

California Student Aid Commission
Personnel, Evaluation and Nominations Committee

Item 5

(Information Item)

Update on Commissioner orientation process

SUMMARY:

This item provides an update on the Commissioner orientation process and revisions to the Commission Orientation Manual.

RECOMMENDATION:

This is an information item; no action is required.

BACKGROUND:

The Governance Policies and Procedures provides that the Commission's PEN committee is responsible to periodically review the effectiveness of the Commissioner orientation program. At the March 9, 2022 PEN committee meeting, the Executive Director provided an overview of the Commissioner orientation process and the General Counsel summarized the contents of the Commissioner Orientation Manual.

During the discussion of the information item the PEN committee offered the following recommendations for the Commissioner orientation process:

- Establishment of a buddy system and follow-up after first Commission meeting;
- Protocol for new Commissioners on how to communicate with staff;
- Invitation for new Commissioners to attend staff-led workshops or trainings;
- Offer in-person and virtual orientation process for new Commissioners;
- Orientation by Committees of new Commissioners to help them understand key issues they will address;
- Creation of a policy briefing that curates relevant issues for which Commissioners may need to develop a quicker understanding.

The Commission orientation manual was last updated in July 2020. Since then, Commission staff has proposed current updates to the manual to update its programs, policies and procedures. The following changes are proposed for the updated Commission orientation manual:

- Conforming changes to the updated Commission's Governance Policies and Procedures and standing Committee Charters

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- Updated list and description of Commission programs
- Updated history of the Commission
- Updated organization chart and division information
- Updated policies and procedures
- Updated Appendices to current laws
- Updated to gender neutral pronouns
- Removed duplicate information and made minor grammatical corrections

This item provides an update on the implementation of the committee recommendation for the Commissioner orientation process and a summary of the changes to the Commission Orientation manual.

RESPONSIBLE PERSON(S):

Marlene Garcia, Executive Director
Executive Office

Julia Blair, General Counsel
Executive Office

ATTACHMENT(S):

Commission Orientation Manual (2023)