College Administrative Services Council
SYSTEMIC CHANGE: Proactive Planning Retreat
Friday, April 2, 2010, 9:00 a.m. – 12:30 p.m.
Oakland Community College, Auburn Hills Campus
Facilitator: Joscelyn Andrews

PURPOSE STATEMENT
Establish processes designed to increase efficiencies, reduce costs and ensure accountability[1]

AGENDA SUMMARY

The following summarizes Day Three of the Systemic Planning Retreat as outlined in the session agenda:

- ❖ **Re-engagement, Vice Chancellor Clarence Brantley**
- ❖ **Agenda review**
- ❖ **Session Two review**
- ❖ **Logic Model** – *reviewed logic model; identified assumptions (case for change); developed short-, intermediate- and long-term outcomes*
- ❖ **Milestones/timeline** – *identified objectives and supporting activities by month from April 2010 - July 2011*
- ❖ **Cross-functional team facilitators** – *reviewed facilitator recommendations, along with role and responsibilities*
- ❖ **Cross-functional teams** – *developed recruitment/training processes*
- ❖ **Next steps** –
    - o By April 13th, each CASC director will provide J. Boughner with the following info which she will share with all of CASC: 1) identified departments/functions which require representation on individual cross-functional teams; and 2) recommended team members for each team
    - o T. McCauley, C. Rush and G. Harris will forward a draft of the cross-collaborative teams' charge to J. Boughner, who will distribute to CASC for discussion and consensus via email
    - o C. Brantley will: 1) present the CASC systemic planning process to the Cabinet (re: cross-functional teams and team facilitator assignments): and 2) send letter invitations/special assignments to team facilitators on behalf of CASC
    - o J. Boughner will coordinate the training date for cross-functional team facilitators
    - o T. Ingram will convene and chair a communications protocol team
    - o **Next CASC Session: Tuesday, April 20, 2010, 1 – 5 p.m.**

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[1] CASC agreed to change the word "create" to "increase" to clarify the long-term goal of the systemic planning process.

Team Facilitators

Role: Conveners of cross-collaborative teams
Responsibilities:
- Coordinate meetings, communicate with team members regarding schedule and draft agendas
- Keep group on track and guide group conversation
- Serve as liaison to CASC
- Draft/deliver progress reports to CASC

Systemic Planning: Cross-Functional Team Areas & Facilitators *(April 2, 2010)*			
Functional Area	**# Teams**	**Functions per Team**	**Team Leader (Recommendations)**
Information Technology (IT)	2	▪ Tech Application	Sharon Miller
		▪ Client Technical Services	Cathey Maze
		▪ Academic Technology	
		▪ Networking	
Human Resources	3	▪ PDTC	Nikko Dawson
		▪ Personnel Services/Records	Sharon Converse
		▪ Benefits	
		▪ Contract Administration and Negotiations	Gheretta Harris
		▪ Diversity/EEO Compliance	
Maintenance/Facilities	2	▪ Custodial Services	Kim Hugelier
		▪ Grounds	
		▪ Building Maintenance	
		▪ Energy Management	
		▪ Building Construction	Andy Hillberry
Enrollment Services	3	▪ Recruitment	Nancy Showers
		▪ Communication/switchboard	
		▪ Admissions	
		▪ Records/Registrar	Laurie Huber
		▪ International Student Advisement	
		▪ Financial Aid	Gail Pitts

Auxiliary Services	4	▪ Food Services	*Review completed*
		▪ Bookstores	Ken Reynolds
		▪ Mail Services ▪ Printing Services ▪ Graphics	Stacey Dyer
		▪ Duplicating Services	Jessica Jensen
		▪ Childcare	Becky Gunther
Public Safety	1	▪ Public Safety Officers	Tom Boozer
Risk Management	1	▪ Environmental Health & Safety	Deb Bayer
Purchasing	1	▪ Contract Administration	Dave Dunshee
Financial Services	3	▪ Accounts Payables ▪ Accounts Receivables ▪ Payroll/Retirement	Tasha Turner
		▪ Budgeting ▪ Campus Business Offices	Debbie Swanson
		▪ Fixed Assets ▪ General Accounting	Terry McCauley
Marketing*			
Foundation*			
Assessment and Effectiveness*			
Student life*			
Athletics*			
ASC – Testing Centers*			
Institutional Research*			
CREST*			
Workforce Development*			

* These functional areas do not currently have a representative serving on CASC and require further exploration.

OCC College Administrative Services Council (CASC)
Systemic Planning: Logic Model

			Objectives/Outcomes		Goals/Outcomes
ASSUMPTIONS	**INPUTS**	**ACTIVITIES**	**SHORT-TERM (Feb-Oct 10)**	**INTERMEDIATE (Oct 10-Apr 11)**	**LONG-TERM (Jul 2011)**
▪ College budget is/will be affected by declining fiscal resources ▪ College leadership has requested recommendations from Councils, which reflect long-term sustainability ▪ Process will result in cultural change for college community, i.e. attitudes and expectations ▪ Changes in the workforce/ marketplace affect college's direction ▪ Student enrollment is steadily increasing ▪ College's recognition of its responsibility to excellent customer service is crucial	▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪ ▪ ▪ ▪	▪ CASC completes systemic planning process ▪ Cross-functional team leaders are recruited/trained ▪ Cross-functional teams form and develop strategy/ meeting schedule ▪ Cross-functional teams research data and recommend changes that create efficiencies and reduce costs ▪ CASC synthesizes cross-functional team recommendations into proposal for Cabinet ▪ Develop communications plan for college community	▪ Cabinet approves recommendations ▪ Budget presented to Board ▪ Strong marketing/ communication activities begin ▪ Begin change implementation	▪ **College is prepared to increase efficiencies, reduce costs and ensure accountability** ▪ **College is implementing approved changes**

LOGIC MODEL: Milestones/Timeline

APRIL 2010

Objectives
- Kick off teams
- Establish charges
- Communicate w/college community
- Confirm team progress

Activities
- Train team leaders
- Develop charges
- Populate teams
- CASC meeting
- Team meetings
- Establish communications protocol for college

MAY 2010

Objectives
- Communicate w/college community
- Confirm team progress

Activities
- Team report-outs
- Clarification of team charge
- Teams identify data for review
- CASC meeting
- Team meetings

JUNE 2010

Objectives
- Data collected, team research complete
- Communicate w/college community
- Confirm team progress

Activities
- Team report-outs
- CASC meeting
- Team meetings

JULY 2010

Objectives
- Communicate w/college community
- Confirm team progress

Activities
- Team report-outs
- CASC meeting
- Team meetings

AUGUST 2010

Objectives
- Teams deliver preliminary recommendations to CASC
- Communicate w/college community
- Confirm team progress

Activities
- Two all-day retreats
- Team report-outs
- CASC meeting
- Team meetings

SEPTEMBER 2010

Objectives
- CASC synthesizes team recommendations
- Communicate w/college community
- Confirm team progress

Activities
- One-day retreat
- Team report-outs
- CASC meeting
- Team meetings

OCTOBER 2010

Objectives
- Present proposal to Cabinet
- Communicate w/college community
- Confirm team progress

Activities
- Work with Cabinet
- Team report-outs
- CASC meeting
- Team meetings

NOVEMBER 2010

Objectives
- Communicate w/college community

Activities
- Work with Cabinet
- CASC meeting

DECEMBER 2010

Objectives
- Support Cabinet's final decision
- Communicate w/college community

Activities
- Work with Cabinet
- CASC meeting

JANUARY 2011

<u>Objectives</u>
- ➢ Begin implementation of changes
- ➢ Communicate w/college community

<u>Activities</u>
- ➢ CASC meeting

FEBRUARY 2011

<u>Objectives</u>
- ➢ Continuous implementation
- ➢ Communicate w/college community

<u>Activities</u>
- ➢ CASC meeting

MARCH 2011

<u>Objectives</u>
- ➢ Continuous implementation
- ➢ Communicate w/college community

<u>Activities</u>
- ➢ CASC meeting

APRIL 2011

<u>Objectives</u>
- ➢ Continuous implementation
- ➢ Communicate w/college community

<u>Activities</u>
- ➢ CASC meeting

MAY 2011

<u>Objectives</u>
- ➢ Continuous implementation
- ➢ Communicate w/college community

<u>Activities</u>
- ➢ CASC meeting

JUNE 2011

<u>Objectives</u>
- ➢ Continuous implementation
- ➢ Communicate w/college community

<u>Activities</u>
- ➢ CASC meeting

JULY 2011

<u>Objectives</u>
- ➢ Continuous implementation
- ➢ Communicate w/college community

<u>Activities</u>
- ➢ CASC meeting