

ST. PHILIP'S COLLEGE



The Nation's Only Historically Black College & Hispanic Serving Institution

ST. PHILIP'S COLLEGE FOURTH ANNUAL

GOOD 2 GREAT RETREAT MAY 18 & 19, 2011

WELCOME BACK





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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





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DAY I 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



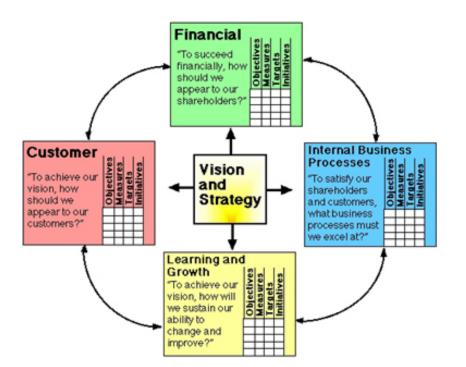
OUTCOMES

- 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







ST. FBILIF'S COLLIGE "A Point of Pride in the Community"

Planning, Budgeting and Assessment Cycle

STATUS REPORT OF PREVIOUS YEAR UNIT PLANS ORDER APPROVED EQUIPMENT START. STUDENT LEARNING OUTCOME END ... ADDEDDGEDIT PART I TEXAS HIGHER EDUCATION COORDINATING BOARD (THECE) SEP/OCT/NOV PREPARE PURCHAGE ORDERS (CONE COMPETENCIES) AND RECURSION FORMS SEP FOR APPROVED FUNCHASES ADVENTIGE FOR NEW OSTINOL MUNIA **STAFF POSITIONS** E LINET PLANE FOR THE NEW CALENDARYEAR **FLANNERS** ip's College orgages in un unrusi a al sparational pierwing that instale _ esting goals and objectives, developing strategies, and outlining estimites and states to assessmellar the identified seein Constituent Unit and Accounters Plana A DECEMBER OF BUD GETTING Bt. Philip's Callege angages in an annual measures effection present that induces budge prioritization based on performance. Bt. Phills's Callege angages in collegewhile according and the to represe and increase content in ming. EACE CEP: Critical Thinking Assessments Ressurce Allocation Forme THECS: Care Competender Americanie New Feruity and Stall Positions May JANIF GLEART BD REGLERT SUBJECT RESCUENCE ALLOCATION APR REGULERT FOR NEXT PRICAL YEAR FOR FALL EXAMPLEMENT FE\$ BICLUDE FRELINGUARY SEDS PRICEIVEN FACILITY TO MEET MAR DEADLINE FOR JUNE HEN ACADEMIC TEAR UNIT PLANS BOARD MEETING DUE FEB. 1970 STUDENT LEARNING DUTCOME ADVERTISE FOR NEW PACIALTY ASSESSMENT PART & AND STAFF FOSTIONS QUALITY ENHANCEMENT PLAN (CEP) NEW BLOCKT DEVELOPMENT PROCESS REPORTE ALLOCATIONS **ACRITICAL THENRING** APPROVED Revised May 18, 2011

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



LUNCH







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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





SUMMARY OF ACCOMPLISHMENTS

