

# Action Plans

The communication suggestions from the previous section were categorized by small groups within each meeting room, then synthesized and voted on to arrive at top choices.

<b>Group: MC 72</b>
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## **Choice #1: Redesign College Website**

- Accessibility within two clicks
- Should include grades, forms, things that students and others need.
- Move from static to dynamic website (constant updates)
- In redesign, use focus groups
- Include expertise of faculty with websites
- Use free software (open source)
- Recommend a wiki style
- Include a blog
- User friendly

Should be a priority

## **Choice #2: Part-time Professor Resource Committee**

1. On human resources website area: answers to questions from part-time teachers about benefits/qualifications, etc.
2. Specific committee dealing with part-time teachers needs for educational improvement, communication and reception (?)
3. Specific lectures offered that are geared to part-time issues (to share information and give support)
  - Website could have “part-time” link with answers to questions on benefits, etc.
  - Part-time faculty orientation
  - Provide lectures/talks geared to part-time faculty
  - Network of faculty to act as mentors
  - Night dean
  - Review/update materials given to part-time faculty
  - Career development for part-time faculty and staff
  - Improve accessibility for part-time

## **Choice #3: Meetings**

Principles

- Create monthly time to form community—to replace the dormitory atmosphere found on universities—no business—true activity hour
- Break unhealthy pattern of dispersing people.

- Hold gatherings at times and places when people can attend and participate.
  - Some kind of mandatory participation.
1. Entire campus
    - a. Town hall
    - b. Specific topic/conference with speaker and campus input
    - c. Encourage intellectual curiosity
    - d. Unity assembly
  2. Targeted participants—share information
    - a. Supervisors with staff
    - b. Interdepartmental
  3. Informal input
    - a. Social meetings
    - b. Rap sessions

<b>Group: MC 67</b>
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**Choice #1: Social**

1. SMC Annual Family Picnic
  - a. On football field. Kids games, dancing, sports, vendors, etc.
2. SMC “Nights @ Theatre/Philharmonic”
  - a. SMC buys blocks of tickets to concerts
  - b. Dinner afterwards
3. Interdisciplinary/Cross department dinners or cocktails
4. “First Fridays” at a bar or restaurant—Socials

**Choice #2: Photo book**

Persons assigned to compile the faculty and staff pictures for SMC ID cards and place in a photo book. The individual spaces in the books should include the faculty/staff member’s picture, name, and department, with yearly supplements. The administration should fund the book and the book should be in-house.

For cost purposes, the book can be black and white and can be copied by the media center.

<b>Group: MC 70</b>
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(Suggestions were unranked)

**Choice #1: Interdepartmental meetings**

- Meetings between math and physical science
- Difficult to have people to change their teaching methods
- Department faculty can meet (full and part)
- Identify which departments you need to meet with (counseling, math, nursing)

- Flex days during the semester might help

### **Choice #2: Communication with Students**

1. Mandatory orientation session for teachers and students informing people of campus resources, help, FAQs, etc. (exams, stress seminars, career services, mentors, transfer)
2. FAQ one page handout with answers and links and #'s.
3. FAQ also on campus website with more links
4. Information (FAQs, etc.) posted on campus bulletin boards
5. Departmental student advisors (faculty members) to help students with major-specific issues. This should be a position that comes with teaching release time.

### **Choice #3: Presidential Involvement**

- Corsair article by president that provides information—President's point of view column.
- Managers meet with president and then report back to employees.
- Informal visits by president to work areas/classrooms to keep lines of communication open
- Campus-wide telephone messages (positive) on upcoming events, invitations, etc.

### **Choice #4: Collaboration and Respect—Plan for implementation**

#### Collaboration

- Increased frequency of meeting/contact between various campus communities—include students
- Open meeting/invite campus communication
- Use DPAC model\*/ open meetings/problem based-specific issues
- Increased attendance by department at campus wide comm. Meeting
- Problem specific meetings

#### Campus collaboration

- Post DPAC agendas for meetings/invite public input/meetings at regular intervals/monthly (?)
- Respect increased frequency of contact between diverse groups on campus to facilitate increased understanding/awareness of others.

<b>Group: MC 66</b>
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### **Choice #1: Counseling**

- Specialized field counseling (groups) at orientation
- Hire more counselors
- Require students to see counselors
- Institute more one unity major oriented courses taught by counselors
- Reduce student-to-counselor ratio
- Pre-class sessions requirement (majors)
- Specialized group counseling

- Orientation (freshman)

**Choice #1: (Tied with #1 above) List of official meetings posted publicly**

- SMC website
- Corsair
- Bulletin Boards
- Booklet in Library
- Missed Information
- Agenda will be posted

Openness of these meetings will follow protocol of Board of Trustees/Personnel commission meetings

Unresolved: are meetings open for participation or just observation

**Choice #2: Suggestion Boxes**

1. Design a box for students and design a box for staff and faculty
2. Determine placement of boxes
  - a. Student:
    - 1) Business build first floor entrance and 2<sup>nd</sup> floor by telephones
    - 2) Dresher Hall 2<sup>nd</sup> floor near planetarium
    - 3) Music Hallway
    - 4) Science Bldg Hallway
    - 5) Counseling entry
    - 6) Liberal Arts Building hallway
    - 7) Hallway by Math lab
    - 8) Letters and Science building hallway
    - 9) Student cafeteria
    - 10) AET entrance or exit
    - 11) Bundy Campus
    - 12) Madison Campus
  - b. Faculty and Staff
    - 1) Mail room
    - 2) Media center
    - 3) Faculty and staff cafeteria
    - 4) Business build-first
    - 5) Dresher Hall-3<sup>rd</sup> floor
    - 6) Admissions
    - 7) Music building—office area
    - 8) AET
    - 9) Bundy Campus
    - 10) Madison Campus
    - 11) Emeritus Campus
3. Committee to read suggestions
  - a. Student—make up of associated students executive committee,
    - 1) report decisions to dean of students and faculty senate executive committee
  - b. Faculty and staff—divide into faculty and staff suggestions

- 1) Faculty—addressed by a faculty committee with recommendations to faculty senate
- 2) Staff—addressed by a staff committee with recommendations to staff senate

**Choice #3: Informal Town Hall meeting**

- Varied times so all campus constituencies can participate
- Release time offered during working hours so every employee who wants to participate can do so
- A place where these meetings can be held
- Cut off the group at a certain point, maybe 30 or 35 at the most
- Have an agenda or submit topics in advance and have people speak out on their concerns
- Have a volunteer facilitate the meeting
- Make sure administrators, managers and staff are a part of it

<b>Group: MC 74</b>
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**Choice #1: Food friendly lounges for faculty, staff and students.**

**Choice #2: SMC TV**

(Came to consensus on 3 Items, but chose one: TV Station on campus, Faculty control of their desktop computers, SMC main website fix)

Live SMC-TV station

Action steps:

Recruit Faculty Advisor

ISC: agendize it

Comm. Department: consider it

- It would be great because students would love it. e.g.
- AET could show short films and animation
- Events could be announced
- Journalism students would gain live broadcast exp.
- Interviews with : Students to Faculty; Students to Student clubs
- Broadcast during activity hour in Cayton and @club meetings
- Convertible to webcasts
- Student-produced stories about students (i.e. “This American life)
- Corsair links to TV
- Wall in cafeteria—Bank of TVs would broadcast
- Classrooms with TVs could watch them
- Students will learn about tech and political limitations on broadcast media (FCC)
- Closed-circuit vs. live broadcast (we’re not sure)
- Bookstore, Admission, Welcome Center, Cafeteria, Counseling could be locations where students can watch while waiting
- Closed-captioning
- Students could develop portfolios for TV
- Communications Department would get a needed upgrade
- “SMC-TV” local access TV could carry some SMC-TV programming
- There could be a dedicated food-friendly lounge (sofa, table, chairs) where SMC-TV was running
- Student club? Piece of the curriculum in Communications Department would run it.
- Students announce events, clubs in their native languages
- Campus events can be taped and shown on TV
- One-day campus arts festival can be filmed and shown.

**Choice #3: Annual campus-wide art festival showcasing faculty and student talent.**

- Includes: Faculty, staff, administration, and students.
- Art, dance, photography, theatre, music, English, Departments
- Invite local artists and guests from the community

**Plan**

1. Contact: Department Chairs and Associated Students
2. Create a committee

This festival would be a day for the college and community to come together in celebrating mood to enhance interactive communication.

Campus wide outdoor art festival and banners, dances, masks, performance pieces, art walk show.

**Choice #4: Better Support for Student Activities/Clubs from faculty**

- Faculty and staff involved in student clubs and activities
- Students to design activities
- Wish list of what students want
- Request box: Student needs; student club activities
- Freshmen communicate with incoming students
- Advertisements/Flyers about activities
- Treasure Hunts
- Build awareness of what's going on
- Campus newspaper
- Student's communicate with advisors
- More chances for communication—mediators
- Announce activities in classes
- Flyer with list of all clubs
- Directory of all clubs
- Syllabus of clubs and activities
- Radio Spots on KCRW
- Multi-cultural and multi-campus advertising
- Welcome center: identify clubs/advertise clubs
- Students to vote on which faculty/staff could be helpful in clubs
- Class-free time for clubs to meet
- Get word out to Jr. High and High Schools
- Fund raising activities for students
- Students get to give their opinions on activities/workshops

<b>Group: MC 74</b>
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**Choice #1: Social**

Social hour for faculty, staff and administration First Tuesday/Wednesday each month 11-12.

Bruce will email regarding time, place, etc.

Select mentors for new faculty and staff from outside the department.

Decide regarding mentoring system who should select mentors, administrators or within department

**Choice #2: Non-electronic community**

At least one open line for each department inside phone #s with a LIVE VOICE!

(Some departments don't even have a secretary)

Town hall meetings of city, president and staff

Social Events (During Free Period, periodically)

On Campus activities

Classified and Academic Senate Social Committee

Official semi-annual department secretary meeting (open to anyone who represents the department.)

Newsletter: Staff, faculty, classified issues that are of relevance but not found on "Missed Info."

Set-up Positive email protocol

**Choice #3: Electronic Communication**

1. Etiquette policy
  - a. Indicators of appropriate email (student code of conduct); What is appropriate behavior
  - b. Just covers disruptive behavior currently
2. Newsletter
  - a. Who gets grants
  - b. Get to know people
  - c. Regular published interviews with staff and faculty
  - d. Add to "missed information"
3. Radio Communication—TV
  - a. Students, faculty talent
  - b. News updates
  - c.

**Choice #3: (Tied with #3 above):**

1. Online Manuel for each Department
  - a. Department policies for faculty
  - b. Department policies for classified
  - c. Campus-wide policies
  - d. (Ask each department chair if they can put something online they already have; present this at department chair meeting)
  - e. Create a template-fill in info-so all look the same
2. Allow emeritus students to add classes online
  - a. Already have system in place
  - b. Jocelyn Chong make aware that this issue exists and assign someone to make this happen.

<b>Group: MC 10</b>
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**Choice #1: Communication Committee**

Establish a committee for enhancing college communication consisting of representatives of:

- Tech support
- Every group: faculty, staff, administration, and student representatives.

Focus on:

- SMC Website
- Information Delivery Systems
- Radio
- SMC Cable TV
- All Documents Online
- Use Corsair for communication and have a college column
- Have an electronic suggestion box

**Choice #2: Topic Driven Workshop with brown bag**

Interpersonal communication Attitudes:

- Real issues affect people (i.e. parking)
- Encourage positive approach from faculty toward students
- Informal gatherings could encourage increased positive interpersonal interactions/communication
- Better orientation for faculty/staff
- Mentoring system for new employees can encourage better sense of belonging
- What is needed is a greater sense of belonging to a community and recognizing each other as members of this community then we would be more likely to greet each other and interact with each other in a more positive way.

**Choice #3: Open campus fair in courtyard with rep from each department**

Put the fun back in:

Have a beach picnic once a year—like a company party

Holiday Event

Movie night

Open house

Festival

Family Day

Talent Show

We can sell tickets/raffle tickets to fund these events or give prizes.

<b>Group: MC 8</b>
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**Choice #1: Interdisciplinary forums—faculty lounge**

## History

- Own staff of cooks/food line
- Hot and cold food every day
- Breakfast
- Purely faculty lounge-admin-staff
- Informal forum
- Sharing ideas
- Informal gathering place
- Could have meetings there
- Own lounge for staff, own for faculty
- Used to be in separate from daily grind
- Our own kitchen

## Now-Plan

- Central location—same (more space?)
- 2<sup>nd</sup> Story of Cafeteria?
- Save time of serving
- Good, healthy food
- Bottle of water, water cooler
- Servers just for faculty
- Different menu
- Administration joining faculty
- Bring back a culinary school and have them cook and serve
- Vocational programs of hotels, etc.

**Choice #2: Concrete steps to improve contact with administration**

1. Weekly or monthly meetings (depending on needs of department) with supervisors and disseminate that information to all faculty and employees.
2. Promote use of suggestion box in every department
3. Encourage more visibility of administrators on campus more often
4. Encourage open-door-policy of administrators
5. Have faculty invite administrators to their classrooms. For example Jeffery Peterson walks through a typical day in operations with employees.

**Choice #3: Take on Problem Employee Issue**

Human resources and Legal Hires must take on problem employee issues. Remove people from problem situations. Eliminate unhealthy working conditions and show accountability. **Dr. Tsang**, please, make a change for the better of this problem!

**Choice #4 Create a half day training for new faculty and part time faculty school-wide**

1. School-wide policies (DSS accommodations)
2. Deadlines (Important dates)
3. School services
  - a. Photocopies
  - b. Online access/services: Doc Web, Faculty web pages, technical services (roster, approval codes, post grades, drop students)
  - c. Parking permits and availability
  - d. Email Access
4. Important phone numbers
  - a. Police
  - b. 4001: access to complete phone number list
5. online training and conferences
6. Recommend department chairs to get a full time faculty to mentor a new faculty

<b>Group: MC 7</b>
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**Choice #1: Wake up/communicate with Board of Trustees**

1. Invite Board of Trustees to Academic Senate, CSEA, FA meetings
2. Board of Trustees should regularly honor faculty member as well as classified person
3. Have a faculty recognized for excellence at graduation by chair of Board of Trustees
4. Designated person elected from Senate/FA/CSEA to meet and talk informally over lunch, coffee with a board member—to discuss issues and establish a personal connection
5. Have Board of Trustees talk informally in a Q & A session with faculty and classified perhaps before Board of Trustees meetings in Art 214 as a flex activity
6. Allow representatives from CSEA/FA attend Board of Trustees Closed sessions to discuss college budget issues and planning.

**Choice #2: Removing Barriers between Managers and Staff**

How to remove barriers:

1. Ensure that the formal evaluation process for managers and senior staff involves a thorough evaluation of their communication with the wider campus (including input from campus groups).
2. Have senior staff attend senate meeting, to give a report on their short and long term goals, and to ask for feedback/input.
3. Better publicize/communicate the collegial, constituent-wide input that leads to DPAC's recommendations, to show we are working together (have people on DPAC committee talk to others).

**Choice #3: Improving Website Communication**

1. Ongoing ISC committee
2. Ongoing Technology Planning (DPAC)
3. Department input surveys

4. Department interface navigator
5. Maximize ease of use and access
6. Empower the non-technical
7. Visual personnel directory

**Choice #4: Weekly Lunch/Gathering**

Have weekly lunch/gathering which would include:

- 1 board member
- 1 senior administrator
- 1 classified manager
- 2 classified staff
- 2 adjunct faculty
- 2 F-T faculty
- 2 Students
- 1 Department Chair

Ground rules: No individual may attend more than once a month.

<b>Group: MC 6</b>
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**Choice #1: One Portal “My SMC”**

Technology: Create a rich and robust student portal.

Students link to campus wide services including chat rooms—make exciting by adding info about art, music

Faculty and Staff Portal.

Login and will get different screens

Faculty access what currently do—

1. grade rosters
2. Academic senate news
3. Chat room
4. HR re: sick pay
5. PERS & STRS
6. Prof. Associations
7. Prof. Development Info
8. Bottom-up Evaluations

Customize your own portal

How Happen:

1. \$ Funding for IT Department to be able to bring this to us
2. Emphasize this to be done
3. Internally, don't hire out (in house development)
4. Funding to create and maintain
5. Anonymous comm. suggestions

6. Solicitation for solutions with financial award similar to carpooling
7. Campus wide administration and interpretation of Myers-Briggs Personality inventory by the career services center.

**Choice #2: Style: Open, non-judgmental communication**

No way to have solution oriented communicate without respect

1. Evaluation of managers by staff not just up-down—bottom up Eval—360 Evaluation, an all-around evaluation.
2. People on lower level of organization can share problems without retribution, and anonymity.
3. Communication style often comm. things negatively without realizing this
  - Flex day where counselors evaluate comm. skills
4. Shaping people's minds towards solutions to problems, not just complaining

Weekly suggestion box with active solutions—not just stopping @ criticism.

**Choice #3: Integration--Various segments to be able to communicate**

Break department into areas. Groups will send an elected person to these town hall meetings with the president done monthly with different person going to meeting—rotating people.

**Choice #4: Meetings and Community**

1. Town hall meetings free lunch with faculty weekly/monthly meeting with president.
  - a. College pay for lunch every other month
2. Faculty/Staff ombudsperson for each department someone to confer with and get advise.
3. Invite Santa Monica Community for an open house where department have displays and community comes to campus. Make it a fun day/fair.
  - a. Also fundraise through food and activity booths
  - b. Take tours of our buildings
  - c. Have performances

<b>Group: MC 4</b>
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**Choice #1: Information Technology**

1. Web site improvement
  - a. Needs to be modernized and made more student friendly
  - b. Survey district wide all constituencies for suggestions for improvement needs
  - c. Better organized (i.e. Alphabetical, easier searches)
  - d. Get rid of dead wood
  - e. More interactive ala Amazon

- f. Real-time enrollment information
  - g. Flashing if important dates and deadlines
  - h. Parking updates
  - i. All SMC resources i.e. Faculty contact info, emergency #s, locations, site maps and route maps to satellites (map quest)
  - j. Better access for students with sight issues.
2. Email
- a. Gerry Clark for Email Training (folders, sorting, etc.)
  - b. Scheduled Tech-Training specifically for managing email
  - c. Technology to forward emails
  - d. Scheduled department training for email
  - e. Address the “address books” to keep them updated
  - f. Funding for technology
  - g. Associated students needs access/an email account to keep in the loop and to know what’s going on in the campus.
  - h. Interactive email—great idea!
  - i. Find ways to encourage everyone to read their email
  - j. Limit paper waste/flyers/directory/postings/website/email
3. Signs: Need better ways to get info across to campus community
- a. Central areas for posting signs/info—use sandwich boards
  - b. Admissions
  - c. Bursar’s Station
  - d. Counseling
  - e. Library (both inside and out)
  - f. Mailroom
  - g. Bookstore
  - h. Welcome center
  - i. Satellite campuses
  - j. Parking structures—marquees with information
  - k. Cafeteria—intercom or LCD display or monitor set up that continuously runs info.

**Choice #2: Attitude**

- 1. Create good neighbor squad
  - a. Employee of the month
  - b. Selected parking space
- 2. Mini professional development day
  - a. Continue open communication
  - b. Team building workshops
- 3. Identifying oneself on phone
- 4. Pot luck for departments.
  - a. Classified
  - b. Faculty
  - c. Students
- 5. More social events
  - a. Turn-around trips

- b. Happy-hours/breakfasts
- 6. Sensitive training for managers/department chairs/administrators
  - a. Setting good examples
  - b. Acknowledging their employees
- 7. 3 good things a day to promote camaraderie—it's contagious

<b>Group: MC 3</b>
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**Choice #1: Hot Topics Forum**

If “hot topic” is a success today, use it as a model for the President to have a bi-semester, fall & spring, brown bag lunch for 100 people (?) of the whole campus community. This forum could be web-cast at satellite locations—and downloadable from a campus website.

**Choice #2: Exchange Program between different constituencies (e.g. faculty, administrators, students, staff, board of trustees).**

- Come up with volunteers and a time frame
- Have a panel so the volunteers from all the different groups can share with others
- Shadow day to see what a person does daily to create a more nurturing environment between all different groups.
- Requirement for faculty, admin, staff, stud to sit on committees. This is the best way to be involved with others.
- Add incentives to committees so people will see or have more interest (e.g. credits, financial, etc.)
- Open forum so people can discuss their experiences
- Exchange program can be done on a faculty flex day for example. Get different groups and have a panel of discussion so people can learn from each other.
- Activities hours; very important for greater participation across campus.

**Choice #3: Open electronic forum**

We need an open electronic forum, our current electronic form is filtered and regulated by the public information officer. The officer's job description should be re-examined, with input from all campus constituencies, to encourage open dialogue within the campus community. Concerns should be able to be discussed and resolved through this forum

**Choice #4: Communication and Parking**

Communication skills for staff and faculty to accommodate students and lending rules to communicate better—using discretion with letter of the law versus the spirit of the law.

1. Statements from administration and managers giving employees permission to use their discretion in policy matters in order to fulfill the goal of serving students. This would have to include more discussion of particular scenarios and possible solutions

2. Create a knowledge base on staff and faculty skills—for example language ability, technical skills, negotiating skills, etc.

#### Parking Problem

1. Acknowledge communication has been going on for some time.
2. Identify new possibilities for parking
3. Try renegotiating old ideas for parking
4. Do all of the above by communicating with
  - a. City of Santa Monica
  - b. City of Los Angeles
  - c. Community Groups
  - d. Neighborhood groups (Ocean Park, Pico Union)

<b>Group: MC 1</b>
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#### **Choice #1: Revamp E-mail system for entire campus community**

1. Promote and educate faculty and students more thoroughly in use of it
2. Add memory to the system up to commercial standards
3. Urge students to check their email daily
4. Inform faculty (faculty should urge their students) if there are email adds, changes.
5. Revamp the individual naming structure to a less complicated one
6. Signing up for an SMC student-email address should be part of admissions process
7. Facilitate the above by re-hiring computer personnel.

#### **Choice #2: External Communication--SMC to Outside**

Parking: have gathering including college and city people

Recruitment: All nearly high school-dual enrollment (grease those wheels);

Emphasize lower income group including appeal to excellent students.

Public Relations: Create internships with department approval; invite-complimentary tickets to arts events; town hall meetings; maybe staff development day!

#### **Choice #3: Internal communication—Within SMC from one group with other groups**

1. Make missed information more encompassing and inclusive, adding the student body to the circulation.
  - a. Add a student announcement section
  - b. Add a “missed Information” link added to the smc.edu site
  - c. Add suggestion box to “Missed Information”
2. Monthly forum (opportunity/multipurpose)
  - a. Sometimes social (during student free hour; some flexibility for staff will be required)
  - b. Sometimes technical

- c. Sometimes professional
- d. Sometimes communication
- e. Have three departments meet; the configuration of the three departments will constantly change.

Make it known that there is a faculty lounge and work to make it inviting.

**Choice #4: Work Area: Internal Communication within Work Area**

Get as much input as possible through monthly informal meetings that include all constituents of a given area in which participants are encouraged to freely exchange ideas in an open and honest manner without fear of retribution.

Department chairs and managers meeting with faculty and staff individually as needed.

<b>Group: MC 14</b>
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**Choice #1: Get Administration Back to Campus**

**Choice #2: Information**

1. Email, make it mandatory
  - a. Start with an official policy that all employees and students will receive info via email, no longer via hard copy. Make students sign an agreement at registration.
  - b. Develop a technical way to force students to confirm their email address every time they log in.
  - c. Have “read” receipts sent to college system so people who are never getting the information can be flagged
  - d. For student/student communication, educate faculty about eCompanion since distributing student contact rosters is illegal
2. Web pages
  - a. Inform/faculty about remote editing techniques to update web pages from home.
  - b. Create data driver faculty websites with basic contact info, courses teaching, etc. for all faculty. Have optional link to individual page for those who want it.
3. Other electronic Communication
  - a. Have place faculty can log in to and see list of current discussion topics, then opt in or out of each topic any time they like. Then have listservs or bulletin boards host each discussion. Include students, restrict to SMC community—maybe same for community, but not all.

**Choice #3: Academic Deans or designated person to communicate with faculty about issues.**

Such as:

How to decide where programs go

Work on problems  
Programs have at specific sites  
For students: Programs such as tutoring, maybe clubs.

<b>Group: MC 63</b>
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**Choice #1: Social**

- Social hour for faculty, staff and administration
- Bruce will email re: time, place, etc.
- Select mentors for new faculty and staff from outside the department.
- Decide re: mentoring system, who should select mentors, administrators or within department

**Choice #2: Non-electronic community**

- One open [phone] line for each department with inside services
- With a live voice (some departments don't even have a secretary)
- Town hall meetings of city, pres. And staff
- Social events
- Official semi-annual department secretary meeting
- Newsletter

**Choice #3: Electronic Communication**

- Email conduct policy
  - Add to student code of conduct
- Newsletter—general
  - Campus info
- Radio program on KCRW

**Choice #4: Administrative**

- On-line manual for each department template
- Links to campus
- Allow Emeritus students to enroll on-line

<b>Group: MC 9</b>
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**Choice #1: Technology**

Specific

1. Pay “bills” technical procedures
2. Student access to “their” accounts—send messages to students—re: holds/ paychecks/drops—bulletin box/message board

General

1. Utilize technology more—streaming info in each building (news board/info/electronic bulletin boards for each department/area/issue)

### **Choice #2: Cross Discipline**

1. Group related departments close to each other
2. Inter-disciplinary get-togethers—themed meetings (e.g. a student, a passion, a project, linked areas)
3. Place for language students and international students to get together
4. Involve all who are affected by a policy in developing that policy
5. Mentoring—in and outside one's department
6. Teach-in days at local high schools
7. Link satellites and main campus
8. Link open houses to program review
9. Progressive open house days—a flex day
10. Demo mini-classes-on a theme -- Such as Middle East as seen by Economics, Poli-Sci, Language, Geography, Literature or Healthcare)
11. Dinner for 12 strangers –2 faculty, 10 students
12. Speed dating—“exchange of info” both in person and electronically

### **Choice #3: Communication Training For Leaders (Management, Faculty, Staff)**

Professional Development for Interpersonal Communication

Areas of:

- Communication for motivation
- Making goals doable
- Planning
- Evaluation effectiveness

### **Choice #4: Social**

1. When is a good time—days, times (survey/needs assessment of everyone)
2. What would you like to do?
  - a. Purely social
  - b. Subject related
  - c. Well-being of entire campus (including self-governance)
3. What kind of food would you like/how provided (potluck, college \$\$\$)
4. Other suggestions/ideas
5. Food is important ingredient

<b>Group: MC 5</b>
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### **Choice #1: Open Discussions**

1. President must insist on creating none threatening means of communication.
2. President lead in removing obstacles to transparency
3. Management changes where perceived necessary
4. Accountability

### **Choice #2: Email Communication**

1. Create an instructional CD on how to use email so all staff can have access to email in addition, have technical assistance available via workshops and individual assistance.
2. Create a central clearinghouse via email for entire campus. Include workshops, news briefs, centralized calendar of meetings and events. Daily bulletin.
3. Provide access to email -- encourage participation
  - Print daily email – post for others
  - Cascade older PCs to locations in need of computers (ergo – night shift janitors)
  - 1 computer per every 2 people (all staff)

### **Choice #3: State / National / Beyond**

Plan of Action:

- Create lobbyist position (i.e. Vice President of Campus Affairs)
- Campus to national communication liaison
- From here to state
- Education Committee in DC
- Idea candidate: Sheila Kuehl
  - Design and fill position important first step
  - Maybe tag team 2 to 3 people with political clout
  - True love of education
  - Ways of state and national education politics and funding etc.
- Funding from community entrepreneurs to help fund campus expansion
- Purchase properties to expand main campus
- City master plan for better transportation - be part of this plan (shuttle/parking)
- Transportation partnership with Santa Monica

### **Choice #4: SMC Communication**

Use email, Town Hall meetings, these types of discussions

Email

- Ensure access to all levels
- Min. department ratio at all levels of 1 comp/1 people
  - Not available to all (ex. Ground, maintenance)
- Include training

Town Hall

- Distribute discussion in written form (Bruce Smith)
- Follow up meetings at different times

Other

- More meetings like this cross campus
- Communicate technical info – Building name changes
- Explore ways of using KCRW

- Get to know other departments

<b>Group: MC 2</b>
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**Choice #1: Create a Blog**

1. Create a blog to share ideas (screen out negatives) to create overall atmosphere of positive self-improvement
2. Have an associated students space on campus to hold mini-events that also foster self-development/improvement)i.e. a Yoga session, an art instructor talking, a creative writing talk, free speech area
3. Accessible to all.

**Choice #2: Let the Corsair run a student – generated classified section.**

- To sell items
- Jobs
- Opportunities
- Sell add space cheaply (\$1.00)

**Choice #3: Annual Welcome Reception**

New students assigned to smaller student groups  
“Declared” students meet with department faculty  
Location consider parking  
Family tours in small groups  
President and department chair speakers  
Platforms – returning students, students “at risk”  
Weekend

Friday:

- New student orientation
- Smaller group meetings

Saturday:

- Speaker
- Tours

Sunday:

- Festive day
- Families
- Booths-info

Actions / Steps

Each department has a booth including

- Community Services

- Emeritus
- Foundation

#### Steps

Form interdepartmental committee

Weekly articles by different departments in all Santa Monica newspapers (Press Releases)

Contact City / Chamber / Biz Admin

Each department's rep on committee organizes their department's booth with their department member.

Schedule people to work the event

Contract events to provide booths, etc.

Sub committee on publicity

Occurs once a year in Summer before Fall semester.

<b>Group: MC 83</b>
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#### **Choice #1: Inter Departmental email newsletter, meetings, etc. (Learn about each other)**

1. Release time is a must!!!
2. Combined email/newsletter from each department to come out once a term
3. Send to everybody on campus
4. Including outstanding student work
5. Email could be link to department webpage
6. Check-in, informational function about changes (e.g. departments that move to the different campuses).
7. Report on field trips with photos
8. Combined department trips.
9. Related Departments
  1. English / ESL / Counseling /
  2. Tie in academic departments with Voc. Ed
  3. Math / Science
  4. 1x a semester with paid subs

#### [Human interaction rather than a newsletter]

1. Next staff development day could divide related departments into interdepartmental communication groups.
2. Each department could assign an essay or project presented at a meeting (perhaps staff development) and acknowledgement as inspiration for other students.
3. Highlighting a student who has tried to do his/her best against all odds.
4. Sent to a contest?
5. Put into a portfolio?

## **Choice #2: Welcome Center for All Students**

Speak with real person

Include 2 evening a week (T/W) a week 'til 8 PM

Open to all students

Issues:

Staff

Contact

Services:

Counseling

Financial Aid

Scheduling

Staff

- Problem-solvers / knowledgeable
- Trained student staff – use student clubs who have service projects
- Recommend administrators
- Spend 4 hours a day sometime at the beginning of the semester (help them keep their “fingers on the pulse of student life”)

<b>Group: MC 73</b>
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## **Choice #1: Community Outreach**

- It is a bigger issue than tutoring students for success but to help get everyone involved in the community.
- It is no longer just academic but recognizing that bringing students to the campus an issue also.
- Within the college there are departments that have much to show off and during these activities there exists the opportunities to make money.
- The activities of departments can not come together by themselves so maybe a small committee to focus on this type of approaches, one individual cannot resolve this alone.
- Activities that can be co-mingled with outside communities and utilizing our departments, students, etc.
- Annual Community Open House.
- A system for improving communication within the community either through attending city council or providing community activities.
- A representative or liaison that can help promote knowledge about the college on a regular basis to improve our political posture.
- A community event where all the college \_\_\_\_\_ are involved in providing readings, etc and other kinds of events. The activities that provide food participation by all to help the college come together and form a true community. Some suggestions are poetry readings, musical events, literary readings, etc, or whatever the hot topic of the day is.

- Collaborate by bringing together associate, foundation and other groups to come together for social fundraising activities with black tie, beverages, food and to promote and fundraise.

**Choice #2: Video/Computer Media**

- Public outreach via public television, CCTV or video kiosks. Departments can produce 2-5 minute highlight \_\_\_\_\_, or could feature:
  - Specific Classes
  - Field Trips
  - Research Projects
  - New class listings
- Student production credit. Need Tech training and shared facilities for production. Need software
- Public Library kiosk
- Blogs on the SMC website to describe courses and programs

**Choice #3: Emeritus**

- Get lecture info to Emeritus
- Arrange shuttle transportation to & from Emeritus on lecture days
- Send out flyers and reminders to instructor's homes
- Invite E-Students to the luncheons after lectures
- Could create goodwill with E-students which could win community over when we need them.
- We could integrate Emeritus retired professional into campus life and take advantage of their diverse experience and influence

<b>Group: Training</b>
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**Choice #1: Accessible Presidential Communications**

- Establish a schedule for the president to be in different areas of the district, perhaps once a month in a different venue, day, time.
- The president could open with some remarks and then take questions.
- We should experiment with ways to record the session for possible webcast later.
- At most the length of each session should be an hour.
- E-mail announcements and designated announcers to give verbal reminders (in non-email areas) should spread the word about these sessions, as well as bulletin board fliers.
- Example: Our New President will be in the Bread Factory on Friday, May 5 from noon to 1pm. Come one, come all for a Q&A.
- Departments may invite the president sometimes.

**Choice #2: Tech Group**

- Website. Take all ideas to DPAC or subgroup of Senate.

- Missed info – blog emails
- Evening \_\_\_\_\_ - Web cam. One location, has phone access, virtual \_\_\_\_\_.
- Email attached with photo
- Global email network (non employee folks) (AS out of communication loop with district emails)
- Homepage – highlight programs (not just \_\_\_\_\_)
- Cheat sheet for faculty “find it menu” search
- Develop who does what on time
- Need staff resources and commitment and time to \_\_\_\_\_ website.
- Photos attached to emails – refer to web master for possibilities – need permission from anyone. Flex day – have a booth to get photos
- Home page \_\_\_\_\_. Investigate other college websites. Go to tech senate committee – Make it a #1 priority. (Sat all ideas about key word) Prioritize suggestions. e.g. Evening \_\_\_\_\_ tech reachable

**Choice #3:           Orientation Group**

- Classified Cheat Sheet
- College 101 / Orientation week, covers new stuff and “How to be a College Student.
- Parent outreach
- New Student Mentoring
- Welcome Center – Offers a flyer of top 10 things you’ll need to know before 1st day of class.
- Wear “Are you Lost?” buttons for 1st two weeks.

**Choice #4:           Social**

- Central Meeting Spot / Lounge
- Encouraging participation in events
- Buy a lunch \_\_\_\_\_ (diverse persons)
- Brown bag on flex day
- Dine around
- Faculty Follies
- Monthly small group social activities
- Have a campaign to encourage support small group social events.

<b>Group: MC 84</b>
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**Choice #1:           Community Outreach**

- Create a board that crosses over to include Santa Monica Community org (non-profit, chamber of commerce, city service, i.e. library, fire and police) and education institutions as well (1 & 2 schools, high school) with the college.

- Active marketing of the college into the community. Events such as farmers market; Quarterly mailer to tax payer residents; Free trial courses which will help with recruitment from community
- Quarterly news letter, focusing specifically on community impact, policy, construction, administration, board, staffing, enrollment issues.
- Let the community know what SMC officers them, so that they know we're not just a traffic jam. Have a SMC info booth at the Farmers Market.
- Within community have an open forum with the president that will allow Santa Monica community to open up and bring issues among all the different constituencies. Boy Scouts / Girl Scouts.
- Communicate with Community. Kiwanis Club has Total K Day 3/11; Halloween 10/31; Celebrate America 7/4; Attend Church, Little League and BSA events.

**Choice #2:            Written Communication – Goal: More info; more accessible to more people**

Campus Communication  
Off Campus Communication

- Identify what info needs to be shared.
- Establish centralized locations for posting (on and off campus)
- 2 x a year implement outreach campaign (newsletter, radio, neighborhood associations that directs stake holders to web and physical locations.
- Develop another way to communicate other than email; many staff don't have access or time for email.
- Campus Communication. Newsletters place in mail room on what's important or through Department Chairs, staff meetings, etc. The information **MUST BE COMMUNICATED!**
- Off Campus Communication. Five day notice of all board meetings in the newspapers and E-news (currently 3 days including Sat and Sun)

**Choice #3:            Website – Underutilized**

- Coordination of efforts of all positions/personnel that contribute to website postings and maintenance.
- Have someone assigned as website coordinator.
- Need to develop a basic standard on website. Information goals, i.e. review the best websites of colleges and universities to create an internet information center for students and faculty, Staff and Community Access.
- Students mainly use the web to enroll and retrieval of grades. Staff use should include training manuals on how to do your job and how to navigate the campus resources. Faculty has the capacity to do incredible things, the skies the limit.

**Choice #1: Administrative**

- Replace full-timers with full-timers
- College-wide facilitation assigned for collegial communication (especially for adjuncts)
- No Smoking Campus Initiative

**Choice #2: Communication**

- How to's and FAQ's for how to get things done (staff directory, flowchart of responsibilities with downloadable forms)
- Peer mentors within Department for new hires.
- Public explanation of budget with regular external audit.

**Choice #3: Tech**

- Faculty sharing space online for; intellectual, cooperative work
- Create faculty and student portals – Specific to the group
- Re-think links on smc.edu, e.g. give library & distance ed more visibility.

**Choice #4: Facilities**

- Flex activities be required/\_\_\_\_\_ (Part-time and Full-time)
- Campus division / Students, shared resources with Mac programs.
- Increase student/computer ratio.

<b>Group: MC 13</b>
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**Choice #1: Social Events**

- Open House Days; Department Open Houses, Rolling Open Houses
- Activities hour
- Student's committee – A.S?
- More inter faculty contact – flex?
- Clubs and classes - Student \_\_\_\_\_
- Homecoming?
- Community and Flex, with emeritus and cont ed.

**Choice #2: Technology**

- Counseling Department should issue an invitation
- Email to students/increase information re: campus events
- SMC events – Link “If you'd like to know more....”
- Students set up preferences re: interest, scan flyers re events
- Electronic bulletin / post board in cafeteria
- Pamphlets
- Bruce Smith missed information \_\_\_\_\_
- Reminders to register for classes, financial aid, scholarships
- Reminders for upcoming events

- Link student emails to existing.
- Electronic message boards in library, cafeteria and email

### **Choice #3: Advertising**

#### Electronic Message Board System

- In front of campus - large main one, also in cafeteria, library, at satellite campuses, admissions, counseling, transfer center, financial aid, welcome center
- Visit other campuses to see what they have in technology and costs. Harbor College has one you can see from the freeway. Research funding sources, technology assessment, facilities, estimated costs through collaboration with technology and facilities. Integrate with architectural plan.
- Messages: Dates & deadlines; Events, Athletics, Music, Theatre, Dance, Etc. Programs, Welcoming messages, workshops, campus visits, transfer and financial aid tidbits. If video is part of this: Live interviews of students, faculty, staff, athletics, dance, music, etc. performances.
- Team needs to be developed for messages coordinated through Bruce Smith? Must be timely and updated often.

<b>Group: MC 12</b>
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### **Choice #1: Technology**

- Class on email. \_\_\_\_\_ accessible to everyone.
- Update Website; Link to missed information, Link to all departments through student \_\_\_\_\_ and have all departments represented.
- Blog. Exchange ideas with academic family to enhance teaching skills method. Blog Staff Blog.

### **Choice #2: Communication**

- More than Email – Notification folder
- Who does not have email?
- Blue bulletin to each person with links to web page
- Intranet – Offices are closed at night, how to maintain \_\_\_\_\_
- Campus Safety – Phones not only in classrooms, but in parking structure as well that will call campus police.
- Less class \_\_\_\_\_. Staff feels they are front lines. Involved in planning for any level.

### **Choice #3: Meetings Plan**

- Flex day – focus on Department “Open House” – go to site. Example: 1. Police Department, 2. ESL, 3. Emeritus, 4. Subject matter – all departments., tech (exchange teachers), art, science, 5. Maintenance, 6. Health and safety 1st responder.
- Tell us what’s good about your “House” Department.
- Tell us what you need to improve.

**Choice #4: Personnel**

- Communicating with ombudsperson better.
- Informing the communicator better from Departments.
- Making more visibility of ombudsperson to faculty and stay neutral.
- Assurance of neutrality for staff and administration
- Put on Web – ombudsperson homepage with all info
- Advise through Academic and Classified Senate
- Missed information – Bruce Smith
- Make aware, reminder, regular basis
- Ombudsperson doing outreach = visit
- Departments – letting themselves be known, with a face to their position
- More information on the position provided.
- Alternative and adequate solutions – avoid escalation

<b>Group: MC 11</b>
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**Choice #1: Campus Police – Campus Lighting – Campus Security - Campus Security Video**

- Campus Police: Paid Escorts; Service Learning Escorts, Student Security Committee, 5 escorts per parking lot.
- Campus Lighting: Permanent lighting for all areas of campus and 5-10 blocks encircling campus.
- Campus Security – Panic/Alarm buzzers in every classroom, restroom and building on campus.
- Campus Security Video – Produced by students

**Choice #2 Professional Development**

- Workshops: Teaching workshops / cross discipline faculty
- Professional experts in specific disciplines
- Seminars
- Flex days and or monthly events
- More Flex day for PD activity
- Student cross training. Student/Faculty flex day
- \_\_\_\_\_ Student

**Choice #3 Meet and Greet (Informal Meetings)**

- Come up with an action – Create a pictorial phone directory; to be updated via the web/email.
- Meet the staff – pictures only no names of these staff/faculty working in the office
- Come up with an action – School luncheon for greeting of president – an annual event, include the community at large and SMC staff, faculty and student body.
- To make it happen- monthly meetings with president. Each month a different staff/faculty member takes a turn meeting with the president

- Meet with high school students and current students and create a SMC orientation (each semester) day; to include all departments. (not just financial aid)

**Choice #4     President has semester meetings with Academic Departments.**

- President has semester meetings with individual departments
- Possibly during pre-scheduled department meetings with special agenda of big issues for this meeting. With or without chair? Who gets the agenda?