16:18:14 From Tanya Allain : Hi everyone! If you're interested in having a list of email addresses for everyone who registered for the meeting today. You can click here - https://rcrcconnect.org/wp-content/uploads/2018/01/RCRC-January-Cafe-Listing.pdf

16:18:23 From Tanya Allain : Let me know if you h ave any trouble

16:23:14 From Jim Best : Weaving student services that create a supportive learning context across the slips.

16:23:32 From Jim Best : Also at the programmatic level.

16:25:57 From Cady Landa : Jim, I would be interested in how you handle issues of student confidentiality while coordinating services.

16:27:57 From Jeff grim : Good points! Cady - post Virginia Tech shooting, ‘confidentiality’ has been loosened (I think for the better) so dots can be connected for students that are at-risk. That said, it’s so true you want to share information… that is relevant and not extraneous.

16:27:59 From Jim Best : @Jeff?

16:28:32 From Cady Landa : Sorry, I meant to say Jeff!

16:29:19 From Jim Best : Sana brings up similar issues of support from the learning community for teachers as for students.

16:31:23 From Jim Best : What do people think are some of the focal work processes here?

16:32:32 From Jody Hoffer Gittell : please mute if not speaking - thanks!

16:32:37 From Tanya Allain : Hi everyone - just a reminder to mute yourself when you're not speaking. Thank you!

16:36:50 From Jim Best : How are you able to get the full range of stakeholders to the table?

16:38:24 From Jim Best : Accountability structures are sub-optimized

16:38:50 From Jim Best : Systems view is disincentivized by the culture.

16:39:11 From Janet Steinkamp : Will you be factoring in fiscal competition when working with the various departments and servcie areas? In my 20+ years of work in higher education administration, the elephant in the room usually centered around $$. The conversation regarding fiscal allocation and competition is is often culturally distasteful, but is critical to changes in behavior.

16:39:46 From Tony Suchman : That's a key question, Jim! Our hope is that we can do this by helping everyone get a systems view and then rationalize the incentive system. No one seems to see the whole at present.

16:39:50 From Dusan Stojicic : So True!!! I will never introduce myself to RC if I was stayed in suggested line!!

16:40:45 From Dusan Stojicic : \*staying

16:41:39 From Tony Suchman : Fiscal incentives have a big impact but so do rewards based on student performance...they create a disincentive to take a student into a given school or program...

16:47:10 From Claus Jebsen : I often find that the silos should not be challenged as in "tear the walls down", but be acknowledge and accepted by bulding bridges between the silos. Instead of waiting for someone to contruct the bridge I might be the one to start, extending an invitation. How can we encourage invitations?

16:47:43 From Janet Steinkamp : Interesting, I was thinking more about instructional resources, FTE/student ratios, and general buget allocations. But, no doubt incentives could complicate...

16:52:58 From Jim Best : Here’s an orthogonal thought … what if the focal work process is the student learning experience itself as a relational process? What are the conditions required to bring that to the forefront?

16:57:02 From Jim Best : Have to drop … thanks presenters!

16:57:10 From Lauren Hajjar : Interesting question, Jim. I am curious about how the curriculum impacts this process.

16:58:27 From Janet Steinkamp : Apologies. I have to jump on another call - webex. Thank you for a very throught provoking discussion! Best regards.

16:58:44 From Tanya Allain : Good to see you Janet and Jim!

16:59:42 From Jody Hoffer Gittell : sounds like multi-level systems change - with multiple stakeholders - love it