

GOOD MORNING AND WELCOME TO THE 2009 FALL SERVICE WEEK AT ST. LOUIS COMMUNITY COLLEGE AT FOREST PARK.

IT IS MY HONOR AND PLEASURE TO BE HERE THIS MORNING—ON A **TUESDAY**, NO LESS—TO KICK OFF OUR OPENING WEEK ACTIVITIES WITH THIS STATE OF THE CAMPUS ADDRESS.

FOR THOSE OF YOU WHO HAVE BEEN AWAY FOR THE SUMMER, LET ME INTRODUCE MYSELF. I AM ZERRIE CAMPBELL, AND AM SERVING AS YOUR INTERIM PRESIDENT FOR THE 2009-2010 ACADEMIC YEAR.

AS I MENTIONED, I AM HONORED TO HAVE BEEN ENTRUSTED BY CHANCELLOR HARRIS AND THE BOARD OF TRUSTEES WITH THIS CRITICAL TASK OF GUIDING YOU THROUGH THE NEXT YEAR.

I KNOW THAT YOU TRADITIONALLY HEAR THE STATE OF THE CAMPUS ADDRESS ON A **THURSDAY** MORNING, AFTER YOU'VE HAD YOUR DIVISION MEETINGS, WORKSHOPS AND WELCOME BACK LUNCHEON.

AND I WONDERED, “WHY WOULD THE PRESIDENT WAIT UNTIL THE **END** OF THE WEEK TO WELCOME BACK FACULTY AND STAFF FOR THE FALL SEMESTER?”

I COULDN'T WAIT THAT LONG. I WANTED TO MEET YOU TODAY, ON THE **FIRST** DAY OF SERVICE WEEK SO WE COULD ENGAGE EACH OTHER WITH FAMILIARITY FOR THE REMAINDER OF THE WEEK.

I SEE MUCH OPPORTUNITY ON THE ROAD IN FRONT OF US THIS YEAR. BUT IT'S CRITICALLY IMPORTANT THAT WE START THIS JOURNEY ON THE RIGHT FOOT...IN STEP...WITH DEFINABLE GOALS AND DIRECTIONS.

I UNDERSTAND THE CHALLENGES THAT WE FACE AND I MAKE THIS PLEDGE TO YOU: I WILL BRING TO ALL DIALOGUE AND DISCOURSE, A COMMITMENT TO CIVILITY, INTEGRITY AND RESPONSIBLE, INFORMED DECISION MAKING.

ALREADY, I HAVE SEEN SO MUCH POTENTIAL ON THIS CAMPUS, WHICH IS SO SIMILAR TO MY PREVIOUS COLLEGE IN CHICAGO.

YOU PROBABLY KNOW THAT I HAD THE PLEASURE OF SERVING AS PRESIDENT OF MALCOLM X COLLEGE, ONE OF THE CITY COLLEGES OF CHICAGO, FOR 16 YEARS—THE SEVENTH AND LONGEST-TENURED PRESIDENT AT MALCOLM X COLLEGE, AND THE FIRST FEMALE APPOINTMENT.

THIS IS A VERY COMFORTABLE ENVIRONMENT FOR ME HERE AT FOREST PARK. IN FACT, THE SIMILARITIES BETWEEN THE TWO CAMPUSES ARE REMARKABLE.

BOTH MALCOLM X AND FOREST PARK ARE DIVERSE, COMPREHENSIVE COMMUNITY COLLEGES IN MULTI-CAMPUS SYSTEMS, PROVIDING ACCESS AND EDUCATIONAL OPPORTUNITIES TO AN UNDERSERVED COMMUNITY.

BOTH INSTITUTIONS PLAY A CRITICAL ROLE IN URBAN EDUCATION—ESPECIALLY IN THE ALLIED HEALTH FIELD. AND, WITH THE EXCEPTION OF PHYSICIAN ASSISTANT, PHARMACY TECHNICIAN AND DENTAL HYGIENE, THE PROGRAM OFFERINGS ARE ALMOST IDENTICAL.

IN ADDITION, I AM ACCUSTOMED TO PRESIDING OVER A CAMPUS THAT HAS A CENTRAL PURPOSE RELATIVE TO COMMUNITY ENGAGEMENT, OUTREACH AND AS A GATHERING PLACE FOR PUBLIC EVENTS.

SO REST ASSURED, THE CHARACTER, EXPERIENCES AND FLAVOR THAT INFLUENCE THE CULTURE THAT IS FOREST PARK, ARE NOT UNFAMILIAR TO ME.

I AM HERE TO PROVIDE LEADERSHIP AND ADVOCACY TO GUIDE THE STRATEGIC INITIATIVES, PLANS AND DIRECTIONS THAT WILL CATAPULT US INTO A NEW ERA OF ACADEMIC ACCOUNTABILITY TO OUR STUDENTS, COLLEAGUES AND THE COMMUNITY WE SERVE.

TOGETHER WE ARE GOING TO BUILD ON YOUR PAST SUCCESSES AND CREATE A FUTURE WHERE FOREST PARK IS KNOWN, NOT ONLY FOR ITS ACADEMIC EXCELLENCE, BUT FOR ITS SERVICE EXCELLENCE AS WELL.

WE WILL TALK MORE ABOUT SERVICE EXCELLENCE IN A FEW MOMENTS, BUT FIRST I WOULD LIKE TO PAUSE AND RECOGNIZE OUR DISTINGUISHED GUESTS.

WE ARE HONORED TO HAVE OUR CHANCELLOR HERE, DR. ZELEMA HARRIS.
(APPLAUSE)

WE WILL HEAR FROM DR. HARRIS IN JUST A FEW MINUTES.

WE'RE ALSO HONORED TO WELCOME THE MEMBERS OF OUR BOARD OF TRUSTEES. WILL YOU PLEASE STAND:

- OUR BOARD CHAIR, DR. JOANN ORDINACHEV (ORE-DE-NACH-OFF)
- DENISE CHACHERE (SASH-SURE-REE)
- LIBBY FITZGERALD
- MELISSA HATTMAN
- MARGO MCNEIL
- BOB NELSON

I ALSO SEE MEMBERS OF THE DISTRICT LEADERSHIP TEAM. WILL YOU PLEASE STAND:

- VICE CHANCELLOR CARLA CHANCE, FINANCE & BUSINESS SERVICES
- VICE CHANCELLOR DONNA DARE, ACADEMIC & STUDENT AFFAIRS

- VICE CHANCELLOR RODERICK NUNN, WORKFORCE & COMMUNITY DEVELOPMENT
- VICE CHANCELLOR CRAIG KLIMCZAK, TECHNOLOGY & EDUCATIONAL SUPPORT SERVICES
- HUMAN RESOURCES DIRECTOR RON NICOLETTI
- ACTING COMMUNICATIONS DIRECTOR PAT MATRECI
- AND ANISHA MORRELL, SPECIAL ASSISTANT TO THE CHANCELLOR

I ALSO SEE OUR FOUNDATION DIRECTOR, DEB GODWIN, AND OUR DIRECTOR OF INSTITUTIONAL DEVELOPMENT, CASTELLA HENDERSON.

AND I SEE JOHN COSGROVE, OUR DIRECTOR OF INSTITUTIONAL RESEARCH AND PLANNING.

ON BEHALF OF THE CAMPUS, WE EXTEND TO YOU A WARM WELCOME.

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AND NOW, WITHOUT FURTHER ADO, I WOULD LIKE TO ASK CHANCELLOR ZELEMA HARRIS TO COME FORWARD WITH HER REMARKS.

CHANCELLOR HARRIS.....

(REMARKS BY CHANCELLOR HARRIS)

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THANK YOU, DR. HARRIS. BEFORE I BEGIN MY REMARKS, I WOULD LIKE TO ACKNOWLEDGE A FEW MORE INDIVIDUALS.

BRENDA RUSSELL, WILL YOU PLEASE COME FORWARD?

BRENDA IS THE ACTING VICE PRESIDENT FOR ACADEMIC AFFAIRS, AND WILL MONITOR THE DIVISION OFFICE OF BUSINESS, MATH & TECHNOLOGY UNTIL AN ACTING DEAN APPOINTMENT IS MADE VERY SHORTLY.

EVEN THOUGH SHE'S ONLY BEEN WITH THE FOREST PARK CAMPUS FOR A LITTLE OVER A YEAR, SHE'S PROVEN HERSELF TO BE AN EXEMPLARY ACADEMIC DEAN.

SHE HAS MY ABSOLUTE CONFIDENCE AND I KNOW YOU WILL GIVE HER YOUR FULL COOPERATION. THE SEARCH FOR A NEW VICE PRESIDENT FOR ACADEMIC AFFAIRS HAS BEGUN—THE POSITION HAS BEEN ADVERTISED AND WILL REMAIN OPEN UNTIL THE SEARCH COMMITTEE HAS IDENTIFIED AN EXCEPTIONAL POOL OF CANDIDATES FROM WHICH THE VICE PRESIDENT WILL BE SELECTED.

SOME OF YOU HAVE BEEN INVITED TO SERVE ON THE INTERVIEW COMMITTEE, AND HAVE MADE THE COMMITMENT TO SERVE. IF YOU ARE PRESENT, PLEASE STAND.

I ANTICIPATE RECOMMENDING A CANDIDATE AT THE EARLIEST OPPORTUNITY.

BRENDA, WOULD YOU LIKE TO MAKE A FEW COMMENTS?

(BRENDA'S COMMENTS)

THANK YOU BRENDA FOR ACCEPTING THIS ADDITIONAL RESPONSIBILITY AS
ACTING VICE PRESIDENT.

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I WOULD ALSO LIKE TO WELCOME THE NEW FACULTY AND STAFF WHO HAVE
JOINED THE FOREST PARK CAMPUS SINCE MAY.

WE HAVE ONE NEW, FULL-TIME FACULTY MEMBER, LISA MORELAND IN NURSING.
WILL YOU PLEASE STAND?

LISA WAS AN ADJUNCT INSTRUCTOR AT FOREST PARK FOR SIX YEARS, AND
TAUGHT AT THE MISSOURI BAPTIST SCHOOL OF NURSING FOR FIVE YEARS. SHE
ALSO WORKED AS A FULL-TIME NURSE FOR 10 YEARS. LISA EARNED HER
MASTER'S DEGREE IN NURSING EDUCATION FROM SIU-EDWARDSVILLE, AND HER
BACHELOR OF SCIENCE DEGREE IN NURSING FROM AVILA COLLEGE, KANSAS CITY.

WELCOME TO THE FACULTY RANKS, LISA.

IF YOU ARE A NEW STAFF MEMBER WHO HAS RECENTLY JOINED THE CAMPUS,
WILL YOU ALSO STAND?

WELCOME TO THE CAMPUS—WE LOOK FORWARD TO WORKING WITH YOU.

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CONGRATULATIONS TO THE FACULTY WHO RECEIVED PROMOTIONS JULY 1ST.

TO ASSISTANT PROFESSOR:

- CASEY SHILLER, HOSPITALITY STUDIES

TO ASSOCIATE PROFESSOR:

- WILLIAM HUBER, BIOLOGY
- ELLEN PIAZZA, HOSPITALITY STUDIES
- SALLY POLTA, RADIOLOGY TECHNOLOGY
- ANDREA WEBER, NURSING AND
- ROBERT WEIL, AUTOMOTIVE TECHNOLOGY

TO FULL PROFESSOR:

- LOUIS WILLIAMS, HISTORY

CONGRATULATIONS TO OUR RECENTLY-PROMOTED FACULTY.

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LEADERSHIP OPPORTUNITIES AT ST. LOUIS COMMUNITY COLLEGE WILL BE IMPROVING IN THE NEAR FUTURE. ONE WAY OUR CHANCELLOR HAS CHOSEN TO APPROACH THE POTENTIAL LEADERSHIP DEFICIT (WITH INCREASING NUMBERS OF FACULTY AND STAFF RETIRING) IS TO PREPARE LEADERS FOR THE FUTURE BY HOSTING WORKSHOPS DESIGNED TO ENHANCE LEADERSHIP APTITUDE.

PLEASE BE CLEAR—WE ARE NOT TRAINING LEADERS—BECAUSE LEADERSHIP IS INHERENT. YOU MAY CHOOSE TO BE LEADERS IN YOUR OWN SPHERE OF INFLUENCE.

THIS LEADERSHIP PROGRAM WILL PROVIDE THE OPPORTUNITY TO EXPAND YOUR LEADERSHIP ROLE IN ST. LOUIS COMMUNITY COLLEGE. THE FIRST WORKSHOP WILL START SOMETIME IN MARCH.

I WANT TO ACKNOWLEDGE THE FIVE INDIVIDUALS FROM FOREST PARK RECOMMENDED FOR THE LEADERSHIP PROGRAM BY THE CAMPUS LEADERSHIP TEAM:

1. ELLEN PIAZZA, ASSOCIATE PROFESSOR OF CULINARY ARTS
2. JEREMY DENNIS, ASSOCIATE PROFESSOR OF ENGLISH
3. DEBORAH CARTER, MANAGER OF THE ACCESS OFFICE
4. DEBORAH BUSH-MUNSON, ASSISTANT PROFESSOR OF DENTAL ASSISTING
AND
5. CAROLYN GODFREY, ASSOCIATE PROFESSOR OF NURSING.

YOU MAY HAVE NOTICED, SUSPENDED FROM THE CEILING IN THE THEATER LOBBY, OUR GALLERY OF ACCOMPLISHMENTS.

CONGRATULATIONS, FACULTY AND STAFF, FOR YOUR ACHIEVEMENTS AND COMMITMENT TO THE FOREST PARK CAMPUS.

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DID YOU SEE WHAT A BUSY SCHEDULE WE HAVE FOR YOU THIS WEEK? I'D LIKE TO THANK JYOTI PANDE, OUR DIRECTOR OF THE CENTER FOR TEACHING AND LEARNING, FOR COORDINATING MOST OF THESE ACTIVITIES IN HER ROLE AS THE PROFESSIONAL DEVELOPMENT COORDINATOR FOR FACULTY.

PLEASE NOTE THAT DEBORAH CARTER, OUR MANAGER OF THE ACCESS CENTER, WILL COORDINATE PROFESSIONAL DEVELOPMENT ACTIVITIES FOR CLASSIFIED AND PROFESSIONAL STAFF.

AT THIS TIME I WOULD LIKE TO ASK JYOTI PANDE TO COME FORWARD AND GIVE US A PREVIEW OF SERVICE WEEK.

JYOTI... (JYOTI'S REMARKS)

THANK YOU, JYOTI. WE CERTAINLY HAVE A BUSY WEEK AHEAD OF US AND I'M LOOKING FORWARD TO SEEING ALL OF YOU AT THESE SESSIONS—PARTICULARLY THE SERVICE LEARNING WORKSHOPS ON FRIDAY MORNING AND AFTERNOON WITH NILE GOSSETT.

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HERE'S A QUESTION FOR ALL OF YOU WHO HAVE BEEN GONE FOR THE SUMMER:

WHEN YOU CAME BACK ON CAMPUS TODAY, DID YOU NOTICE ANYTHING DIFFERENT?

LET ME GIVE YOU A HINT: DID THE CAMPUS LOOK CLEANER?

I'M NOT TALKING ABOUT THE SHOWER THAT F & G TOWERS TOOK A FEW WEEKS AGO, ALTHOUGH WE'LL TALK ABOUT THOSE CONSEQUENCES IN A MOMENT.

WHEN YOU CAME BACK ON CAMPUS AND WALKED DOWN YOUR HALLS, AND LOOKED IN THE STAFF AND ADMINISTRATIVE OFFICES, DID YOU SEE THE RESULTS OF OUR CLEAN-UP WEEK, AUGUST 3-7?

SOMETIMES IT TAKES A FRESH EYE TO SEE WHAT HAS BECOME COMMONPLACE TO EVERYONE ELSE.

AND LET ME TELL YOU FOLKS, MY FRESH EYE SAW EVIDENCE OF A LOT OF PACKRATS AND MESSY, UNKEMPT, DISHEVELED OFFICES ON THIS CAMPUS.

I'M REFERRING TO INDIVIDUAL OFFICES AND PERSONAL WORKSPACES THAT ARE VISIBLE TO THE PUBLIC.

I STRONGLY BELIEVE THAT PART OF SERVICE EXCELLENCE IS BEING MINDFUL OF THE IMAGE WE PORTRAY, NOT ONLY TO THE PUBLIC, BUT TO EACH OTHER AS WELL.

IF THE PUBLIC, OR OUR COLLEAGUES, SEES STACKS AND STACKS OF PAPERS, BOXES, FOOD CRUMBS AND OTHER CLUTTER, HOW CONFIDENT WILL THEY BE IN OUR ABILITY TO EFFICIENTLY HANDLE THEIR NEEDS AND CONCERNS IN AN ORDERLY OR APPROPRIATE MANNER?

WILL THEY WORRY ABOUT GETTING LOST IN OUR SHUFFLE OF COFFEE-STAINED PAPERS?

I'M NOT GOING TO BELABOR THIS POINT AT THIS TIME, BUT I WILL LET THE CLEAN OFFICES AND WORK SPACES SPEAK FOR THEMSELVES.

THANK YOU TO ALL OF THE ADMINISTRATORS AND STAFF WHO TOOK PART IN OUR CLEAN UP CAMPAIGN A COUPLE OF WEEKS AGO. YOU SHOULD BE PROUD OF YOUR EFFORTS TO IMPROVE SERVICE EXCELLENCE, AND I HOPE YOU ENJOYED YOUR PIZZA PARTY LAST WEEK.

AND NOW, FACULTY, I'M GOING TO THROW THE GAUNTLET TO YOU!

WHEN WAS THE LAST TIME YOU CLEANED OUT **YOUR** OFFICES? I CHALLENGE YOU WITH A TWO-WEEK DEADLINE!

IN THE NEXT TWO WEEKS:

- WE'LL HAVE DUMPSTERS ON CALL FOR YOU.
- WE'LL HAVE ADDITIONAL CLEANING MATERIALS.
- WE'LL HAVE EXTRA SHREDDERS AVAILABLE.
- WE'LL EMPTY THE RECYCLING BINS AS NEEDED.

THIS IS YOUR OPPORTUNITY TO PRIORITIZE, DECLUTTER AND HAVE MAINTENANCE AND HOUSEKEEPING AT YOUR DISPOSAL.

AT THE END OF THESE TWO WEEKS, WE'RE GOING TO BEGIN AN OFFICE AUDIT OF SMALL APPLIANCES.

AND THAT BRINGS ME BACK TO THE FLOODING CATASTROPHE IN F & G TOWERS, WHICH STARTED WITH A SMALL APPLIANCE.

I HOPE YOU READ THE FACT SHEET ABOUT THE FLOOD WHEN YOU RECEIVED YOUR FACULTY CONTRACTS IN THE MAIL IN JULY.

BASICALLY, SOMEONE HOOKED UP A WATER TUBE TO A COFFEEMAKER IN THE PHOTO LAB OF THE ART DEPARTMENT.

THE COFFEEMAKER WAS LEFT ON OVERNIGHT, AND ON JUNE 13TH, THE TUBE OVERHEATED, SPLIT OPEN AND LEAKED ABOUT 10,000 GALLONS OF WATER DOWN FOUR FLOORS OF F & G TOWERS.

TWENTY-NINE OFFICES AND CLASSROOMS WERE DAMAGED AND HAD TO BE EVACUATED. A PROFESSIONAL CLEANING COMPANY WAS BROUGHT IN, AND COMPUTERS HAD TO BE PACKED UP AND SENT OUT FOR MOISTURE REPAIR.

WE DON'T KNOW THE TOTAL DAMAGES YET, BUT I WON'T BE SURPRISED IF IT REACHES A HALF MILLION DOLLARS.

A HALF MILLION DOLLARS—THAT'S A HIGH PRICE TO PAY FOR A CUP OF COFFEE FROM A JERRY-RIGGED COFFEEMAKER.

I'M GOING TO ASK OUR MAINTENANCE SUPERVISOR, SAM GUTH, TO COME FORWARD AND SHOW YOU SOME PHOTOS OF THE DAMAGE THAT RESULTED FROM THIS IRRESPONSIBLE ACT BY ONE OF OUR COLLEAGUES.

SAM... (SAM'S POWERPOINT)

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THANK YOU SAM. SO WHEN MAINTENANCE COMES AROUND NEXT MONTH FOR THE SMALL APPLIANCE AUDIT, I HOPE YOU'LL COOPERATE. WE'LL REVIEW THE RESULTS AND ISSUE GUIDELINES.

YOU CAN STILL HAVE YOUR MORNING CUP OF COFFEE—COFFEEMAKERS WILL BE ALLOWED. HOWEVER, THEY MUST HAVE AN AUTOMATIC SHUTOFF FEATURE. IF YOU DON'T HAVE THAT FEATURE ON YOUR COFFEEMAKER NOW, IT'S TIME TO UPGRADE TO A NEWER MODEL.

ALSO, OUR GOAL IS TO ESTABLISH INTERDEPARTMENTAL COOPERATION AND CONSOLIDATION OF SMALL APPLIANCES BY DIVISIONS. LET'S BE REALISTIC—WE DON'T NEED A MICROWAVE AND REFRIGERATOR IN EVERY OFFICE. WE NEED TO SHARE.

AND, WE MUST ELIMINATE ANY APPLIANCES, EXCEPT FOR THE COFFEEMAKERS, THAT ARE HOT TO THE TOUCH, SUCH AS TOASTERS, TOASTER OVENS AND HOTPLATES.

WE'RE BLESSED WE DIDN'T HAVE A FIRE FROM THE COFFEEMAKER IN THE PHOTO LAB. IF IT HAD BEEN FIRE, INSTEAD OF WATER, THE DAMAGE MAY HAVE BEEN MORE DIFFICULT FROM WHICH TO RECOVER.

I WANT TO THANK THE TEAM PLAYERS WHO MANAGED THE CRISIS SITUATION WITH THE FLOOD IN F & G TOWERS:

- CHIEF BANAHAN, AND THE CAMPUS POLICE WHO, ON THEIR ROUNDS, FIRST NOTICED THE WATER DAMAGE TO THE BUILDING.
- SAM GUTH AND THE MAINTENANCE CREW
- JOHN VANSAGHI, DENNIS KOZLOWSKI AND HOUSEKEEPING
- OUR PROFESSIONAL CLEANING COMPANY, CATCO

- OF COURSE, LORI THOMPSON, THE DISTRICT DIRECTOR OF PHYSICAL FACILITIES, WHO HAS BEEN VERY RESPONSIVE AND SUPPORTIVE IN OUR RESTORATION AND RECOVERY EFFORTS
- AND VICE CHANCELLOR CARLA CHANCE, FOR AUTHORIZING LORI TO CUT THROUGH THE RED TAPE TO SPEED UP OUR RECOVERY.

THEY SAY THAT EVERY CLOUD HAS A SILVER LINING. OUR SILVER LINING WAS THE DEMONSTRATION OF TEAMWORK AND PROFESSIONALISM FROM OUR STAFF, WHO IMMEDIATELY RESPONDED TO THE SITUATION, PUT THEIR EGOS ASIDE, AND WORKED TOGETHER TO FIND A SOLUTION.

THAT DEMONSTRATION—ON MY NINTH DAY HERE—TOLD ME MORE ABOUT OUR CAMPUS THAN ANY OF MY PREVIOUS CONVERSATIONS OR MEETINGS.

I ALSO WANT TO THANK THE FACULTY AND STAFF WHO WERE DISPLACED—FOR ALMOST TWO WEEKS—FROM THEIR OFFICES AND CLASSROOMS IN F & G TOWERS.

YOUR COOPERATION AND RESPONSIVENESS SERVED AS A MODEL OF DECORUM FOR THE HUNDREDS OF STUDENTS WHO WERE AFFECTED.

I APPRECIATE YOUR PATIENCE AND FLEXIBILITY. I KNOW IT WASN'T EASY TO FIND ALTERNATIVE WORKSPACES AND

CLASSROOMS, BUT AGAIN, THE FOREST PARK CAMPUS PULLED TOGETHER, AND RESPONDED AS THE PROFESSIONALS WE ARE.

GOOD JOB, EVERYONE!

CHANCELLOR HARRIS, YOUR LEADERSHIP HAS PROVIDED THE CLIMATE EMPOWERING ST. LOUIS COMMUNITY COLLEGE EMPLOYEES TO ACT WITHIN THEIR LINES OF AUTHORITY.

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PROVIDING FIRST-CLASS SERVICE TO OUR STUDENTS IN A TIMELY AND EFFICIENT MANNER IS OUR GOAL. ALL MORNING WE'VE BEEN REFERENCING SERVICE EXCELLENCE WITHOUT ACTUALLY DEFINING WHAT IT IS IN AN EDUCATIONAL INSTITUTION.

HERE'S MY DEFINITION: SERVICE EXCELLENCE IS A COMPREHENSIVE, COLLABORATIVE AND CAMPUS-WIDE APPROACH THAT IS TRULY STUDENT- OR CUSTOMER-CENTERED.

THIS IS A FOREST PARK INITIATIVE THAT I HOPE WILL RESULT IN THE DEVELOPMENT OF STANDARDS OF EXCELLENCE THAT WE ALL WILL BE EXPECTED TO FOLLOW WITH ALACRITY.

YOU MAY HAVE HEARD THAT THE CAMPUS LEADERSHIP—THE VICE PRESIDENTS, DEANS, DEPARTMENT CHAIRS, MANAGERS AND UNION LEADERSHIP—MET WITH NILE GOSSETT ON AUG. 6 FOR A SERVICE EXCELLENCE ORIENTATION—AS A PRELUDE TO FRIDAY’S WORKSHOPS.

(SLIDES INSERTED)

ONE OF THE EPHIPANIES OF THE WORKSHOP—I GUESS YOU COULD CALL IT A LIGHT BULB MOMENT—WAS THIS SIMPLE STATEMENT:

SERVICE EXCELLENCE BEGINS INTERNALLY, WITH THE WAY WE TREAT EACH OTHER AS COLLEAGUES.

IF WE WANT TO PROVIDE EXCELLENT SERVICE TO OUR STUDENTS, THEN WE MUST PROVIDE FIRST-CLASS SERVICE TO EACH OTHER, **FIRST**. EVENTUALLY, THAT ATTITUDE OF EXCELLENCE WILL PERMEATE EVERYTHING WE DO.

I BELIEVE THAT CIVILITY IS THE MOST IMPORTANT FEATURE WE CAN BRING TO ANY DEBATE. YOU CANNOT HAVE REAL DIALOGUE WITHOUT CIVILITY.

COMPETENCE AND PASSION ARE IMPORTANT, BUT IF YOU DEMEAN COLLEAGUES DURING DIALOGUE, YOU LOSE—YOU

LOSE THE DEBATE AND THE HONESTY, YOU LOSE THE TRUST, AND YOU LOSE THE PROCESS.

ULTIMATELY, YOU LOSE THE BUY-IN TO THE POSITION YOU ARE TRYING TO PRESENT, THE IDEAS YOU ARE ADVANCING, AND THE RESPECT FOR YOU AND YOUR POINT OF VIEW.

THE CALL FOR CIVILITY IN DISCOURSE MEANS MANY THINGS TO ME.

IN ADDITION TO IT REFLECTING COURTESY AND RESPECT, IT IS THE SIGN OF AN EDUCATED PERSON. MORE IMPORTANTLY, IT MEANS THAT THE LISTENER WILL HEAR WHAT WE ARE SAYING.

IF YOU'RE LIKE ME, WHEN SOMEONE SPEAKS OR BEHAVES UNCIVILLY, YOU USUALLY TURN THE PERSON OFF—AND YOU DON'T HEAR HIS OR HER WORDS.

AS WE BEGIN THIS SEMESTER, NOT ONLY SHOULD WE CONTINUE TO ESPOUSE CIVILITY, BUT WE SHOULD ALSO **EXPECT** CIVILITY FROM OUR COLLEAGUES AND STUDENTS.

I FIRMLY BELIEVE WE CAN DISAGREE WITHOUT BECOMING DISAGREEABLE.

THERE'S A WEBSITE CALLED *THE CIVILITY PROJECT*, WHICH ENCOURAGES READERS TO TAKE A CIVILITY PLEDGE.

THE CIVILITY PROJECT WAS LAUNCHED BY TWO MEN:

- ONE A REPUBLICAN WHO WORKED ON THE MITT ROMNEY PRESIDENTIAL CAMPAIGN.
- ONE A DEMOCRAT WHO WORKED FOR HILLARY CLINTON'S CAMPAIGN.

AS THEY CROSSED PATHS ON THE CAMPAIGN TRAIL, THEY NOTICED TWO THINGS ABOUT EACH OTHER:

1. ON THE ISSUES, THEY DISAGREED ABOUT EVERYTHING.
2. BUT THEY UNFAILINGLY MODELLED RESPECT AND CIVILITY IN RESPONDING TO THEIR ADVERSARIES.

SO TOGETHER THEY CREATED THIS WEBSITE—CIVILITYPROJECT.ORG—WHICH ASKS READERS TO TAKE THIS PLEDGE:

- I WILL BE CIVIL IN MY PUBLIC DISCOURSE AND BEHAVIOR.
- I WILL BE RESPECTFUL OF OTHERS WHETHER OR NOT I AGREE WITH THEM.
- I WILL STAND AGAINST INCIVILITY WHEN I SEE IT.

THEY WANT AMERICANS TO AGREE TO DISAGREE WITHOUT BEING DISAGREEABLE.

I CHALLENGE YOU TODAY TO TAKE THE CIVILITY PLEDGE: PLEDGE TO AGREE TO DISAGREE WITHOUT BEING DISAGREEABLE.

BECAUSE ULTIMATELY, THE BOTTOM LINE WILL BE THAT WE MUST PROVIDE AN ENVIRONMENT OF EXCELLENCE THAT FACILITATES LEARNING.

THAT ENVIRONMENT WILL REQUIRE:

- GLOBAL CURRICULA
- EXCELLENT TEACHERS
- EFFECTIVE REMEDIATION STRATEGIES
- APPROPRIATE SUPPORT SERVICES
- ADVANCED TECHNOLOGY
- LEARNING-CENTERED FACILITIES
- INTEGRATED ADMINISTRATIVE SYSTEMS
- AND INSTITUTIONAL ACCOUNTABILITY.

ALL OF THESE WILL SUPPORT THE TEACHING AND LEARNING PROCESS, WHICH IS THE CORE OF EVERYTHING WE DO.

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WE HAVE A BUSY YEAR AHEAD OF US IN 2009-2010:

- WE WILL RE-EVALUATE OUR PROGRESS TOWARD THE CHANCELLOR'S STRATEGIC GOALS AND DIRECTIONS. I KNOW THAT COMMITMENTS WERE MADE IN THE DIVISIONS LAST YEAR AND NUMEROUS PROJECTS WERE ADOPTED. WE NEED TO ASSESS OUR PROGRESS TOWARD THOSE GOALS AND INITIATE NEW DIRECTIONS FOR 2010.

- SECONDLY, WE'RE BUILDING A NEW HARRISON EDUCATION CENTER IN THE JEFFVANDERLOU NEIGHBORHOOD. AS THE FOUNDATION IS POURED, AND THE WALLS GO UP, WE ARE FACED WITH THE SERIOUS CHALLENGE OF DEVELOPING PROGRAMS AND CURRICULA THAT MEET THE NEEDS OF THE CITIZENS OF ST. LOUIS AND THE JEFFVANDERLOU COMMUNITY, AND WILL PUT THE PEOPLE TO WORK AND IMPROVE THE QUALITY OF THEIR LIVES. FACULTY, I WILL BE COUNTING ON YOUR INPUT AS WE DEVELOP THAT CURRICULA.
- THIRDLY, WE WILL MOUNT A CAMPAIGN TO ATTRACT A PERMANENT PRESIDENT TO FOREST PARK. AS THE CHANCELLOR STATED, WE WILL WORK WITH A NATIONAL SEARCH FIRM TO RECRUIT SUITABLE CANDIDATES. AGAIN, AS WITH THE VICE PRESIDENT'S SEARCH, MANY OF YOU MAY BE ASKED TO PARTICIPATE IN THE SELECTION PROCESS. I HOPE YOU WILL RESPOND TO THE REQUEST.

AS ST. LOUIS COMMUNITY COLLEGE APPROACHES ITS 50TH ANNIVERSARY—IN 2012—I AM CONFIDENT THAT THE FOREST PARK CAMPUS WILL EMERGE AS A LEADER IN SERVICE EXCELLENCE.

ALREADY, I'VE BEEN WITNESS TO YOUR TALENTS AND STRENGTHS. I HAVE NO DOUBT THAT YOU WILL MEET THE CHALLENGE.

I WILL END THIS MORNING WITH THE SIX WORDS THAT BEGIN WITH THE LETTER C, THAT DESCRIBE MY PHILOSOPHY OF LEADERSHIP:

- COMMUNICATION
- COOPERATION
- COLLABORATION
- CONSISTENCY
- CIVILITY AND
- CONSEQUENCES.

IF YOU REMEMBER—AND COMMIT (THAT’S ANOTHER C)—TO THESE SIX C’S WHEN WE WORK TOGETHER, WE WILL HAVE A SUCCESSFUL YEAR.

I LOOK FORWARD TO WORKING WITH EACH OF YOU THIS NEXT YEAR AS WE SEARCH FOR YOUR NEW PRESIDENT WHO IS WORTHY OF PRESIDING OVER FOREST PARK. MY DOOR IS OPEN TO YOU—I WANT TO HEAR YOUR IDEAS AND CONCERNS.

BUT IF YOU COME TO ME TO COMPLAIN ABOUT SOMEONE OR REPORT ON A COLLEAGUE, I WANT YOU TO BRING THAT PERSON WITH YOU. I BELIEVE IN BRINGING CONTRADICTIONS TO THE SURFACE TO REACH RESOLUTIONS.

PLEASE ENJOY OUR WELCOME BACK LUNCH IN THE CAFETERIA—NOT AT YOUR DESK—BEGINNING AT NOON. THANK YOU FOR YOUR TIME AND ATTENTION AND FOR BEING PRESENT THIS MORNING.

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