Campus Rec Staff Conversation Summary

**Positives/Advice**

- Clear goals, objectives are helpful in the beginning
- A good strategic plans tries to define the culture
- Helpful to attract new candidates to the position
- Process should reflect the culture that we want, not necessarily what we have
- Communication should be with everyone throughout the process. Not just a small group.
- Regular updates…make it a thing. Put it out there so people know.
  - Emails, webpages, whatever
  - Friday Forum, brown bag lunch style
  - Department leads should relay information…but we also need it straight from the top
  - Every time a new draft comes out, an email can be sent out for feedback
  - Confidential and anonymous
- How do we make it a part of our regular work? How can we make it practical? What is the application?
- Afterwards—we should report up/on how we are implementing the plan regularly so it does not just sit on a shelf.
- What is the expectation for reporting?
- It will be helpful to have more specific goals, information at the brainstorm sessions…to get more good feedback.
- Important to have big brainstorming session so everyone can share.
- Getting info in advance would help the processors prepare.
- Break up unit into smaller groups to let people have a voice—with a specific question.
- Mix it up? Have somewhere people are in comfort groups, and somewhere people are with people they do not know. A good facilitator is important.
- Find the dynamic where positive conflict can be free so creativity is encouraged.
- What are the outcomes at every step? It is only going to be helpful to clarify these ahead of time.

**Negatives/Pitfalls to Avoid**

- Time consuming. It is hard when we have heavy workloads.
- Not mandatory please, I trust my director and leaders to represent my interests.
- It needs to be worthwhile. I need to see the benefit of the result.
- “We could have knocked it out in 15 minutes” 😊
- There is a balance between getting everyone’s input and not everyone’s input will make it to the end of the plan.
- Transparency
- Make it purposeful so we can see ourselves in it.
- I’d like to see tangible results at the end, so we can feel connected to it.
- It can be unrealistic to report on goals sometime. The data needs to make sense - reporting on the outcomes needs to work.
• We should keep in mind how to report on the goals.
• Ok to have unmeasurable goals.
• If we can simplify the reporting process, we should not spend time on the report when we should be doing other things.
• Quick: bullet points, succinct reports
• It should be meaningful & towards a goal. We spend 95% trying to fix problems and do our work; it’s hard to take the time to tell the positives.

**Who should be included?**

• If it’s a tool just for us? Just us.
• If we will use it as a tool for external folks, perhaps we should get feedback from those people first.
• Students should be involved. Especially in feedback, brainstorm sessions.
• Some students may want to be a part of the whole process, could be great resume/practicum opportunity.
• If students success in our product, they should be involved.
• Maybe consider a new/young alumni? Perhaps any alumni as well?
• What about connecting to all the student support services people (or anyone for that matter) and invite the whole community to an open forum/brainstorm session?
• You can’t go wrong by inviting more people to the process.

**Outside or Inside facilitator?**

• Outside would cost money
• Outside person, if you made it quicker it could be beneficial.
• We could probably great people inside
• What resources do we have in the campus community we could tap?
• An outside person may not reflect our culture; we do not want the shiny jargon.
• Look to see what kind of tools an outside person has first.
• A student class/COB?
• Example of the Academic Innovation Accelerator project we are working on with student employees and micro credentialing - we can mix the division expertise with external experts, a project manager of sorts for this process.