

Where We Are Going and What We Can Do

Results from the
Santa Monica College
Spring 2006
Professional Development Day
Workshops

Santa Monica, California
2006

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Academic Senate Joint
Professional Development Committee
2005-2006**

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Introduction

The Professional Development Committee is pleased to present the results of our Spring 2006 workshops, the culmination of our year-long problem-solving project. Beginning in the Fall with our Opening Day workshops, Santa Monica College set out to uncover our strengths, identify our challenges, and to honor the gifts our colleagues bring, as well as to offer our own.

The Spring Flex day focused on devising workable solutions to some of our campus communication challenges. Individual work groups in twenty-five rooms identified four communication issues they wanted to see addressed and came up with solutions for addressing them. The results are the action plans that follow. Each of these action plans will be considered by DPAC and the Board of Trustees for implementation.

In addition to the action plans, the groups honored colleagues and offered a commitment to improving their personal communication in one specific way. Reading these honors and commitments is inspiring, and I believe helps us to focus on the mountain of good we have going for us here at Santa Monica College.

Thank you to everyone who worked so hard this year to allow us this opportunity to come together. We should all be proud. This is a great community of spirit, vision, and hope.

NANCY GRASS HEMMERT

Communication Gifts

Participants in the Spring 2006 Professional Development Day were asked to think of someone at SMC who has a positive effect on the campus communication climate and to describe how that person's communication style was a positive force on our campus. 468 responses were received. They are listed here sorted alphabetically by name.

<p>Adams, Robert (Student Affairs administrator) 10 mentions</p>	<p>Ability and willingness to communicate on a variety of issues, patient and understanding. Always promotes mediation when conflicts arise, amiable, welcoming. Believes in speaking face to face, no e-mail discussion to solve problems, never raises his voice or says nasty things, is always pleasant. Encourages input, regularly scheduled meetings, open discussion. Has always communicated his dedication to student services and how he believes we can share in the responsibility for student success. He always speaks to me while walking across campus and fills me in on what is going on. His open door policy invites everyone in to talk, and he calls to see what is going on and listens to what I have to say. He is always there to solve all the issues pertaining to students. He religiously communicates the importance of mutual respect. I think his communication style is positive because he seems to value and acknowledge everyone, he takes the time to check in on people, demonstrates a genuine concern, and he treats everyone equally. Is a positive force because he is directly concerned about student affairs on our campus. He always introduces his colleagues to the campus at large. Open communication always positive and engaging.</p>
<p>Afolabi, Sadia (student)</p>	<p>Is able to listen, inspire and act - a budding leader seemingly always upbeat even when tackling difficult issues.</p>
<p>Agard, Sasha (Campus Police classified staff)</p>	<p>Keeps me informed about campus issues involved in negotiations and in things that help me.</p>
<p>Alcala, Celena (Welcome Center classified staff)</p>	<p>As a place and in one-on-one communication, they represent SMCs openness and support.</p>
<p>Allan, Doug (Life Science faculty) 2 mentions</p>	<p>Considerate, respectful and equitable communication and leadership style. He does return e-mail and keeps me posted about campus-wide events, helps provide materials, willing to meet and discuss problems, issues - offers solutions, offers support - forwards relevant-emails.</p>
<p>Anderson, Jamey (Physical Sciences faculty)</p>	<p>I am able to speak with him on various issues he is fair and balanced, he also relates well with students & supervises special projects student club.</p>
<p>Anderson, Rebecca (Modern Languages faculty)</p>	<p>Friendly and open to students goes out of her way to make certain that her presentation in class is innovative and fresh. Advisor to a very active club, encourages students to explore, to enrich their knowledge of Spanish-speaking cultures.</p>

Antrim, Brenda (Library faculty)	She is very good at sharing information about committee meetings and now the Women's College.
Arnold, Merle (Physical Sciences faculty) 5 mentions	Approachable, involved. Excellent communicator - works well with individuals, departments. and admin. Friendly and cordial. Great attitude, respectful of faculty. Keeps us informed about all events campus wide via e-mail and telephone as well as in person.
Associated Students Directors	"Because the student directors have taught me never to stop dreaming and setting goals with enthusiasm and energy - wow!".
Avila, Luz (AET classified staff)	Very helpful to students.
Baghdasarian, Garen (Life Science faculty)	Loves his job/students more than air.
Baird, Barbara (Communications faculty) 5 mentions	Advisor to the campus newspaper helps communication on campus. Brings student communications and perspective to the campus. Keeps the department members informed about many activities reflecting the entire campus We look forward to her weekly e-mails. Manages to communicate so effectively to faculty in five disciplines. Treats everyone with dignity, warm friendly manner allows open communication, encourages students to contribute, uses constructive criticism; dignity and democratic way.
Bays, Charles (Campus Police classified staff)	Good leader, good listener and planning person skills and experience working with college community.
Bell, Vernene (English administrator)	Always pleasant and accurate re SMC matters and has general good sense.
Benson, Brenda (Counseling administrator) 9 mentions	All three have this in common: they listen really well consider seriously what we in our department have to say and do their best in communicating our needs and thoughts to others. Brings out positive side of even the most negative news; gives equal weight to all sides – makes people feel their thoughts and ideas are taken into consideration. Caring, democratic proactive student centered. Communicates to her department what's going on and does it in an optimistic and positive way. Works to communicate with admin to present ideas that will positively affect our students. Down to earth to everyone always has time and communicates with honest feelings and high level of knowledge to everyone. Keeps the Counseling Department aware of what is going on and keep the goings-on of our department transparent. Quick to recognize and credit good work Open to new ideas and rally listens. Shares info in a democratic, open and positive way! 2-way communicator - we feel heard! She does a great job in meetings taking notes so she can communicate back to her counseling staff.
Black, Russ (Telecom classified staff) 2 mentions	Assists when computer problems arise. Great peoples skills, helped everybody with problems.

Blaydes, Benny (EOP & S faculty)	I love his e-mails they are so informative.
Bolandhemat, Fariba (CSIS faculty) 2 mentions	She listens to what you are saying before she gives you feedback.
Borghei, Suzanne (History faculty)	Excellent instructor communicates well with students positive attitude, very helpful.
Bowman, Cheryl (Academic Affairs classified staff)	
.Bradford, Sherri (Counseling classified staff) 2 mentions	Encourages and produces leaders form students, especially African-Americans. Open warm and inviting, listens to students keeps everything positive, excellent communication skills.
Brown, Greg (Facilities administrator) 2 mentions	Always pleasant and honest about all the growth at the college facilities. Communicates interdepartmentally the status of projects events and meetings about them.
Brown, Patricia (Human Resources administrator)	Wonderful facilitator and communicator - always has time for you.
Buckley, Alan (History faculty) 2 mentions	Clear writing style quick response to any documents, meeting minutes, etc.
Burnett, Sandi (Disabled Students Center faculty)	Good communicator.
Burson, Patricia (Library faculty)	Very accessible and easy to talk to.
Caldwell, Lin (President's Office manager)	
Cancilla, Warren (Reprographics classified staff) 7 mentions	Always cheers you up. Always positive attitude good sense of humor great problem solver he really likes people and lets you know it! Friendly competent, tolerant with late submission. Humorous thoughtful. Open warm caring helpful problem solver with a sense of humor. Outgoing warm communicative helpful. Provides excellent customer service to all in professional and personable manner, is a very positive and pleasant person.
Cano, Dan (English faculty)	Good communication skills listening and understanding world events, campus issues and relating to student needs.
Cardwell, Ingrid (Life and Physical Science Departments. classified)	Facilitates communication among offices on campus communicates with students, faculty, staff in a warm but professional way. First person students encounter looking for faculty; official greeter to all. KEEPS the

staff) 5 mentions	science department running smoothly. Resourceful and accommodating. Answers even questions when responses are self-evident; never condescends, amiable, tolerant. She will have advice and direction wherever it is needed or asked for within the department. She makes new faculty welcome by explaining various procedures to getting things done on campus.
Casborn, Edgar (Operations classified staff)	Lead custodian.
Casillas, Cesar (Financial Aid classified staff) 2 mentions	Very good at processing and appointing students with financial aid. Offers attention to students who need to be hired. Always gives necessary info related to federal work students. Never fails to return a call. Very helpful with students always willing to go the extra step enjoys working at SMC.
Chandler, Fran (Business faculty) 2 mentions	Deals diplomatically with faculty who have different views. Frank and direct, informed.
Clark, Gerry (CSIS faculty)	Makes everyone feel welcome. Welcomes questions, explains patiently. empathetic.
Collier, Anna (KDR faculty)	Persistent. Liaison between athletics and KDR departments.
Cue, Jose (Counseling faculty)	Why? - compassion, genuine concern, integrity, sense of humor, accessibility, flexibility.
Cutler, Ellen (Disabled Students Center faculty)	Makes sure that any technology is accessible to the students very knowledgeable positive respectful and very accessible to staff, faculty and students.
Danze, Ida (Nursing faculty) 2 mentions	Always available to talk, problem solve, listen. Willingness to be open and share what's on her mind even when it is not what people want to hear.
Dehkhoda, Abbas (CSIS faculty)	Positively communicating ideas within our department.
Del Piccolo, Guido (Social Science faculty)	Leading efforts to promote interdisciplinary studies at SMC includes inter-faculty communication.
Del Valle, Patti (Counseling faculty)	Without her help I do know many Latino students that would not have moved on with their studies if it were not for her loving care and positive attitude!
Dever, David (Bookstore manager)	Able to work thru a wide variety of requests placed on him, easygoing manner.
Devine, Tiffany (Physical Sciences classified staff)	Humble, gracious, positive.
Donner, Tom	Easy going, flexible, listens. Open mind to ideas. Willingness to solve

(Past interim President) 3 mentions	problems and move on. Respects classified and faculty. Works to get things done. I think he does his best and keeps a positive attitude.
Dossett, Gordon (English faculty) 4 mentions	Encourages participation and equal exchange of ideas. Good communicator. He articulates well and constructively addresses issues facing the college.
Elliot, Kiersten (Admissions administrator) 2 mentions	New to admission and records - very helpful. Schedules meetings to inform us of latest changes and rules.
Erickson, Maria (Modern Languages faculty) 2 mentions	Helps faculty in her department communicate with students through e-companion Always available to answer questions and provide suggestions. Keeps me informed with programs, updated information in the department.
Feiger, Tina (Counseling faculty) 3 mentions	Always open to anyone asking questions - if she doesn't know the answer she'll find out who does and follow up on it. Open to students faculty and staff.
Felix, Emerita (Academic Affairs classified staff)	
Figuroa, Irma (Cosmetology faculty)	As a new member she has been very helpful in communicating and informing me about the events taking place at SMC such as flex hours.
Finch, Lee (Counseling faculty)	Humble, gracious, positive.
Fonseca, Mary (English faculty)	Has an effect on the campus communication climate.
Forbes, Georgia (Health Science classified staff)	Communicating with the students in both nursing and disabled student center. She is very adept at making people comfortable.
Gantner, Donald (History faculty)	Excellent instructor communicates well with students positive attitude, very helpful.
Gettleman, Carl (Academic Computing classified staff) 4 mentions	Goes straight to the core of the problem and articulates it, part of the solution. He helps me understand what my contract says and how I can fulfill my duties more successfully. He makes me and other classified feel they have a safeguard against abusive supervisors. Speaks the truth, exposes corruption in the HR department; (several people targeted for speaking out).
Girard, Don (Marketing manager)	His marketing materials communicate off campus to let all know the myriad of activities and programs offered, reaches a mass audience.
Godbold, Cecil (Reprographics classified staff) 3 mentions	Always follows up to my various departmental requests. Knows my needs and will call to verify my requests that are anomalies or differ from the norm. Outgoing warm communicative helpful. Thorough competent good attitude and humor kind.
Goldberg, Earl	Friendly and always happy and smiling. Takes the time to go in depth

(Maintenance classified staff) 2 mentions	and answer my questions (I'm new) Goes beyond the question.
Gonzalez, John (Academic Affairs administrator) 2 mentions	Flexible, communicates ideas well, acts to facilitate goals, cares about the students and their welfare. Great leadership and teaching skills.
Grass-Hemmert, Nancy (Communications faculty) 9 mentions	Because she cares. Focus is positive! Great speaker, brings us all together. Makes the students and me want to be open with words and their own thoughts Helps me see the positive aspect of almost everything. Works hard to no end to make people happy before herself.
Green, Pat (Business Services classified staff) 2 mentions	Easy to communicate with and does a great job with her advice and explanations She has the same attitude towards all people on campus. She does a great job and works hard at it. Effectively works to fulfill interests and needs of coworkers and staff in other departments Works cohesively with others great enthusiasm and sense of humor.
Green, Terry (Math faculty) 2 mentions	Always smiling very pleasant very positive comments, makes math less intimidating. Wants students to overcome math block!
Greenberg, Ana (Career Services Center classified staff)	Always positive gets to the bottom of every problem before making judgment, patient, bilingual. She is so friendly and inclusive.
Gugliermo, Laurie (Counseling faculty) 7 mentions	Mutual respect towards others and an advocate for the department. Good communicator always responds in a caring and thoughtful manner; responsive to e-mails. Keep the counseling department aware of what is going on and keep the goings-on of our department transparent. Makes sure all counselors have same, accurate information you don't encounter" changing the rules" midstream with Laurie she has an open door to hear concerns and idea. A gentle strength and true leader Many in management roles could learn from her. Responsive positive very open. Responsive to e-mails available in person, answers questions with patience and clarity, friendly, updates departments. on regular basis about important issues. Very inclusive and she is able to place a positive spin on negative news; always trying to bring services to students even when it involves changing standard practices good communication style.
Hall, Maggie (Emeritus College administrator) 4 mentions	Direct, firm, hands-on, in your face; friendly. Good communicator returns calls timely and good follow through with requested information. Keeps everyone informed at Emeritus and has put together a great varied program through the college's years of development. Keeps us updated with news and how we should deal with students' needs.
Hall, Teresa (Counseling faculty) 2 mentions	Excellent communicator great sense of humor knows how to tell it like it is in a way people can hear it. Great counselor.

Hanrahan, Cecile (EOP & S faculty) 2 mentions	Connects with students potentially in need of friends. Helpful and pleasant to be with.
Harclerode, Janet (ESL faculty) 6 mentions	Very efficient chair continuously information, cooperative tone. Dedicated to improving learning opportunities for students and faculty and communicating with other departments. Informs department members of the "whole picture" not just bits and pieces. Regularly communicates about updates, processes and many accomplishments we have achieved under her progressive leadership. She integrates part timers in all department issues, her door is always open. Understands issues at the college and can explain them clearly - she is friendly and truly has students' best interests at heart; creates an atmosphere of cooperation and enthusiasm about getting things done.
Harcourt, Nick (KCRW DJ)	
Hendricks, Phil (Payroll classified staff)	One of the most unpopular people on campus, abrasive, outspoken, critical and cynical, but without his insistence that classified staff have full participation so much of what is happening now would not have been possible. Lived with unpopular position to change a climate of exclusion.
Hodge, Jon (Earth Sciences faculty)	Through the planetarium shows and the website he reached students, staff and faculty and the public.
Hyatt, Rhonda (Athletics administrator)	Leadership.
Iles, Dwayne (Operations classified staff)	
Jara, Ana (International Students classified staff)	Active in Pico Neighborhood and Latino community. Goes out of her way to be there for the international students she works with and the students of Santa Monica. She is a true student advocate.
Jauregui, Richard (student)	
Jerry, Gina (CSIS faculty) 2 mentions	Quick response, effective e-mails, listens and communicates back. She is a great communicator she brings all kinds of information into our meetings.
Jimenez, Martha (Human Resources classified staff)	She is always happy to answer any questions regarding school contract and job opportunities.
Johnson, Joyce (Human Resources classified staff) 2 mentions	Listens carefully and directs people to correct information source She also walks around the campus after work to check on how people are doing. Very kind and considerate people who are always very helpful to me when I need their help.
Johnson, Trena	Always ready to help and wants to help others.

(Athletics/KDR classified staff)	
Jones, Jennifer (Campus Police classified staff)	Works the front office handles calls to SMC PD and gives out keys.
Jones, Larry (Photography faculty) 2 mentions	His communication style is unique and also the glue that makes the Photo Department strong.
Katherine, Amber (Social Science faculty)	She always speaks her mind clearly expresses feelings, thought, and enthusiasm, she makes me want to talk!
Kawaguchi, Lesley (History faculty)	Bringing out issues affecting campus community and trying to find common ground and having student success be to the forefront.
Keith Ogata, Darryl (International Ed classified staff)	Communicates clearly with international students using concrete examples and simple words (Maybe he teaches speech?).
Kelly, Cindy (Science LRC classified staff)	Instantly informs library staff of problems.
Kerwin, Patrick (Counseling faculty)	Well-informed, provided vital information to my educational success.
Kidd, Jo (KDR faculty)	Is always doing god things.
Kline, Peggy (Physical Sciences faculty)	Keep faculty up to date with computing resources and also on issues we as faculty are facing in our classes.
Kluckhohn, Lucy (Life Science faculty)	Open to students, faculty and staff.
Lab Techs @ AET (AET classified staff)	Communicates about the use of technology and software packages to students and faculty.
Lauer, Leroy (Payroll classified staff)	He has excellent follow-through always goes beyond, explains with patience.
Laurence, Joann (English classified staff) 2 mentions	Is available to answer any questions that I have ever had about the college and goes out of her way for students and faculty all day every day. Keeps everyone in department informed despite the many there are, uses different forms of communication.
Lawson, Randy (Academic Affairs administrator) 2 mentions	Tries to insure information is communicated in a balanced and positive manner and within a broader context.
Le Duc, Maggie (Athletics faculty)	Caring giving and open, a very positive role model of instruction.
LeBlanc, Erica	Straight-forward communication style, clear, all around hard working

(Continuing Education administrator)	and efficient.
LeDonne, Helen (Cosmetology faculty) 3 mentions	Fair, balanced with staff, lays out her agenda and lets you implement it in your own style and pace. She is always asking what our department needs are and she gets it done! She has a good rapport with everyone on campus and her peers.
Lee-Lewis, Sherri (Human Resources administrator) 5 mentions	Always available via phone or e-mail to answer questions, responds immediately. Has made me and others who have to interact with HR feel welcome since Day 1! Positive helpful, knowledgeable. She was great when I applied for the faculty position She was able to provide the information that really attracted me to come to this college. Very kind and considerate people who are always very helpful to me when I need their help.
Levine, Steve (Media Center classified staff)	Supportive of ideas, tries to find solutions.
Lopez, Gloria (Health Office faculty) 4 mentions	Friendliness - treats everyone equally. Listens well and works effectively towards solutions by setting example.
Manion, Fan (Math faculty) 15 mentions	Good communicator, manages a difficult department with tact and finesse. Always communicates in a positive manner in dialogue and e-mails Always patient with students coming to office. Never gets angry no matter how dumb the questions. Communicates well with faculty and administration. Listens to any issues. Communicates well. Consistently keeps the department informed and up to date on important matters via e-mail and written communications. Consistently keeps the math department informed of various activities and events great to small. Door is always open, always willing to take a minute, kind and accessible. Extra effective in keeping everyone dialed in to all activities relating to math on and off campus always and very often takes the time to communicate student concerns to instructors. Is an effective communicator she is a wonderful listener and a caring person with a lot of patience. These qualities are essential to being a great communicator. She is an example to all. She is down to earth in helping the instructors and the students in need. She makes you feel wanted in life. Works very hard in handling questions from adjunct and faculty. Communicates across campus and within department and always willing to make contacts and share info. Organized, plans well, allows for effective communication.
Mark-Walker, Charles (Graphics Center classified staff)	Updates me on progress on my needs, emails me and often phones me on my cell.
Martin, Luis (Receiving classified staff)	Very helpful, on the front lines both on and off campus.
Martin, Mona (Library administrator)	Always attends meetings and conveys it all to her staff in the library; friendly. Mentor, supports new initiatives, shares how to get things

5 mentions	done. Mona makes my scheduling my class into the library so easy. She welcomes students to the library; great with faculty.
Martinez, Marvin (Planning and Development administrator)	Always positive and respects others. Professional, using time at work efficiently.
Masada, Richard (Physical Sciences faculty)	Listens and cares.
Mason, Ken (History faculty) 2 mentions	Good listener. Promotes effective regular exchanges of information within department.
Media Center Staff, (classified staff)	They try to get job done even at the last minute are friendly and responsive, offer info about news on campus that keeps us aware of bigger picture.
Miller, Eileen (Campus Police manager) 2 mentions	Honest. In charge of all security concerns on campus.
Mirsky, Anne (Academic Computing classified staff)	
Moassessi, Mitra (Math faculty) 3 mentions	Accurate, concise, cuts to the chase, not afraid to take a stand. Chief negotiator for Faculty Association and articulately expresses logical, financial advice suggestions for the betterment of faculty at SMC. She tells the truth about the college budget.
Muhammad, La Rue (Comm. and Psych Departments. classified staff) 6 mentions	Diplomacy, grace, organization, generosity, humor, knowledge, patience. Effective, concerned, very helpful, and efficient. Helps me find everything - gave guidelines about her time. Is very detailed and specific in sending information through e-mails that keep the Communications Department informed. Keeps the flow going from faculty to students.
Muller, Katharine (External Programs administrator) 2 mentions	For always being there for her staff and for being a doer and backing up her staff and keeping them informed. Goes straight to the point.
Munoz, Angela (Admissions classified staff)	Always returns my call and is patient with me.
Murphy, Jim (Physical Sciences faculty)	He has made a magnetic difference, and he is advisor to Chemistry Club.
Murray, Don (Math faculty)	Outstanding wonderful lecturer.
Nakamura, Leroy (Media Center classified)	Always available to help arrange for media needs.

staff)	
Nannini, Dan (Counseling faculty) 4 mentions	Love his frequent, humorous e-mails with important info for counselors and students. Plus he always responds quickly and thoroughly to questions. Supportive, a true leader and a great boss. Doing a great job and has a positive attitude. Very motivated in making transfer materials and information available via internet for students 24 hours a day.
Nasr, Waleed (Academic Computing classified staff) 6 mentions	For Missed Information. Helps faculty who need assistance- in a patient manner. Manages eCompanion promptly and responsively; always positive. Missed Information: they help me stay connected to the professional and personal milestones for SMC faculty and staff. Welcomes drop-in questions and email and phone. His open door policy is great.
Neal, Stacy (Financial Aid classified staff)	Her communication style is positive because she is friendly puts everyone at ease and she is very knowledgeable about her field of responsibility.
Nemeth, Pam (ESL classified staff) 2 mentions	Deals extensively with students and faculty and is both straight forward and friendly. Secretary - always clear friendly extremely patient willing to see/understand the other person's point of view.
Neveau, Judy (Community Relations manager) 5 mentions	Always striving to draw the entire SMC and Santa Monica community together. Brings incredible outside groups and speakers to this campus. She is always upbeat. Campus communications. Does a wonderful job with campus events. Knows people by name and introduces people, greets, welcomes and respects people at all levels of the campus community; upbeat and creative, stops and says hello to everyone.
Ortiz, Joann (SMC Foundation administrator)	Supports faculty and students with funding and chairs of excellence and scholarships.
Penchansky, Judith (Student Services administrator) 3 mentions	Always available, totally honest, seems to know what's happening on campus, clear and to the point. Even tempered and fair, remembers college's mission in her dealings, speaks clearly and calmly and is responsive to everyone. Positive and practical. Is able to diffuse many potentially difficult situations with students and faculty and staff - quite remarkable.
Peterson, Jeff (Operations manager) 3 mentions	Because he is my boss. He knows how to let the faculty as well as students know where his employees are coming from and what we have to overcome in our department. Keeps the college clean.
Phillips, Dave (Psychology faculty)	Warm, generous, open, professional.
Pierce, Vinnessa (Welcome Center student worker)	As a place and in one-on-one communication, they represent SMC's openness and support.
Portal-Purdy, Jackie (Theatre Arts classified staff)	She is always ready to help both students and staff and faculty.

Postmaster, (Network Services classified staff)	For facilitating e-mail: direction, clarity for quickly and thoughtfully responding and answering questions.
Powers, Ann (Library classified staff)	Shares library news and items freely with colleagues and departments.
Preciado, Christina (Social Science faculty)	She brings support every time she comes to my office. opens me up to other possibilities -.
Price, Jody (SMC Foundation classified staff)	Returns phone calls; very kind.
Quevedo, John (Math faculty)	Faculty advisor of AGS, fantastic job in communicating with everyone.
Quinn, Bill (Operations classified staff) 2 mentions	Open, listens to others opinions, always available unbiased in delegating assignments.
Randall, Toni (ESL faculty)	Keeps up the ESL website info for students/faculty prospective students about the program.
Rankin-Scales, Vivian (Emeritus College classified staff) 3 mentions	Her patience and clarity has been needed for the teachers and students at Emeritus. She has a great overview of activities and is able and eager to communicate with faculty, staff and students when the dean is unavailable - good communicator. Supportive, helpful, organized, patient.
Redd-Walker, Beverly (Bundy classified staff)	Provides comprehensive orientation for new staff printed copies of class roster for 1st day knowing we wouldn't get official copy in time.
Reich, Ellen (Malibu faculty)	Brings out the creativity in adults.
Reprographics (classified staff) 3 mentions	For services. "Richard, Cecil, Warren and Rigoberto - positive helpful and friendly". All of them: personal warmth and approach for assisting faculty and a professionalism about their job.
Roche, Audrey (Business faculty)	Keeps me informed about problems of teaching after retirement.
Rodriguez, Nuria (Physical Sciences faculty)	Always willing to share her expertise great impact on student learning.
Rodriguez, Teresita (Admissions administrator)	Enrollment automation.
Rojas, Anna (Library classified staff) 2 mentions	Absorbs and disseminates to all especially to students, with patience. A great troubleshooter and a fountain of knowledge and a nice person. Answers questions and doesn't make people feel stupid.
Rojas, Dan (Telecom classified staff)	Works across campus lost of people know him, good relationships in the school community.

Roney, Herb (Board of Trustees)	Really devotes himself a good deal of his life to the college knows the college well.
Roque, Elaine (KDR faculty)	Knowledgeable and upbeat.
Rose, Lisa (President's Office classified staff)	Filled with knowledge and understanding.
Rosenloecher, Bernie (Maintenance classified staff) 2 mentions	Positive attitude can express ideas able to talk to anyone. Willingness to be a diplomat and try to represent and give attention to all sides of any issue.
Russell, Rick (Psychology faculty)	Clear, diplomatic, humor.
Schultz, Christine (Social Science faculty) 2 mentions	Responsive, polite, gets executive committee access to Jonathan Club so peasants can mix with the swells. She keeps all profs including adjunct up to date on faculty and other relevant happenings. She gives us plenty of time and good directions on completing paperwork, etc. Also she is always happy to meet and quickly responds to requests.
Schwartz, Judy (Planning and Development faculty) 5 mentions	All three have this in common: they listen really well consider seriously what we in our department have to say and do their best in communicating our needs and thoughts to others. Always respectful, supportive, problem solver, practical, students needs are her highest priority. Good communicator. Knows many people on campus and is frequently calling them on the phone to problem solve. Warm, direct, funny, honest, intelligent.
Selby, Bill (Earth Sciences faculty)	He is quick to praise others rather than shine the light on himself very positive and supportive.
Semere, Mario (Art faculty) 2 mentions	Easy to talk to, discusses multiple topics at lunch, jovial, nice, knowledgeable, friendly. Outstanding, wonderful lecturer.
Serikawa, Jim (Media Services classified staff) 3 mentions	Able to hear and to effectively respond to the needs of everyone he encounters. Always willing to help solve media issues if he can't solve, he always knows whom to ask. Keeps media/communications working. Friendly helpful creative always positive attitude.
Shimizu, Jeff (Academic Affairs administrator) 11 mentions	Why? - Compassion, genuine concern, integrity, sense of humor, accessibility, flexibility. Always respectful willing to listen, responsive, great resource for all sorts of questions. Approachable and consistently responsive to expressed need. Gives honest feedback refrains from judgment and respectful. Clear and concise with information. Honest and fair. Open direct, honest, accessible. Supportive, warm, friendly, hard worker, honest man. Very open to all voices and makes everyone at every level feel heard. Very supportive open to new ideas, easy to talk to, simply direct. Remains neutral yet provides guidance, honest, straight forward, responds when contacted, supportive listener.

Simmons, Brenda (Counseling faculty)	Employee relations.
Simpson, Lantz (English faculty) 2 mentions	Communicates campus issues to the Faculty Association. Strong communication skills, even tempered, considers every viewpoint, has a sense of humor and leads by example, encourages others, is knowledgeable, knows his subject.
SMC Telephone Operators, (Telecom classified staff)	They are first person public "meets" when they call College, they are kind, helpful and gracious.
Smith, Bruce (Public Information manager) 40 mentions	All information through e-mail and therefore almost all comes from him. Although I rarely read them, this is the only person's messages that I see regularly communicating information about the College. I wish there was more. Always passing thru and always stops to talk about everything plus chit-chat about your day! Always sends e-mails letting us know what is going on at SMC. Because he keeps the college informed in a positive way about events and community life. Because he cares about all aspects of campus life. Brings positive news of achievements to everyone, has an attractive and easy to read newsletter. Bruce is excellent spokesperson for SMC, his calmness and effectiveness to get the message across is wonderful. Campus communications. Campus missed information: news, deaths, faculty accomplishments; department playwright - my students saw his work. Email with all the information we need. For the Missed Information should have a column in a newspaper! And an Editorial. Friendly, thorough, up to date, full communications reaches out to all. Friendly, positive attitude always both in e-mails and in person. Good emails to give info to the campus community. He gets out a lot of information but it never seems overwhelming - he is brief but clear. He sifts and disseminates information we need to know; is knowledgeable, accessible and personable. I know what's going on because of his e-mails. I work in the admin building and wouldn't know anything about the campus if it were not for Bruce's e-mails. Interested in disseminating information on my dance project when literally no one of influence on campus was. Is an obvious choice. Its his job but he does it well and adds journalistic talent to his writings. Keeping electronic communication alive and meaningful throughout campus. Keeps the campus informed of current events and happenings via internet. Lets us know what is happening. Missed Inform is very helpful; Bruce always has a positive and upbeat outlook which is contagious. Missed Information: they help me stay connected to the professional and personal milestones for SMC faculty and staff. Newsletter that come from and through him. Person who communicates to all of us about what is going on on campus! Positive and enthusiastic with Missed Information. Positive effect on campus communication. Provides excellent information about a wide range of events and campus information, always willing to disseminate information. Public Information guru. Timely facts with a flair and shares info and knows everyone on campus and talks to them. Updates the campus through well written-mails open to input from anyone at the college. Via e-mail

	gets info out to everyone in the same way campus wide. We all receive daily e-mails from Bruce on meetings, activities, general news. With online newsletter everyone is informed of positive events.
Smith, Robin (Counseling faculty)	Always welcoming opinions, feedback - is impartial, never refuses assistance if asked.
Smith, Shane (Math faculty)	His willingness to express unpopular opinions stimulates debates!
Smith, Toni (Modern Languages classified staff) 5 mentions	Always e-mails us about important events in our department. Communicates well with everyone. She contributes a lot! Has very nice communication skills and remarkable style. Informative efficient and available. Modern language lab very student oriented helps students find their way thru the maze of obstacles be it needed in counseling, admissions, classes, etc.
Sosa, Gayle (Facilities classified staff)	Communicates with each person in a way that relates to that person's individual style and needs - very caring, genuine.
Spain, Edie (ECE faculty) 3 mentions	Why? - Compassion, genuine concern, integrity, sense of humor, accessibility, flexibility. Always there to help with child-rearing questions. Bright enthusiastic hardworking role model for our ECE students visionary networker positive outlooks.
Staff of the Corsair	For keeping the campus community informed.
Stahl, Howard (CSIS faculty)	Interdepartmental communicator, liaison to union.
Sterr, Susan (English faculty) 14 mentions	Clarity and calm and sensible. Doesn't dwell on negative. Friendly and supportive to students and faculty always makes time for people. Good listener excellent role model, very giving. Keeps part-timers informed by e-mails and minutes of department meetings for those of us who teach elsewhere. Supportive. Keeps us informed about college and department issues, relevant cultural events: theater, readings, exhibits; also visits patiently and cordially with individual faculty Truly open, courteous informative flexible -. Leaders within our department, communicate general as well as detailed info to faculty. Open and honest. But more than anything, trusting of part-time faculty and values their presence. Open door policy always available supportive of new ideas always smiling. Open door policy for faculty or students always willing to help out. Patient and graceful communicator always responsive and respectful. Positive effect on campus communications department meetings are very inclusive and good use of email too. She is a good listener. Empathetic direct and to the point. Calming. Very personable, respectful, focused, caring, concerned.
Stevenson, Jean (Malibu faculty)	Brings out the creativity in adults.
Stiles, Chris (History faculty)	Addresses student success in as well as outside his classrooms.
Stromberg, Harvey	Great lecturer and communicates very well.

(History faculty)	
Tahvildaran-Jesswein, Richard (Poli Sci faculty) 22 mentions	A champion of good communication sets a good model as Academic Senate president, keeping an open mind in a changing campus climate. Always positive and moving forward solving problems - no sniveling and whining. Appears to want to bring about positive change. Attends many different committee meetings and departments meetings and wants to have open lines of communication. Encourages openness and promotes the idea of a deliberative democracy. Facilitates open democratic productive discussion, optimistic. For bridging the gap between admin and faculty and staff positive influence not cynical or jaded, hardworking and open to all - brings energy to faculty and campus. Fostering and practicing deliberations brings together diverse interest groups. Good listener. He and others worked in a team to convince others who were against allowing easy entrance to the Bundy campus to agree with SMC suggestions; effort produced positive results. He focuses on the mutual exchange of ideas to foster working together to solve problems. I was impressed with him when he was president-elect of the AS and he visited the Art Department. To communicate to us who he was why he was running and what he hoped to accomplish as president. Links all the departments. together at Academic Senate and pushes forward new ideas while listening to everyone. Always collegial positive when speaking with anyone, consummate politician. Makes an effort to communicate. Organized senate meetings that encourage faculty voices and open discussion. Speaks lucidly about issues that affect us all. His style is non-confrontational warm and inclusive, backed up by his knowledge of campus politics/history.
Tarvyd, Ed (Life Science faculty) 3 mentions	Always shares and communicates his love for the world, the oceans, and SMC with others. Outstanding teacher friendly open helpful. Stands outside to converse with all and to smoke.
Taylor, Robert (KDR faculty)	Available for helping personal as well as work-related issues.
Telecom Department, (classified staff)	They respond to equipment failure to get it up and running so we can communicate with each other.
Tesdahl, Eydie (Business/CSIS classified staff) 6 mentions	Ready, willing, able, prompt at all times. Is knowledgeable of how things are run Easily connects us to the right person. Helpful for all cheerful knows everyone on campus great with students. Interacts between students and staff liaison between staff and non-teaching personnel. Is so friendly helpful and just a joy to work with She is the glue that keeps two departments running effectively. Promotes communication by honestly telling us what she thinks works and doesn't work for the department. And in the end always willing to help regardless of what is decided on.
Todd, Gary (English faculty)	In a gentle kind way he learns what's happening in my department and makes sure other people who can benefit also learn of it.
Tovar, Esau	

(Counseling faculty)	
Trager, Phyllis (Earth Sciences classified staff)	Listens and takes care of problems immediately; makes my work easy.
Trejo, Amelia (Student Life classified staff)	Keeps us informed re:club activities, very efficient!
Tsang, Chui (College President administrator)	Because he came in with a very positive attitude and outlook - and a unifying agenda.
Tsang, Chui (College President administrator) 2 mentions	I am new and he is new and I feel we have that in common. High energy clearly imparts concepts and course content and holds student attention.
Turner, Frank (Music faculty)	
Vela, Giovanni (Telecom classified staff)	Telecom guru.
Villafuerte, Roger (Telecom classified staff)	Very helpful with computer problems even lets me e-mail error messages to him.
Vishwanadha, Hari (English faculty)	Organizes and publicizes numerous department events. Always does so in a very informative enthusiastic way.
Washington, Marni (Academic Affairs classified staff) 3 mentions	A great communicator because she e-mails calls and physically comes to departments to see things. Nice and sweet.
Webber-Gregg, Bronwyn (Health Science classified staff)	Available to everyone, calm, critical thinker, problem solver rather than problem creator.
Wehbi, Mary (ECE faculty)	Always there to help with child-rearing questions.
Weil, Mary Jane (Disabled Students Center faculty)	All three have this in common: they listen really well consider seriously what we in our department have to say and do their best in communicating our needs and thoughts to others.
Welcome Center, (classified staff)	For having a place for new incoming students to get help.
White, Judith (Career Services Center classified staff)	Tells students about internship.
Willis, Sandra (Science LRC classified staff)	Encourages students to do their best and seek resources. Instantly informs library staff of problems.

2 mentions	
Wissmann, Paul (Life Science faculty)	Always appears to be energetic in his support and encouragement to students to make use of the knowledge they gain in science.
Yancey, Richard (Media Services classified staff)	Has all the answers re Docuweb and is the man to go for Laker updates.
Yarrish, Julie (Distance Ed administrator) 4 mentions	Distance Ed great at communicating info to us. Mediates and facilitates tough issues with great sense of humor and a lack of judgment. Will bend over backward to help you get a course outline.
Ybarra, Robert (Operations classified staff) 5 mentions	“He is the MAN!” Always ready to help and willing to go out of the way to please. Goes from department to department helping with basic necessities -. Knows where everything is and can get you what you need. Positive pleasant helpful.
Yoder, John (Academic Computing classified staff)	Keeps me informed departmentally and institutionally.
Young, Rocky (Former VP administrator) 2 mentions	Great leadership. He met and talked to everybody. At lunch he would sit with you even if you were not administration. He joined faculty and staff in the lounge area.
Zehr, David (English faculty)	Leaders within our department, communicate general as well as detailed info to faculty.

Communication Suggestions

Participants in the Spring 2006 Professional Development Day were given the following instructions:

Imagine that you can implement one program or policy or action that would improve communication among and/or between the various campus constituencies and/or with the community. What would it be? Take-out one or two sticky notes and write one communication suggestion on each.

636 responses were received. They are here sorted by subject (assigned by the editors). These suggestions were used as the basis for the Action Plans listed starting on p. 51.

Suggestions related to Technology

A comprehensive information delivery system using tools, such as RSS to keep us up-to-date.
A daily "Intranet" web space or on our website a "board" (that would be cleaned daily) for faculty/staff/admin/students organizations to post info. This space could have sub-sections/areas that help divide and organize information.
A good search engine on our SMC homepage is sorely needed.
A message board in every department. It could be electronic, but it also should connect every department to one central point so that everyone can access each other. Announcements, comments, suggestions, ideas, etc. Would be the main focus of these communication message boards for students, staff and faculty.
Action: Continue working on filtering emails. Sometimes emails are incorrectly sent to the "spam/junk mail" folder.
Adjunct/Faculty/Students. Encourage use of SMC email accounts to keep abreast of college info. Re-vamp and upgrade memory allotments per student for student email.
Allow campus leaders to email across constituencies rather than through Bruce Smith.
Allow students at emeritus to sign up for classes online in the same way students are able to do at the main campus. Currently they have to send in their registrations or go to the office in person.
An easy to navigate repository of SMC assets, website etc.
An email Open Forum - not sent to all but available to all. Perhaps with a suggested topic as well as a section for airing "Whatever".
An online discussion board on the website, to know concerns of different sections.
Better lighting for a more friendly campus at night. Makes a safer environment to learn in (student success).
Blogs or bulletin boards for posting of ideas.
Build an excellent student portal to better communicate class and student services information to students.
Bulletin board kiosk.
Campus Communication idea: Simple instructional CD on how to effectively use email so everyone

could take full advantage of this important communication tool.
Campus to community. Advertise campus. Better use of internet, 1 department websites, 2 faculty websites, 3 area websites.
Campus website: Improve access to most used student/faculty links. Implement a short cuts pull down menu for ex. Perhaps a dynamic window to remind all of website resources.
Campus-wide telephone messages from the president, via positive messages, upcoming events etc.
Chat room among students, employees and admin for feedbacks and suggestions.
Commitment to read email. That the Admin attend the department meetings for maybe even just the last 30 minutes when we wrap up, to be aware of the current problems.
Communicate more electronically. Stop the excessive paper waste.
Communication suggestion: Have a central clearing house for campus updates via email rather than filtering info via various channels (e.g. Chairs, meetings, deans meetings, senates, etc) Have all campus news announcements, etc go through one daily bulletin via email.
Communication with part time faculty (and full time). Not all teachers have or read their email. If they did communication within each department would be facilitated.
Community. One program to improve communication would be to have a linked "town hall" chat room by computer.
Computer classes for Mac users.
Computer labs: share configurations with other labs so that we can inform students about all labs computing environment.
Continue to improve SMC website with up to the minute info on parking/dates/deadlines/faculty, etc.
Coordination of efforts of all positions / personnel that contribute to website postings and maintenance. Have someone assigned as a website coordinator.
Create a database of accumulated sick days and banked hours that we each have access to our own.
Create a special department phone no. For insiders to talk to live person and ask questions.
Develop a "who does what" online database so college organization chart is up-to-date and more detailed on function instead of just being titles.
Documentary for ongoing research _____, channel 28.
Electronic suggestion box for the entire campus. List of suggestions circulated monthly.
Email chat--to share ideas (maybe on a particular topic).
Email list of students for teachers who teach evenings and don't have office hours.
Email Newsletter that addresses all constituents, not just staff/faculty, but also students and community at large.
Email on campus should have photo attached of the sender. Email can do or not? Refer to webmaster _____.
Email Staff development day to all campus constituencies, particularly p/t faculty.
Encourage all faculty& staff to check their accts daily.
Everyone at SMC would have an active email account and use it.

Everyone learn email etiquette. Workshops on Tuesdays.
Give faculty members more and meaningful control over the computers on their own desks.
Greater access for faculty and staff of student e-mail communications.
Hard copies of everything sent and displayed on bulletin boards.
Have a website where DPAC recommendations AND the President's Ad Board responses are clearly listed.
Have chat software available from the website.
Have everyone on campus update phone message. E.g. If someone is out for the day. Return calls within 24 hours.
Have open chat rooms, fun positive discussion on line.
I would like better email communication within the library department. As a part time librarian I would like to be updated via email on what is discussed in the library meetings including policy and procedure changes.
I would like to see the college focus on the development of a communication system which envelopes all stakeholders. From the top admin to service workers to students.
I'm very new to SMC and still learning the ropes. If there were a message board on-line for new employees to look up info. FAQ's streamlining the learning process.
Implement a "What's new at SMC" bulletin type board online on our website that will notify all staff, faculty and administrators of any changes in policy, enrollment or anything else affecting the college community. People can refer to the website daily to generate communication.
Implement a regular broadcast call to all extensions on campus wide issues (MUST be via set policy, not to get out of hand).
Implement and SMC blog. Coordinated/moderated by reps from all the campus interest groups (faculty, classified, students, admin).
Implement to students a proposal to start a low-power student run TV channel on campus. TVs would be placed around campus. Teachers and students could tap into the local content to tailor instruction all would learn better about the ____ Groups.
Improve communication by updating our website. Online forms to update our files. Detailed information on vacation benefits.
Improve the SMC website so that items are organized better and easier to locate.
Improve the website so it is easy to locate current campus news, events and issues.
Improve website.
Information kiosk located in key areas on campus.
Institute one page on the SMC website that is a day-by-day listings of all campus meetings--faculty, students, classified, administrative--and all activities open to the public--lectures, readings, films, discussions.
Interactive forms to process invoices and bills electronically.
KCRW is an UNDER used communication tool!
Large screen video monitors placed strategically throughout the campus, programmed with material reflecting campus activities; A more interactive SMC website that allows postings from various

campus constituencies; learning communities.
Let students know about events through their email.
Let us SUBSCRIBE to on campus future list serves or ____ on topics of interest. Don't make us hunt for or plow info/happenings data.
Make email mandatory for all the campus, including students. People don't have to send email, but they have to read their SMC email so we don't need to send out all messages via hardcopy.
Make email more accessible to all (now only some have access and some don't) Make it more enticing to get on board with email.
Make sure you delete old emails and phone messages.
Make the email system more friendly for discussion groups.
Monitored web-site to send your concerns.
Monthly email each month a different department program etc. Is highlighted or invites us to "visit them" online if they have a developed web page.
More info on local SMC TV channel.
More internet access to part-time professors. Representatives to main campus example: at my campus, there is computer for 122 p/t professors.
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.
Official campus blog.
On home page highlight a program activity.
One to one contact like amazon.com ____, etc. Make it easier.
On-line Math, English lab for basic skills.
Online message board to voice concerns.
Open a website having different topic each week (Campus).
Or an electronic screen. Add student dates and deadlines, could be announced in the cafeteria or do a flashing announcement on the web page that flashes a different message daily.
Place decisions made by campus committees into an easily accessible on-line system. Listing some ____, level of authority, action recommendations or action approved.
Policy: Communication Idea. Reading emails is a requirement for everyone, faculty, students and staff. Full time faculty should be allowed to do some office hour time from off-campus to write and reply to emails.
Program policy to improve communication. Set up positive email protocol. Encourage positive communication and discourage cynical emails by asking anyone who respond to emails think of a suggestion to improve rather than pure criticism.
Program policy, Action. Campus require all faculty have email addresses affiliated in the campus. Simplify ability to get email.
Program that would improve communication between campus constituencies. Blog/webpage whereon professors can speak of experiences with students and or issues that surface in class to get input from others.

Proper use of emails, school matters only, no politics or any other delicate matters.
Provide a "help desk" available by phone 6am-10pm during 1st two weeks of each term with real people answering phones who can fix problems and give answers.
Public info on workshops and other important info to be on a big screen. 1 or 2 on campus.
Put all documents online.
Redesign college website.
Requirement for ALL faculty and staff to be proficient in email! Especially part-time.
Respond to emails within 48 hours. *Discuss by phone or in person. *All new employees should take a campus tour and meet as many people in as many different departments. As possible.
Set up a bulletin board website and assign a manager/organizer for each room/issue. Create a directory of persons who will manage a discussion group for each issue.
Set up a forwarding system for email so that people with non-SMC email can get campus/district emails easily.
Set up a HOTLINE where everyone on campus can leave a message about any problem or issue important to the college.
Set up TV's on computers showing continuous loops that describe our courses. These stations would be in public places.
Simple Policy: Members of the campus community are required to read email once a week during regular sessions.
SMC Calendar: update it more frequently. Removing out dated material. Adding more upcoming events. Have section for "open" announcements.
SMC Home page *What's happening on Campus TODAY?(link) *What's happening with Associated Students TODAY? (link) *What's happening with Academic Senate? *What's happening in the President's Office?
Sometimes receipt of email is delayed. Improve email system so that everyone receives email quickly. To have meetings within department more often for news and info that will effect the department in any way.
Strategies for email management.
Structure email with 2way communication/response.
Structured email with 2way communication/response.
Student complaints/emails between faculty: Stop routing emails via Bruce Smith/Eliminate this function. Have student complaints referred to instructor involved in all cases--even if student unwilling to do so. Department Chairs to meet with student and instructor to resolve issues/mandatory. Make campus email communication between faculty more civil.
Student email "NET-iquette" policy. A policy that lets students know how to address professors via email (no caps, no 24/7 emails, etc.).
Students mainly use the web to enroll and retrieval of grades. Staff should include training manuals on how to do you job and how to navigate the campus resources. Faculty has the capacity to do incredible things, the skies the limit.
Students. 1. District can email students but students don't use their SMC email! So allow students to create their own email address through @smc.edu rather than the automatic student email which

many students do not know about and if they do they do not use it because it is cumbersome, i.e., some students email includes their middle names or numerous names, what ever they put down on their admissions applications, this has not worked in the past.
Technical assistance to All Adjuncts to update web sites from a remote location: Access email from a more remote location.
Telephones be connected & coordinated. They would roll over or be screened by someone, a person to answer. All phones here seem to be separate islands resulting in 1 voice mail after another. Each department should strive to always have a human to who calls are directed. ESP outreach, _____, Welcome center, admission, FA, departments.
The global email network (not sure of name) should be inclusive of all departments. I know that AS does not receive emails concerning campus activities, rather only individual students are contacted. GAB SMC FDN non-employee folks.
The old fashioned intercom style announcements in the cafeteria/Cayton so that students know of daily events, performances, workshops, etc.
There aren't enough resources on campus. Yes there is the library and the internet but we don't have a good email system; and we have the technology to do so much. We could have our computers set up to inform students about various events on campus. The AS can't use the outlook because there is administration locks on our computers.
TV's/Jumbo _____ WITH streaming info about the college, current events, etc, all around the college, can be used for emergency situations as well.
Universal Bulletin Board fro all staff and from all staff.
Update SMC website.
Update web pages for departments. and assist faculty in posting syllabus! Rehire computer personnel. Outside community can be encourages to explore new classes.
Use staff email more efficiently and ahead of * the event. And share them among department members *WAY AHEAD!
User friendly website.
We could improve communication on campus by making sure emails are correct or always having a phone or cell phone available. Sometimes students' emails are unavailable or not working.
Webpage for SMC members to advertise events of interest to all, i.e., create an e-bulletin board.
Weekly or bi-weekly emails from the President updating the campus on what's happening.
Whole-campus communication faculty/staff web-page?
Within the college. Website with names and photos of all the SMC staff members.

Suggestions related to meetings, workshops, forums

A monthly, open and civilized Q&A with Dr. Tsang.
A workshop series open to all featuring topics of general interest, such as computer courses.
Ask people who are in any kind of campus leadership role to participate in effective communication skills workshops.

Bi-weekly campus-wide open forum, open to all faculty/staff/students to discuss campus/college issues/problems.
Campus Flex Day. Use flex day to learn more about other departments. Department open houses.
Campus meetings once a month all department's to _____.
Circulate meetings of campus groups to go to satellite campuses and make it a point to meet people there.
Clean goals or concerns in discussions on meetings.
Collaborative with faculty once a month. Hands on workshop for a creative experience.
College conversation about TIME, to communicate and find a PLACE.
Common Meetings; for payroll, purchasing, cheating, difficult student, or groups (secretaries, lab assistants, etc.).
Communication and more connection between main campus and satellite campuses.
Communication on campus. How to improve: face to face meetings involving students not just student trustee, or having to serve in the associated body. Bringing awareness that there are issues and how to solve them. Communication on email.
Conduct monthly meetings with representatives from faculty Assoc, CSEA, NR, Admin, Student Reps, Managers Assoc to discuss important issues relevant to understanding one another and working more effectively together.
Create small discussion groups with reps from 5-10 departments to discuss goals activities, events. Face to face communication.
Department match-ups: Counseling and English Department (read and write teachers). Regular combined meeting to provide: C level teachers can tell counselors now better to help them plan and how long to allow counseling often suggests a faster progress than is possible.
Department Programming for the departments program in to allow opportunity for dialogue and interaction between part-time and full time faculty during flex days or other occasions.
Departmental p/t faculty meetings ____ Just compensation, of course. There is a need for p/t faculty to be advised and discuss departmental and college-wide concerns.
Discussion groups. Regular discussion groups.
Discussions regarding student success between faculty and administrators and counselors as well as interdepartmental.
Each Department sponsor an open house where we could meet and get to know instructors/staff, face to face communication!
Formal and informal town hall meetings.
Group live programs to develop intellectual curiosity.
Have future flex days focus on a particular subject (like this flex day) so we can truly have a campus wide discussion of important issues. Don't waste the flex day time by having so many topics that each is diluted (I.e. We need a full flex day on each of the "hot topics" scheduled for 1-2:00 today).
Have meet and greet sessions in which departments are encouraged to visit each other.
Have monthly meetings in every department in which everyone be included and work the way up to the superintendent so he will be aware of the needs of the entire campus. Meetings can be as brief or

in departments as needed.
Have periodic "Meet the Constituents" forum, periodically (weekly?) For President and/or board.
Have voluntary meetings with top administration and staff so that admin knows staff (more than staff knowing admin).
Have workshops on listening skills between peers on how to state opinions without being opinionated.
Hold meetings/workshops for faculty and classified staff that focus on learning communication skills in an experiential format.
Hold open monthly meetings with college pres that are open to all staff, faculty, admin and students for discussion of any and all college issues. Establish an official campus BLOG for discussion of college issues. Bruce Smith and Waleed Nasr can moderate it.
Honesty (Open Forums) Open forum - opportunity to talk openly about issues we face in our daily workplace.
I would call for meetings with/between departments, and also between administration, to educate all on the specific goals of these separate departments and what we could do individually to assist in their goals.
I would like to see a community, town hall type of forum every other month involving department chairs, staff, faculty, administration and students to discuss/improve campus issues. Brown bag lunch gatherings. More flex days.
I.e. Nutrition department. Since majority of faculty are adjunct it seems it would be helpful to have occasional meetings to share: -challenges, -___ practices, -campus resources & news.
Improved communication: regular scheduled meetings for staff to keep communication flowing and build collaborative relationships.
Inter-disciplinary Forums, e.g. faculty lounge.
Meeting of instructors within a language full and part time to exchange ideas.
Meeting. Open honest meeting with no intimidation.
Meetings in perfect time. Perfect time: is a time that members do not have to be in a rush (for work, class etc.).
Meetings: Departmental, interdepartmental, at other levels. Purpose to disseminate info.
Monthly brown bag meetings with people from different departments in small groups to discuss a specific topic each meeting.
Monthly meeting with department like open house.
Monthly meetings where people meet face to face, as opposed to email. PERSONAL CONTACT.
Monthly Town hall meeting. Various segments of community to meet and discuss topics of day in general.
More frequent contact with other faculty to learn more about what they do so I/we in our department can be more supportive of our students and faculty members. Small groups, department meetings or? Open Houses.
More integrated (I.e. Different groups within the college) activities, such as this one today.
More often open meetings between staff and classified.

More often workshops about the working ways of on campus resources.
More opportunities to present ideas such as today's event.
More part timers meetings or socials and more mentoring.
More rooms for informal meetings and gatherings.
More time for faculty and counselors to brainstorm together (problem-solve on student equity, etc, careers).
Official Department secretary meetings held on campus for all department secretaries interested to attend and exchange ideas, information, helpful tips on running/organizing the office.
Once a month informal meetings at the cafeteria for faculty/staff. Twice a semester and informal meeting including students.
Once a year intercampus communication. Have meetings once a year between faculty/staff between all campuses to keep us with info.
Open and honest communication on issues - Town Hall Meetings.
Open Campus Debates/discuss. Forum where campus topics can be debated by faculty/staff/administrators/students.
Open forum discussions between senior staff and campus faculty, staff and students.
Open forum with all staff on campus monthly. Where we all get together and discuss how we're doing and what we can improve on together (during free hour maybe) Many in body - one in mind - as equals - with food :).
Open Forums at least once a week with supervisors, other employees. Discuss situations, working conditions, before they become problems.
Open House day. Staff assists around campus.
Open shout-out day! An open forum in which students and faculty meet at the clock tower or Pavilion to discuss campus wide concerns!!
Pedagogy/teaching workshops for professional development.
Periodic meetings open to everyone to discuss critical issues facing SMC.
Periodic town hall with new pres.
President's town hall meetings idea is good. Put it in the campus by-laws so it will not disappear over time.
Program, Policy, Action. Monthly open meeting between president & faculty members and then president and classified.
Quality circle interdepartmental meeting between all constituents involved on a project-student success (Associated Students, Counseling, Welcome Center, EOPS/financial aid etc.).
Regular interdepartmental meetings to share ideas and concerns.
Regular staff meetings information 1x per month, round table with brown bag.
Regular staff meetings to air concerns, problems.
REQUIRE admin to come out of their offices & attend ALL department meetings, all faculty senate meetings & all faculty association meetings and all student assoc. meetings. This will make good use of their time.

Schedule informal but mandatory gatherings once a month within departments or campus.
Schedule rotating week long Department Open House so community can learn of each others offerings.
Some sort of program to teach listening as a skill. Academics are good at talking but less at listening "Radical openness".
Staff communications. Department that work together should have a monthly meeting so would/could relate the correct info to students regarding any office on campus.
Staff meetings between support staff - all secretaries, admin assist and cross training (department chairs already meet).
Staff/students/teachers should have meetings at least once a month.
Supervisors should have meetings with their staff to let them know what's going on in their department.
To create a bi-monthly town hall meeting.
To effectively make communication on campus "higher" is to not only require a communication class fro students but to have seminars like this one for them as well with the teachers! Or have all different area members of each campus come together once a month or couple months to talk (breakfast etc) to know what is going on, on each campus.
Town Hall General Assemblies that follow a series of facilitated small group open ended discussions designed to elicit legitimate feedback and foster an open non-punitive communication environment.
Town hall meetings campus-wide to encourage community involvement.
Town hall meetings during activity hour when we can actually attend.
Town hall meetings every semester for students, faculty and administrations.
Town hall meetings.
Town hall meetings.
Twenty lecture/conference pick-up a topic that is concerns of meetings. Prepare a lecture and present it.
We invite president/administration to join us for day long themed event during which faculty discuss teaching issues.
Welcome reception each year for everyone (faculty, staff, students) which has a fun theme and includes break-out sessions between constituents.
Within SMC college, have an open meeting during activity hour _____ within departments or in other departments to discuss a specific issue. Communicate, know and learn from other people what to do with ____ respect.
Workshop on communication skills, motivational speaker.
Workshops that would involve sharing teaching strategies.
Workshops, meetings among local / statewide community colleges.
Yearly town hall meetings, campus wide.

Suggestions related to social events

1 Social event per semester for SMC employees - weekend.
At clock tower. Department mixer, brown bag lunch.
Baseball, Basketball, games between staff/faculty.
Bring back the activities hour. Have no classes and even close office during that time (even just once a week) When everybody could be free to get out of their area and attend events, meet people from other areas and get to know each other in a social, relaxed environment. Faculty and staff need this as much as students do.
Bring faculty follies back.
Brown bag.
Brown Bag lunches for campus groups with a lecture or talk followed by discussion.
Buy lunch. Hand our partners. Admin-Staff-Faculty-Student 4 at a table. One turn each group.
Campus needs more informal spots to sit and talk, i.e. lounge areas.
Campus softball game.
Coffee hours with free treats where all can mingle.
Communication by hitting "ping-pong" ball on flex day.
Department Lunches. Regular departmental lunches or dinner--say one fixed day per month--to socially discuss issues in an informal way.
Faculty/Staff separate dining room. Be able to meet and talk over lunch.
Face to face sharing - 1-brown bag lunches on a regular basis open invitation 12:30-1:30. 2-Sat or Sun picnic at the beach/park all invited with families. 3- Professional meetings quarterly with department.
Faculty, Admin, Staff and Student Softball Game and BBQ.
Faculty/Admin get-togethers, picnics, Kids Day, family type events.
Faculty/Staff Campout or picnic for day trippers @ Leo Carillo.
Faculty/Student informal get-togethers.
Get people to go to the staff dining room for lunch discussions and socializing.
Get-togethers @ cocktail parties (like Richard Moore used to) on a casual basis.
Have a festival one day a year that includes teachers/students, etc.
Have a lunch room to which all faculty go (have a free lunch) as you get your food you fill tables sequentially.
Have informal events at satellite campus (Bundy) often not thought of as part of main campus. Get to know other SMC people.
Have informal meetings (coffee?) Whereby senior admin mingle with faculty staff to exchange notes/names. Welcome center to address other concern like parking.
Have mandatory lunches amongst faculty once a week where you choose 2-3 different people each time.

Have more community building activities (social stuff) within who teach in more than one school (important for new people) so we know who we are working with and include this as flex time.
Have more social events for all--TGIF parties like we used to have. Potlucks? Gatherings between departments? Outings? Mini-courses at flex days.
Improve communication by having more social events. Having departments meet with support staff for campus/admin offices.
IMPROVE communication on campus by building COMMUNITY among us, especially through participation in intellectual and SOCIAL EVENTS. This is a point that bell hooks makes in her book, TEACHING COMMUNITY.
Informal brown bags or cocktail gatherings of faculty/staff/management.
Informal get-togethers of various groups even to find out who does what.
Invite someone or a group to do lunch. But pick different people to come. You have to eat, on campus or not.
Lunches. Departments get-together for lunch and conversation.
Mixers at night and brown bag lunch get-togethers whereby SMC staff can get together and have discussions.
Monthly campus meetings that promote socialization among faculty/staff/admin and students.
Monthly informal lunch hosted by leaders of campus constituencies.
Monthly meetings by building or department. Basically people that work together. Of classified, district and faculty. Object is to eliminate the THEM vs. US mentality.
Monthly social activities (in small groups) attended by faculty/staff/senior administration....
Monthly coffee, breakfast or lunch with president, open to anyone interested.
More campus-wide social events to include all campus.
More days when we can meet/talk with faculty and staff and see what they do--Staff Dev. Day when attended lectures, classes ____ Faculty--participated in an afternoon series of lectures once.
More events (social and formal) for faculty/staff such as this one or food parties; which would give all an opportunity to know one another.
More gathering opportunities within the department and outside the department.
More social activities among the SMC community with food music and celebrating.
More social gatherings that include teachers, the board and community members interested in the college and have ____ That though their actions (i.e.) support.
More socializing occasions.
Occasional brown bag lunches for all staff and students.
Offer meetings/social gatherings at various times that various people can attend. Is there a class free period at SMC? Social gatherings!
On Campus Communication. Events or activities such as sports that would combine faculty & staff & students into teams. We get to see everyday in a different light.
Once a month promote social times on campus with afternoon volleyball, basketball, softball teams, co-ed, BBQ, golf.

Party with your professor: Social opportunity at end of each semester for students to interact with faculty outside of classroom. Food, music, decorations, entertainment, etc.
Pot luck monthly!
Probably not possible, but... there could be an hour in the day, one day a week where there were no classes, no meetings to attend, and people would not be running every which way and might actually have time to talk to one another!
Regular social mixers where random people at all levels are brought together for informal discussion or games with facilitated interaction for cross-pollination of department's/staff/admin personnel 3/yr. Should be mandatory.
Schedule Campus Brown Bag/Social occasions for faculty/staff to talk to each other. Perhaps during flex day to get better attendance.
Secretaries, Admin Assts and other support staff to talk about what's new and express ideas/opinions/information. Have socials, costume, 50's, disco, dancing, light shows.
SMC Book Club: Organize and host meetings between campus members each month on books being read. Improves communication and staff development and student educational opportunities.
Weekly or monthly meetings brown bag, dinner, lunch or breakfast with president.

Suggestions related to information access

1) develop another way to communicate other than email; many staff don't have access or time for email 2) newsletter placed in mail room on what's important 3) Department chairs Faculty at staff meetings, etc. The info must be communicated. 4) close x30 min ____ week to talk ____ in our departments.
1) Identify what info needs to be shared 2) Establish centralized locations for posting (on and off campus) 3) 2x a year implement outreach campaign (newsletter, radio, neighborhood associations) that directs stakeholders to web and physical locations.
A campus newspaper more receptive to all aspects and contributors from off campus.
A department that would or can facilitate faculty needs such as staff development, student communication or across the board activities that allow us to know what is going on within the college.
A newsletter to alumni about alumni from specific department/major that was their SMC experience.
Action - Full disclosure of all ____ Information transparency.
Campus maps: More campus maps and signs to help everyone find rooms.
Campus newsletter to all staff that talks about goings on in all departments/areas etc. 1) Classified has their own. 2) Faculty has their own, etc. One newsletter for all staff, classified, etc. That's more departmentally involved than Missed Information.
Campus newspaper: Corsair.
Campus wide newsletter. Reporting an ____ activities.
Contact information (phone, email, office) posted either in rooms or on specific technology for person who is responsible for support and maintenance.

Create a center where new and 2nd year students can go for information. A place where students can speak with a "real person."
Create a permanent "Welcome Center" where students could go for help with different problems to help solve various problems that students have.
Distribution of handbook containing school policies and procedures, most especially admissions to new faculty.
Establish a community newsletter to be distributed weekly to the local community of events at the college that relate to the community.
Establish forums for faculty and administrators within different departments to share ideas, tips, concerns with one another. This may unify the different disciplines and faculty/admin.
Explanation of pay checks.
Faculty directory.
For classified staff or departments. A manual of procedures and policies for each department and regular meetings with departments.
For communication among SMC locations. A monthly newsletter regarding what's happening at each location and share with the community.
Formal Communication: Newspaper Focus. Specific columns for _____. Refocus reporters for specific columns. Columns to appear on different days of the week.
Goal: More info more accessible to more people.
How can teachers be aware of other activities, on campus, concurrent with their class.
Individual course requirements for the counseling department.
Info disseminated between departments to keep current on new offerings.
Managers relate information to staff regarding changes on campus and better communication with the staff in the office and campus wide on updates.
Modules to discuss cross discipline issues so that there is more general information learned about one's colleague's area. Food! Enhances communication.
More advertising to students and faculty of events, programs, activities, by way of newspaper, internet, bulletin boards or flyers.
More notice of what is happening on campus. Example: Department moves, bldg/room changes, new programs on campus, bldg name changes, etc.
More open communication about the "goals" of enrollment (for example) and updates on progress.
Names and pictures of Faculty members and staff for each department.
Need to better communicate administrators, trustees decision making _____.
Newsletter. Quarterly. To community about policy or politics with editorial section.
Paper notices of all news and events to all employees. Note: at least 1/2 of classified have little or no knowledge of today's event.
Place photos of all faculty & staff on lien with a short bio/interests paragraph.
Place weekly events of interest on cafeteria tables, like specials at Denny's in the plastic stands. Also at Starbucks and faculty dining rooms.

Program, Action, SMC. A program policy or action to initiate better SMC communications would be to initiate a bi-weekly newsletter or flyer about what's happening on campus and/or what needs to be known (important happenings, dates, policies, problems, etc.).
Put up a bulletin board in faculty staff lounge to suggest meetings, invitations.
Quarterly newsletter (elec. Or paper) each department issues updates on what they're doing.
Regularly updated phone directory for the campus, distributed and available to all constituencies. Check for correct numbers and online access.
Reports from each constituency that's shared with all other constituencies.
Send out weekly facilities updates. Office moves, restricted parking.
Someway to get to know what is really happening in the college, like information shared in chair's meeting, i.e. information shared by deans, vice presidents and president.
The in's and out's of campus procedures.
Transparency policy. All campus groups (faculty, students, staff and admin) share notes of meetings in an open environment. This includes all budget facts & issues of all classes, so that all campus organizations know our budget limitations & colleagues can visit our classes and community to see what we are all doing. Require visits to other classes.
Understanding the budget- improve fiscal communication/budgets accounting for department/programs.
Update the phone directory in hardcover.
Weekly or monthly "What's Happening at the Library" Newsletter. Send to all faculty and staff as well as possibly local high schools.
Welcome sign that welcomes people and announces upcoming events at SMC! Locate at the front of school on Pico.
What is MC? Never mentioned. AET, SSC? E.g., campus map does not define acronyms. I often need to find/see someone only once a year and Can't find.

Suggestions related to the College and the community

Action/community/City. Headers of the SM governing body. Speaking to us as a campus body. Presenting their involvement w the SMC community and what they see as the greatest challenges facing us.
Active marketing of the college into the community at events such as: Farmers Market, Quarterly mailer to tax paying residents, Free trial courses which will help with recruitment from community.
Beyond obstacles: (Campus Constituents) 1) One rep from each organization, community, network, to state, federal reps + 1-2 month. (be aware and share).
Build communication. Have the City Council meet on the main campus for lunch. Invite leaders of various college areas to communicate with them.
Communicate between school and community: weekend events so the community can be involved on the campus.
Communicate better with the community that is surrounding the campus in helping lower income

students to attend the college.
Communication Liaison between department and community.
Communication with public. Bring automotive back on campus ASAP. Good for public, especially Santa Monica Community.
Community Communication? Maybe an open house with different departments show ____ what they do. And vocation arts.
Community. Better SMC participation in Community Service. Org and in key comm ____. Corporate citizenship and on campus coffees with the president.
Create a board that crosses over to include SM Community org (non-profit, Chamber of Commerce, City Services, i.e. Library, fire and police department) and educational institutions as well (primary and secondary schools, high school) with the college.
Do not isolate the college from the city government. Try to negotiate before the fact rather than after the fact. Avoid issues like traffic central @ Bundy.
Does the City Council or the Chamber of Commerce have committees where we could have reps from SMC participate? If so then we should follow that route.
Does the college have a liaison with the city of SM? E.g., someone to attend City Council meetings regularly regardless of SMC items on the agenda.
Efforts to decrease the bitterness between the neighborhood and SMC. SMC is a fabulous resource to the community, yet is seen as the enemy. More dialog? On going Meetings? And exchange of ideas?
First is to not be a threat. Better publicity in local papers, schools, etc of events open to all. Marquis - Possibly a SMC open house for community - Free guest speakers and workshops.
Five day notice of all board meetings in newspaper and e-news, it is currently at 3 days including sat and sun.
Get involved with Kiwanis club, a) Total K Day 3/11, b) Halloween 10/31, c) Celebrate America 7/4. Attend churches, little league and BSA events.
Have a party once a year for the community so the community has a better understanding of the programs and classes on campus.
Have campus contact person for community members and their families who want to enroll and for providing correct information.
Have monthly lunches between college and Santa Monica city representatives.
Have more events for the community such as the 4th of July celebration. Bring back the Playboy Jazz Festival, have more job fairs and other activities for the community.
Have SMC link to City's website.
Hire a legislative liaison to be SMC advocate at City Hall and in Sacramento.
I have loved the teleconferences we had with Dr. Robertson and one of the opening days: Missing: was two way communication. 2) Having regular town hall meetings and invite the community to provide their input and for the college to have opportunity of giving an update they should be well advertised and maybe twice a year.
I would like to take SMC's photo program out into the community by developing a relationship with Bergamot Station and using KCRW to spread the word into the community.
Improve communication with community. Town hall meetings, Marketing, Out Reach Programs to

High Schools.
Informal lunches. Between faculty, staff, admin and community reps.
Internship opportunities with the City of SM.
Invite City Council to visit the campus.
Invite community (West LA) to neat events on campus or campus sponsored lectures, field trips, art museum tours, aquarium of the pacific, excursions, (many events to cover all or a lot of areas of interest) make events free, invite children and grandchildren plus public to campus, free parking (Saturdays?) Advertise these events to community!! Must get to know the community to get them on our side!
Invite the community (everyone) into the different programs, classes, etc so they can see what the college is all about and make them feel proud of what THEIR college does. Once a year tour buildings, picnic day - departments put on displays, fundraiser booths, food (fair).
Monthly Town Hall Meetings with community and college to improve campus access re: transportation and parking.
Open House classes for each division that showcases our courses and invites the community to take classes at SMC.
Program Action Community. A program policy or action to initiate better community communications with the SMC would be to initiate a open forum newspaper (frequency to be determined). That would be passed out to the community about what's happening at the school and what SMC wants the community to know. Placed in selected places to be picked up and read by the community.
Program/Policy/Action. Community. Recruit professional individuals in community to be guests in appropriate classes to share their experience or provide limited ____ Of students with a day at work.
Quarterly newsletter focusing specifically on community impact, policy, construction, administration, board, staffing, enrollment issues (etc.).
Reps to sit on committees for Chamber of Commerce and to attend City Council Meetings.
Saturday outings with _____ and at the community same time.
Service. Have monthly outings for staff looking to give back to the community. Be it sustainable work, helping the homeless, giving time to help with local events, etc.
SMC Community Update Newsletter, flier, one page or something mailed to all SM/Malibu taxpayers to inform them of what is going on at SMC.
SMC Weekend on the 3rd St. Promenade: "Who we are and what we do"
To create an open house for the community and show off the best SMC has to offer and how the community will benefit. Have once a year.
To create multilevel education and community committee which is comprised of primary/secondary schools, SMC, neighborhood associations, police, churches, city council, parks and rec div, etc.
Town hall meeting with community of SM to give them monthly updates on our objectives and to hear their concerns about our main campus or satellite campuses.
Utilize and if necessary restructure General Advisory Board as a community liaison and not just a recipient of information. Also inform college community about GAB and use as a resource mentors/tutors, partnerships.

Volunteer program for students and faculty in the community on projects beneficial to the community and the school. E.g. Clean up committees local project with city.
We need to have Open House days. Have the campus and staff open for the community to be able to tour campus and ask/meet teachers in their classes and let the community know what we have to offer.
We should have quarterly functions with the City of SM. We could have quarterly forums with Sr. Staff to just chat. Get the pulse of the college regular/no more us vs. them.
What SMC offers them, so that they know we're not just a traffic jam. Have a SMC info booth at the Farmers Market. Speakers Bureau for the schools to inspire youth into education and to SMC activities; science ____, Latina Youth, etc.
Within larger community have an open forum with the president that will allow SM Community to open up and bring issues among all the different constituencies, Boy Scouts/Girl Scouts.
Working on more open environment with neighboring communities re: parking issues and a DPAC Committee? Re-emphasize our community service to ____ Positive communication with community.

Suggestions related to students

1) Offer free seminars for parents of our students about how they can help their own child. To avoid student drop out. 2) Campus security____
All new students go through an orientation. Re: facility, safety, services, etc.
Better awareness of enrollment needs of students by administration, staff and faculty. Lack of student support. Staff to answer phones.
Communication between financial, department and students. It would ____ To see an HONEST evaluation in the financial aid department and once determining which students are eligible to receive the money to go ahead and do so instead of acting like these students ____ needs do not count. Many get lost to undo negative attitudes on behalf of the people who determine these results.
Communication: To gather a cross section of students to discuss what they feel would improve upon classes and campus wide issues to be brought to the attention of everyone involved.
For at risk students. Faculty and staff committed toward guiding students in their school and personal lives. Improve retention by capturing drops and Ws.
Have a paid day to allow faculty to create and post website. Have all faculty post up-to-date websites so that their students can have access to class and instructor info--particularly helpful when students are "shopping"/choosing classes for the new semester.
Invite parents and significant others to orientation programs and make sure these "partners" receive regular communication about the colleges programs, faculty to staff and opportunities.
It would be great to have a room where I and my students can gather which is equipped with media and where food is allowed; for discussions about videos (and other media) in a relaxed atmosphere.
Mentor group for at-risk students.
More faculty and staff involvement with student club activities.
On campus orientation (mandatory) for new students.
Place and time for language student to meet with international students for cultural exchange.

Program to integrate all students by interests rather than by ethnicity only. There's too many activities by ethnics; Hawaiian, Middle Eastern, African-American, Hispanics, which are good; but students should also integrate with other groups.
Record of Communication. Students are given wrong info about classes, pre-reqs. They shouldn't be given info without a written record.
Renew efforts to communicate with other departments and teachers who teach "C" level students (It takes special strategies).
Short spots of KCRW about financial aid and other tidbits about benefits of attendance at SMC.
Something to facilitate our part-time (evening especially) students' connectedness to campus life.
Student Activities/Club fair during the first two weeks of school each semester.
Student ownership. Allow Students to have more ownership on campus. There are limited places where our students can express themselves. The AS is one the free speech another. But there aren't any bulletin boards dedicated to the students. There should also be more student/faculty events, where the students can work together with all faculty outside the classroom.
Student Worker Retreats - Interdivisional.
Student-faculty rapport. During free period (Tues, Thurs) have faculty and students meeting to discuss issues.
Students should be permitted to verbalize and subject to long as it is not being obstructionist.
Student-to-student: Class rosters for students with names and phone numbers.
Suggest to student body officers to suggest students applaud at the last meeting of class.
Teaching faculty should invite more counselors to speak in their classes regarding student services programs.
Tutoring availability and promotion of study groups (especially with health and eng).
Two day orientation; bulletin boards, web sites; stuff avail. to students such as career _____, internships, exam stress seminars, college source online, etc.
We need to stop passing students along when we don't know the info. Find out.

Suggestions related to outreach to high schools or universities

Communication of Welcome Center's existence and assistance to high schools (college counselors) and to people on campus.
Community - High School. SMC should have some form of communication with HS about what is happening with at risk students. SMC reps should offer a seamless transition even for these often forgotten students.
Connection between SM High School and College.
HS Students more easily communicate when they visit.
I would like to sponsor a teacher in day at our biggest feeder high schools. We could send 5 SMC instructors to teach classes for on day so students can see what college classes are like and teachers can see, and hopefully, reinforce it. Also, the SMC faculty would gain a deeper understanding of our HS population.

Institutionalize an ongoing intersegmental articulation consortium between high school EL counselors, coordinators and teachers and the full range of SMC employees who can help them get their students to come to college, stay in college, succeed in college and graduate.
Institutionalize articulation consortium on an ongoing intersegmental between high school language learners, the college employees who can best serve them: (viz. Help them get to college, stay in college, succeed in college, graduate).
Key Word: Greater University Community. Communications with transfer institutions to better understand required strengths for student success.
Teach in day at local high schools. HS students understand what college is like. HS faculty exposed to college teaching. SMC faculty greater understanding ____ HS student and ____.
WITH SMC departments and peers at HS and Middle schools @ SMMUSD to discuss academic progress and problems, etc.

Suggestions related to staff mentoring or training

1. Stronger informal relationship building-mentor 2. Pres-VP breakfast -meetings all group
Availability of training workshops both for full time and adjunct faculty. So that staff will have opportunities for upgrading information.
Cross training. Through cross-training I think individuals from different areas can come together and learn more about programs on campus. This will lead to understanding and opportunity for discussion and sharing of ideas.
Hr. Interpersonal communications training as part of management and faculty and staff leadership preparation. Fun social events that promote getting to know people across the campus.
Improve communication by training everyone on outlook and the phone system.
Mentor a new teacher with a different department for social reasons mainly.
Mentoring for new staff and faculty so everyone knows where to go for help. Recommend to Department chair.
Mentoring program for new faculty. More than just the intro day with general info. Actually paired with a tenured faculty member in your discipline to go over department and campus policies, classroom issues, etc.
Mentoring. Staff, faculty, admin, students.
New ways to "reach out" to uninvolved faculty. Fulltime: Programs that ____ Teaching not politics. Adjuncts: Mentoring program.
Provide comprehensive training/evaluation to all "Counter" employees to insure that the information being provided is accurate and given with a smile.
Renew mentoring for new faculty and staff. Mentor within one's department and a second from another area to build bridges across campus.
Set up "training sessions" for adjunct faculty within each department to ensure consistency in quality and rigor of education.

Suggestions which contain various specific proposals

1. College wide facilitator-adjunct faculty 2. Campus wide reading program 3. Non-smoking campus
1/2 day - switch jobs day. Everyone on campus does another persons job to get the feel of what is involved.
A new Commitment to suspending judgment while listening to each other.
A place for p/timers to meet with students, since we have no office, no mailboxes, no way to leave or collect assignments, etc.
A program design to build collegial relationships.
A report back to trustees when a problem is referred to staff-there is no report back and that sets the stage for no accountability.
Action - Special interest department. One more flex day (beside the common exam) or professional development type activity between the English and ESL departments. A joint speaker? Theatre program?
Action: improve communication human resources. No idea the retirement plan for the part-timers. Why part-time instructors had no vacation. No smoke.
Action? One social in subject matter in all campuses. Example - Art in ET, Emeritus, Main Campus.
Add a section on the Corsair (school newspaper) that addresses the interests of each constituency. E.g. "The Faculty" section.
Admin / sr. Managers make occasional visits to department meetings.
All English mailboxes in the department or decentralized mailrooms will encourage people to talk informally to each other. Example science mailroom and Drescher Hall mailroom.
All meetings should start at the bottom and work up. Example: Classified could be asked for suggestions and then moved up to management instead of the usual policies made without the input of those most affected.
Allow all college stakeholders to sit at the table at board meetings and participate in discussions and questions.
Allows everyone to do their own jobs. Make money a non-issue. Just do what is right and let the problem solving admin ____ find the money and let the rest of the campus do their jobs. We need to worry about student success issues and not do admin's job of worrying about and spending monies.
Always speak to others the way you would appreciate being spoken to. If you're angry or upset, calm yourself down and use your best language and communication skills and Try listening FIRST!
An ombudsperson for staff - recommended by joint professionalism and respect task force but has never been implemented.
Announce at the meetings the different departments so we all know they exist. A couple people this morning didn't know about it. That one can come in and get their hair done/facial/manicure for a very low rate.
Any ____ that would improve campus communication information. Central meeting, spots. - Social function attractive to more diverse interests. - Meetings at home.
Assign a spokesperson for each department.

Be informed about the subject you are to communicate. Be calm & non judgmental, listen.
Be very positive at all times.
Being helpful- getting rid of the "it's not my job, mentality".
Better and more direct communication between Music department, Counseling and ESL.
Better listening to each other within department and on campus.
Between teachers and students about NOT bringing food or drinks into classrooms.
Between teachers and students about NOT smoking in the NO Smoking Zones! 2nd hand smoke kills! Can we have a smoke free campus?
Board meeting. Get a bigger room for board meetings.
Bookstore ordering correct # of books.
Bring Emeritus students access to our ____ Program.
Budget workshop, so many of the ____ Come down to the budget. Very mysterious process. Alternative ____ Supported by different constituencies, rather than adopted by ____ From the Board.
Build communication. Have the General Adv. Board meet at lunch once per semester. Invite college leaders too!
Campus improvement. More available parking means less stress to start the day.
Campus wide outdoor art festival with banners, dances, masks, community organizations, performance pieces.
Chair persons have open door policy in every department.
Change from seeing the glass half empty to seeing the glass half full. Help the Foundation in its efforts to help SMC. Support the Foundation, celebrate and encourage.
Changing President of our college is the biggest improvement we have done!
Cheating: Students are always looking for a shortcut or the easy way out. I feel if we make stricter policies on student attendance, retention, repetition of classes and communicate them effectively in every department we might be more united.
City Sponsored Housing Program: Would enable faculty/staff to not have to commute.
Clarify roles and duties of STAFF to eliminate misunderstandings between faculty and staff.
Collaboration: Encourage more sharing among faculty with respect to coordination of specific course objectives; Tolerance: Discourage maintaining negative views of others based on past events.
College president needs more collegial contact. Sounds as if this may happen. Email is fine.
Communication regarding hiring of full time faculty (new or replacement) 1) Allocation of positions to departments. 2) f-t/p-t rations. 3) Departments being forced to do job searches when position hasn't been funded.
Communication. 1. Once a week old-fashioned "Koffee Klatch" 2. Advertise the above in Corsair. 3. Bring all admin back on campus. 4. Centralize this campus - not so many expensive satellites.
Communications 1) Master classes that include talent that can be shared by two or more departments.
Conferring with people who are directly involved with a specific task is essential if a project or goal

is to succeed. For example, a letter sent out by a department to students involving applying for their AA degrees without consulting with evaluators who actually could help refine the process.
Create an Office of Inter-disciplinary Study - Inter-discipline Major.
Creating a friendly/inviting lounge for faculty/staff/administrators to spend time in.
De-emphasize the importance of policy on campus and encourage campus personnel use more discretion to help serve students when appropriate.
Define a procedure that ____ Faculty direct. Communication with admin (i.e. not having to go through formal chain of command or committees).
Department rep for each department for college communication senate/house. Is this person different from department head? If so, is this person elected or selected by Department head?
Develop a universal policy & procedure guide to refer to when submitting bills for payment.
Dialoging clarification. Online updates.
Direct line to Math Department personnel who has full choice of math tutors-above and beyond the Math Lab.
Do unto others as you would have them do unto you. Golden Rule!
Don't change the names of satellite camp. Confuses students.
Drew comparisons between the past and today or/also, bringing topical views to light encouraging empathetic views.
Emergency Communication in the classroom.
Enforce existing policies of dealing with problems.
Establish mutual respect; Discuss need for mutual respect and courtesy at all levels--email communication, communication with students, communication with co-workers. Collaboration, respect.
Evening Itinerant "Dean" (for lack of a better word), who travels from satellite campus to satellite campus or appears in each "lobby" on a "camera".
Facilitate communication among full and part-timers. Break down the chasm between off campus and on campus communication.
Faculty inter-communication - Brown bag luncheon - events on weekends. * More communication within faculty members in a department. *invite speakers on related topics and providing more opportunities for the staff to share obstacles and success stories. Department chairs to assign specific office hours for the faculty.
Faculty/Staff Ombudsperson to create a committee that takes and reviews employees communication matters.
Find a way to use Emeritus students to tutor our students on campus.
Find way to better communicate with part-time faculty.
Focus on civility across the board (role model for students) on campus.
For ALL (faculty, staff and students) to mingle and decorate those spaces with student art. 1) Find several small strategic spaces around campus to create lounges. 2) Make the lounges food friendly and install display cases 3) designate a person to solicit student art from professors and publicize displays.

Genuine willingness to listen.
Get administration back on campus--not just president, but all--walking around, eating in faculty cafeteria, visiting classes. Daily access and contact.
Get rid of trouble makers & slackers or people "taking advantage" of SMC's system.
Greater contact with administration.
Have a check and balance system where all parties must answer their email, mail, letters, memos in a given time.
Have a completely transparent/open admin (no closed meetings, all information freely given to any member of the community).
Have a weekly column in the corsair with various college community members expressing their needs: Faculty, students, admin, etc.
Have president write brief weekly letter via email to the campus summarizing events and or issues of concern.
Have suggestion boxes all over campus that people can drop suggestions into, and a committee that looks into those suggestions/ideas/comments.
Have the offices of individuals inter-mixed. The Physical and Life Science Department have that now. It offers a wonderful opportunity to communicate with others not in our own department.
Help present p/t professors achieve ideas they have for increased educational projects in their field.
Honesty between teachers and students and teachers and administration. A "No surprise" approach, which is direct.
Human presence contact concern. Between administration/faculty/staff.
I think in my department there can be more openness among us. I think if we can give suggestions to supervisors with respect to the needs of students that are taken seriously and actually implemented.
I will like to enforce the chain of command among staff, faculty, student and administrator.
I wish most of the campus senior leadership had the opportunity to visit students and programs to better appreciate the value of their education.
I would like to find a way to bring the SMC staff to a more unified, cohesive community consortium.
Immediate campus contact in admissions to assist other departments answer general questions from students.
Implement a program or policy plan that would improve communication. *Establish a "town hall" forum and schedule monthly. *Aim to have the neighbors involved before the admin and senior staff "announce" what SMC is planning to do *with faculty and staff & with adjunct full time.
Implementation of a program to increase communication with campus. More town hall meetings and multi-departmental meetings so people are seeing each other to break down barriers. Off-sites given release time to participate on main campus events.
Improve accuracy in communication.
Improve communication.
Improve communication by social approach. Respecting others and their opinions and standing up

for being respected oneself.
Improve Communication through a consistent commitment to transparent, democratic decision making processes, e.g. DPAC = "meeting of the minds".
Improve communication. To be honest, I'm too new to comment on this. Better inform students where to go if they have problems or need help.
Improve parking problem.
Improve the communication and coordination of the Business, Office Info. Systems and Computer Science Departments. And the cooperative education department.
Improve the faculty lounge food, so that faculty meet there and interact. Like it once was!
Improvement: Simply make a conscious effort to include anyone related to a possible topic or discussion. For example the chairs and faculty at Bundy should always know info re: the shuttle, bookstore hours, computer services hours.
In the library, part-timers often don't know what happens in department meetings-need staff support to email important info out to all faculty.
Increased "visiting." Everyone needs to get out of their own areas once in a while.
Increased direct, informal communication with the president and senior staff. I liked his ideas of walking around talking to people, brown bag meetings, etc.
Input/ideas from everyone; ask the people who do the work what they think.
Inspirational signage on campus. Quotes to read while walking to class, developed by students and art department.
Interaction with admin needs to be build upon foundations of TRUST. Infrastructure to build trusting relationships between staff and administration needs to be established. How?
Inter-college ____.
Interest to everyone.
Introduce those in charge of departments and secretaries to fiscal services staff responsible for paying bills, getting purchase orders processed etc. To put a face behind the name! In order to work better together to achieve a faster turn around time to pay bills etc and everyone is happy.
Invite a faculty person in a related area to co-teach/lecture for 1-2 class sessions (US History with Literature; History with Modern Language or Art teachers) The visitor can add "color", depth to historical info.
KCRW could focus more on info regarding school for students and the community at large.
Keep your judgment to yourself.
Kept warn enough and comfortable to sit and chat with fellow teachers. More benches and tables outside in quad.
Key word: Science Community. Town Hall/Brown bag lunch for sharing development of programs and student challenges. Life Science and Nursing.
Lack of communication with the department chair when class size ____.
Make request to the Art Department that your space is available to display paintings and drawings.
Make sure you consider staff/faculty that work evening and night shifts.

Making sure that there is representation of all college segments in decision making that affects all college segments.
Management to Faculty. If the Management has a suspicion, concern or question about a program they "the management" go to the source vs. sharing their concern with others.
(Maybe Naïve) This might be feasible large scale, i.e. with state or city or on a small scale within departments. Trade 1 office with personnel with another person from a sister group, this way personnel learn of other group's struggle from inside.
Meditation/introspection Hall - A place where everyone who comes on campus will check in first. There is a mandatory 15 minutes spent here before going to one's campus destination. This will serve to quiet the mind and cultivate focus before traipsing about SMC blindly and unaware.
Meet and greet. Greet every faculty & student on campus with brief hello and smile.
Meet your neighbor. Take some time to visit the office near yours that you may have never been in. To get to know more people on campus.
More books in Library.
More dialogue with supervisors (people that are higher-ups).
More faculty Volunteers to increase the number of learning communities, fostering closer student interactions by sharing the same core classes. Increase the # of students' supplementary instructors to build closer contacts with students who might be reticent to talk to instructors.
More focus on expertise, less on personalities and like/dislike of people and pursuit of power.
More lies to scholarships/financial/other assistance available for both faculty and students.
More open communication between admin and faculty (less secretiveness in administrative decisions).
More outside guest speakers from fields (especially the business world). Improve the web site for the school and the business-related department in particular.
More theatre arts productions or better shuttle info.
More use of the Welcome to SMC "Ask Me" buttons on staff and faculty walking around campus.
Morro Bay Science Field Trip is every semester get more folks involved.
Move HR back to campus so it is more ____ (someone wrote over the remaining portion of this note).
Move the president office back to main campus.
Moving the entire human resources, payroll, etc. back on campus. 12714 Pico Bldg move back on campus.
Need better parking for staff and students.
Need more access to payroll and other departments.
Need to be a real part of the college - distance from main campus means isolation.
No criticism without a preferred solution.
NO paper flyers to each employee, rather posted flyers for each department or selected bulletin board. Flyers limited to Bruce Smith online email/bulletin.
Non-smoking campus.

Ombudsperson.
On going inspirational signage on campus, quotes to read while walking to class. Developed by students and art department.
On-site visitors to the clinical areas to observe daily activity of the nursing profession.
Open dialogue with department secretary staff to understand her needs, complaints.
Open door policy of management, administrators, etc.
Open Door Policy to Dr. Tsang's office.
Open lines of communication between administration and faculty. That the administration must support the college and the faculty to allow the faculty to provide a quality education for our students. Faculty-led tours to community groups.
Parking main campus. Communication, part time faculty. Access to computers at Bundy site. Flex requirements for part time faculty.
Parking Problem, what are we going to do?
Part-time faculty and payroll department. *have an annual meeting *solve problems more efficiently *return phone calls *teach more about retirement programs.
Perhaps the library could be in communication with individual instructors or with book publishers to insure that every text being used in the classroom is made available through the library reserve system.
Policy plan or program plan that would improve communications what wouldn't be? As new adjunct-faculty this semester I can only imagine improvements for communications. 1. Faculty Exchange in ideas & disciplines 2. Plus student/faculty exchange with satellite campus.
Possibly the development of a campus-wide ____ group which reflects representation by *a) ____ (i.e. Student, staff, faculty) *b) diversity (culturally, ethnically, gender, sexual ____), etc., and jointly put on campus programs focusing on education, political and social issues.
Pre-requisite Counseling.
President of the college will preside and participate in all DPAC meetings.
Presidential involvement: If there was more direct contact with the president on student success techniques, it will bridge the gap between faculty and academic leadership (constituents).
President's regular open office hours.
Program, Policy, Action. Team teaching exchange. I teach Art for Emeritus and we could have perhaps one class exchange teachers for 1 day.
Programs to emphasize positive things the Police Dept. does for the students & staff to build trust between the students, staff, police and security.
Provide a system that tracks people who submit suggestions & more importantly track those suggestions to see if the relevant departments have done the due diligence to follow through in trying to validate the issues in concern. "website posting of those concerns & follow-ups".
Quit growth so don't lose heart of school. Fix parking so access between campuses--schedule events.
Re: Safety. Communication climate. Sgt Bays Pm/Supervisor. 1) Community has a great input. Safety. When you see it, hear, know it. Pay attention to detail, campus safety.
Realizing the resourcefulness of classified staff in enabling student success.

Reconfigure classroom layouts so that chairs can easily be organized in some sort of circle.
Re-establish former SMC president Dr. Richard Moore's reading program. This program required everyone--all employees and students to drop everything and read for a 1/2 hour at the same time once a week. And let's all read the same book like Tropic of Cancer or something.
Refrain form "bottom up" thinking. The term "bottom" is insidious. Leaders are to serve, there are no little people. People on "to" - step down or step up to plate. SERVE not dictate.
Regular published interview with staff and faculty in SMC newsletters.
Reinstate flex regs-making p/t faculty participate to catch up and share what's going on among faculty and mgmt.
Release the activities hours. Will help all the constituencies on campus to meet on a more regular basis -> student activities, academic senate meetings.
Remove the barriers between managers & classified workers & establish more trust for the benefit of the students & productivity.
Require members of the BOT to attend classes so they can see what faculty does for SMC students.
Resolution or dispute committee.
Respect & professionalism. We're all here for the same purpose "Student Success".
Return to president's interview on KCRW with call-ins.
Senate along with classified forum should nurture communication on campus.
Set up a mailbox to which everyone on campus can send his/her own suggestions and advice about the pressing issues on campus. Once his/her suggestion is accepted or adopted he/she will be rewarded.
Showcase events at our new stage complex.
Showcasing programs, departments, etc. At in service days.
SMC Community. Self promotion ad campaign per department. Radio, Billboards, mailers.
Smile or nod when greeting or passing an individual.
Staff/Faculty/Admin - Senior staff/admin teach in a department for 1 year to understand the challenges of teaching and to develop a common language around the challenges.
Stop labeling faculty p/t and f/t and include pt faculty in department meetings, events, etc. To bring faculty together respectfully as one group.
Take regular walks around the campus to talk with faculty/staff/students.
The best thing to start good communication would be to agree to give faculty a pay raise! This would be a good start for Dr. Tsang. Then faculty would be happy and that would start good relations from Day 1 of his tenure!
The Board & Administration need to have integrity in all dealings. They have caused undue negativity at SMC. Old feuds need to end.
The BOT can open debate on major issues when they are on the agenda.
The Math Department needs a much larger facility for our math lab.
The need for study desks in the hallways while students are writing for their classes.
The new Xeroxing policy is a cookie-cutter approach and does not serve chairs & FT faculty.

The President and Senior Staff should open up to radical democracy as per Richard T-J, to be inclusive of consistent viewpoint.
To have once a month evaluations on how we are doing and where we need to improve.
Try to coordinate the events in a more convenient way. There are some dates when there are over three events conflicting at the same time. Give more attention to scheduling of those events.
Union. Formal elected. Have a union rep, have an office on campus so they can be there for all the employees and help build interaction with campus and community.
Use the college newspaper to communicate with students/staff/faculty.
Ways to help adjunct faculty feel more a part of the campus fabric, especially those who work elsewhere during the day.
Ways to share cross discipline information to in-house leadership, encourage more global view (in the broad sense) and _____. Develop opportunities for programs _____ @ satellite site to _____ with and demonstrate/show off the _____.
We all make a personal vow to always treat each other with respect in all modes of communication no matter how deeply felt our areas of disagreement might be.
We need to stress the basic rule of leadership--never, but never surprise the group!
We would all communicate better if: 1) resolve our faculty salary contract. 2) Make all board and admin decisions for budget "Transparent" - Open to inspection by all. 3) wake up the board!!!!
What I would like to see: Implemented on campus during activity hours Tue & Thurs. 1) More speakers, e.g. historians, authors, writers, poets. 2) Musical performances, singers. 3) Art exhibits, shows. 4) Show video programs in cafeteria (movies - culturally diverse) 5) More plants, flowers, trees on campus.
When possible house faculty from 1 department (related departments) together as is done with life and physical science.
Work and repair the budget; getting counselor more familiar with graphic design.

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.

Group: MC 72

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

Group: MC 67

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.

Group: MC 70

(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.

Group: MC 66

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 2nd floor by telephones
 - 2) Dresher Hall 2nd 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-3rd 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

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

Group: MC 74

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.

Group: MC 10

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.

Group: MC 8

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?)
- 2nd 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

Group: MC 7

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.

Group: MC 6

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

Group: MC 4

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 mangers/department chairs/administrators
 - a. Setting good examples
 - b. Acknowledging their employees
- 7. 3 good things a day to promote camaraderie—it’s contagious

Group: MC 3

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)

Group: MC 1

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.

Group: MC 14

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.

Group: MC 63

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

Group: MC 9

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

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

Group: MC 2

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.

Group: MC 83

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”)

Group: MC 73

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

Group: Training

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.

Group: MC 84

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.

Group: MC 16

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.

Group: MC 13

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.

Group: MC 12

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

Group: MC 11

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?

Personal Doable Actions

Participants in the Spring 2006 Professional Development Day were asked to list a personal doable action. The request was, "write one thing that you personally can do to promote better communication at SMC."

382 responses were received. Most of the responses included the name of the respondent; however it was decided to not include any names in this document to preserve confidentiality.

Responses are sorted alphabetically.

Ability to get along with people.
Acknowledge and verbalize the good deeds, work and actions to others (students, staff, etc). Thank them when it occurs.
Address prerequisites online thru eCompanion. Activate it early, state prerequisites clearly and ask for students to respond to me re/ any issues, questions, etc.
Adopt a positive can-do attitude.
Advertise beyond my own students field trips that we Geographers regularly offer.
Allow more time for talking with students.
Always check my email.
Always greet colleagues with a smile and a kind word or gesture even when bearing unhappy message.
An enthusiasm for my job as chair and a sense of humor; improve communication among all members of the Physical Science Department.
Answer my phone messages and emails from my colleagues and students more quickly.
As a full-time faculty member, I should go out of my way to help and mentor new part timers in my department.
As a part-timer, it is difficult for students to meet with me in person. I would like to have a consistent office hour at least once a week where students know they are free to meet with me.
As a PSO I could listen and help students in their problems and questions, parking related or otherwise.
Ask a student if they need directions if they seem lost.
Attend more college hour evens to connect with students and staff.
Be a "live" resource for students.
Be a better listener, engage in dialogue with the individual attempting to communicate with me. Follow-up/ discriminate with respect of privacy, attempting to resolve communication breakdown.
Be a good listener; attend more conferences; talk to other faculties.
Be a mentor. To improve campus communications, I offer to host (use my house) "Dinner for 12 Strangers" students, faculty staff and admin.
Be a more active listener.

Be an effective liaison towards faculty and staff for the evening shift since most of the campus is closed down.
Be available to offer advice and counseling but only when asked.
Be clear and concise as possible when counseling students.
Be more accessible to students on campus.
Be more available to student (in campus).
Be more diligent in returning e-mails and phone calls quickly.
Be more open minded and be free to new ideas.
Be more open to new ideas.
Be more patient and less cynical.
Be more positive.
Be more positive and try to get out of the office more to check with the campus and see if I can help.
Be nice and pray.
Be open and accessible to staff and students.
Be timely.
Because most people in my department don't have work time access to email, I print out important emails and post in my shop.
Because of my position in receiving lots of info, I need to do a better job of making sure that the info. Gets directed to the relevant persons in a timely fashion.
Become a department liaison for counseling or join a senate committee.
Begin every class by asking students if they have any issues, concerns, or questions they want to raise.
Being even more open to hearing and listening to other's views. Seeing the 'other side' of things.
Better communication with other departments. On-campus and with supervisors in my department.
Better educate my own students on electronic communication at SMC.
Bring all suggestions made here about social events to the next Academic Social Committee Meeting and lead a discussion on it.
Build a webpage.
Call non-attending students.
Circulate my website more.
Come to my job new everyday.
Commitment- bring more knowledge and self-improvement so I can give more assistance to our students.
Commitment to a positive student experience.
Communicate more regularly with classroom instructors about available counseling services.
Communicate more with students via Internet, for example, career information.

Communicate the good stuff (try to avoid passing on the negatives).
Communicate to my colleagues about how valuable their input is to me.
Communicate with Admissions regarding waiting lists for current semester.
Communicate with more folks on-campus. Read Missed Information.
Complete list of transfer websites for counselors and students.
Consult with Ellen Cutler about what I can do for learning disabled students.
Contact teachers, people, in my program to encourage discussion.
Continue to be a pleasant and helpful to faculty, staff, students, and administrators and to keep on smiling.
Continue to promote literacy. Read more/ write more. Take more classes to learn the experience my students have.
Contribute via email (my thoughts or opinions) don't just delete without responding or complaining. Read email.
Counseling meetings.
Create a Maintenance department webpage with clear instruction re/ repair requests. Highlight the different sub-divisions and the staff personnel.
Create a prototype of a mobile cart to publicize courses and photograph that cart and show the photo of cart at department meeting.
Create a webpage on campus-wide assistive technology access.
Create out-of-office email and voice mail.
Create Weekly bulletin board for campus announcements in the EOPS office and Financial Aid office.
Creating and improving a students experience when they are first coming here. First environment at SMC.
Demand & develop an email list of all faculty in my department.
Develop a departmental blog content.
Develop faculty webpage. Print out campus announcements for students.
Distribute a brief description of EOPS services and that we are not just a program for textbook assistance.
Do my best to be open and helpful with every student I interact with - outreach on a personal level.
Do what it takes to encourage students to come to office hours more often, even if it takes giving out candy to those who show up.
Eat lunch in departmental lunch room.
Educate on proper procedure for check requisitions, ASB, Auxiliary accts.
Effective emails.
Electronic BBS.
Email Laurie in Counseling.

Email students regularly via eCompanion.
Encourage others to attend flex days and other meetings involving the whole college.
Encourage student participation/attendance at our departmental guest speaker series.
Encourage students even more to take advantage of my office hours: set up appointments!
Encourage students in developmental English to start seeing counselors to create ed. plan.
Encourage students to actually visit us personally in office hours rather than email us.
Encourage students to meet with me more often especially introverted students.
Engage, listen, advise, implement.
Ensure department website is updated weekly with pertinent info for all members of the college community to facilitate communication transfer of info.
Exercise patience. Assist student by directing them to new info. tech resources.
Feel free to openly talk to someone higher up in your departmental chain of command.
Find a new way to make a difference here at the college.
Find a way for our department to communicate with Dr. Tsang about ESL student needs.
Focus on positive ideas.
Form on-campus support groups for interested participants i.e. lunch and learn support groups for medical updates, caregiver support, community experts come in to speak to staff. Update our website.
Forward emails and talk about it to other staff and students.
Forward important all campus event info to our program participants (150 students a semester).
Frequently communicate with my colleagues in person instead of by email.
Get everyone on the same page with email.
Get more involved - be part of process for change.
Get my books on reserve each semester.
Get to know more of the counselors individually.
Get to know more people in different departments.
Getting the equipment necessary to do my job more effectively. Being able to control my schedule to complete my technical tasks.
Give a warm welcome to all students.
Give everyone a chance for a fresh start.
Give more written instructions to students.
Give people a laugh by disguising my voice on the phone!
Give status reports At meetings on my progress projects I'm working on.
Go the extra mile in assisting those calling with problems throughout the campus.
Go the extra mile in every college task.
Go to campus wide activities.
Go to more social activities. Try to have coffee at the Bread Factory with other SMC employees - try

to get to know people on campus better.
Good management.
Greet coworkers with a good friendly hello.
Greet every individual with a smile. Interact more with coworkers.
Have an open house for English students with drinks and coffee.
Have counseling advertise their meeting and sources to the community and faculty to draw in students to SMC.
Have friendly face and smile and attend meetings.
Have lunch with an administrator.
Have meetings with all shifts in the police department.
Have more office hrs for students and teachers can meet with me more often.
Have weekly group support sessions to motivate students to open up and share their problems.
Have willingness to communicate with entire SMC community will, will try to participate in events, occasions that promote better communication.
Help at an open house.
Help by distributing info re/ vocational programs by placing flyers on the tables of the outside public shows that I participate with.
Help fellow faculty members with my videocasting.
Help inform.
Help make signs for our offices to post changes of info. To students so they are getting the most up-to-date communications available.
Help student with correct info. About SMC. Direct them to correct Department on campus.
Help students organize as a political minority on campus.
Helping students after class.
Here's what I would like to do. Have a Saturday or Sunday for children on the field - include games, education, safety awareness, finger printing, healthcare services, etc. Children's Day.
Host activities that encourage exchange among colleagues. Share info with my staff in a more timely fashion.
I always remember that if I make a difference to ONE person (student) than I have made a difference.
I am an advisor to 3 clubs. This improves communication!
I am currently writing a lab manual for my biochemistry class to better explain students.
I am going to continue to inform everyone about the good work of the SMC Foundation.
I am willing to be on the fundraising committee.
I can and will host 3 hour department flex meetings.
I can continue to talk to instructors who are not being civil with their students that it is simply inappropriate behavior.
I can create a more interactive syllabus and webpage that is student friendly and informative.

I can do better in keeping up with and responding to e-mail.
I can introduce myself to more campus members and remember their names and use their names when we cross paths.
I can manage the math bulletin board where I can answer students' questions.
I can personally create and maintain an e-mail list of all current and former students and send them emails concerning current events at SMC and encourage them to participate and attend.
I can post and/or hand out flyers on the Cosmetology Department. Talk to students/clients about the program.
I can post flyers I my work area about campus events and info.
I can update my "homepage" for my students.
I commit to coming from a place of peace and love for all of my dealings at SMC.
I could give seminars on some innovative class RM techniques I use to promote student learning such as WebAssign online HW and collaborative lab assignments.
I could participate in more campus events to get to know more people.
I hope to be able to help each students get the correct information they need when using the library.
I hope to improve my servicing the students in any way I possibly can.
I shall continue to organize visits by writers for students and others during the T/Th 11:15 hour. I am willing to participate in town hall meetings organized by the Senate and Classified Forum.
I strive to provide excellent customer service in my department and interpersonal communication with staff and always have a positive attitude.
I will be a "hostess" for an Open House at Emeritus College if we have Flex Day there.
I will be more accessible and available to new faculty in my department.
I will be on campus as much as possible to be an active part in the community, and not just a passing ship.
I will become a better e-mailer.
I will communicate with all students all the resources offered at SMC.
I will contact and connect with faculty by visiting classes or by informal meetings to provide support, collegiality, inform and assist as needed.
I will encourage all of my students to take advantage of SMC's many resources and activities to become members of this community.
I will encourage needy students to apply for scholarships.
I will follow up more diligently the request that have com to me re/ recycling issues to make sure they have been resolved.
I will get out of my office at least once a week to attend an event, meet with colleagues or visit another department so that I get to know more people on campus and extend my personal network.
I will give students more options to meet with me.
I will go to the staff lounge and talk to someone who's not in my department at least once a month.
I will have a checklist for science lab students to help them use the labs more.

I will have clearer communication to department re: degree audit.
I will introduce and teach table tennis on Flex Day.
I will invite (??).
I will invite a colleague to lunch.
I will invite my friends to lunch on campus.
I will join an Academic Senate committee.
I will keep greeting visitors to my area with a smile and ask more frequently if there's anything I can do for them.
I will make a point to express the gratitude to all the classified staff who make a positive contribution to my teaching and the success of my students. What they do really matters and I want them to know this.
I will make my students more aware of college activities and policies.
I will make sure all the information that I receive in my DPAC meeting gets to students, e.g. reports on ICC membership and AS Board.
I will make the resources I develop more accessible to my students and faculty.
I will meet with faculty involved in learning communities and counseling staff.
I will mentor new or adjunct faculty so they have a better connection to the campus.
I will never make a part-time instructor feel like a second-class citizen in my department.
I will offer more time to help students with assistance in academic programs and CPA requirements & career.
I will outreach to all people I meet.
I will participate more in the college business and give input and ideas and info.
I will participate more in the full-time department meetings to get the nuance of all issues and concerns as it relates to mathematics teaching.
I will plan Dr. Donner's retirement party.
I will respond to Shane Smith!
I will share more effectively any information I learn with part-time and full time faculty.
I will share the information and what I learned from conferences and workshops I attended outside of campus among my colleagues through emails and department flex day workshops.
I will shut up more often.
I will try to create more activities with faculty and student participation. I will try to communicate with professors and chairs to help them get involved.
I will try to encourage students to communicate with their counselor.
I will try to practice better listening skills.
I will volunteer at workshops and meetings.
I won't assume that my students have an email account. I will acquaint and encourage my students to use the SMC email system, both verbally and in writing.

I would be willing to go to planning meetings to improve communication.
I would continue to meet informally with Board of Trustee members.
I would like to commit on promoting an open house for Emeritus with student performances.
I would like to inform my students more about their choices of subjects, in particular foreign languages.
If someone will give me one, I will wear an "Ask Me" button the first weeks of class.
I'll attend what is organized to increase communication.
I'll check my email more often.
I'm going to find out how to create an active email account and tell the Music Department.
Improve classroom comfort and communicate problems with occupants.
Improve communication within our department keep on fostering feelings of cooperation and camaraderie. Ward off neg. feelings and gossip. Suggest that we do some relaxation/ meditation breaks. Continue to make students our priority.
Improve my website to include more info.
Increase my awareness of college activities/possibilities and communicate these to my students.
Increase my office hours to better help my students.
Inform all students in my department of all the job opportunities available to those who have good keyboarding skills (I'm teaching the intro keyboarding classes).
Informal share info about cultural events in LA with department members.
Introduce myself to Dr. Tsang.
Introduce myself when answering phones.
Invite Counseling Title V, English, ESL & other interested faculty and staff to participate in ongoing outreach events targeted at high school ESL students.
Invite everyone to my classes and especially field trips.
Invite more people to have lunch with me.
Invite people (staff and students) out to have a cup of coffee at the staff lounge! (to get to know on another.
Invite students from regular departments to Emeritus College classes, say Poli Sci students to visit Emeritus Current Events class that meets Fridays in S.M. Mall. Urge Emeritus College Acting classes to attend college drama events and vice versa.
Involve students in becoming active communicators in issues affecting them.
Keep informed about changes in department(s) location(s) and also meeting's room location changes (I work across from B111!) (and down from B144!).
Keep more in touch with my students after they leave my classes by keeping their phone numbers.
Keep my personal website updated at all times.
Keeping an open mind.
Learn as much as I can about SMC departments. that I interact with while working in Financial aid so I can assist students and staff in an accurate and Professional manner.

Learn more about the functions and policies of other classified departments, listen to each complain from students to be able direct them to the proper department to help them.
Learn the programming end of Portal in order to provide what faculty and staff want.
Learn to say no sometimes. Send out birthday cards/ thank you notes on time to colleagues and others. Create a 40 hour day!!
Learn where all buildings are on main and satellite campuses-so can better guide students to class.
Leave an encouraging note for the instructor who teaches the next class.
Let people/groups know we have (Bundy campus) available meeting space.
"Listen", be available.
Listen better.
Listen better and be open minded.
Listen fully before making a comment or recommendation.
Listen harder.
Listen more carefully to different points of view.
Listen openly and non-judgmentally.
Make a point to have coffee or lunch with different people.
Make an effort to get to know my students better.
Make info in my department more accessible by better organization and dissemination.
Make myself available to any student for an additional one hour per week (preferably outside of my science area).
Make myself available to communicate with professors who want to teach distance education and share experiences and insights.
Make sure everyone receives invites and updates on Performance Arts Center -PACMA of SMC.
Make time to communicate/ attend meetings, etc.
Make time to communicate/ attend meetings. Talk to faculty members.
Make web page to inform language instructors and students where their language files are.
Master Quia.
Meet and greet all faculty, staff, and students, managers every day.
Meet more people to create more opportunities for students.
Meet more regularly with department staff.
Memos to staff and students about taking more care of their property. Too many thefts on campus.
More face to face meetings rather than relying solely on email- human touch.
More patience in explaining school policies and procedures to students.
More positive attitude.
My ability to get along with others, and eagerness to learn more about what's going on in the campus.
No longer dwell on the dark days.

Online feedback from students (anonymous).
Open to learning as well as teaching.
Organize Campus appearances of valuable people.
Participate in a community-based volunteer group that promotes high school education and post secondary enrollment.
Participate in more active communication group.
Participate in new faculty training on-line or in my department.
Practice tolerance and openness everyday.
Presentations at department meetings.
Promote a conducive environment for learning.
Promote more department and admin. meetings.
Promote new "proposed" social classified/Academic activities hour to my faculty/staff.
Promote other faculties' web sites and clubs.
Provide email address to all the staff/faculty.
Provide knowledge into on campus to recruit more students to EOPS and Care program.
Provide more information and paint a fact to the mental health and personal challenges that our students face, to better promote students' academic and personal success.
Provide my reps. with concerns that I see on campus.
Publish department newsletter more often/year.
Put budget workshop for board members.
Reach out more to adjunct faculty!
Reach out to faculty and other departments and tell them more about what the library can do for them.
Read communication from college in timely manner.
Read different department websites to gather info. Examine faculty websites.
Read email every day, harder than it sounds.
Read more Bruce Smith messages.
Read more email. Return more email.
Really try to keep laughing and help students have an easier environment in which to learn.
Recruit athlete students and active teachers into science classes by attending KDR and Ed meetings.
Regular Faculty Assoc. reports on state level faculty issues.
Reinstate my e-mail address.
Rejoining a few campus committees. This way I can help with various issues and interact and communicate with other faculty, staff, and administration. This allows me to be more updated with information on campus and in better touch with SMC.
Remain in regular contact with Department chair and colleagues by email and telephone relating to my classes and students.

Resolve our faculty contract fairly, talk to faculty in other departments.
Respond to calls or emails promptly.
Respond to email in a more timely manner.
Respond to email that bothers me. Respond only to the individual and express my feelings in a non-confrontational way.
Respond to email/ voice messages no later than two days after they are sent.
Respond to emails more promptly. Presume benefit of the doubt when communicating with everyone.
Ride the bus once a week to campus.
Say hello to someone I don't know and introduce myself.
Search box for SM website.
Send at least one thank you email per week to someone on campus.
Send flyers to staff of our department's services that are available.
Send notes of appreciation the other Outreach counselors.
Sense of humor, show more appreciation to students.
Set up a philosophy discipline display case.
Setup workshops for better informing counselors on CSIS courses.
Share all campus info on events with students in my classes.
Share my observations and questions more at staff meetings.
Share new info. Resources with other librarians.
Sign language.
Since I serve on both the senate and the faculty assoc. I will increase my efforts to inform my constituents on all the issues brought before those organizations.
Smile and say hello when I walk past another instructor on campus.
Smile more, it's contagious.
Smile!!!
Smile, Greet!
Solicit more professional exchanges within the department.
Speak with each of my students about any subject they want.
Speak with each student every day.
Start going to campus wide meetings. Be more tolerant/try harder.
Start using eCompanion.
Starting Sept. I will spend time in faculty lunchroom and (do lunch). 1 hour each, twice/week with other faculty and staff.
Stay better informed via e-mail, newsletters, newspaper (campus), chatting with colleagues.
Strike up a new conversation once a month (probably at the Bread Factory lounge).
Suggest meeting faculty/adjuncts once a month to discuss our department concerns.

Take a more active role in campus activities and committees.
Take a student who shows up everyday to class, but is failing and be their personal tutor 1/2 hour a day and days class meet.
Take life at a slower pace and listen openly to people.
Take more time to be encouraging on emails.
Take one faculty member to lunch (go Dutch).
Talk and do lunch with faculty/staff.
Talk to and compare notes with people from other departments so that I can get a better sense of how SMC works, etc.
Talk to different people - faculty, administrators, students.
Talk to my students about their problems.
Talk to new people on campus.
Talk to people to get information that is valuable to the college community.
Talk to Tamara about creating a grand festival for everyone on campus! With balloons, clowns, food, o' glorious food.
Teach students how to study a science textbook to avoid possible problems.
Tell my students what's happening on campus - events, speakers, etc.
This spring, having a fundraiser for the purpose of building community.
To assist students (particularly the first week of semester) to locate rooms, buildings, find classes, department, etc.
To be a better listener and go to more meetings.
To communicate better I will learn how to use outlook more efficiently, sending all of my department messages to keep the department on the same page.
To continue getting to know as many people on campus as possible and find out what they do.
To improve communication at SMC, I can participate more with my department and issues related to adjunct faculty in order to be more informed & consequently more informative.
To improve communication on campus, I will help "feed" the bulletin board in my area.
To put a suggestion box or complaint box.
To speak more with staff and fellow instructors on our concerns and those of our students apart from Flex activities!
To thine own self be true. I could communicate better if I thought I had more value and my thoughts and ideas. I tend to want to satisfy others at a cost.
Try to be better about campus-wide emails.
Try to be quietly effective with students, faculty and staff.
Try to do lunch more often with other faculty/staff either on campus or off campus.
Try to improve response time to questions made to my by voicemail messages or email.
Try to start day with a more positive attitude. Expect the best of others rather than anticipating the

worst.
Update daily the High Tech Center's voice mail message.
Update my telephone voice mail message.
Update my voice mail more regularly.
Update our department website and make it user friendly.
Update research website so that everyone has access to recent data.
Update web page.
Update webpage.
Use an online office hour in order to make more time available to students.
Use KCRW to advertise for our courses.
Using a radio to communicate with coworkers.
Utilize my e-mail communications skills more regularly. Sharing info.
Visit at least five people at SMC and introduce myself and my program.
Visit other departments. and/or organize small groups across departments. to get together and discuss concerns, department activities, courses, etc.
Visit the campus and get to know the family and community that everyone is talking about.
Visiting more with campus staff at 1900 Pico Blvd., Emeritus College, and Bundy Campus. Continue to give great customer service to students, vendors and community.
Volunteer to be a mentor.
Volunteer to mentor more new part-timers in department.
Walk across campus have coffee in staff lounge.
Webpage for faculty to provide input hints for labs.
When an electric problem exists, please call maintenance department secretary not the person direct.
When I become department chair, I will meet with staff on an individual basis at least once a semester.
When I see waste and corruption to report it to everyone necessary.
Wherever I go, get to know people in different work areas.
Will continue learning and enhancing the quality of instruction.
Willing to do my part to share and explain any processes utilized by my department.
With a good-positive attitude towards students, colleagues, and all other members of the community- experience 3 random acts of kindness everyday.
Work for interdepartmental meetings and activities e.g. ESL/English.
Work to get a daily "What's Happening Today" on the SMC website.
Work to meet new people.
Work with a positive attitude and provide excellent service to the students. Express ideas and suggestions to supervisor.

Work with others in the department. Keep an open mind, have fun in the classroom.

Write a manual that communicates department goals and expectations to new adjunct.

Write new class, "Productions for the Younger Audience".

Write something for the Corsair.

Appendices

Training Document: Flex Day Workshop for Facilitators
Opening Remarks by Nancy Grass Hemmert

Workshop Overview

I. Welcome

- A. As participants come in have them sign-in, give them a nametag and a supply of sticky notes. **(10 minutes)**
- B. Opening Statement (use either outline or script) **(10 minutes)**
 - 1. Review of the year's project
 - 2. Update on results from opening day
 - a. Doables: DPAC has made recommendations on our number one and two college doables from opening day. Presidents office, pending Dr. Tsang's approval will be moved at least part-time to the main campus and the facilities and maintenance are being addressed actively.
 - b. Website Access: The results are available on the PDC Website for today and opening day.
 - c. Book of results: A book of the opening day results is now in the library for viewing. It includes the outline of the workshop conducted.
- B. Overview of today's activities: Go through a process of identifying and addressing specific communication issues on campus and develop a plan for improving campus communication.
- C. Ground Rules: Respect, No side-talking, Positive Attitude.

II. The Processes

- A. Process #1: Communication Gifts **(10 minutes)**
- B. Process #2: Affinity Diagram **(30 minutes)**
- C. Process #3: Action Planning Groups **(30 minutes)**
- D. Process #4: Personal Doable Action **(10 minutes)**

III. Concluding Remarks **(10 minutes)**

- A. What happens next:
 - 1. Results from all workshop rooms will be processed and posted on PDC website.
 - 2. Reports on what gets accomplished from the day's suggestions as they happen.
- B. Today's schedule
 - 1. 12:00 to 1:00: Bring your own brown bag networking lunch at the clock tower and in the cafeteria.
 - 2. 1:00 to 2:00: Hot Topics a presentation of a few of the issues facing Santa Monica College
 - 3. 2:00 to 3:30: Unity Reception to welcome the new college Pres/Supt. Dr. Tsang.
- C. Thank you.

Opening Statement Outline:

1. Welcome everyone, thank everyone for attending, and ask each person to introduce himself or herself.
2. Remind that this year—with the promise of wonderful new facilities under construction, a new president to be chosen, and signs of working together on the part of all campus groups—we have committed to creating a more cooperative and collegial campus community that is focused on student success at EVERY level—NOT just in the classroom.
3. State that today with these 24 separate meetings designed to hear all participants, we will be taking an important next step to bring the campus community together.
4. Tell the group that we will be going through several processes or exercises. The information that emerges from these exercises will be collected and shared with the campus via email and website and forwarded to DPAC for consideration and implementation.
5. Inform people that for our work to succeed, we need to follow several basic ground rules:
6. RULES:
 - a. Focus on the positive
 - b. Focus on goal of STUDENT SUCCESS
 - c. Be open-minded—think creatively, and avoid dismissing any idea (no matter how “crazy”)
 - d. No side talking

Opening Statement Script:

Welcome! Thank you for attending. I am _____. Let's go around the room and briefly introduce ourselves ...

I have a few comments to make before we start the exercises for our group. Our purpose today is to build on the work we began in the Fall to shape the future of our college—and to help our students succeed, an honorable aim which is the core purpose of our college.

This spring as we start classes, we have some many reasons for optimism. The new main stage and liberal arts buildings are nearing completion, we have a new president, and there are signs from campus organizations that point to a renewed interest in working together for the greater good of our students' success.

During the Fall Opening Day, workgroups such as these came up with suggestions for improving the campus that were forwarded to DPAC. The top three concerns were campus cleanliness, the location of the president/superintendent's office and the campus communication climate. DPAC has been busily working on the first two issues. You may have noticed a significant improvement in the overall cleanliness and upkeep of the campus over the past several months. Also, pending Dr. Tsang's approval the President's office will be moved at least part-time to the main campus. Today, we will work on the third concern.

Right now, 24 groups like this one are meeting across the campus. Collectively we will be taking the next step in bringing the campus community together to promote student learning. We will be going through exercises—which rely on your good will and many sticky-notes. Through these exercises we will develop a plan for improving the communication on campus. The information we generate here—and in the other 24 meetings—will be collected and shared with the campus via email and the PDC website. Further, the plans and suggestions we develop here will be forwarded to the District Planning and Advisory Committee (DPAC) for consideration and, hopefully, implementation.

For our work to succeed we will need to follow a few basic ground rules:

1. Focus on the positive.
2. Focus on the goal of student success
3. Keep an open mind: avoid dismissing any idea (including your brilliant one or someone else's crazy one).
4. No side conversations [no matter how tempting]

Ok—let's begin...

P R O C E S S # 1: C O M M U N I C A T I O N G I F T S

The Process:

1. Tell participants to take out one sticky note.
2. Ask them to “Think of someone at SMC who has a positive effect on the campus communication climate.”
3. Write the person’s name on a sticky note along with a short description of how his/her communication style is a positive force on our campus.

(During the sorting process of the Affinity Diagram participants will be asked to read their GIFT aloud.)

P R O C E S S # 2:

A F F I N I T Y D I A G R A M

1. Imagine that you can implement one program or policy or action that would improve communication among and/or between the various campus constituencies and/or with the community. What would it be?
2. Take-out one or two sticky notes and write one communication suggestion on each. (If participants get “stuck,” tell them to be creative and not allow bureaucratic or logistical concerns stifle their ideas.) Read it and then post them on the board.
3. We need three volunteers to sort the responses. Sort them by putting like suggestions together, taking special care to make a note of duplications. Name the categories under which the similar items fall (e.g. suggestions for the website, community outreach, social events, etc.). Have them arrange the items so that each has plenty of room around it for the participants to vote on them.

{ While the volunteers are sorting the rest of you can take turns reading the name of your GIFT and posting it on the side of the board. (**Facilitator: Remember to collect these before leaving the room and place them in the GIFTS envelope.**) }

4. Multi-vote:
 - a. Have each person vote for their first and second choice suggestion:
 - H = first choice (worth 2 points)
 - 4= second choice (worth 1 point)
 - b. Note: Participants CANNOT use their first vote for the category in which their own suggestion is found.
 - C. Quickly decide on the top four suggestions.

PROCESS # 3

ACTION-PLANNING GROUPS

1. Break the participants into 4 problem solving/planning groups.
 - a. Assign each group ONE of the top four suggestion categories from the Affinity Diagram results.
 - b. Each group is to quickly decide on a suggestion to make “happen.” They are to determine what steps need to be taken to have the suggestion become a reality
 - c. Ask them to develop specific and realistic action steps for their “doable.”

NOTE: Remind the participants that they are to imagine implementing this in a “perfect” world that is free from bureaucratic and logistical concerns. In other words, don’t get bogged down in why something can’t be done. Focus on how it should be done irrespective of specific campus procedures and rules while still being something that is reasonably attainable. This is about moving us forward. The challenges of implementation will be addressed at a later date.

- d. Give the groups about 20 minutes to come up with a doable plan then have each group report their findings to the group (allow one or two minutes each for reporting). Write a brief summary of each groups plan on the board as they present so that participants may vote after all presentations are done.
2. Multi-vote: Each person votes for the best plan. Participants CANNOT vote for their own groups’ plan.
3. The “winner” will be sent to DPAC for priority consideration. All suggestions and plans will be published on the PDC website.

PROCESS # 4

PERSONAL DOABLE ACTION

The first step toward improving campus communication is a single step that involves one motivated individual—faculty, classified, administration, or student— all of you, performing one doable communication action—one for which you have the power and authority—to, in some way, improve the communication climate at SMC.

Process:

1. On one sticky note, write one thing that you personally can do to promote better communication at SMC.
2. Sign the note.
3. Read your note and post it on the board.

Closing Remarks:

When people start seeing the little changes, hope begins to grow and with it real progress becomes possible. Begin small, spread the seeds of change, forge partnerships; you will have paved the way.

We would like to thank each of you for your contributions today.

Results from all workshop rooms will be processed and posted on the PDC website over the course of this semester. Watch your email for notices. Additionally, the PDC will provide reports on what gets accomplished from the day's suggestions as they happen.

As a reminder, today's schedule is as follows:

1. 12:00 to 1:00: Bring your own brown bag networking lunch at the clock tower and in the cafeteria.
2. 1:00 to 2:00: Hot Topics a presentation of a few of the issues facing Santa Monica College
3. 2:00 to 3:30: Unity Reception to welcome the new college Pres/Supt. Dr. Tsang.

Thank you again for your willingness to participate in moving our campus toward greater community and even greater student success.

Opening Remarks

By Nancy Grass-Hemmert

- I. Good morning and welcome. Welcome all. To those that have to be here and to those that had more choice: Welcome to our outstanding full time and adjunct faculty and dedicated staff. Welcome to our New President Dr. Chui Tsang, all the deans, vice-presidents, directors and other managers who could join us. And welcome to the Board Members who have taken time out of their schedules to be with us today. Above all, I would like to extend a very warm welcome to the students who have joined us today instead of taking a vacation day.
- II. Today's event is about student success: This is an exercise that is not only inclusive of, but dependent on the entire campus community: faculty, classified, administration, board members and students.
- III. My name is Nancy Grass Hemmert and I am the Faculty Senate's Professional Development Committee Chair.
- IV. Before turning over the mic, I would like to give you some insight into what we have planned today and who has been behind it.

Body

- I. Today begins the second part of a year-long project that began in the fall with much optimism and many sticky notes.
 - A. The project continues today and will culminate with a more positive, productive, and supportive campus climate squarely focused on Student Success.
 - B. Our work in the fall did not end with that day's workshops
 - i. The thousands of stickies were transcribed, categorized, tabulated and recorded.
 - ii. And made available to the entire campus community online through the PDC website, in a book you can view in the library (thank you, Steve Hunt). Additional copies have been provided to Dr. Tsang, Dr. Donner and each of the Trustees.
 - C. The 3 winning doables from opening day, along with the other results, were forwarded to DPAC (District Planning and Advisory Committee) who unanimously agreed to address these key concerns. Those three doables were:
 - i. Move President's office to main campus
 - ii. Address campus maintenance and facilities issues
 - iii. Improving communication among campus constituencies
 - D. Despite fears that nothing would ever come of our work, know that
 - i. The Process is underway of identifying space for the Pres's office
 - ii. The campus is cleaner, bathrooms have been repaired, and the procedures for reporting problems has been clarified
 - iii. And today we are going to address the campus communication concerns.
- II. It has taken representatives from every corner of the campus to put today's activities together.
 - A. I would first like to thank the PDC, my Vice-chair, Judy Neveau and friends of the committee who have dedicated innumerable hours on planning, organizing and training for today.
 - B. Thank you to Bruce Smith for continuing to get the word out.

- C. I would like to thank Dr. Donner and his office who have supported us throughout the year.
 - D. Thank you, Dr. Tsang for your enthusiasm and willingness to participate in our project on such short notice and before you have even settled in. We are so lucky to have you here.
 - E. Thank you to Faculty Senate President Richard Tahvildaran-Jesswein whose vision inspired us.
 - F. Thank you to the entire event Staff, especially, Carol Evans, Belinda Ramos, Charlie Yen and the others who arranged for all the facilities and details of the day that often go unnoticed, but without which you would be standing.
 - G. Thank you to the 53 facilitators who gave up much free time and inbox space to make today happen.
 - H. And, finally, thank you to all who have bothered to attend, who will take part in the morning workshop with openness and optimism and who will still be here at the close of today. Your commitment to the college is noticed. Thank you!
- III. Today's schedule is simple, but bears review:
- A. First, Faculty Senate President RTJ and our new President/Supt. Dr. Tsang will share their thoughts on student success and their visions for future.
 - B. Then we will attend the workshops focused on addressing communication concerns. Registration and room assignment information at PDC table outside the Pavilion.
 - C. A Bring your own Brown Bag lunch will be held in the cafeteria and clock tower.
 - D. After lunch, please return to the Pavilion at 1:00 for a lively discussion of key issues facing SMC.
 - E. Finally, we will enjoy a Showcase of some of SMC's talent, followed by the Unity Reception to properly Welcome Dr. Tsang to SMC.

Conclusion

- I. So let's get started!
- II. I am proud to introduce the Faculty Senate President Richard Tahvildaran Jesswein!