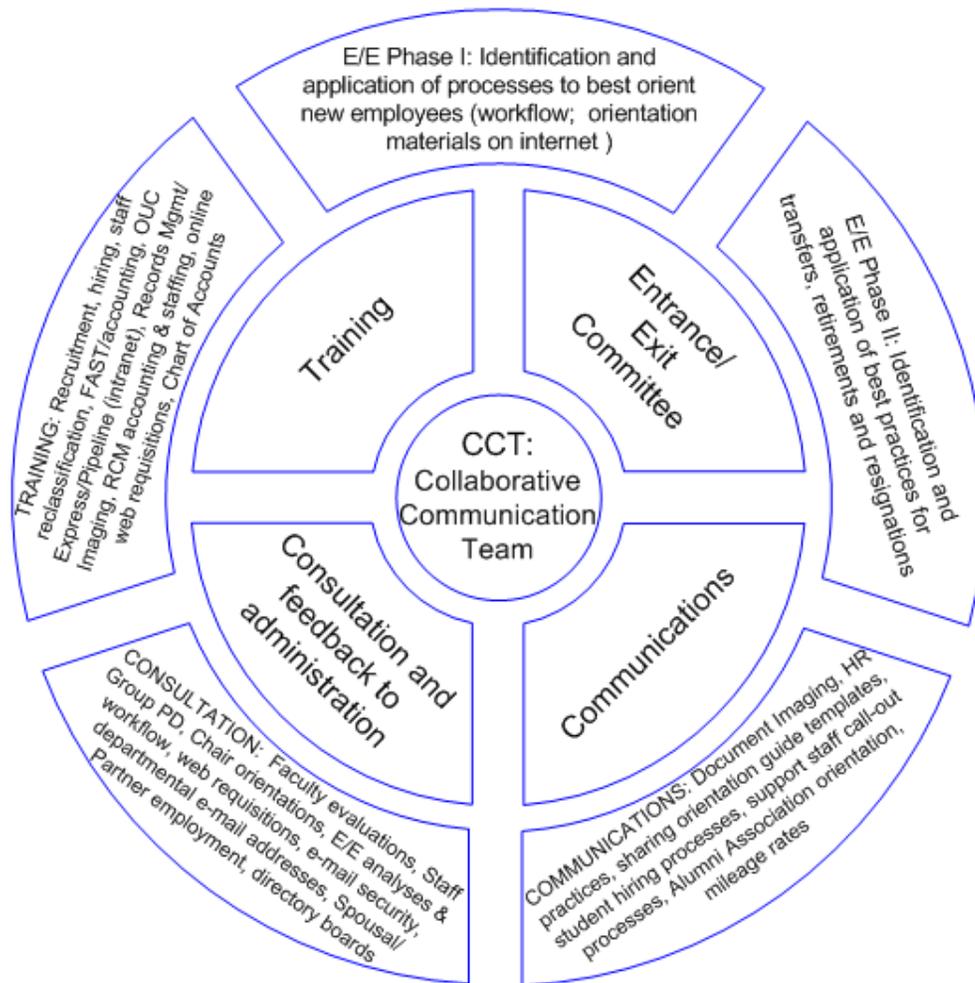


Collaborative Communication and Review Circle

May 13, 2004

Values: Collaboration and Communication

The Collaborative Communication and Review Circle stems from two pre-existing OUC committees, the Collaborative Communication Team (CCT) and the Entrance/Exit Committee (E/E).



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CCT (Collaborative Communication Team)

The CCT was developed by the HR Coordinator in 2002 to improve communication and information flow between administration and staff. While administrative assistants and senior secretarial staff had previously met on an informal basis, the CCT represented OUC's first formalized structure for consultation, communication and training at this level.

Initial membership consisted of the HR Coordinator and senior support staff from faculties and service departments, and has expanded over time. The committee was originally named the "Senior Assistants' Group"; participants elected in 2003 to rename this group to better reflect its membership and purpose.

The preliminary gathering of this group focused on development of a series of priorities and values, including an agreement to share ideas and expertise. The group established a monthly meeting schedule and identified training priorities, and peers and administrators alike now view the CCT as a venue through which they can disseminate information and support the launch of new programs or technologies. CCT members serve as an effective communications conduit by then relaying information to their department or faculty colleagues as well as securing their input.

Similarly, the collective experience of CCT members has generated an environment in which newcomers can be mentored and supported through transitions. Roundtable discussions enhance understanding of challenges faced by colleagues and serve as an opportunity to identify and adopt best practices. This group also serves as an effective resource for information sharing and consultation. The success of the CCT is evidenced by the early accomplishments of its subcommittee, the OUC Entrance/Exit committee.

E/E (Entrance/Exit Committee)

The Entrance/Exit Committee formed as a subcommittee of the CCT in January 2003. Its collaborative nature is evidenced by its membership, which includes staff (13) and administrators (2) from various campuses. This group engaged members from within and beyond the CCT group in order to capture best practices and identify goals. In valuing and engaging front line staff in this work, we have been able to capitalize on their collective expertise to enhance efficiencies and morale. It maintains regular communications with administrators from Human Resources, Information Services and Labour Relations.

This committee has focused on enhancing the systems and processes on which we rely in preparing for a new employee's start up (or "entrance" to OUC) as well as those processes associated with an employee's departure from a department, faculty or OUC as a whole (the "exit"). A consultative and outcome-focused approach has been key to this committee's accomplishments to date. Committee representatives met with CCT as well as OUC's Academic Executive Council (AEC) and Cabinet to outline objectives and secure feedback and approval prior to implementation of plans.

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The committee's work began with an analysis of processes to be commenced once a new employee has been selected. Among developments to date are:

- an entrance checklist that is now online so that we can consistently apply best practices throughout OUC
- a standard memo of welcome from the hiring department or faculty, informing new colleagues of relevant details, contacts and web links
- an intranet-based summary of acronyms commonly used in the post-secondary environment
- workflow (automated) processes – these were identified in an early analysis, and limited testing of workflow in two faculties is scheduled for May 2004
- contributions to development of the “OUC Express How To” guide
- extensive analysis and contribution of staff-developed faculty orientation manuals, resulting in a recommendation that our HR department create an online and institution-wide orientation guide. The web site development is well underway and the HR team and the E/E group have continued their collaboration on the development of the web site.

Phase II of the committee's work, currently underway, has focused on effective and efficient practices associated with an employee's exit – be it a transfer from one department to another or departure from OUC.

Supporting the Vision

OUC's President and senior management are to be credited for supporting the operations and work of the two committees outlined in this report. These groups have served to create environments of respect in which colleagues from various employee groups collaborate to identify and implement best practices. Some measurable successes include:

Communications: Faculty Orientation manuals; original template shared/adapted within OUC

- recommendation to consolidate and develop HR orientation website to ensure consistency of communications, enhanced productivity on part of newcomers and staff coordinating startup of new colleagues, reduction in paper consumption and enhanced employee morale

Consultation: Faculty evaluation processes and use of MS Outlook for scheduling of same

- reduction in scheduling errors and conflicts
- reduction in time expended on scheduling process; cost efficiencies

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E/E: Business Process Analysis (BPA) and Workflow (automation)

- pilot automation of processes soon underway in two faculties
- increased efficiencies; shorter turnaround time for account set-ups
- reduction in paper consumption

E/E: HR Orientation website built on Faculty Orientation manuals

- better orientation for new employees; enhanced productivity
- elimination of silos and duplication of efforts

Training: Informed Access to Web-Based Services and Forms

- increased efficiencies and reduction of paper consumption

The CCT and E/E can serve as models and effective channels of communication throughout the period leading to the opening of doors at UBC Okanagan and the new Okanagan College.

Transition Recommendations

- a) Invite UBC Okanagan and Okanagan College representatives to upcoming CCT meetings to establish and encourage information sharing.
- b) Achieve key linkages post-transition by continuing with the current CCT model in order to jointly serve both Okanagan College and UBC Okanagan.

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