

FACILITATORS

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ATTENDEES *Members of the Synergy Group and College Council*

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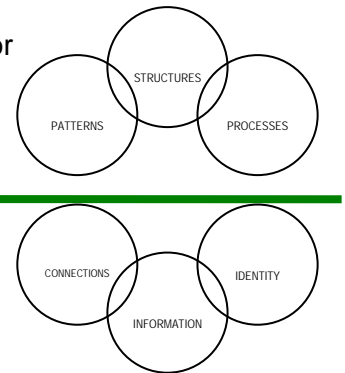
MEETING OUTCOMES

- Build trust through working collaboratively across teams to accomplish meeting outcomes (experiential - ACCOMPLISHED)
- Develop a sense of ownership around the work ahead (experiential - ACCOMPLISHED)
- Increase openness and involvement of the team (experiential - ACCOMPLISHED)
- Identify key intentions, outcomes, and principles for working together (rational - ACCOMPLISHED)
- Identify obstacles (rational - ACCOMPLISHED)
- Develop action plan for organizational growth/reorganization (rational - PENDING)

BACKGROUND

According to Margaret Wheatley (1992, *Leadership and the New Science*), organization's typically implement change by altering processes, patterns and/or structures—only to find that such changes fail to yield the intended results. Alternatively, more meaningful, long-lasting change in organizations occurs when issues “below the green line” (see figure) are explicitly considered and addressed concurrent with the usual targets of change.

The facilitated processes today will enable participants to draw-out the strengths and weaknesses that exist in our connections (relationships across the campus and communities served), information (content and flow), and identity (as an institution, as work units, and as individuals).



OUR CORE VALUES

- Integrity
- Collaboration
- Innovation
- Accessibility
- Diversity
- Excellence

INTENTIONS (*What do we intend to achieve?*)

- Adjunct faculty equally valued
- Common expectations
- Actively improve communication
- Each area excels—process and policy should support excellence
- Evidence of student success
- Improve community opinion of VVCC
- Offer and promote quality programs
- Strong leadership
- Focus on training and professional growth
- Keep standards of learning high—make relevant
- Long-term vision

PRINCIPLES (*What will our decisions uphold/not compromise?*)

- Honesty—speak the truth
- Go to the source
- Continuous learning
- Be knowledgeable and active ambassadors
- Be risk-takers (calculated/thoughtful)
- Use data to build, better, not tear down
- Mentor/cultivate all faculty
- Forgiveness, acceptance, understanding
- Model/show pride in VVCC as individuals
- Take the time to build relationships
- Evaluate, assess, change with flexibility

OBSTACLES (*What will get in the way of our success?*)

- Lack resources (\$, time, and people)
- Personal agendas
- Reverting to old patterns
- Lack/fear of accountability
- Territorialism
- Overcoming negative history
- Lack of continuity
- Fear of change
- Lack of knowledge of what others do
- Poor utilization of resources
- Possibility of reduced resources

STRATEGIES (What are some actions we can implement that will bridge the gaps between our current state and our intended future?). Items generated were organized into the following 6 categories linked by the themes specified.

Resources

Themes: To increase college resources (funding, staffing, other) through new revenue streams, grants, partnerships, and other opportunities.

- Resource development
- Develop and implement ways to diversify our income/revenue sources
- Hire a professional fund raiser
- All employees full-time

Community

Themes: The more the community is involved with the college, the more we understand each other, become relevant to each other's needs, support each other, and become an integral community resource.

- Contract and Alternative (non-credit) Education must be integral to create alternative funding.
- More community activities on campus.
- Service Learning (hands on learning in authentic situations).
- Improve/create workforce development (increase Contract Education and Community Education).

Training

Themes: Plan for staff development from hire → retire, including orientation from A → Z, written department resources (hand books), mentoring/cross-training, regularly scheduled technology system training. Individual commitment to participate in professional development.

- Staff Development
 - Training
 - TLC (SLO + curricu-net)
 - Mentoring at all levels
- Continuous training
- Provide ongoing, quality service and skills training for VVCC workforce.
- Cross train front line staff to be multi functional
- Cross train – 20% of work time out of our discipline

Customer Service

Themes: Comprehensive marketing plan and student processes improvement (a schedule, website, switchboard, advertising, registration, one stop shop, and outreach).

- Will lead to successful accessibility and opportunity
- Orientation/Outreach (Peer Talk - Students telling what works)
- Customer Service (soft skills one stop shop) (to students and each other)
- Improve VVC's first point of contact to be best marketing tool

- Registration – Constant and predictable. Online registration should work and classes should not be cancelled once they have been printed in the schedule.
- Constant student input

Decision-Making/Planning

Themes: Decision making and planning based on core values. Utilizing objective data in collaborative process to make decisions at the level of impact.

- Decisions and accountability at the program or department level
- Collaborative prioritization (lack of resources)
- Institute a market analysis/program development and augmentation
- Non-instructional program review

Technology

Themes: Introduce new technology to stay in step with our consumers; allowing us to introduce new services, streamline processes, and improve educational access. Stabilize current technology to be more user friendly, current, and alleviate obstacles that limit access, reduce productivity, and reduce learning opportunities.

- Technology – reliable, current, user-friendly strategy, and smart classroom
- Improve technology – state of the art technology with training across campus
- Utilizing current technology – Datatel and GroupWise
- Embrace technology... Encourage experimentation
- Implement the top recommendations from the tech audit

NEXT STEPS

College Council will discuss and disseminate information prepared by the respective shared governance committees charged with addressing one or more of the identified strategic themes (see “Action Plan Assignments”).

Synergy Group will develop recommendations for college re-organization that consider the INTENTIONS, PRINCIPLES, OBSTACLES, and STRATEGIC THEMES in the context of our vision, values, mission, goals and priorities.