

Operations Leadership Team District Office Room 252 & Lync

April 7th, 2015
2:00 – 3:30 PM

IN ATTENDANCE: Roger Corriveau (Co-chair), Kari Makepeace (Council Coordinator), Terry Allcorn, Kris Christian, Mary Beth Clifton, Kathy Hauser, Jonathan Hernandez, Carmine LaPietra, Alex Larzabal, Mike Lergier, Joe Livingston, Tracey Olsen-Oliver (Guest), Jennifer Page, Elaina Paige, Paul Rooney, Michelle Sever, Darla Sharpe, Renee Simpson, Patti Smith, Todd Treece, Rhonda Ulmer

MEETING SUMMARY

I. ACTION ITEMS

- A. There was a call for nominations for a new Co-Chair of the OLT (to replace Roger Corriveau). At this time, there were not any nominations. Elections are scheduled to take place by the next OLT meeting on May 5, 2015. OLT members were asked to consider filling this role and to contact Jackie and/or Roger if they would like to nominate themselves or someone else.
- B. A historical framework and an overview of practices and plans for an internal communications audit were shared.
 1. In Summer 2010, the Office for Organizational Development was formed with a major focus on internal communication.
 2. In Fall 2010, there were interviews and job shadow activities. Also, an Internal Communications Strategy Design Team was formed to look at current communications practices, define internal communications, develop a set of principles for internal communications, and draft an internal communications survey to be sent college-wide.
 3. The internal communications survey was distributed college-wide in December 2010 and survey results were collected in January 2011. A total of 1,026 employees responded to the survey which helped the team to identify key themes to focus their efforts on. The key themes identified were as follows:
 - Email was a preferred method of communication (after face-to-face)
 - There was a desire for more targeted, relevant information
 - Confusion about where to go for needed information (Email, college website, Bulletin)
 - Information overload for managers and senior leadership
 - Information “underload” for staff and front-line employees
 4. In response to the feedback received, the communications team developed a digital communication system called *The Grove*. *The Grove* launched on August 23, 2011 and from then through January 10, 2015, there have been 66,439 unique visits to the site, spending an average of 3 minutes per visit.
 5. At this point, the team would like to complete a communications audit to help us understand our current communication practices and identify communication gaps and opportunities. The findings of the audit will inform the development of an internal communication strategy moving forward. The communication audit process will capitalize on the combination of internal staff knowledge and

the expertise with the objectivity of an external firm to form rich insights, sector familiarity, unbiased perspectives and best practices.

6. The timeline for the communications audit is as follows:

- April 2015 – Finalize survey and communication plan
- May 2015 – Build dashboard for survey results and launch survey
- June 2015 – Review survey responses, data synthesis, and focus group selection
- July 2015 – Review focus group results, develop short-term and long-term recommendations

7. The audit communications plan will be as follows:

- Announce that we will be conducting an audit of our internal communications
- Provide details on what employees can expect to receive
- Invite employees to take the survey
- Send a reminder to those who have not taken the survey
- Share finds and next steps with the college

C. An action plan, including recommendations from the College ID's work team, was shared (see below). The OLT was asked to approve bringing the recommendations to the Executive Council for endorsement from the Council. The OLT came to consensus that the College ID's work team should bring this proposal to the Executive Council to seek endorsement so they can move forward with implementation.

1. Problem/Issue:

- Current College ID process and policy is inadequate to address contemporary issues of access, security and validating college community membership for students, faculty and staff.

2. Recommendations:

- Require College ID for all students, faculty and staff.
- Phase in this requirement through induction processes for new members.
- Incentivize obtaining a College ID for current Valencia members through the services integrated into the ID card.
- Add access to college services to the College IDs as available (library, printing, rooms, etc.).

3. Hypothesis/Working Theory:

- We believe that everyone having a College ID will enhance the Valencia community by validating membership, increasing ease of access to college services, and increasing security. It would greatly enhance the College Security Office's ability to monitor and respond to situations as needed. It also provides a mechanism for faculty to validate student enrollment with a photo ID.

4. Key Research/Evidence:

- Work plan was adopted June 2014.
- Work team was formed with appropriate reps and met 5 times, starting in September 2014.
- Design principles were developed and followed.
- Best practice research of other colleges was conducted. Most colleges require College IDs.
- First Phase of moving the issuing of College IDs to Security was accomplished and has already increased the issuing of College IDs as it is often combined with issuing Parking Decals.
- Second Phase of requiring College IDs for all community members was recommended by the Work Team, with the adoption of a "phased in approach" through practice and incentives.

- Third Phase of integrating college services into the College ID has begun and will continue as opportunities become available.

5. Goals/Expected Outcomes:

- We expect that the practice of requiring College IDs will be a cultural adoption through practices such as:
 - Human Resources will issue an employee ID as part of the induction process and provide a Valencia lanyard to wear/display it.
 - Marketing has designed a new look to the College ID that will enhance the display and include important resource information.
 - OIT has advised on how to integrate existing college services into the College ID (room access, print services, library access) and will continue to provide support as needed.
 - New students will be introduced to the requirement of College IDs through New Student Orientation, Parking Decals, and other promotional campaigns.

6. Test and Metric:

- To verify that we will monitor the adoption of College IDs by all community members and measure the:
 - Number of college ID's issued each month by security by category (student, staff)
 - Number of students who have a picture ID in the system (integrated into class rolls).

7. Resources:

- To succeed we need:
 - Approval of this recommendation to begin July 1, 2015 for the 2015-16 academic year.
 - Resources to implement have been included and are in the approval process in the 2015-16 Budget cycle (for Human Resources and in Student Development)
 - Cultural adoption of the College IDs as it is seen as important and useful.

D. HR and OIT are partnering to clean up the Valencia phone directory. Department managers and employees are being asked to review and validate their contact information by May 1, 2015 so an updated list can be run and reviewed for accuracy. Directions for accessing and updating this information is below:

- *Step 1:* Go to www.valenciacollege.edu/contact/directory.cfm.
- *Step 2:* Use the "Name Search" for individuals and the "Department Search" to view a list of employees by department.
- *Step 3:* Verify the Information.
- *Step 4:* If the information is incorrect and needs to be updated, the employee can log in to their Atlas account <https://atlas.valenciacollege.edu> and follow the instructions below *or* supervisors can send a list of discrepancy corrections to the Campus HR Directors:
 - Ruth Ridore – EC/WPC – Ext. 2760 - rridore@valenciacollege.edu
 - Lisandra Suarez – LNC/OC – Ext.4710 - lsuarez@valenciacollege.edu
 - Becky Gallup – DO/WC – Ext. 5124 - bgallup@valenciacollege.edu

- *Step 5:* Click on the Employees tab and under the “My Human Resources” section, click the dropdown menu for “Update Your information”, then select “Address(es) and Phone(s) Update”.
- *Step 6:* Under the “Employee Campus/Mail Location” header, click on “Primary” and update the information. Note: Additional instructions on how to update phone appear on page after click on “Primary” link. Also, please note that changes in Atlas take 24 hours to be reflected in phone directory.

II. SUMMARY OF MEETING EVALUATION

The OLT utilized the + / Δ evaluation method (via Qualtrics) to provide feedback. Feedback was as follows:

+: What did you like about the meeting?
There are usually interesting topics of conversation
Information on the directory and ID's.
Good interaction.
Two good presentations
It was fairly quick
There are usually interesting topics of conversation
Information on the directory and ID's.

III. NEXT MEETING SCHEDULED

The Operations Leadership Team will be meeting again on May 5, 2015 from 2:00-4:00pm at the District Office in Room 502.