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Provide customer service training for employees at all levels regarding how to serve students and internal stakeholders effectively and efficiently (Superintendent/President; vice presidents; Professional Development Committee)

Ensure employees at all levels respond on timely basis to email and phone calls (Superintendent/President)

Ensure that established queues are followed in responding to requests/tasks/work required, and shorten queues as possible (Workflow Efficiency and Digitized Paperwork Task Force; vice presidents)

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Align the purpose of institutional units with institutional goals; stop doing things that matter less to concentrate on things that matter more (Executive Cabinet)

Ensure that time and energy are placed on strategic priorities and other high priority issues in employee work assignments (vice presidents and managers), in participatory governance meetings (chairs), and at the College more generally/flex days (Professional Development Committee)

Ensure that all employees understand the broader context of their work, and how it contributes to institutional performance and student success (Superintendent/President, vice presidents, and managers)

Provide facilitator training to council and committee chairs to ensure effective and efficient meeting management (Superintendent/President)

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Expand co-chairing opportunities for councils and committees to allow for administrator/faculty/staff tri-chairs as feasible (College Planning Council; Executive Cabinet)

Increase the pool of potential College leaders by providing opportunities for leadership development open to any interested employee, and that allow faculty, staff, students, and administrators to participate collaboratively in external workshops and to work jointly on internal issues (Professional Development Committee)