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INTERESTS

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# Student Services

ISSUE 7

APRIL 21, 2008

## Maximizing the Summertime

Now is the time to block out those half days and full days for doing some extensive planning and honing in on timelines using the Mega Agenda:

Teams really accomplished a lot during the full day team strengths training back in February because of the uninterrupted time to think, plan, and design.

Fall will be on us before you know it and opportunities for meeting will become a bit more limited. Plus, any pilots we can initiate for fall will enable us to work out kinks and improve our processes before we go live in December.

## Calendar and Players for next few weeks:

April 30	Steering, D & I, all Facilitators, OMT and RMT. Open invitation to campus	2:00 – 3:30, Orgill Room, send agenda items to Richard Huddleston
May 7	D & I and all Facilitators	2:00 – 3:30, Barret 201, Amy Oakes leads for May
May 14	D & I and all Facilitators	2:00 – 3:30, Barret 201
May 21	D & I and all Facilitators	5:00 off campus
May 28	Steering, D & I, all Facilitators, OMT and RMT. Open invitation to campus	2:00 – 3:30, Orgill Room, send agenda items to Amy Oakes

**D & I and Facilitators:** Tracy Adkisson, Darlene Brooks, Dorothy Brownyard, Carol Casey, Jay Eckles, Marci Hendrix, Richard Huddleston, Wanda Jones, John Kaltner, Amy Oakes, Regina Simmons, Richie Trenthem

**Steering:** Mike Clary, Marie Lindquist, Glenn Munson, Katherine Owen-Richardson, Claire Shapiro, Sandi George-Tracy, Dave Wottle

**OMT:** Sandi George Tracy, convenor; Tracy Adkisson, Jay Eckles, Glenn Munson, Jeff Norris, Claire Shapiro, Forrest Stuart, Dave Wottle

**RMT:** Amy Oakes, convenor; Carol Casey, Dorothy Brownyard, Jay Eckles, Claire Shapiro

## OMT Update

OMT has been busy preparing its report for the full team. Among other things, we plan to provide each service team a “kit” that can be used to construct the team’s assessment plan. This kit will contain the mission or vision statements for each department with a representative on the team and the assessment plan outcomes for each of those departments. We anticipate that much of the assessment plan construction for the service teams will be copy-and-paste from these existing documents, and that the most difficult task will be merging missions (though each team’s charge from D&I may help with that).

## RMT Update

RMT articulated three tracks by which the student life cycle can be observed: time, academic progress, and developmental. We identified how our milestones fit into the academic progress and developmental track and then overlaid the time track on both. We anticipate that individual teams will want to enhance the specificity of the tracks to better match how they serve students; we’ve simply initiated the framework. Our next steps are to begin thinking about how to implement the Student Relationship Management system and to prepare our report to the full team on April 30.

*Submit your  
Hub updates  
weekly  
by Friday*

## SDAS Update

SDAS hub is busily working on a mission statement for the hub. This coming week we plan to finalize the goals listed in the statement, and it’s hoped that having a more defined purpose for the hub will give the team more focus as it works through the mega agenda.

## Winning EXPO Poster

Congratulations to the Enrolling and Financing Hub for winning a fun lunch in the Favorite Poster contest.



## Student Org Dev Update

Student Org Development got new floorplan drawings from the architects that were necessitated by engineering constraints, so we're looking over those. We're also working on developing a process for allocating space to student organizations.

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## Things I've Learned

THE VOICE OF EXPERIENCE \* AS TOLD TO JARINA D'AURIA

Wikinomics author and consultant **Don Tapscott** believes that transparency is power and that the benefits of collaboration outweigh its drawbacks

### **Business is under the microscope today.**

Due to the Web, companies are scrutinized like never before. In a world of instant communications, whistle-blowers, inquisitive media and Googling, citizens and communities routinely put firms under the microscope. Customers can evaluate the worth of products and services at levels never before possible. To collaborate effectively, companies and their business partners have to share intimate knowledge with one another. Corporations are becoming naked. And if you're going to be naked, you'd better be buff!

### **Transparency is a new form of power.**

Rather than being something to be feared, transparency is becoming central to business success. Open corporations perform better,

so smart firms are choosing to be open. I suppose you could say they "undress for success."

### **The benefits of mass collaboration are boundless.**

I'm hard-pressed to think of a service or product that couldn't benefit. The music industry is probably the most irritating to me; it's been clear what they should do for years. But leaders of old paradigms have the greatest difficulty embracing the new—and the industry that brought you Elvis and the Beatles is hated by its customers. I'm surprised by the C-level executives who insist, despite evidence to the contrary, that collaboration's drawbacks outweigh the benefits.

### **Practice what you preach.**

I try to get as much first-hand knowledge before I sit down to write. For example, we used online discussion forums to brainstorm ideas and seek suggestions when writing *Wikinomics*. The book's subtitle—*How Mass Collaboration Changes*

*Everything*—was arrived at by soliciting suggestions from the public. The final chapter is a wiki. I'm currently writing a sequel to my 1998 book, *Growing Up Digital* called *Grown Up Digital*. Again, I'm using online discussion groups on Facebook and other networks to brainstorm ideas. We run the company by wiki—there hasn't been an actual management meeting here in months.

### **Thinking forward pays off.**

I first began to seriously think of networking and the profound impact it would have on society during my work on the "office of the future" at Bell Northern Research in the 1970s. My research was within the corporate context but it didn't take long for me to see that networking would extend beyond corporate boundaries, and some form of "information superhighway" would precipitate major changes. But back then, everyone said professionals and managers will never learn to use a keyboard.

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