Planning and Feedback Session

The purpose of this session was to do an Interview Design with BSC Staff.
Submitted by Kim Luptak and Sandy Fried

Group: Staff   Date: October 12, 2011   Tool: Interview Design   # Attendees: 10

Interview Question #1 – Why is BSC not a stellar institution?

FACT
- We are
- Because we aren’t a four year
- Marketing
  - Need more of it
  - Change perception
  - More funding
- Technology
  - Lagging
  - Larger IT Staff
  - 24 Hour help
  - IPADS, Ereaders etc..

TRENDS
- Benefits
  - Low pay
  - Tuition waivers
  - Daycare
- Because we are a commuter campus
- Not keeping up with growth
- Not enough on campus housing
- Funding (State)

UNIQUE IDEAS
- Be more of a leader within NDUS

Interview Question #2 – What makes you the most proud of BSC?

FACT
- Look of the campus, grounds and facilities
- Consistent growth, in top 3 largest schools in the state
- Quality of staff and faculty
- Coworkers are like family, easy to work with

TRENDS
- Technology aware
- Quality of leadership/president
- Employee benefits
- Great place to work
• BSC’s presence in the community (enrichment)
• Small class size
• Collaboration with other schools
• Good tuition rates
• Believe in values (engage, connect, deliver)
• Offering four year programs
• Employees seem happy/enjoy their jobs
• Great base of students that we are preparing for the workforce
• Convenience of online programs

UNIQUE IDEAS – None

**Question #3 – What is the one thing we need to change at BSC that would enable us to be a great institution?**

**FACTS**
- Great institution already

**TREND**
- Become a 4 year institution or offering more four year degrees from more institutions
- Communication overall with and between employees, students and community
- Flexible benefits and hours for employees
- Better communication between departments. Larry is very open, but the VP’s are not communicating with students and staff.

**UNIQUE IDEAS**
- On campus daycare

**Questions #4 – How BSC maintain or manage its growth?**

**FACT**
- Getting our name out into the community (advertising/marketing)
- Keeping costs low (tuition/books) etc..
- Keeping up with technology

**TREND**
- Making housing more accessible (more on campus)
- Maintain staff vs. maintain growth
- Offering more scholarships
- Good communication with legislatures

**UNIQUE IDEAS**
- Outreach program to elementary and Jr. High Students

**Question #5 – What must senior leadership (president/EC) do to ensure the success of BSC?**

**FACTS**
- Open communication with students, staff and community – legislature

**TREND**
- Staying current with technology
- Prioritizing finances

**UNIQUE IDEAS**
- Stability with benefits and salaries