

Keene

STATE COLLEGE



Melinda's FYI

Let's talk

Monday, February 17, 2020

I continue to hear your concerns about the need for communication on our campus, and I want to examine and improve on the ways we share information. As we embark on a thorough assessment of our institution, communication is more important than ever, and I am committed to shared governance, seeking advisory opinion, and expanding the ways we gain insight into the will of the community.

To communicate with me, president@keene.edu is the way.

When something is important or exciting, you will receive an email from president@keene.edu.

Cabinet meets weekly. If you have questions about Cabinet decisions or new processes, executive officers are emissaries of that body and are expected to communicate with you. Reach out to them.

I meet every month with campus constituency group leaders, and I expect them to communicate with their members. If you have questions about what is discussed in those meetings, or you have concerns that you want brought forward, reach out to your representative from OS Council, KSCASA, KSCSA, KSCDSA, KSCAA, KSCEA, or the Teamsters.

At our All Campus Meetings, you will hear up-to-date information about our finances, enrollment, and reorganizational efforts, and I always have time for your questions. You can access PDF versions of the slide decks from those meetings [here](#).

If you have a concern and you need a safe way to report it, please use the [KSC President's Feedback Form](#). These forms are collected by the Office of Human Resources, and are directly shared with me on a weekly basis. Any feedback received is anonymous and confidential unless you choose to self-identify. We are working on ways to close these communications so that you know what has happened because of your message.

Last week you were invited through an [open call](#) to self-nominate for the Strategic Advisory Team. The work of this team will be essential to Keene State's forward momentum, and I hope you consider applying.

During our engagement with [Huron Consulting Group](#), we will regularly share updates of their ongoing work. If you have read the [FAQ](#) and still have questions, please let us know via the [Huron Feedback Form](#).

I love hearing from you. If you are seeking a meeting with me, the way to do that is through this [form](#). Please meet with your dean, director or VP before requesting a meeting with me. This is an essential part of our chain of communication, and Cabinet officers are expected to bring information forward.

If you would like me to speak at your event, thank you! I am excited to be a part of events on this campus if my schedule allows. Please use this [form](#), and make your request well in advance, as my calendar fills up fast.

Finally, Melinda's FYI is a way for me to communicate about a particular theme, to invite colleagues to share their work, to update you about ongoing projects and the work of the Cabinet, and to highlight signature events.

Upcoming All Campus Meetings:

Monday, February 24 - Redfern Arts Center, Main Theatre - 1:30-3:00 Monday, March 30 - Redfern Arts Center, Main Theatre - 1:30-3:00 Friday, May 15 - Student Center, Mabel Brown Room - 9:00-11:30

Administrative Redesign Project

From Ann Driscoll, Assistant Provost

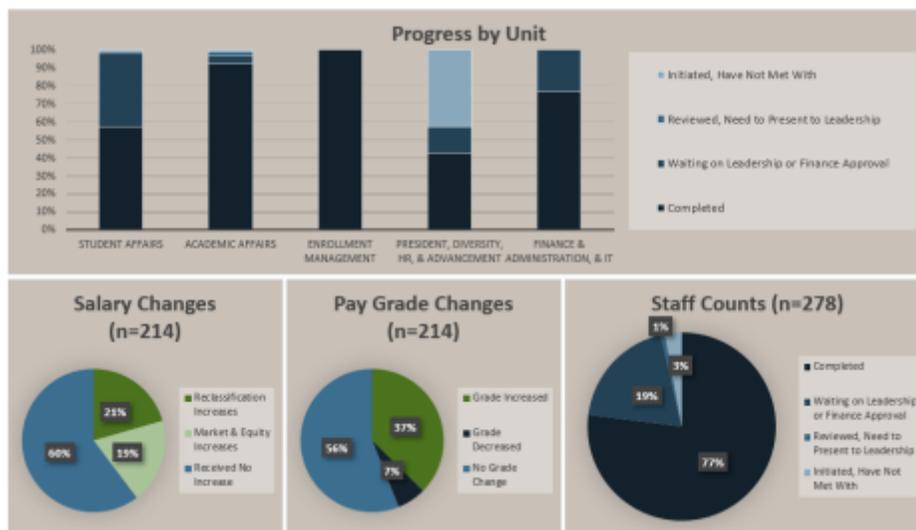
The Administrative Redesign project was launched by President Treadwell on November 26, 2019, at a meeting with administrative staff and their supervisors. This project is directly aligned with our focus on students and our Sustainability & Vitality Plan: *Goal #3: Rethink our work—Student-Centered Priority 2: Redesign our work for efficiency—a more student-centered experience* The purpose of this project is to

thoughtfully and comprehensively examine how we conduct our administrative work across the campus and to identify ways to work more efficiently. Information about how we do our administrative work will likely begin to be gathered in March via a survey process, and with the engagement of Huron Consulting Group. Their business process assessments will support our reflection and future thinking, and our team working on administrative redesign will be colleagues with Huron and help guide their work. Focus groups will likely follow the surveys. Themes that emerge will be shared with all participants. They will also be invited to help identify a prioritized list of administrative processes recommended for redesign, which will be sent to Cabinet. Karen Crawford, Director of Human Resources, is the project sponsor. Ann Driscoll, Assistant Provost, is the project manager. The steps in the process are being informed by an advisory group of administrative staff: Kathy Bottomley, Bonnie Chamberlin, Kim Harkness, Pat Hitchner, Sheila Kirby, Catherine Lee, Caroll Lothrop, Marianne O'Brien, Heather Samperisi, Susan Tollett and Beth Zinn.

HR update on classification review

This dashboard will be included and updated in each FYI as we track the progress of our classification review project.

Classification Review progress as of 2/13/20



Recent Cabinet topics:

- Internal user website experience
- Emergency response
- Elliot Center redesign
- FYE progress and FY21 plans/needs
- Huron Consulting Group KSC engagement

- **Strategic Advisory Team selection process**

Upcoming events

2020 Teach-In Friday, February 21, 2020 (See attached schedule!) [Outstanding Women of New Hampshire Awards](#) Thursday, March 5, 2020 6:30 p.m. Norma Walker Hall
