Housing Business Office + Conversation Summary

Positive

- Would help us create our own momentum to look at our own processes
- Helps us look beyond just maintaining our day to day operations
- Helps us become more intentional- helps us to prioritize.

Negative

- Sometimes it can be a tedious process
- Sometimes the departments interest is diluted and doesn’t change the day to day work
- Communication is important; sometimes the telephone game is at play and things get translated on the way down the hierarchy
- Sometimes it’s so big/generalized it’s too vanilla.
- Lack of information shared amongst all, not all people were asked to give feedback

Other feedback:

- We should have each department operationalize the plan so every person sees themselves in this
- How are all the voices heard? How do we make sure front line people feel connected to the mission?
- Bargaining unit/ front line do want a voice.
- The connections to their love of students and support of their student workers to student success is important.
- Recommendation to have open forums for different level staff in comfortable groups.
- Give people questions ahead of time
- You have to have work-release, and supervisors have to let people go.
- Definitely should give space to partners (admissions, accessibility, faculty-in-residence, conferences) GAs, students as well, learning community, athletics, facilities, maintenance and custodial, ISFS) HR.
- Students (commuters too!)
- Communication
  - E-mail is not a good from, some bargaining unit and students wouldn’t check email or don’t have access to it
  - Liaison to group, face to face may be good
  - If there is a cross-section of staff, those folks should take to their constituents
  - Maybe still also have e-newsletter
  - Need to take minutes so that everyone can see
What is more important, the process or outcome?

- Both. If I feel interested in it and will believe in it and make it happen.
- It depends on if I like the plan!
- Check points for all throughout – not just the work group/committee, giving feedback along the way is important.
- It depends on if I feel that my job is a part of the process. I need to feel myself in it.
- How can we create safe spaces? Can we create a true anonymous/ confidential space?

Outside or Inside facilitator?

- Can be good to use an outsider to create anonymity
- Could get slack if we spend money on it
- It may feel like we can’t take care of our own staff
- Keeping it in house could also build relationships
- Outside people may not have context

Final thoughts:

- We should spend more time highlighting staff recognition
- Chili cook off was fun