

COM-FSM Chuuk Campus

FACULTY/STAFF SENATE (FSS) MEETING/TRAINING MINUTES

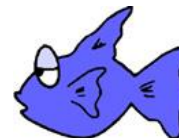
Date: Monday, 10/14/13	Time: 12:10 – 1:15 pm	Location: Counseling Conference Room
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Members Present: 12 faculty and 12 staff (recorded by sign-up sheet)
Faculty = Roger Arnold, Ben Bambo, Rick Chiwi, Alton Higashi, Jothy John, Danie Mamangon, Miuty Nokar, Cecile Oliveros, Lolita Ragus, Deva Senarathgoda, Lynn Sipenuk, Tente Ygana
Staff = Ben Akkin, Kalvin Assito, Marylene Bisalen, Wilson Bisalen, Kersweet Eria, Kind Kanto, Virginia Mamangon, Merly Nelson, Macleen Remit, Lucille Sain, Werfina Sonis, Memorina Yesiki
Guests: David Adams (COM-FSM Communications Consultant) and Ross Perkins (Assessment Coordinator and Assistant ALO).

Agenda / Major Topics of Discussion	Issues and Concerns
I. Call to Order II. Minutes of Previous Meeting: None. III. Announcement IV. New Business* VI. Adjournment	* Communications at COM-FSM

Discussion on Agenda / Major Topics of Discussion

- I. **Call to Order:** by Campus Dean Kind Kanto.
- II. **Minutes** of the previous meeting 05/08/13: None.
- III. **Announcement:** Kind introduced our guests and explained that the purpose of this meeting was to receive training on communications from David Adams.
- IV. **New Business:**
 - A. **Communications at COM-FSM:** David presented an over-all point – that COM-FSM, in the next 3-4 years, is expected to complete a Communications Plan Policy that will include all-campus input and that will be forwarded to WASC/ACCJC.
 1. There now exists a COM-FSM Communications Working Group (CWG), composed of all-campus representatives and chaired by Chuuk’s Kind. The CWG’s primary tasks are to design and develop a system-wide, comprehensive communications plan and to prepare a communications protocol guidebook for practical implementation by stakeholders.
 2. David sought input from training participants on their perceptions of communications and its barriers to success at COM-FSM. He further enlightened us with a summary of what he has already observed as problems of communications at COM-FSM.
 3. First, channels of communication, both formal and informal, between the Palikir administration and the six campuses, among the state campuses, and within each campus are not well defined nor clearly visible. Often enough communication is top-down and appears dictatorial, and communication bottom-up is lost.
 4. Second, David explained the problem, common to COM-FSM stakeholders, is the variability in perception of the “elephant” by beholders. When beholders see only what they understand and then fail to see the “big picture”, miscommunication is inevitable.



To avoid this misperception of the “big picture”, all of us need to work on the key “solution” called collaboration. We need to put the pieces together to see the entire jigsaw puzzle.

5. We know that it is always easy to set forth “collaboration” as an essential process, but it is always easier said than done. There is an affective syndrome of isolation among too many of us, feeling and believing that each of us stands alone and therefore is unable to communicate effectively with each other.
 6. A third barrier or challenge to effective communications is what David calls the “crisis mode” – that we sometimes address a problem as short-term crisis. We may fail to maintain commitment and effort toward long-standing solutions.
[COMMENT: Campus clean-up may be an example of the crisis mode. When we know that guests will be visiting our campus, we go into a frenzy of campus clean-up. When the guests depart, we sigh with relief and stop long-term clean-up activities – until the next visitors come to our campus.]
 7. A fourth matter is what David calls the “signal-to-noise ratio”. For instance, when we transmit e-mail messages within the COM-FSM system, much of what is written is like “static” or “noise” and not substantive communication.
- B. **Complexity:** The generic term “communications” is a complex one.
1. For one thing, to address the four challenges above, we need further training in making paradigm shifts in the way we perceive and think.
 2. Also, there is an urgent need to improve IT (technology) services – not just obtaining services but also using them properly.
 3. The issue of communications must include ways to program the channels of communications, and also to restructure COM-FSM strategies in leadership and governance.
 4. Finally, there is a tendency to believe that formal structures are required. They are required, of course, but we sometimes forget that informal communication (with face-to-face interaction) provides us with easier processes for problem-solving.

Next Meeting: to be announced.

Hand-Outs / Documents Referenced: None.

Prepared by: Alton Higashi

Date distributed: Tuesday, October 15, 2013

Summary Decisions / Recommendations / Action Steps / Motions with Timeline/Responsibilities

- Today’s training/meeting should be considered as an initial step toward improving communications in our system.
- Chuuk F/SS stakeholders should recall what we discussed in December 2012 regarding a communications roadmap, as shown in Attachment #1.