CSSR Conversation Summary

Positives

- Community building, you understand the issues and how other departments work.
- It prevents stagnation; you have the opportunity to clean up your house.
- A good process was intentional about bringing people together—small departments had same weight as large departments.
- Committees should be representative of the department; it should not be a selection of favorites.
- Shared experience, tone was set and was positive, people were not selfish.
- Transparency is important.
- It’s helpful to start with a direction or focus.

Negatives

- Is this a lesson in futility?
- Change for the sake of change? Or does anything change at all?
- Does not mean anything—it just sits on a shelf.

Other feedback:

- Culinary relationship building; how do we help them see their authorship?
- Learn from Disney… everyone is a team member. How do we create that sense of team responsibility?
- Assess what everyone knows and sees. Do we start with a survey? Focus groups?
- What does it even mean to be a part of a division? Does a division have a culture? Does that culture make a difference to an employee? How does a strategic plan affect me personally moving forward?

What is more important? Process or outcome?

- Outcome: it helps drive us and helps us make decisions and make change.
- Document isn’t really done. Things will shift and change over time. It’s a plan, not set in stone.
- Outcome: action steps are very helpful.
- Do-ers vs. Processors. How do we include both learning and work styles? You need both in both parts of the process.
- Voice of practicality needs to be present too.

How do we communicate throughout the process?
• Talking points/principles shared at beginning and throughout
• Email updates/monthly?
• Need buy-in and everyone gets to go to the open forums- work release
• Trickle down communication
• How do we make sure everyone’s voice matters
• Every category should be represented (Grads, classified, bargain unit, admin etc.)
• Students should be involved in the process
• Sub-group possibly of constituents, partners, division staff? We think this is important to hear those voices in the process.
• What kind of data, information should departments provide to this process? How could data/information that we clearly have help shape this process?
• An outside person/facilitator would help in creating an unbiased perspective.
• If it’s a budget issue, we may want an inside person?
• Sometimes an inside person is helpful because, (if it is the right person) it could work.