



ALAMO
COLLEGES

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





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

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

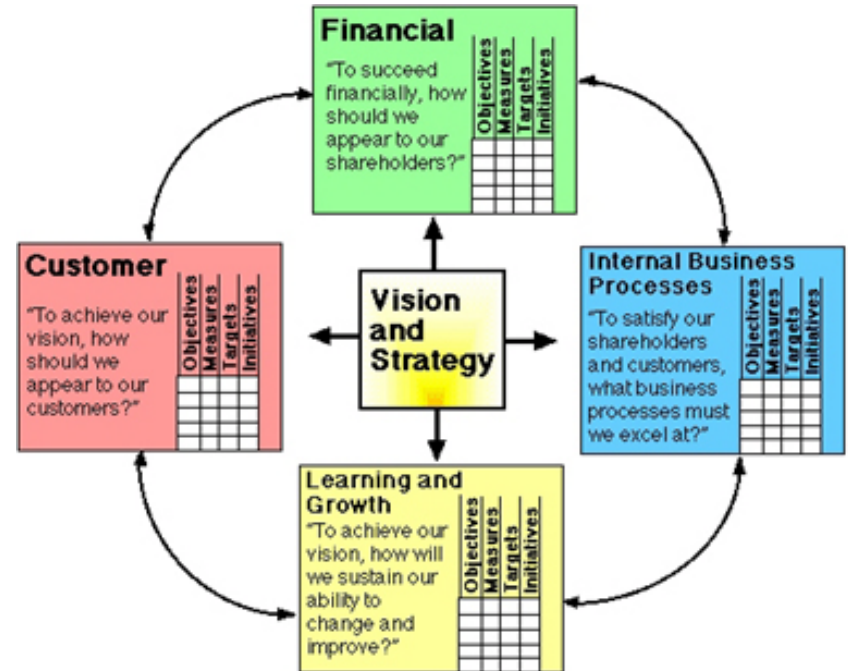
- Everyone Participate/ No One Dominate
- Build on Each Others Ideas
- Humor Helps
- Criticize Behavior /Not Person

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

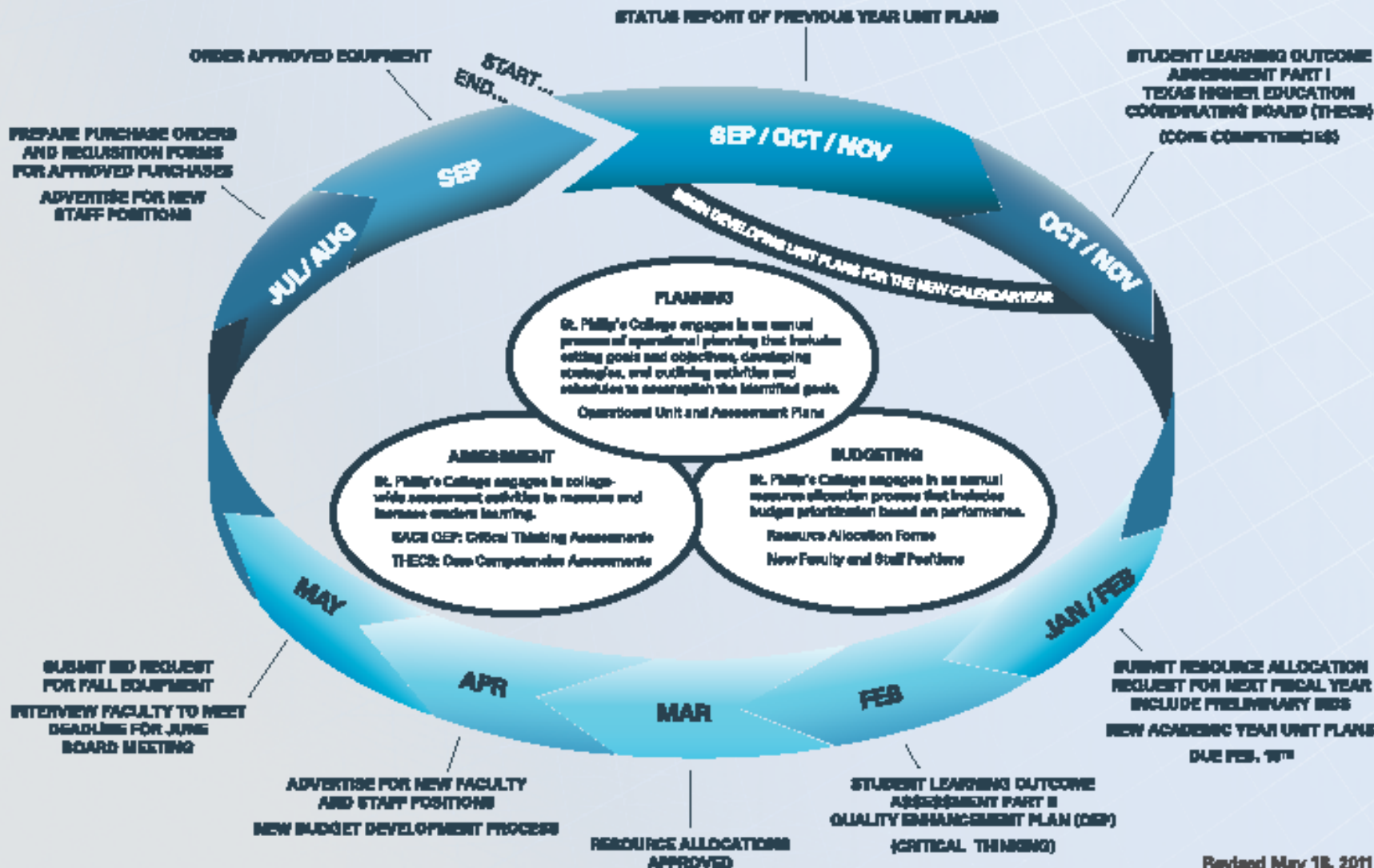
- ▶ Identify current process
- ▶ Measure complaint management process
- ▶ Prioritize complaints
- ▶ Revise process
- ▶ Communicate and use complaints for continuous improvement

BREAK





Planning, Budgeting and Assessment Cycle



ESTABLISH ACCOUNTABILITY

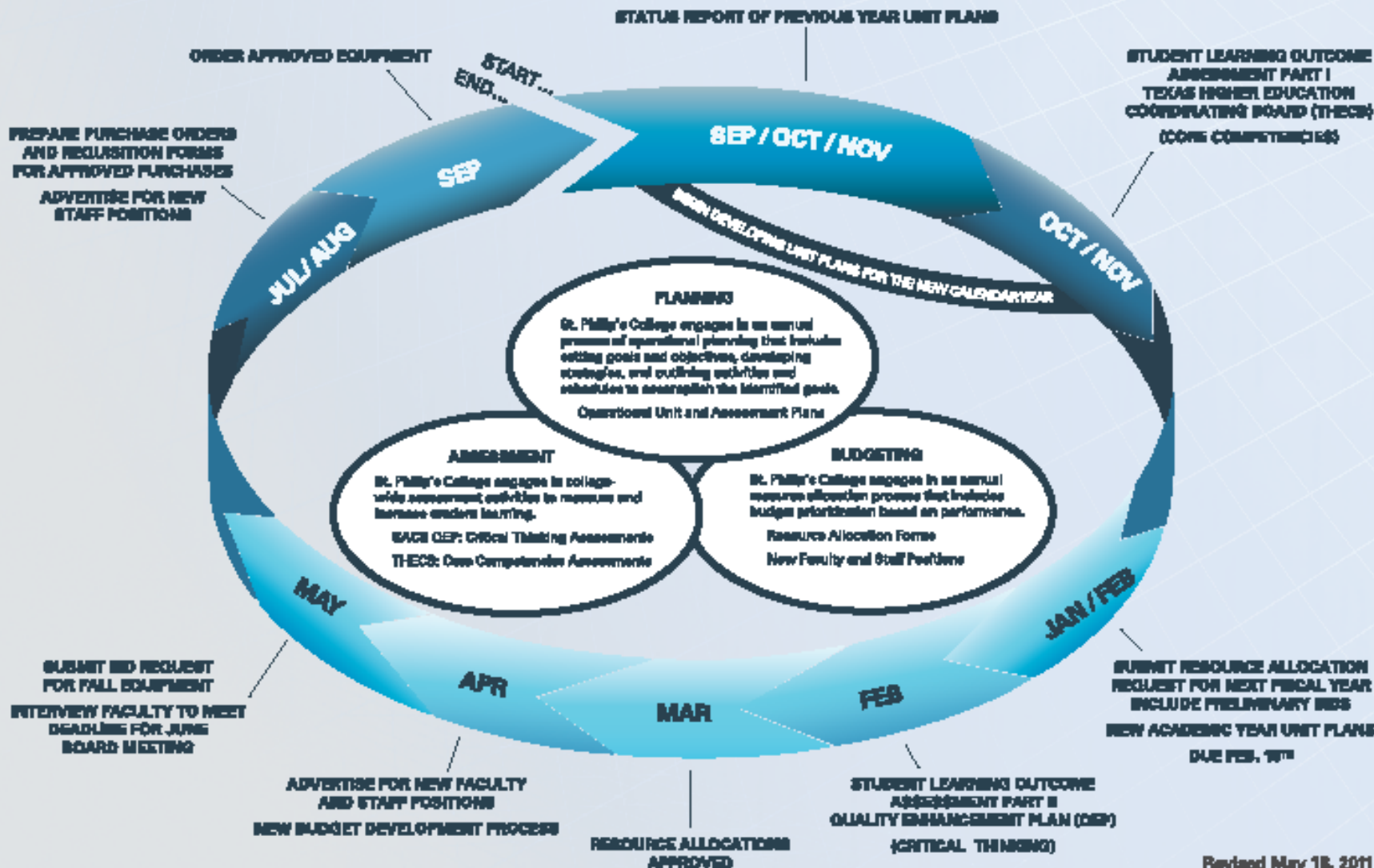
- ▶ Review current planning cycle
- ▶ Select scorecard cycles of review (PDCA)
- ▶ Agree on goal deployment and aggregation of data
- ▶ Assign scorecard indicator champions
- ▶ Facilitate need identification for data analysis

LUNCH





Planning, Budgeting and Assessment Cycle



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