

DECISION-MAKING and COMMUNICATION FLOW MATRIX

I. MATRIX PURPOSE

To present general parameters of decision-making and communications.

II. EXPECTED PROCESS/OUTCOMES

A. Decision-Making:

- State problem, set goals for resolution, develop a full analysis of causes, agree on basic causes, develop effective solution and a plan to implement, establish needed monitoring procedures and accountability.
- Implement new/revised policy/procedure, when needed.

B. Communication Flow:

- Effectively communicate information at all levels to: improve efficiency/quality of services/programs and facilitate integration of College plans by coordinating activities of operations, committees and other resources.
- Major communication channels include: Meetings (Committee-Staff-Department-Office-ELT), supervisor/employee newsletters, notices-bulletin boards, emails-bulletin boards-shared folders, and others.

III. ROLES and RESPONSIBILITIES

A. President:

- Responsible for overall institutional effectiveness.
- Ensures College vision and core values are used as guides for decision-making and communications.
- Initiates recommendations for operational and programmatic improvements.

B. Executive Leadership Team (Chief Talent and Operations Officer, Chief Institutional Advancement Officer, Chief Academic Officer, Chief Student Services Officer, Chief Technology Officer, Chief Financial Officer, Special Assistant to the President, Executive Assistant to the President and Board of Education):

- Approves operational procedures, creating an environment conducive to implementation of work plans.
- Ensures work plans are integrated and interfaced effectively with daily operations.
- Initiates recommendations for operational and programmatic improvements.
- Reviews operational issues of mutual concern and makes operational decisions when appropriate.
- Provides leadership in the dissemination and communication of college plans (Academic Master Plan, Facilities Master Plan, Strategic Plan, etc.).
- Shares governance as a clearinghouse of policy initiatives presented by all levels. Approves policy when appropriate.
- Serves as the main counsel and advisory board to the President. Recommends policy, operational, and programmatic action to the President. **(Not a voting body.)**
- Serves as a communication filter for internal college constituents.

C. Administration, Faculty and Staff:

- Makes decisions within scope of respective position and discretion of supervisor.
- Initiates recommendations for operational and programmatic improvements.

D. College Resources:

- Provides valuable input to guide College directions and decision-making.
- Represents customer/constituent interests on quality and efficiency of college programs and services.
- Maintains plans to ensure they are dynamic in addressing short-/long-term college objectives by analyzing college policies and procedures.
- Initiates recommendations for policy, operational and programmatic improvements for the Executive Leadership Team (ELT) and President.

E. Supporting Data and Institutional Assessment Committee:

- Serves as the basis for all college decision-making.
- Improves decision-making through data collection/analysis.
- Provides feedback on quality and efficiency of college programs and services.
- Serves as the tenet of institutional effectiveness and assessment.