



Strategic Plan Implementation Committee Meeting
Achieve Service Excellence – Goal #7
June 18, 2012

Meeting Minutes

Attendees: Carol Izumi, Ron Proschan, Hilary Kane, Jean Michaelis, Hilary Hardcastle, Laura Irvine, Rupa Bhandari

1. **Checked In:** Everyone gave an update on how things are going in their departments, particularly with a focus on service excellence.
2. Rupa gave an update about the overall strategic plan and what is already being implemented both from our goal and from others.
3. We decided to truly **prioritize “Effective Communication”** as our main goal to achieve service excellence.

To Dos:

- Carol and Rupa formulate survey questions to help delve deeper into issues with communication
- All members should respond to the survey in writing once sent. Please give specific instances where you wanted more communication, experienced a lack of communication, etc.
- Louise will schedule next meeting over summer
- Invite Jake Hornsby (CIO) and Alex Shapiro (Director of Communications) to next meeting to help flesh out ways to effectively communicate with staff, faculty, students, and alumni

In closing, the group will try to convene one more meeting before Rupa goes on leave. If not, Louise will act as interim Chair and Rupa will see everyone in November.