

2019-2020 GRCC Team Charter

Team Name: Student Feedback Management (SFMT)Team

Team Leader: Lina Blair

Chartering is a two-way process Team sponsor(s) specify the mission of the team, its resources, the expectations for what the team is to accomplish, the timelines, decision-making authority, and how the team relates to the broader College strategy and goals.

The team itself thinks through and creates a draft charter, including team goals, stakeholder requirements, and strategies for goal accomplishment.

Together, they review and finalize the team charter, adding the process that will be used to review team progress on a regular basis.

1. Purpose of the Team *(What is this team expected to accomplish?)*

The purpose of the team is to continuously monitor and improve the GRCC student and stakeholder experience. The team is responsible for reviewing student complaint data, providing information for employees regarding receiving complaints, and analyzing complaints to ensure improved practice.

2. Decision-making Context and Scope *(What level of decision making authority does this team hold?)*

The primary responsibility of the team is to gather data, make recommendations and report annually to Deans Council, at which point the recommendations will be considered for action. However, if minor/easy improvements can be made along the way, the team has the authority to work with various departments to make suggested changes for improvement. The team report is part of the Teaching and Quality Learning process.

3. Team Goals, Action Projects, and Timelines *(How will this team proceed to accomplish their purpose? I.e. what will they do?)*

The team will meet each June to review the annual report prior to submission to Deans Council and will set goals and timelines for the upcoming year at that time. Annual goals include monitoring complaint trends, providing training to

staff/faculty who manage complaints, and holding events to solicit feedback. The team reviews HLC criteria and minimum standards for complaint management.

4. Stakeholders and their Key Requirements (*For whom is this team doing their work? What do they want?*)

This team is working on behalf of the entire college, with a primary focus on improving the experience students and stakeholders have with GRCC. Our key stakeholders in the process are our students and community members who make complaints. Overall, we want to demonstrate in every area of the college that we are open to and thankful for complaints/comments, as they help guide our goal of continuous improvement.

5. Resources Needed (*both people and budget*)

This is a relatively large team, requiring participation from many staff from across the college. Additionally, the training requires participation from an even broader group, impacting many departments and offices in some way. Our budget needs center around items such as suggestion boxes, supplies for events, training and marketing.

6. Troubleshooting Path (*How will unresolved issues or roadblocks be handled?*)

Deans Council and college departments would be engaged in troubleshooting unresolved issues. Both short term and long term planning may need to occur to resolve issues along with support from needed resources.

7. Requirements for Integration with other Departments or Teams (*How does this Team interface with others doing concurrent work?*)

The team submits reports to and receives feedback from Deans Council. Additionally, there will be two-way communication with academic and service departments to discuss what needs exist, what improvements have been made, and what complaint trends they are tracking.

8. Review Progress (*How and when will the work of this team be reviewed?*)

Annually, the team will provide a Teaching and Quality Model report to Deans Council in July. The team, at times, will receive feedback from Deans Council about suggestions or action to be taken. At the same time, the team will review their own work, looking for areas of improvement.

9. Team Leader, Current Members, and Membership Specifications

(Are team members appointed? Volunteers? Is team membership permanent? Term-limited? Is this team accepting new members? Please also list the current members on the Team by name.)

Currently, all team members have been invited to join the team based on the area in which they work, knowing they can contribute to the overall purpose of the work and provide varied perspectives. Team membership is permanent until someone changes position or notifies the team leader that they can no longer participate. We have added new members as we discovered an area that wasn't at the table and will continue that practice.

Current team representation:

Lina Blair, Director of Student Life and Conduct

Chris Johnston, Associate Dean

Christopher Remley, Office Manager, Student Life and Conduct

Dave Murray, Director of Communications

Dylan Evans, Director of External Affairs, Student Alliance

Jimmie Baber, Associate Dean

Kimberly DeVries, Director of Equal Opportunity Compliance

Lori Cook, Director of Admissions and Enrollment Center

Nathan Hamilton, Director of Academic Applications

Paul Doane, Associate Director of Financial Aid Compliance

Tina Hoxie, Associate Provost and Dean of Student Affairs

Brune Garcia, Service and Technology Coordinator, Student Life and Conduct

10. List the major team accomplishments over the past year. *(What are your outcomes?)*

This team has not met for several years and is in the process of being reestablished.

11. List the major team goals for the upcoming year. *(What do you plan to accomplish as a team in 2019-2020?)*

- a. Improve data review/tracking process by making it more efficient.
- b. Continue to institutionalize the process, so it becomes a part of the culture, including training opportunities.
- c. Notify all employees about complaint management process.
- d. Improve documentation of trend history.

12. Please describe any current challenges the team is facing.

Reestablishing this team with mostly new members is a challenge. Another is

implementing a system College wide that is consistent. Trying to train all front line employees to utilize the same service guidelines and getting everyone on board to track all complaints will take on-going effort.

Revised February 2019