1. **What is the “listening tour” about?**
   The “listening tour” forms part of the University’s pre-planning efforts to gather information that will be used to help inform the development of a new Strategic Plan for 2010-2018. The tour itself consists of a series of meetings that are being held with various stakeholder groups from across and beyond campus. The purpose of the tour is to give every UH Hilo ‘ohana member the opportunity to give his or her view on the issues facing UH Hilo as we enter a new decade. It is intended to gather information on areas such as what people think are UH Hilo’s strengths and weaknesses, and what the university’s future priorities should be.

2. **Who will run the “listening tour” meetings?**
   The meetings will be facilitated by Siân Millard, UH Hilo Strategic Planning Coordinator. Siân’s role as a facilitator is to help ask questions and guide the meeting to enable you to give your views and comments. Siân will also note all meetings.

3. **Will refreshments be provided?**
   Unfortunately, due to the large number of listening tour meetings that we’re running across campus, the cost of providing refreshments for each meeting is too high to justify in this current budget climate.

4. **What sort of things will be discussed at the meetings?**
   The meeting will be organized around a series of questions to help UH Hilo assess where we are now and what potentially we could look to do in the future; the facilitator will guide you through these. It would be helpful if you could think about these questions prior to attending your listening tour meeting.
   - What do you consider to be UH Hilo’s key strengths? How do you think UH Hilo can best capitalize on those strengths?
   - What do you consider to be UH Hilo’s main weaknesses? How do you think the university could address those weaknesses?
   - What, in your opinion, are the key challenges facing UH Hilo over the next 5-8 years? How could we meet our challenges?
   - What key areas do you think UH Hilo should prioritize for improvement over the next 5-8 years?
   - Which, if any, of the current UH Hilo strategic goals do you consider to still be relevant and should be carried forward into the new strategic plan? Please see page 3 of this document for a list of the university’s current strategic goals.

   The facilitator will make every effort to cover all of the questions listed above, but, if time is short, they may consult with you on which could potentially be skipped to ensure you are not rushed through and the meeting finishes on time. If this happens, you will have opportunity to respond to the skipped questions via an [online form](https://www.surveymonkey.com/s/listening) if you wish.
5. The “listening tour” questions seem very similar to the questions asked in the online survey consultation run earlier in the year. Why is that?

You are right. The questions asked in the survey consultation are very similar to those that we’re asking in the listening tour. The reasons for this are so that we can:

- obtain the unique view of each group being met with
- get views on these important questions in a face-to-face setting where people can ‘bounce’ ideas off each other
- include the views of those people who did not complete the survey

The facilitator may refer to some of the findings from the survey during listening tour meetings to see what you think.

6. I can’t attend the meeting, I’d rather not give my comments at a meeting or I have additional comments to make. Is there some other way for me to give my view?

Yes. We understand that not everyone will be able to attend the listening tour sessions and that sometimes it is easier to give a particular view in writing rather than in a face-to-face meeting, so we have developed an online form (https://www.surveymonkey.com/s/listening) which lists the questions to be asked during the listening tour meetings and gives people opportunity to give their responses to those questions in writing if they wish. The form also provides space for people to provide any other comments they may wish to make on UH Hilo or the listening tour in general. The form is anonymous so you won’t be identifiable from any results. As noted under question 4, the questions are very similar to those asked in the earlier survey consultation so if you completed that survey you may not wish to complete the form as well – though you are of course very welcome to!

7. What will happen to the notes of the meetings?

A summary of each meeting will be noted and a representative from each meeting asked to review and approve the note for accuracy. The summary note will then be posted on the UH Hilo Strategic Planning website (http://www.uhh.hawaii.edu/strategicplan/) for public information. Once all meetings have been completed, all notes will be analyzed for common themes and issues and a report summarizing the outcomes will be actively disseminated and posted onto the website.

8. Who is going to be “listening” to the outcomes of the “listening tour”?

The ultimate “listener” of the outcomes of the tour will be the Strategic Planning Committee which it is anticipated will be formed by Chancellor Straney in late fall 2010. The Committee will consider and review the notes of all meetings held and the summary report in order to inform development of the 2010-2018 UH Hilo Strategic Plan.

9. Who can I contact for further information?

Please contact Siân Millard, Strategic Planning Coordinator, at uhhplan@hawaii.edu, phone 933-3297, or visit the Strategic Planning website at http://www.uhh.hawaii.edu/strategicplan/
UH Hilo's Strategic Goals 2002-2010

Goal 1: Maintain a well-rounded mix of liberal arts and professional programs, while distinguishing ourselves by taking full advantage of the extraordinary natural environment and cultural diversity afforded by our island setting.

Goal 2: Continue to refine and strengthen our efforts to fulfill our primary mission to offer high quality undergraduate liberal arts and professional programs.

Goal 3: Build a learning environment that facilitates student development and success.

Goal 4: Obtain sufficient resources to support enrollment growth, high quality programs, and enhanced services.

Goal 5: Embrace opportunities for dynamic community involvement.

Goal 6: Establish and more effective organization and invest in human capital.

For a full copy of the 2002-2010 UH Hilo Strategic Plan, click here or visit http://www.uhh.hawaii.edu/strategicplan/2002-2010/strategic_plan_11-2002.pdf