ST. PHILIP’S COLLEGE
FOURTH ANNUAL
GOOD 2 GREAT RETREAT
MAY 18 & 19, 2011
WELCOME BACK
AGENDA — DAY 2

- Review Progress
- Develop Organizational Scorecard
- Identify Barriers/Blockers
- Customer Complaint Management Process
- Establish Cycles of Review and Data Analysis
- Refine Annual Planning Cycle
- Develop Strategic Communication Plan
- Parking Lot Review
- Next Steps
- Summary of Accomplishments
DAY 1 REFLECTION

- Identified Accomplishments
- Developed Context Map and SWOT Analysis
- Created Core Process Grid
- Prioritized Leadership Triad Opportunities for Improvement
- Reviewed and Refined Operational Plan elements
- Conducted Facilities Update
RULES OF ENGAGEMENT

- Everyone Participate/ No One Dominate
- Build on Each Others Ideas
- Humor Helps
- Criticize Behavior / Not Person
OUTCOMES

- To Acknowledge Accomplishments
- To Prioritize OFIs from TAPE Feedback Report
- To Refine SWOT and Operational Plans
- To Refine Annual Planning Cycle
- To Develop and Implement Organizational and Departmental Scorecards
DEVELOP BALANCED SCORECARD

- Define Balanced Scorecard
- Clarify KPIs, Targets and Benchmarks
- Determine the Need for a Scorecard
- Describe Scorecard Activity
SCORECARD ACTIVITY

- Assign tables a goal and current KPI’s
- Teams select team member roles: timekeeper, team leader, and scribe
- Table teams develop a table/chart: goal, KPI, new measures, short and long-term targets, collection method, and due dates
- Teams report out on the key measures of success for each goal
- Collect proposed scorecard measures
BARRIERS AND BLOCKERS

- Identify current barriers for scorecard success
- Add any barriers/blockers to “challenges”
CUSTOMER COMPLAINT PROCESS

- Identify current process
- Measure complaint management process
- Prioritize complaints
- Revise process
- Communicate and use complaints for continuous improvement
BREAK
ESTABLISH ACCOUNTABILITY

- Review current planning cycle
- Select scorecard cycles of review (PDCA)
- Agree on goal deployment and aggregation of data
- Assign scorecard indicator champions
- Facilitate need identification for data analysis
Planning, Budgeting, and Assessment Cycle

PLANNING
- St. Philip's College engages in an annual process of operational planning that includes setting goals and objectives, developing strategies, and outlining activities and assignments to accomplish the identified goals.
- Operational Unit and Assessment Plans

ASSESSMENT
- St. Philip's College engages in college-wide assessment activities to measure and increase student learning.
- CEEB CEP: Critical Thinking Assessments
- THECS: Core Competencies Assessments

BUDGETING
- St. Philip's College engages in an annual resource allocation process that includes budget prioritization based on performance.
- Resource Allocation Form
- New Faculty and Staff Positions

ORDER APPROVED EQUIPMENT
- Start... End...
- Status Report of Previous Year Unit Plans

PREPARE PURCHASE ORDERS AND REQUISITION FORMS FOR APPROVED PURCHASES
- Advertise for New Staff Positions

SUBMIT BID REQUEST FOR FALL EQUIPMENT
- Interview Faculty to Meet Deadlines for June Board Meeting

ADVERTISEMENT FOR NEW FACULTY AND STAFF POSITIONS
- New Budget Development Process
- Resource Allocations Approved

STUDENT LEARNING OUTCOME ASSESSMENT PART II
- Quality Enhancement Plan (QEP) (Critical Thinking)

STUDENT LEARNING OUTCOME ASSESSMENT PART I
- Texas Higher Education Coordinating Board (THECB)
- (Core Competencies)

SUMMIT RESOURCE ALLOCATION REQUEST FOR NEXT FISCAL YEAR
- Include Preliminary Bids
- New Academic Year Unit Plans due Feb. 18th

Revised May 18, 2011
CREATE STRATEGIC COMMUNICATION PLAN

- Identify key stakeholder groups (internal and external)
- Select stakeholder group for participation
- Select team roles: timekeeper, team leader, and scribe
- Develop a table of stakeholders; message required; format for communication; timing for communications
- Report out communication methods and timing
NEXT STEPS

- Revise Operational and Department Plans based on SWOT, refined strategic elements, scorecard requirements
- Schedule and implement cycles of review
- Schedule and implement strategic communication plan
- Communicate, train and implement complaint management process
- Self-assess annually to continue Good 2 Great journey
CLOSING REMARKS

SUMMARY
OF
ACCOMPLISHMENTS