Res Life RDs and ADs - Conversation Summary

**Positives/Advice**

- The outcome of a strategic planning that has measurable goals helps us to see where we are going and how to get there.
- How does the strategic plan influence my day to day work? A good strategic plan is one where I can clearly see my contributions.
- Set the large goals with DOSA, so that each department can create their own measurable goals.
- Students should be a part of the process. And not just the student leaders but the students in the middle.
- Can we do surveys to get a broader perspective?
- Can we partner with academics and go into classrooms to solicit feedback? Example questions:
  - What are their perspectives/perceptions on how we are meeting their needs?
  - What is our impact on their lives?
  - We may have to ask them about departments as students may not know who makes up the DOSA.
  - What needs are the university not meeting?
  - What are their ideas as workers in the division? Separate student workers for their feedback.
  - How comfortable are you talking with a DOSA employee about (tough issues)…
- We could use Likert scales re: satisfaction
- How do we affect the culture here?
- Use case studies to get feedback from students
- We could ask hall directors to do listing sessions with their own students.
- What about the Athens community? How can their voice shape our direction?
- Focus groups should be run by someone outside of the group (housing run by non-housing person)
- Use some division meetings to give feedback and get info out.
- Start with small themes first and build up from there to create big strategic plan.
- A good strategic plan should create a shared vision where I see myself in the work. The role of the leadership should be to condense all of the feedback into a coherent plan.
- 2 phases? One- come up with the values of the division. Two- now, how do we implement this? Where are our gaps? What do we need to stop doing? What do we stand for first, then how do we implement?
- The staff should be the foundation – we should be building it up to create the vision, and bringing it back down to implementing into our daily work. Think Legos.
- Benchmark with other schools are doing to get ideas. But don’t be afraid to be different.
- You have to be different if you want to be better.
- Clarifying our values will help us to hire, on board, and train new staff.
Negatives/Pitfalls to Avoid

- A lack of transparency is a problem; we need to see why/how decisions are made. Sometimes I feel like hidden forces are shaping the process.
- Where is the accountability to the strategic plan? What keeps people from doing their own thing after it is finished?
- Truth vs. perceptions of how/why do we our work
- Once we assess → what happens with the data?? How does it impact us?

Outside or Inside facilitator?

- An external person would be able to hear more open feedback as people may be more honest.
- Maybe a combo of both.
- External would encourage honesty, internal people would have political savvy to keep navigate
- What about outside the division but still internal to Ohio University?
- Internal… we may be a little too incestuous for that. An outside person would help us grow.
- We need to name and be concrete about out entrenched culture.
- An outside person… would they have context and understanding of what we do? But that also could be good.
- Pg.2 of the green book of magical thinking (ie. the student affairs handbook)

What is more important, the process or the product?

- “You can’t do that?” :)
- If the product is crap, that’s a problem!
- If the process was good even if people don’t agree with the product they may understand why we came up with it.
- If you have an awesome product, but no one feels good about it → it’s not awesome
- If the goals is to influence the university, then the product better be awesome.
- Piss poor planning causes a piss poor product
- Jason (awesome product to lead the university) vs. Jenny (process will help us build relationships, rapport and division culture) Can we do both?
- Yes. But buy in has to be there.
- We can’t short wing this. We need it to be long term so we can have the time to yield results.
- How do we keep the product alive?… For those people who don’t have the opportunity to create it. How can the departments keep it alive; and engender the culture, sustainability of the plan?
- Communication is huge and will be a key moving forward and even beyond the process.
- End product should have some kind of feedback loop.