



**ST. PHILIP'S COLLEGE  
TAPE**

**Debriefing Focus Group  
January 16, 2013**

# Participants

- Ruth Dalrymple
- Sherrie Lang
- Paul Borrego
- Sharon Crockett Bell
- Mecca Salahuddin
- Maureen Cartledge
- Mary Cottier
- Rose Spruill
- Rebecca Villarreal
- Art Hall
- Karen Sides
- Karlene Fenton
- Paul Machen
- Karen Sides

# What made you feel good about this experience?

1. Excitement of the Site Visitor Team to see the SW Campus
2. All the employees that turned out at the Opening Session
3. After the first session, it was apparent this wasn't a quiz focused on the WHAT but a dialog on the HOW
4. The demeanor was friendly and cordial
5. Use of open-ended questions, willingness to rephrase a question
6. The timing was perfect with Professional Development Week
7. The process was healthy for us as an organization
8. Individuals at all levels of the organization being excited about being contacted
9. Similar questions being asked in the sessions and receiving the same/similar responses
10. EVERY employee was on point, engaged and ready to support the successful facilitation of this visit

# What concerns do you have about the SPC performance excellence journey?

1. People will start thinking we are done
2. Validity or absence of needed data
3. Need to identify our true data needs. What is important data to capture that is relevant to our strategic objectives and action plans
4. That we remember - "We live as a team, we die as team"
5. The potential for the TAPE feedback not to be taken seriously
6. That we won't communicate the proper message to the College community when we learn whether we won the award or not. The message needs to be inspiring, regardless of the outcome
7. How will we go about implementing the needed changes?

# Describe 3 learning experiences from this week's site visit.

1. Our agility
2. Our support of one another
3. SPC became “small” – felt part of the team right away
4. It is possible for this group to show up on time
5. Individuals of the institution GET IT!.
6. Feeling proud of the institution, the people, and all that way do
7. Recognizing that in spite of our OFIs, we have a reason and earned the right to be VERY proud of our accomplishments

# If SPC were a national Baldrige award winner in the next few years, what would we be different about SPC from the way we are now?

- We will have better data to make decisions
- Well-organized, focused process, with identified key measures
- We will claim our place (as an institution focused on performance excellence) just as we should currently
- We will still be seeking improvement opportunities, this will be a standard behavior
- Strong, collaborative relationships with District and our Sister Colleges
- Engaged in more fundraising and grant opportunities



"So, as you can see, customer satisfaction is up considerably since phasing out the complaint forms."