

THE BLUEFIELD STATE COLLEGE COMMITMENT: WORKING TOGETHER FOR STUDENT SUCCESS

Continuous evaluation and improvement are crucial for any organization to successfully meet – and exceed – its mission and strategic goals. The Employee Satisfaction Survey conducted by Bluefield State College last Spring identified the topics of communication, work environment, the need to work as a team to solve problems, and recognition of exceptional performance as important areas in which the College can continue to improve. The points below outline an action agenda that is vital for the College to achieve success. This list is a starting point and can be expanded to include additional actions.

Bluefield State College is committed to a campus environment that promotes success for all students. The key to this environment is a strong partnership among faculty, staff, and administrators working together toward a shared goal: *helping students succeed*. To achieve this positive environment for all, the President and Cabinet members at Bluefield State commit to open, two-way communication; a spirit of community, collaboration, and respect; and affirming exceptional service as we enhance communication with and service to our #1 Priority – BSC's students.

Every staff and faculty member is essential to fulfilling our mission as a College. We pledge to work together in the following ways to build an exceptional community for all. Your individual and collective actions will further enhance and expand these points. *Our success means student success*.

1. Promote Open, Two-way Communication

- Face to face communication
 - Hold cabinet and other meeting across campus
 - Meet regularly with academic and administrative departments
 - Include Beckley campus in meetings and activities
- Continue open, campus-wide “Conversations with the President” each semester
- Board Chair and President will hold open meetings on campus
- Confirm information with the source to avoid miscommunication
- Effectively utilize electronic communication: email, social media, website, marquee, TVs, etc.
 - The BSC home page maintains a list of events taking place over the next seven days
 - A home page link to a calendar of events permits users to view future activities
 - BSC official Facebook account provides information and photos of activities, people, events connected to BSC
 - Listservs permit distribution of information via email to specific groups or the entire campus community
 - Please forward additional recommendations to the President's office

2. Build Community Spirit and Collaboration

- **Everyone** has a stake in making BSC the best we can be and should bring practical solutions for improvement
- Encourage faculty and staff to offer recommendations for improvement and show how those recommendations are making a difference

3. Foster a Positive Work Environment

- BSC has a strong foundation of excellence; embrace continuous improvement to help the institution continue to excel

- Embrace an atmosphere where everyone is encouraged to be proactive instead of reactive
- Model exceptional customer service for all – students, faculty, staff, alumni, community
- Demonstrate professionalism in the workplace
- Treat all individuals with mutual respect
- Expect consistency in policies and processes
- Promote professional development for faculty and staff

4. Affirm and Reward Exceptional Service

- “BSC Above and Beyond” recognizes individuals who are making a difference through a specific action or accomplishment
- Faculty Advising and Staff Mentoring awards honor individuals who make a difference through advising interactions with students
- Always say “thank you” for a job well done

5. Enhance Processes and Communication for Students who are our #1 Priority

- Develop one-stop service center
- Involve and engage students in activities
- Clear communication for all students – myBSC, handbook, code of conduct, etc.
- Develop targeted communication with incoming freshmen and returning students
- Increase student awareness of resources that can help them succeed

6. Enhance the Student Experience

- Expand opportunities for internships, work experience, and career services
- Expand the First Year Experience Seminar

7. Strengthen Partnerships with Alumni

- Expand alumni reach and scope
- Engage alumni within their major/School