



QUINSIGAMOND'S ANNUAL TOWN MEETING (THE FINAL ALL COLLEGE FORUM FOR THE YEAR) WILL BE HELD ON TUESDAY, MAY 4, AT 2:00 PM IN THE HARRINGTON LEARNING CENTER, 109 A&B

As the academic year draws to a close, please join us for this opportunity to wrap up loose ends and enjoy one another's company. President Carberry will discuss the Strategic Plan and its three main committees, and Lisa Palmer and Kathy Obear will discuss the work of the Mutual Expectations Committee. This committee has formulated a document based upon your feedback gathered at the January Opening Day Program. The Draft is attached for your review, and the college community will have the opportunity to provide substantive comments and suggestions. Hope to see you there!

Quinsigamond Community College: Mutual Expectations

The following QCC Mutual Expectations advance the seven Values established by the Strategic Planning process. These Mutual Expectations are intended to support our collaborative efforts to achieve QCC strategic goals and offer guidelines for how we will interact in our daily work. These expectations were developed by a cross-functional team based upon the feedback and input from members of the college community during the 2010 Opening Day sessions.

- **Excellence and Quality:** We commit to delivering the highest quality programming and services and continually improving all that we do to ensure relevancy, responsiveness and educational excellence.

Mutual Expectations

- a. Make decisions that are data-driven and student-centered, based on the mission of the college and its current and future needs.
- b. Engage in long-term strategic planning processes that involve all college constituents.
- c. Implement processes to assess and evaluate our programs and services, and redesign them to ensure continuous improvement.
- d. Apply lessons learned from past experience and best practices to achieve our strategic initiatives.

- **Integrity and Accountability: We speak and act truthfully and support an environment where it is safe to admit mistakes and speak with candor. We hold ourselves and others accountable for our professional and personal actions, for fulfilling commitments, doing our jobs, and working for the greater good of Quinsigamond Community College.**

Mutual Expectations

- a. Develop effective systems of accountability to set and measure clear goals and outcomes.
- b. Model trustworthiness, open-mindedness, and ethical behavior.
- c. Accept responsibility for the timely implementation of decisions and the impact of our actions.
- d. Create environments which facilitate honest dialogue and the ability to admit failures.

- **Inclusiveness: We celebrate individual uniqueness and diversity welcoming all to our community and recognizing that differences in ways of life, ideas, and experiences enrich the whole community.**

Mutual Expectations

- a. Develop our human resources, maximize our talents and passions, and appreciate and acknowledge the contributions of each individual.
- b. Collaborate across all areas of the college to meet the needs of students and achieve strategic goals.
- c. Treat each other with collegiality, interact as equals, and encourage diversity of opinions.

- **Cooperation and Collaboration: We rise above self interest and work for the greater good of the community by actively engaging and collaborating with others to realize goals and achieve results.**

Mutual Expectations

- a. Make each decision based on what is student-centered and best for the college community.
- b. Formulate decisions based on the input of all affected constituencies and recognize the importance of compromise and consensus.
- c. Implement frequent and meaningful multi-directional communication and feedback systems among all constituent groups and throughout the college's governance structure.

- **Respect and Trust: We recognize and value each member of our community and their contributions to the betterment of the whole. As such, we treat each other with dignity, fairness, kindness and trust. We honor the trust placed in us by being trustworthy and acting openly and ethically.**

Mutual Expectations

- a. Treat all colleagues as valuable partners and develop effective working relationships based on mutual respect, dignity and trust.
- b. Assume that good intentions are the source of passionate dialogue.
- c. Explore alternative perspectives, moving towards consensus to resolve conflict when disagreements arise.
- d. Raise issues and concerns directly to individuals and teams in a civil manner.

- **Open, Civil Communications and Collegiality: We promote open and honest dialogue and encourage a free exchange of ideas and information. We listen to our community, students and colleagues without judgment. We speak and write candidly. We are mindful and considerate of others.**

Mutual Expectations

- a. Discuss issues with passion and civility.
- b. Engage in disagreements with respect, humility and humor.
- c. Consider our comments, our demeanor and our presentation when interacting with colleagues, being sensitive to how messages could be received.
- d. Foster open, transparent communication that promotes a judgment-free exchange of ideas and information.

- **Creativity and Innovation: We are not afraid to think new thoughts, try new approaches, and take responsible risks to make meaningful change and improvement.**

Mutual Expectations

- a. Welcome new ideas and explore promising initiatives that align with our strategic goals.
- b. Foster innovative best practices that are data-driven from conceptualization through implementation and assessment.
- c. Demonstrate the courage to take reasonable risks, make difficult decisions, and accept responsibility.
- d. Support and applaud colleagues who are engaged in forward-thinking initiatives.