Strategic Planning Becomes Assessment

Deb Karoff
Chief of Staff
What is Appreciative Inquiry?

Appreciative Inquiry is the cooperative search for the best in people, their organizations, and the world around them. It involves systematic discovery of what gives a system 'life' when it is most effective and capable in economic, ecological, and human terms.
“Create a positive question habit” Diane Whitney

Pepper with questions
A Powerful Question:

• Is thought-provoking and invites reflection and finding deeper meaning
• Expands possibilities or focuses attention
• Brings underlying assumptions to light
• Stimulates curiosity and creativity

Our Four Questions:

1. Share a strength that you bring to your work in Student Affairs.

2. Share a success story from the past year. What was your part in the success? Did you collaborate with another unit? What strength does this success story demonstrate about our Division?

3. How would you describe the work and services that Student Affairs provides...

4. Thinking about Student Affairs three to five years from now, what two wishes do you have for the Division? What’s an even bolder vision?
Our greatest STRENGTHS (148):
• Compassion/Empathy (24, 16%)
• Passion/Commitment (22, 15%)
• Collaboration (19, 13%)
• Supporting Students (14, 9%)
• Communication (13, 9%)
• Flexibility (11, 7%)

Our biggest SUCCESSES (146):
• Collaboration (61, 42%)
• Supporting Students (13, 9%)
• Communication (10, 7%)

What we WISH for (147):
• Funding (24, 16%)
• Collaboration (22, 15%)
• Supporting Students (15, 10%)
• Technology (12, 8%)
SA Student Staff:

Our greatest STRENGTHS (183):
- CAPS (23, 13%)
- CLAS (23, 13%)
- EOP (17, 9%)
- Student Health (17, 9%)
- Financial Aid (13, 7%)
- Career Services (12, 7%)

Our biggest SUCCESSES (181):
- CAPS (23, 13%)
- CLAS (23, 13%)
- EOP (17, 9%)
- Student Health (17, 9%)
- Financial Aid (13, 7%)
- Career Services (12, 7%)

What Student Staff WISH for us (162):
- Supporting Students (60, 37%)
- Resources (28, 17%)
Our greatest STRENGTHS (160):
• CLAS (25, 16%)
• CAPS (22, 14%)
• EOP (15, 9%)

Our biggest SUCCESSES (158):
• Resources (35, 22%)
• Supporting Students (29, 18%)
• CAPS (22, 14%)

What our Students WISH for us (95):
• Supporting Students (42, 44%)
• Resources (31, 33%)
Interesting Findings

- Staff viewed SA strengths through the lens of how we do our work, whereas students (including student staff) viewed SA strengths through the lens of what services we provide that they most value.

- An amazing 42% of successes mentioned by staff involved collaboration. Improved collaboration was also one of the top staff wishes.
Interesting Findings (cont’d)

• The lists for all three categories were surprisingly similar for students and student staff.

• Funding was, not surprisingly, the #1 wish among SA staff, but was, interestingly, only mentioned in 16% of responses.

• Supporting students and resources were the top two wishes from both students and student staff.
Do you see the work of your department in the Strategic Plan?

Do you see your own work in the Strategic Plan?
How might we create a template or framework for each department to develop a department strategic plan?

How best to motivate folks to do the work?

What barriers will slow the work down?
Thank you!

Deb Karoff
Chief of Staff