



Strategic Planning Implementation Committee Meeting
Achieve Service Excellence – Goal #7
February 03, 2012

Attendees:

Bhandari, Rupa; Izumi, Carol; Barnett, Gina; Chang, David O.; DeMuyneck, Leah; Crawford, John; Francis, Louise; Irvine, Laura; Jones, Jolynn; Kane, Hillary; Michaelis, Jean; Nicholson, Joseph A.; Proschan, Ronald; Bisesi, Linda

Items Discussed:

A discussion about what achieving service excellence means opened the meeting. Particular ideas such as: being "customer centric," including putting the students first, improving efficiency and process, and moving away from paper were also discussed.

The Committee was reminded that their charge was to translate the objectives and tactics in this goal into specific, measurable actions or tasks. When translating the objectives and tactics, the committees should include the following when applicable:

- 1) Level of Impact – Identify the constituent(s) and/or other strategic goals likely to realize the impact (i.e., students, faculty, staff, alumni, legislators; rankings; reputation).
- 2) Resources Needed – Identify the resources needed to implement the objective or tactic such as funding, personnel, technology, modifications to physical space; training, consulting.
- 3) Level of Effort - Determine if the level of effort to implement the goal, in conjunction with the impact provides for a positive return on the investment (i.e., cost benefit).
- 4) Best Practices – Identify who currently does "it" best and can we do "it" better? If so, is it worth the effort? Will the expected result be achieved?
- 5) Prioritize and Sequence – Prioritize the objectives and tactics and determine sequencing/timeline for implementation in conjunction with all other objectives and tactics.
- 6) Metrics and Measurability – Develop metrics and measurement standards of each objective and tactics. These will be used to determine if the objective and tactic was successful.
- 7) Implementation - Identify options for implementation placement of the objectives and tactics to ensure it will be successfully implemented. For example, will it be most effective for the objective or tactic to be implemented by a department, faculty, student organization, ASUCH, or an already established College committee (i.e., Tech Council, Curriculum Committee)?

The meeting concluded with the Committee agreeing to break into smaller groups to discuss particular concepts in more detail. The smaller groups and participants are:

- **Faculty Advising:** Louise and Rupa
- **Events Process/ Calendar:** Jolynn, Joe, Laura, and Ron
- **Council on Service Excellence:** David and Rupa
- **Break Down Administrative Barriers:** John, Gina, Jean, Carol and Hillary

Anyone on the committee should feel free to add themselves to a sub-group if they are interested. The sub-groups should meet at least once before the next meeting and forward a brief summary to Rupa of items discussed. Rupa will compile this information and circulate it to the larger committee.

Meeting adjourned.

February 10, 2012