

Ideas for Outcomes, Indicators, and Institutional Activities with respect to Communication and Governance Expanded Presidents' Council – 7/21/09

- Group 1: Steffen Moller, Joe Austin, Courtney Wilton, Bill Briare, Eric Lewis, Bill Waters

Outcomes/Ideal State/Ends

With the goal of enhancing the quality, legitimacy and buy-in for our decisions, CCC leaders will effectively communicate the college's values, goals and activities and involve colleagues and students to solve problems, make decisions and resolve conflicts.

Indicators

One of the things that came out of the survey was need to take things out to target for improvement. This would be a staff survey and public survey.

- Staff understand how to get involved and their responsibility to be involved.
- High level of staff involvement in decision making.
- High satisfaction ratings from staff, students and public.
- Climate survey references for satisfaction rating. Need to be sure to address the need for involving public. (Bond measures, etc.)
- Accomplishment of institutional activities in a collaborating manner.
- College thrives!

Institutional Activities:

- Communicate each individual's role in a participative decision-making process.
- Identify/simplify communication vehicles used for decision-making.
- Institute climate/satisfaction survey. Two-tier → full → targeted.

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- Group 2: Rosemary Teetor/Kelly White/Maureen Mitchell

Outcomes/Ideal State/Ends

Shared governance means all CCC staff and students have access to the college's knowledge web so they understand, and have the opportunity to influence significant decision-making.

Indicators

- Students and staff know about and can explain decisions which are significant to them. Set targets will vary. The more significant the decision the more people will know about it and be able to explain it. Different constituencies will have different levels of involvement depending on the decision. Example: Curriculum decisions vs. watering the lawn.)

Institutional Activities

- Identify and remediate barriers to a free exchange of ideas, such as fear of retaliation, marginalization, and cultural prohibitions.
 - For Presidents' Council, College Council, Board of Education actions and recommendations, include reference to IA's and SEM goals as footnotes.
 - Professional development to improve interpersonal communication for all individuals, not necessarily at the institutional level. (communication, problem solving, conflict resolution)
 - Identify and remediate barriers to a free exchange of ideas, such as fear of retaliation, marginalization, and cultural prohibitions.
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➤ Group 3: Chris Robuck/Diane Drebin/Alyssa Fava

Outcomes/Ideal State/Ends

Communication

- Communication is effective, efficient and inclusive.
- People are informed, engaged, involved and interested.
- Results are a healthy organization, problems are solved, decisions are made and conflicts are resolved.

Shared governance:

- Is the opportunity to hear, to weigh in, to voice opinion.
- Has the goal of consensus. (Consensus is not 100% agreement. It means that while I may not yet be at "yes", I will not get in the way of moving forward.)
- Requires frequent and thorough communication and involvement with students and staff.

Indicators:

- Indicators of a healthy organization are that 1) problems are solved, 2) decisions are made, and 3) conflicts are resolved.
- Indicators of participation are that staff and students are 1) informed, 2) engaged, 3) involved, and 4) interested.

Institutional Activities:

- ASG – have department weekly meetings.
 - Enhancing and adding to the Portal to increase communication with staff and students.
 - Improve accessibility of college-wide documents and meeting minutes.
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➤ Group 4: Bill Leach/Jan Godfrey/Theresa Tuffli/Shelly Parini

Outcomes/Ideal State/Ends

- To ensure collaborative governance, CCC leadership will intentionally communicate with stakeholders so that they will participate in the decision-making process as integral members of the college community.
- Shared governance vs. shared communication. Role and responsibilities is two way street.
- There has to be accountability.

Indicators:

- Climate survey demonstrates a 25% improvement over the current base line in the area of ease of access to information and ability to influence college-wide decisions.
- Gain a 65% voter approval rating for our capital campaign.

Institutional Activities:

- Develop a "Knowledge Web" that leverages the Portal, promotes ease of access to information and facilitates engagement in college-wide decision making.
- Retool FYI to be the shares information network for the college communication.
- FYI Today evolves into 3 components: 1) Posting issues and pending decisions with links to committee with groups for information and feedback. 2) Post news and events and have ways for people to be able to respond; 3) Create "One Spot" tab for committee's, Board, and Presidents' Council information

Parking Lot Points: (Combination of the four work groups.)

- Ensure shared accountability
- Where do we want to be on the participatory decision-making continuum? Contribute to decision-making, provide input, vote on decision?
- Use of the word collaborative, what does that mean? Spell out what the college means by collaborative.
- Do we expect all to participate or do we provide the opportunity for all to participate? Or both with reasonable levels of participation?
- Does involvement ensure a "quality" decision?
- What does involve mean?
- Do we expect all to participate or do we provide the opportunity to participate?
- Are we trying to involve more people? Does that improve the process?
- Does involvement ensure a "quality" decision?
- When do we have broad participation? Who determines "significance"?
- Difference between goal and outcome target.
- Remember fiscal & physical
- Still struggle with "significant" in what and in how we measure.

NEXT STEPS:

- Continue to use this group as refiners.
- Representatives are responsible for taking this back for feedback at this stage to association/divisions/teams as appropriate/desired. Get feedback to Elizabeth this summer.
- A small group will work with Elizabeth to consolidate and refine today's work and bring it back to the group. Volunteers: Kelly White, Shelly Parini, Steffen Moller, Theresa Tuffli, and Alyssa Fava
- Proposal – short timeline during in service for tweaks with a goal of finalizing by November 1
- We must define a plan to address parking lot issues.
- Next year work to define timeline for these kinds of discussions that allows better input and aligns with other planning activities.