

Expectations for the Student Life & Leadership Team

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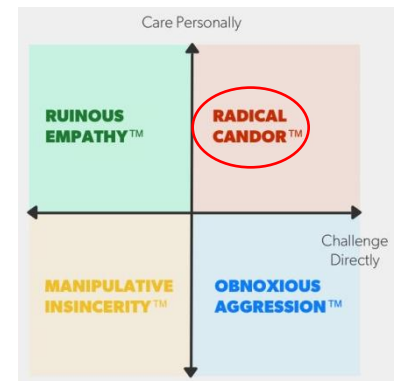
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Our Vision: To be the *premiere* Student Life & Leadership office in the Coast Community College District and in the California Community College system. Our office will produce exceptional programs, events, and workshops worthy of state and national recognition.

Our Mission: To offer the students of Golden West College a wide variety of co-curricular activities, events, intramural sports, and student organizations which will complement their academic experience. Student Life & Leadership will host several *signature programs* each academic year around important topics of leadership, emotional intelligence, social justice, organizational development, cultural competence, and restorative justice, among others.

Team Expectations:

- 1. Communication:** We will communicate with each other daily. Check-ins and short conversations on topics, issues, and work in progress will occur often. In-depth conversations about specific tasks, upcoming or current projects, and new ideas are encouraged to happen as needed and are not reserved for just weekly one-on-one or team meetings. Our communication will be open, honest, and encouraged. Preferably, we will communicate in person or, when needed by phone. E-mail should be reserved for memos, sharing brief information, and communicating with campus partners.
- 2. Receiving Feedback:** Feedback is one of the most essential aspects of a positive relationship. As we develop our relationship, please be open to receiving feedback (praise and constructive) and be prepared to process it; whether that be through conversation or internally. I give supervisees, colleagues, and supervisors feedback *regularly*. I also subscribe to the practice of “Radical Candor” by Kim Scott (see image below). However, I would like to know how you prefer to receive feedback and honor those preferences whenever possible. In addition to receiving feedback, I will encourage you to practice regular self-reflection and actively assess your work performance. This will allow for a more fruitful dialogue and give us an opportunity to identify areas for improvement, as well as areas of interest, including professional development.
- 3. Giving Feedback:** I appreciate all forms of feedback – praise, constructive, suggestions, reflective questions, etc. I prefer to receive feedback as soon as possible, depending on the situation. If there is an opportunity for feedback, I appreciate receiving it in the moment. Otherwise, the following day or within a week is preferred for proper reflection. Similar to communication, I prefer to receive feedback in person (public or private), but can also value written feedback. The feedback “sandwich” (positive, negative, positive) is not necessary with me. I will not be offended by constructive feedback, especially if it’s coming from a genuine and sincere place.
- 4. Timeliness:** “*If you’re early, you’re on time. If you’re on time, you’re late.*” Please arrive 5-10 minutes early to appointments, meetings, and events. In regards to tasks, assignments, and projects, please ensure that deadlines are met or submitted early. If an assignment cannot be completed by a deadline, please notify me in advance and request an extension or support.
- 5. Exceptional Work:** Do not produce nor accept sub-standard work, whether it be from our students, colleagues, or supervisors. We must all strive to create, implement, and deliver the most exceptional work possible. If you ever feel like your work is “just okay,” let me know and we can work together as a team to improve it. Michael Josephson said, “*We judge ourselves by our best intentions and most noble acts but we will be judged by our last worst act.*”
- 6. Model the Way:** If we expect greatness, we need to role model greatness to our students, faculty, staff, and community. We live in a fishbowl and everything we say and do will be seen, heard, and reflected back on us.



7. **Experiment:** This office is a laboratory and we are the creators of new and exciting experiences for our students. I expect us all to be innovative and to “think outside of the box.” We will not tolerate “that’s how we’ve always done things” or “we’ve tried that before.” If we expect our students to take risks, we must be risk takers too.
8. **Support Each Other:** Each of us will, at some point or another, feel overwhelmed with work and have too much on our plate. In those times of need, I expect each of us to step in and offer our assistance. We will offer to cover a shift, take on a new responsibility, or volunteer for an event. We will also eliminate the saying “that’s not my job” from our vocabulary. We are one team with one purpose: to serve all students. In our support for each other, we will know that the act is reciprocal and that our teammates would do the same for us.
9. **Learn More:** We will all strive to learn more about Golden West College, including its departments and offices. Moreover, we are committed to learning more about each functional area and identifying opportunities to promote, support, and collaborate with our campus and community partners. We will also take the time to learn our teammates’ roles and responsibilities, so we can effectively assume their roles in a pinch (i.e. absence, illness, etc.). Most importantly, we are *educators and students*. We believe in life-long learning and as professionals must continue to hone our craft, understand our field, and adopt new ways of doing things to support our students.
10. **Flexibility:** Life happens. And when it does, we will provide each other the flexibility we all deserve. However, we will not tolerate excessive absences, tardiness, or missed/late work. This is a delicate balancing act and I implore each of us to be empathetic, caring, and understanding.
11. **Accountability:** We will hold each other accountable for our work and our services to students, faculty, staff, and community partners. If someone is not providing exceptional services, creating exceptional work, or has violated a campus policy, we will take the most reasonable steps to confront our teammate directly, notify their supervisor, or contact Human Resources.
12. **Be Nimble:** They say that “big ships turn slowly.” This is a cautious and safe approach to making big decisions, but not the approach for everyday work. I prefer that we are “light on our feet” and able to “pivot” when needed, especially in regards to serving our students and event management.
13. **Professional Development:** You are encouraged and supported in identifying opportunities for you to develop professionally within this role. Whether it is through reading new books and articles or attending workshops, conferences, or training programs. Please find ways to expand your repertoire and diversify your experiences!
14. **Ask for Help:** Throughout the year, you will have a lot of different things on your plate and plethora of projects to manage. If you are feeling overwhelmed, please ask for help! I am here to support you and to assist you in any way possible. We also have student assistants (undergraduate and graduate), so please feel encouraged to delegate tasks/assignments appropriately.
15. **Do Your Best Every Day:** As long as we strive to do our best every day, the people who interact with our office will know and it will show in our policies, procedures, and practices.
16. **Celebrate Often:** We will recognize each other for exceptional work and I will encourage you to individually celebrate your achievements throughout the year. Whether it be a “small win” like updating an important training manual or a “large victory” like implementing a new campus-wide program, celebrate yourself, your team, and your accomplishment in whatever way makes you feel fulfilled. Just be sure to see me if it involves a budget...
17. **Let’s Have Fun!** Even though our work is challenging and ever-changing, let’s have fun in our interactions with students, faculty, and staff. We can share a laugh and remind ourselves that we chose this profession because we enjoy serving students and being an integral part of their collegiate experience. ☺

“I’m past patiently waitin’, I’m passionately smashin’ every expectation. Every action’s an act of creation!”

- Hamilton: The Musical, “My Shot”