of this emeriti cohort responded to CER's queries and all reported generally negative experiences working with RASC during their retirement process. CER summarized these experiences and offered several proposed action items in its *UCSC Faculty Retiree Experience with RASC, 2021 Report Update* (November 5, 2021). Despite major changes in the management team and organizational structure at RASC, little appears to have improved in terms of the frontline service provided to retirees. The 2021 cohort of retirees continued to experience unreasonably long wait times for information from the RASC call center and secure messaging system, and often received inaccurate answers to their inquiries. They also reported significant delays in retirement processing, with most of those responding indicating that they had yet to receive a pension check several months after their retirement date. Another recurring problem was that retirees were often dropped from their health and dental coverage, with no warning or notice, due to software glitches in the RASC system.

¹ UCSC Committee on Emeriti Relations Report on UCSC Faculty Retiree Experience with RASC, 2019-2020, December 9, 2020

On February 17, 2022, CFW discussed and endorsed CER's report update on 2021 UCSC faculty retiree experiences, and forwarded the report to the University Committee on Faculty Welfare (UCFW). UCFW considered the report at its March 2022 meeting, but declined to endorse it. However, the report was also sent to the UCSC Senate Executive Committee (SEC), which endorsed it, and sent it forward to the Academic Council, who also endorsed it, and forwarded it to President Drake for administrative action.

Anecdotal information suggests that retirement processing times may be improving, but that response times through the call center and secure messaging system are getting worse (with response times of up to a week). While CER appreciates the hard work and good intentions of the current RASC leadership, their actions need to be assessed in terms of rapid and measurable improvements in support and services for retirees and their survivors. Next year's CER should continue to work with CFW, UCFW, SEC, and the Academic Council to monitor faculty retiree and survivor experiences with RASC moving forward.

Divisional and Departmental Benefits to Emeriti

CER met with Pathways to Retirement Faculty Liaison, Don Brenneis on February 28, 2022. The committee presented Prof. Brenneis with a spreadsheet developed by CER in 2020-21 that summarized the uneven diversity of resources and services provided to emeriti faculty by the various academic divisions. In some cases, these resources are clearly posted on divisional websites, but in other cases they are not well publicized and faculty are often given conflicting information from chairs, deans, or assistant deans. CER is deeply concerned about a lack of transparency and equity in terms of the resources and services provided to emeriti across divisions and departments. The committee looks forward to working collaboratively with the Pathways to Retirement program to encourage deans and chairs to publicly share information with their faculty about what resources and services are routinely available to emeriti in their departments/divisions, and which are open to negotiation. We expect that having this information more accessible and publicly available would encourage inter-departmental and inter-divisional discussions of best practices across the campus. Prof. Brenneis offered to bring up the issue of campuswide practices and equity with his counterparts at other UC campuses. CER looks forward to hearing a report on his findings in 2022-23.

In response to this issue, this year's CER has developed [a set of suggested questions](#) regarding access to services and resources that prospective retirees should consider discussing with their deans or chairs.² In addition, next year's committee will work collaboratively with the Pathways to Retirement Program, divisions, and departments to disseminate this counseling document widely across campus.

Post Mortem Email Access

In winter 2020, CER contacted the Committee on Informational Technology (CIT) about the feasibility of creating a campus policy that would allow a faculty member to authorize one or more individuals to access their UCSC email account after death. CIT took up this issue, consulted with

² CER Questions to Consider While Preparing for Retirement: https://senate.ucsc.edu/committees/cer-committee-on-emeriti-relations/cer_retirementqstoconsider_081622.pdf

former Vice Chancellor for Information Technology (VCIT) Van Williams, and wrote to Chancellor Larive and CP/EVC Kletzer to raise the issue and offer a list of possible policy/procedure solutions³. In summer 2021, Chancellor Larive met with Senate, IT leadership, and Campus Counsel to discuss, and charged a working group to address the issue. Unfortunately, no policy proposal was submitted to the Senate for review in the 2021-22 academic year. CIT has been informed that the working group has met and is close to finalizing its recommendations. CER looks forward to seeing a draft policy and a formal request for Senate review in fall 2022.

The Edward A. Dickson Emeriti Professorship Award

The Edward A. Dickson Emeriti Professorship is an endowed award distributed to the ten UC campuses under the authority of the EVC of each campus to recognize the teaching, service, and research of UC emeriti. In 2015-16 by request of former CP/EVC Alison Galloway, CER assumed management of the award and collaborated with the UCSC Emeriti Association to re-envision the award and create a new process and guidelines for the award on our campus.

2022-2023 Dickson Professorship Award

The call for 2022-23 proposals went out to Senate faculty, divisional deans, and department chairs on November 8, 2021 with a deadline for submissions of January 10, 2022. The original call resulted in one proposal from the Arts Division. In an attempt to elicit additional proposals, CER extended the deadline until January 17, 2022, but none were forthcoming. The proposal was forwarded to the Emeriti Association Dickson Award Review and Nomination Committee, which passed its recommendation to CER. CER in turn sent a final recommendation to the CP/EVC for approval. CER is pleased to continue its collaboration with the Emeriti Association in this endeavor.

The 2022-23 Dickson Professorship was awarded to **Edith (E.G.) Crichton**.

Edith (E.G.) Crichton, Art Department

Project Title: "Q+Public Comes Out"

Professor Crichton will utilize the reward to acquire the services of a professional web designer to assist with the development of a website and social media presence for the Q+Public project. This project aims to provide a bridge between academic and public discussions and representations about and within the LGBTQ+ community. Along with the web and social media presence, the project includes a magazine (of which Prof. Crichton is a founder and co-editor) and an impressive Rutgers Press book series.

CER acknowledges the impact that the COVID pandemic has had on emeriti's ability to conceive, plan, and execute new projects. We are hopeful that this situation will improve in 2022-23. In fall 2022, CER will discuss strategies for increasing the visibility of the Dickson Award and increasing the number of proposals in advance of sending out the call for proposals.

Because of the complications presented by the COVID pandemic, CER has been generous in granting extensions to the 2020 and 2021 Dickson Award recipients so that they could complete

³ CIT Chair Takayama to Chancellor Larive and CP/EVC Kletzer, 6/14/21, Re: UCSC Email Access Post Mortem

or modify their proposed projects. However, moving forward, CER needs to remind recipients that the Dickson is a single year award and that projects need to be completed within this timeframe. Extensions should only be granted for unusual extenuating circumstances.

CER continues to be in discussion with CP/EVC Lori Kletzer about the delegation of authority and level of flexibility provided to CER to approve requests for budget changes by award recipients. Currently, CER has been granted authority to approve changes up to 20% of the total project budget.

Acknowledgements

CER would like to acknowledge the wonderful support that it receives from its analyst, Jaden Silva-Espinoza.

Respectfully submitted,

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