SPSP Update
College Services Review

Board of Governors

June 11, 2012

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SPSP Update

- Context
- Project complexity
  - Strengths and challenges
- Emerging Themes
- Early suggestions

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SPSP 2011/2012 Momentum

Key Milestones: 2011/2012

June 2011

SPSP Progress Report

Summer 2011

Identification of key Service Performance Metrics

Fall 2011

Programs review update & consultations

Winter 2012

Service Review Analysis & Reporting

<u>Programs</u> updates collected; BOG to receive update on program launches & suspensions

<u>Services</u>:

Strengths

- Building on momentum of SPSP
- An active and engaged Steering Committee
- Over 250 services reviewed, resulting in 99 Business Unit reports and 29 Dean/Directors reports
- Workshops, Info Sessions, Soliciting feedback
- Emerging Themes

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Challenges

- Emphasis on “What is”rather moving people to think about 2017
- Timing
- Difficult to measure some relationships between metrics and recommendations
- Ongoing changes in leadership since SPSP1, June 2010
- Complexity of College services

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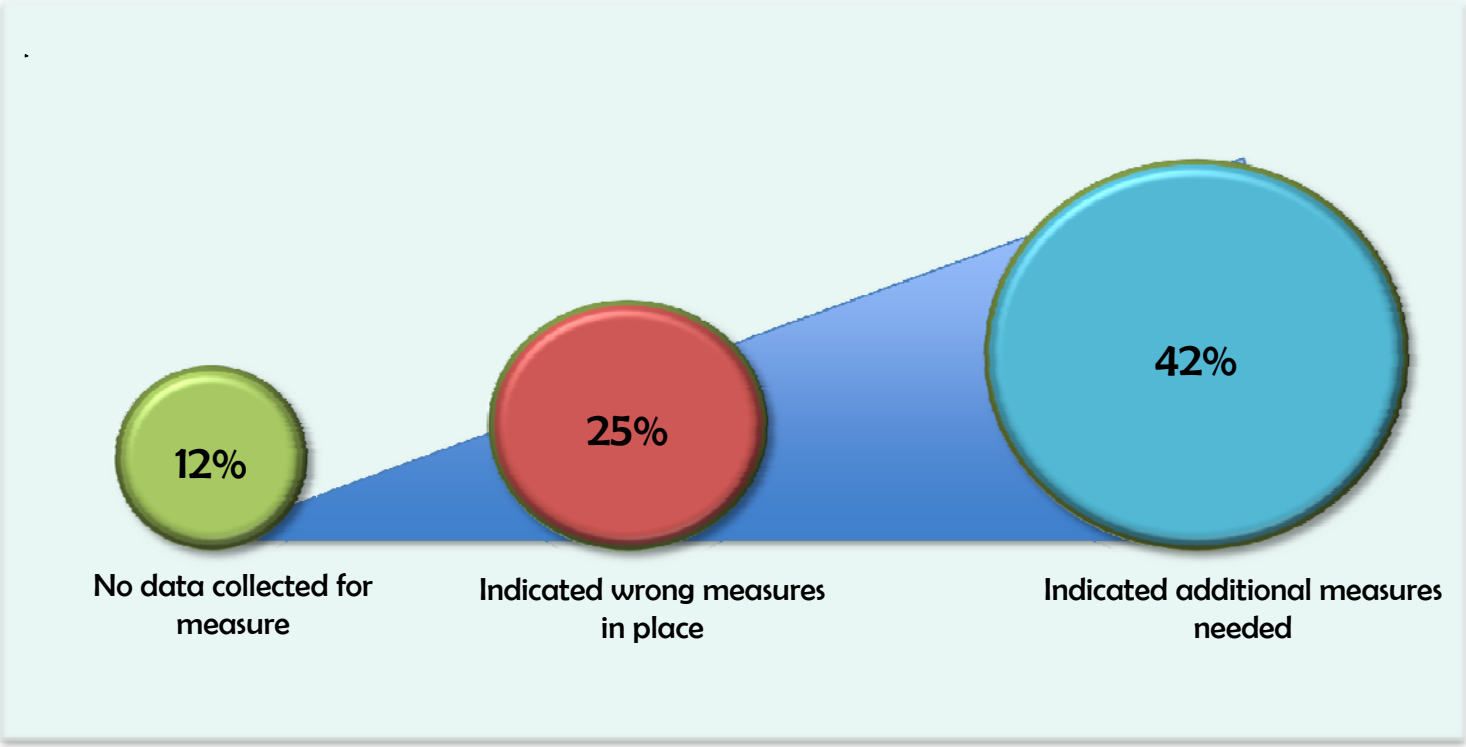
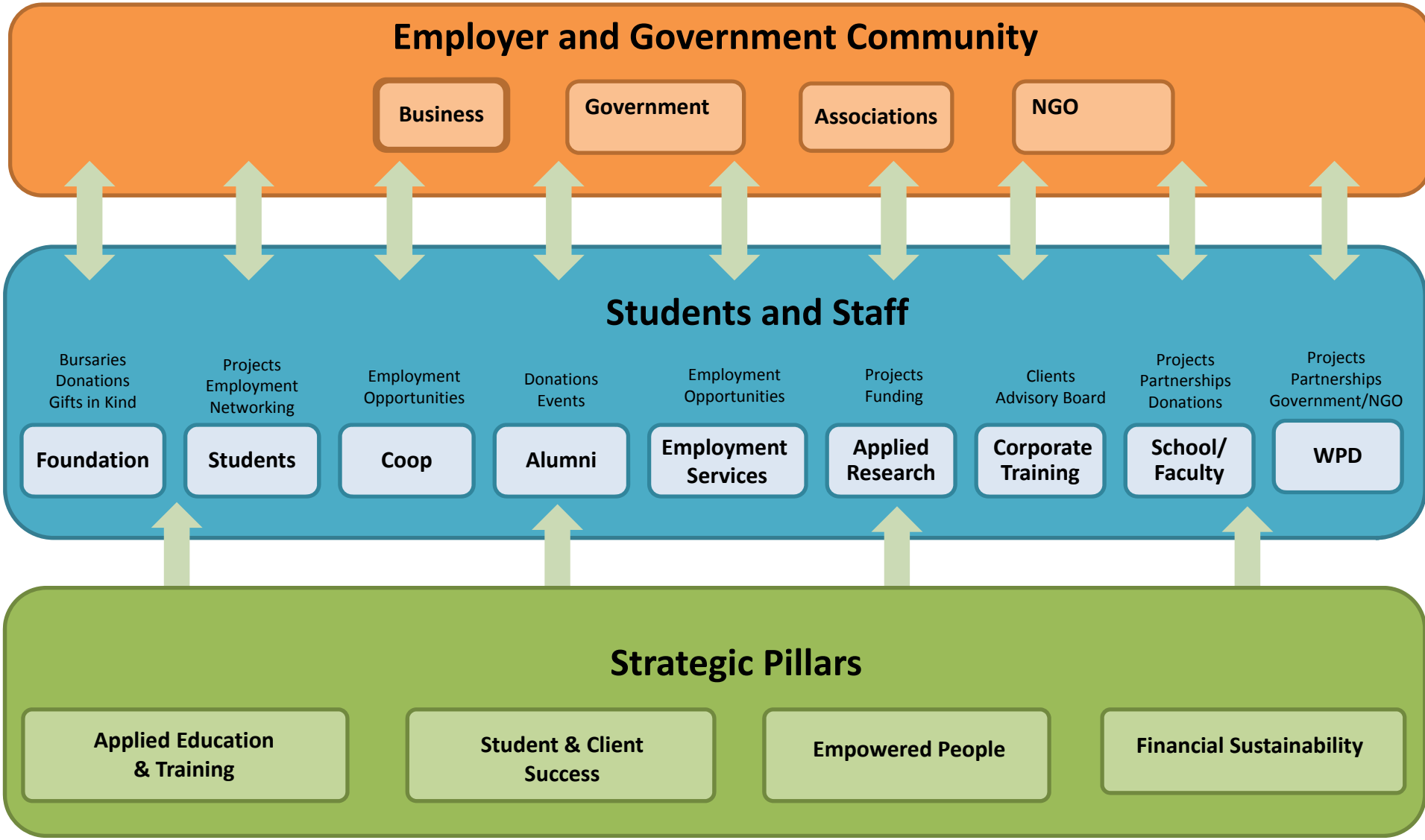
Challenges with Measures, Data & Recommendations



Connected >> Interconnected >> Interdependent



CONNECTED >>>INTERCONNECTED>>>INTERDEPENDENT

Resource Alignment	Digital Roadmap
Coordination of pan-college resources to better serve students, employer community, and staff	*Coordination of key initiatives & capabilities to create an effective foundation for the digital college*

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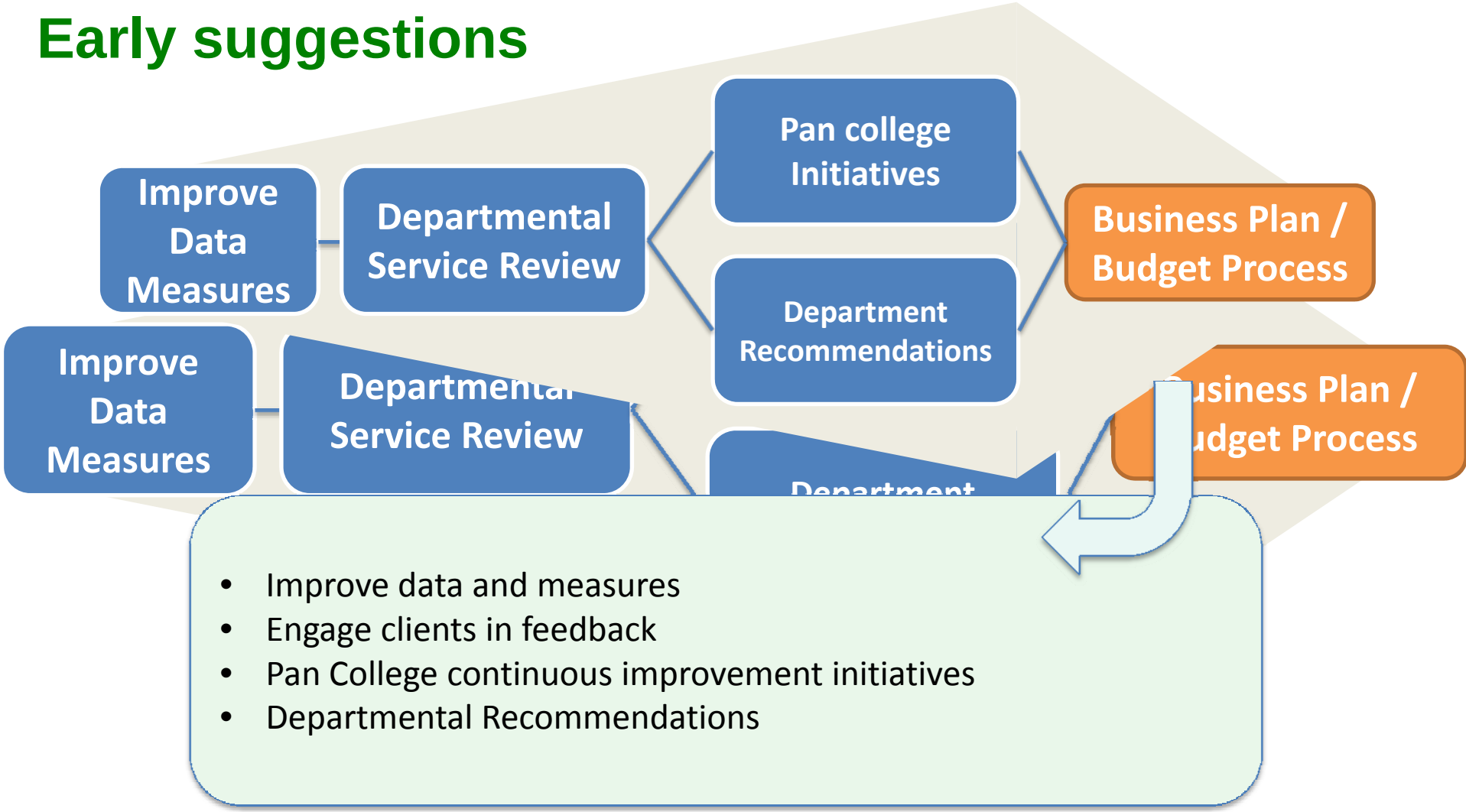
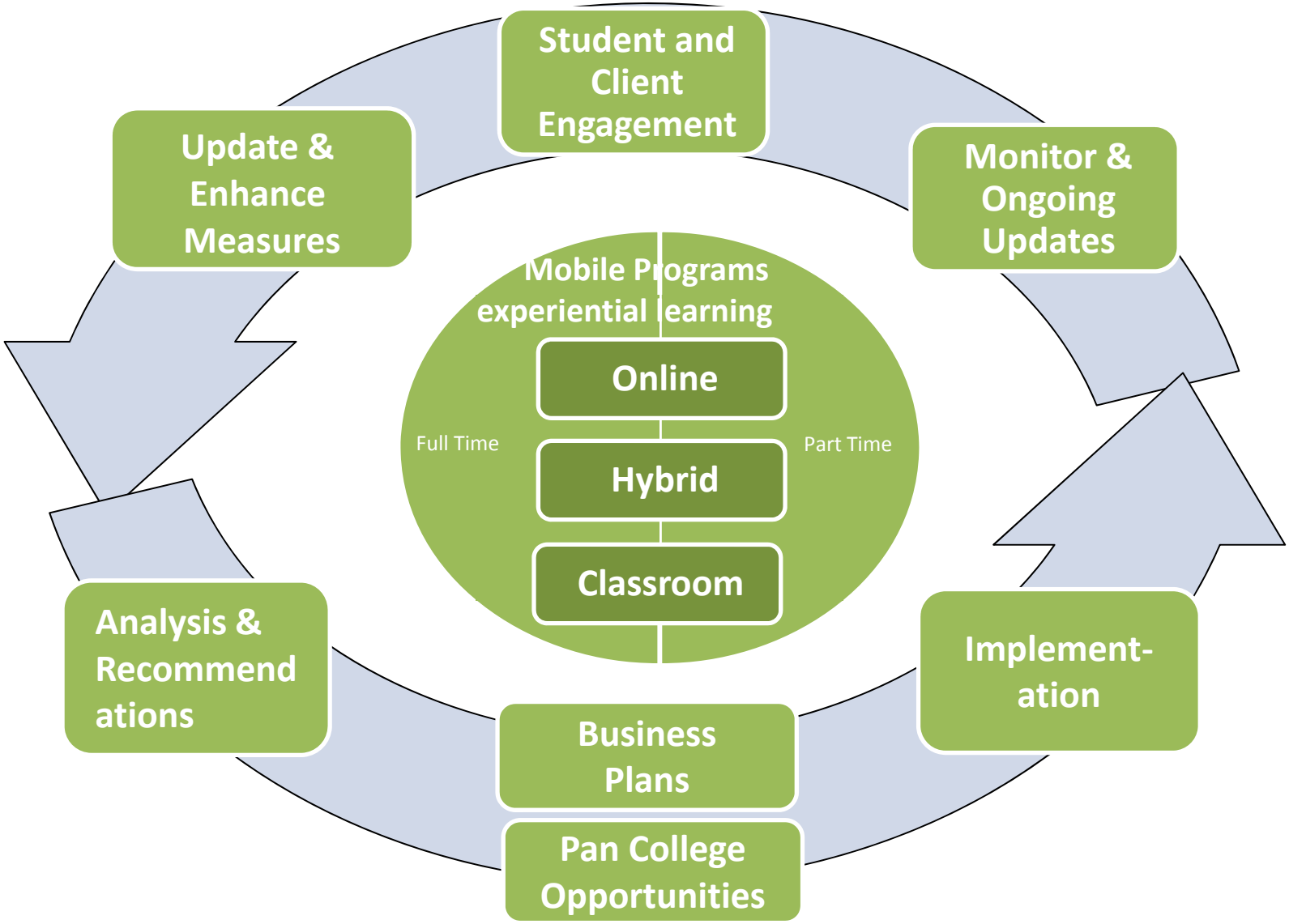
Service Review: Early suggestions



- Improve data and measures
- Engage clients in feedback
- Pan College continuous improvement initiatives
- Departmental Recommendations

Moving toward Customer Focused Continuous Services Improvement