SUMMARY NOTE OF TOWN HALL SESSION 3 FOR THE DRAFT STRATEGIC PLAN CONSULTATION

April 13th 2011

1. Overview

Attendees = 7

Attendee stakeholder groups: 2x faculty, 4x staff, 1x other UH System employee

This note is a summary of the third and final town-hall session held for UH Hilo stakeholders on April 13th 2011, in relation to the draft strategic plan. The summary reflects individual comments made and not necessarily the consensus of all present or the official view of UH Hilo.

2. Introduction

Attendees received an introduction to the strategic planning process and were referred to the draft strategic plan. Participants were then asked for their feedback on the plan, split into two sections. Section 1 covered the mission, vision, who we are, and what we stand for parts, and Section 2 the goals and actions. Each section was taken at a time and participants asked for their feedback – particularly in terms of what they liked, and what they recommend changing or clarifying. The resulting summary is organized around these two questions for both Sections.

3. Summary Comments – Section 1: Mission, vision, who we are, and what we stand for

3.1 What, if anything, do you like about this section?

What we stand for

Good bullet points generally

3.2 What, if anything, do you think should be changed/added to this section?

Mission

The use of ‘kuleana’ in the statement needs to qualified in relation to ‘quality of life’. What is the university’s responsibility referring to? Is it the responsibility to produce well-qualified graduates/to educate?

Does the discovery element of the mission statement need to be defined? Is it referring to academic discovery, personal discovery, discovery through connection to others etc? Or is it all of those things?

The mission doesn’t specifically refer to Asia-Pacific which is where a great number of our students and indeed our local community have links to. By not referring specifically to this area, instead of the more
general Pacific region, it appears that the draft plan is excluding that aspect of the university. Asia-Pacific should be mentioned either in the mission or at an appropriate point in the strategic plan.

**Vision**

The vision statement could be distilled more. At the moment it says a lot of things which may make it hard to remember and focus on.

**Mission and Vision**

As a validity check for both the mission and vision statements it may be helpful to undertake an exercise to see what they would look like as branding statements. That may help to bring focus to the mission and vision by identifying their core elements.

**Who we are**

Should the word ‘Island’ in the first sentence have a capital ‘I’ or lowercase ‘i’?

**What we stand for**

Access to education’ and throughout – there doesn’t seem to be enough of an emphasis on distance learning and support for non-traditional students. The focus seems to be more on 18-22 year olds.

‘Stewardship of the natural and cultural environment’ seems to miss the connection between these environments and teaching and learning.

4. **Summary Comments – Section 2: Goals and Actions**

Participants were asked for their comments on each of the goals and their supporting actions.

4.1 **Goal 1 – Provide every student with applied scholarship experiences that prepare them to thrive, compete, innovate and lead in their professional and personal lives**

General – there is liberal use of the word ‘scholarship’. This term is also a little confusing as it could be interpreted as scholarships (money)

Goal heading and supporting text – this is too wordy and the important points get lost. It could be made more direct.

Action 1.1 – ‘instigate’ has a slight negative connotation. Change to ‘initiate’ or ‘embark upon’ or some other alternative.

4.2 **Goal 2: Inspire academic excellence through scholarship in teaching and research**

Actions 2.1 and 2.2 – a good focus on scholarship in both teaching and research. Indeed research should be encouraged on how to do good teaching.

Action 2.3 – how will the monitoring, oversight and use of extramural funding be improved? An implementation issue.
Action 2.5 – the focus on interdisciplinary opportunities is good and something that university needs to embed stronger support for.

4.3 Goal 3: Foster a greater sense of campus community through a vibrant, sustainable, and well-maintained environment within which to study, work and live

General – the term ‘sustainability’ is an overused buzz word and may be rendered meaningless in a few years. Is there another word or phrase that could be used in place of ‘sustainability’?

Action 3.3 – Could the school motto be incorporated into this action somehow?

Action 3.3 – the focus on providing buildings with names is good and long overdue. It should be made clear that naming of buildings should also apply to portable buildings, especially as most of these building have been around for many years.

Action 3.4 – is ‘piko’ the correct Hawaiian term to use here? The Library lanai seems to be a natural piko at the moment.

Action 3.8 – could ‘food service provider’ be changed to ‘food service provider(s)’ to leave the way open for more than one provider at some point.

4.4 Goal 4: Build and sustain a distinctive identity that cultivates and celebrates our diverse, multicultural university, and radiates out from the unique core of our officially bilingual state

General – overall this is good goal, but the question is how can it be implemented, especially in terms of infusing Hawaiian values etc.

General – there does though seem to be a contradiction between trying to further the Hawaiian identity of UH Hilo, and recognize and embrace multiculturalism. The issue is perhaps that we aspire to use the culture we live and work in to understand and appreciate other cultures across the world.

Action 4.3 – ‘and the world’ sounds a little gratuitous. Would ‘globally’ be softer?

4.5 Goal 5: Strengthen UH Hilo’s impact on the community, Island and state of Hawai‘i through responsive higher education, community partnerships, and knowledge and technology transfer.

Goal supporting text – the first sentence is too long. Split it into two.

Action 5.1 – change ‘kindergarten’ to ‘preschool’

4.6 Goal 6: Facilitate organizational excellence by fostering a culture of continuous innovation, responsible resource development, and effective communications

Goal supporting text – in second sentence, change ‘tax payers’ to ‘state of Hawai‘i’

Action 6.3 – This is good action re: streamlining processes and procedures but the question is how to implement it. One way could be to employ a process management system as a systematic way of checking all processes and procedures to identify which can be adjusted and which removed.

Action 6.5 – change ‘financial sustainability’ to ‘financial strength’