Calls to Action

Standard 1 Report

Theme 1: Process Improvement/Development

Create an approach based on literature and experience regarding process improvement systems, like Kaizen, that operationalizes a continuous process improvement framework for all areas of Mt Hood Community College.   Create buy in amongst college departments and based on that buy-in, plan and schedule the process through which this system will be implemented.

Create MHCC's S.O.P. (Standard Operating Procedure) for S.O.P.s. that include the equity lens, involve the end user, and incorporate feedback and continual improvement processes. Once work is done, offer professional development trainings on how to create an S.O.P.

- o Possible participants – Employees with process improvement experience.
- o Suggested Champion – Linda Vigesaa, Rick Doughty
- o Outcomes –
    - ▪ Commonly accepted SOP (with attendant language, etc.) that will increase acceptance and effectiveness of continuous process improvement processes.
    - ▪ Cadre of trained MHCC employees who can lead or participate in Continuous Improvement Process (CIP) activities.
- o Build a place online where all tools and S.O.P.s can be accessed by all MHCC employees.
    - o Possible participants – Information Technology staff, People Strategies Council
    - o Suggested Champion - Linda Vigesaa
    - o Outcome – An easily-accessed place for interested parties to learn about and track Continuous Improvement Process initiatives.
- o Map out a "spaghetti diagram[1]" or walking map for students that illustrates all the physical places and steps in the process that a new student would need to go through and/or visit before their first day of classes. See if any processes can be improved and if any services could be moved closer together to improve the student experience.
    - o Possible Participants – Associated Student Government members, candidates looking to enter MHCC, Student Development staff.
    - o Suggested Champion – Waldon Hagan
    - o Outcomes -
        - ▪ A deliverable that can be converted into a map that could guide incoming students from their first start to finish.
        - ▪ An initial process map that will be used to identify next steps (Future state process map, etc.).
- o Revisit MHCC's On-boarding process
    - o Possible participants - HR personnel (who have already started this work),
    - o Suggested Champion – Gale Blessing

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[1] A spaghetti diagram is a roughly scaled layout of a work area (e.g. MHCC's campus) that shows the path taken by a person (e.g. a first-time student), material, or information as moves through a process (e.g. progressing from "first contact" to "first day in class."). The name "spaghetti" comes from the fact that real world paths are not straight lines so the final diagram is usually messy.

- o Outcome -
  - A more robust and transparent On-boarding process that incorporates Culture of Excellence standards, leadership competencies, and MHCC's commitment to diversity and equity

Theme 2: Communication

- Host several student focus groups: How do students want to be contacted and communicated with? Ensure that all age groups are appropriately represented to ensure that data-driven decisions are made and that multiple modes of communication are considered.
  - o Possible participants – Associated Student Government-selected students,
  - o Suggested Champion – Bruce Battle
  - o Outcome -
    - Actionable information concerning effectiveness of current communication strategies
- Put together a task force to tackle internal communications at MHCC.
  - o Possible participants – Information Technology staff, association representatives
  - o Suggested Champion – Christie Plinski, Bruce Battle
  - o Outcome -
    - Action plan for improving internal communications at MHCC (including roles and responsibilities of management/supervisors, admin support staff, association representatives, etc.)
    - Training plan for roll out of communication strategy.
- "Easy button" (i.e. a page where all relevant information is collected concerning customer service) concept for the MHCC website with Frequently Asked Questions (FAQ) database, live chat function, email option and phone number with hours of operation:
  - o Possible participants – Information Technology staff, Student Services personnel, external service providers
  - o Suggested Champion – Waldon Hagan, Linda Vigesaa
  - o Outcome -
    - "One-stop" access based on best practices such as consumer websites that have a "Help Desk" or "Contact Us" section. See Comcast or Amazon for examples.
    - Information campaign regarding use of "Easy" button.

Theme 3: Support & Advocacy

- Continue the newly formed "extended hours committee" to ensure that any changes to service hours are purposefully designed and incorporate student feedback.
  - o Possible participants – Nikki Gillis, association representatives, Associated Student Government representatives
  - o Suggested Champion – Christie Plinski, Waldon Hagan
  - o Outcome -
    - Action plan for improving student access to classes, student services, food services, and other essential services.

Theme 4: Facilities/Technology

- Put together task force or committee to investigate the possibility of having an ongoing, continuous health center on campus and ensure that information for social services is available to students.
    - Possible participants – Janie Griffin, University of Western States rep, Wallace Medical Concern, ASG
    - Suggested Champion – Waldon Hagan
    - Outcome -
        - Feasibility study re: Health Center on campus.
- Develop a single sign-on for online services students use (e.g. MyMHCC, email, Blackboard, etc.)
    - Possible participants – Information Technology staff, Student Services representation, Associated Student Government
    - Suggested Champion – Linda Vigesaa
    - Outcome -
        - Increased candidate to student conversion rate.
        - Increased student satisfaction.

Theme 5: Training/Professional Development

- Put together some employee focus groups on what kinds of training and professional development MHCC employees would like to have available to them.
    - Possible participants – People Strategies Council, Business & Industry Workforce Training
    - Suggested Champion – Jarrod Hogue
    - Outcome -
        - Prioritized list of professional development courses in response to employees' felt needs.
- Create a training and implementation schedule for all department to utilize the Knowledge Silo Matrices (KSM) approach as a basis for their onboarding and training of new employees.
    - Possible participants – People Strategies Council
    - Suggested Champion – Rick Doughty, Gale Blessing
    - Outcome -
        - Work-unit level matrices that help managers identify their Direct Reports' job-based training needs.
        - Information from KSMs will help with resource-leveling, succession planning, and value-stream mapping.

Theme 6: Resource Allocation

- Put together task force that focuses on Customer Relationship Management[2] (CRM) to make recommendations on where more resources may need to be focused. Before buying any new technologies, generate "future state" process maps that will help determine vendor selection and will drive technology roll out.
    - Possible participants – IT staff, Student Services, Administrative Assistants

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[2] CRM refers to practices, strategies and technologies (software) that organizations use to manage and analyze customer interactions and data throughout the customer lifecycle, with the goal of improving business relationships with customers.

- o Suggested Champion – Linda Vigesaa, Waldon Hagan
- o Outcome –
    - Feasibility study re: purchase of CRM.
    - If purchased, improved ability to provide integrated service and support for students.

Theme 7: Outreach/Community

- Continue the great work on developing a robust Alumni Association. (Thanks, Foundation!)
    - o Possible participants – Foundation Board and staff, Associated Student Government, graduation committee
    - o Suggested Champion – Al Sigala
    - o Outcome –
        - Stronger relations with alumnae with all attendant benefits.

Theme 8: Equity & Inclusion

- Ensure that communications are available in more than one language (Spanish, Russian and Vietnamese are recommended for our district in addition to English.)
    - o Possible participants – Access Diversity & Equity Council, Associated Student Government, community groups
    - o Suggested Champion – Waldon Hagan
    - o Outcome -
        - Increased access for non-native speakers of English.
- Ask the TLC to lead focus groups for faculty with regard to best practices in culturally appropriate syllabi and course policies.
    - o Possible participants – Teaching & Learning Center
    - o Suggested Champion – Christie Plinski
    - o Outcomes -
        - Best practice syllabi that can be diffused throughout college.
        - Roll out campaign to promote rationale for best practice.

Theme 9: Collaboration

- Pull together a group to identify the major processes that could be improved relatively quickly with maximum impact and would lead to some quick victories and morale boosting.
    - o Possible participants – Admin Assistants working in areas that conduct "non-standard" work, leads from Business Office, Human Resources representative
    - o Suggested Champions – Jarrod Hogue, Jennifer DeMent
    - o Outcomes –
        - An explicit and standardized selection/prioritization process with decision-making criteria.
- A prioritized list of processes to be streamlined.

Theme 10: Leadership

- Ensure that leaders at MHCC are heavily involved in and invested in the call to action on Standard Operating Procedures and ensuring requested professional development occurs.

- Possible participants – President's Cabinet, People Strategies Council, Associated Student Government
- Suggested Champion – Debbie Derr
- Outcome -
    - The start of culture change at an operational level.