

7-10-2014

Metropolitan University Steering Group - Meeting Notes Portland Discussion Meeting – July 10, 2014

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Recommended Citation

Gelsinger, Emma, "Metropolitan University Steering Group - Meeting Notes Portland Discussion Meeting – July 10, 2014" (2014). *Maine's Metropolitan University*. 41.
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Metropolitan University Steering Group

University of Southern Maine

Meeting Notes

Portland Discussion Meeting – July 10, 2014, 10:30 a.m. – 12:30 p.m.

102 Wishcamper Center

Present: Present: Richard Barringer (Chair), Jack Kartez (Facilitator), Emma Gelsinger (Recorder), Liz Turesky, Marcel Gagne, Michael Shaughnessy, Kim Dominicus, Cecile Aitchinson, Martha Freeman

Guests: Travis Blair, Stacy Stewart, Susan McWilliams, Pat Davis, Kristen Beahm, Paul Dexter, Bill Ferreira, Vicki LaQuerre, Janet Warnert, Joyce Gibson, Cindy Quinn, Nicki Piaget, Sara Johnson-Berz, Erin Yarema, Danielle Vayenas, Andy Smith-Peterson, Drew Masterman, Alan Kaschub, Heather Monroe, Judy Tupper, Michelle Dustin, Dale Robin Goodman, Stephanie Towns, Caroline Pinkham, Janis Albright, Betty Hilton, Healer Dilios, Betsy Hart, Amy Amico, Kate Herbert, Mary Sylvester, Bonnie Vance, Erika Ziller, Larry Waxler, Michelene Decrow, Bill Wells, Carol O'Donnell, Sally Meredith, Rodney Mondor, Ashley Collins, Jen Hart, Lorrie Spaulding, Beth Higgins, Rebecca Nisetich, Manuel Avalos, Betsy Uhuad, Laurie Davis

Part I: Welcome, Charge, and Introductions

- Welcome and Comment: Beth Higgins, MUSG Members
- Charge to MUSG - What the MUSG is and is not doing: Dick Barringer, Chair MUSG (*see attached Powerpoint*)
- Introduction of Facilitator - Jack Kartez, Professor, Muskie School of Public Service
- Self-Introductions - Identify most important hope or stake today (*see Appendix I for notes*)

Part II: Key Indicators of Success for the MU in 5 years for the Portland Community, Students and/or Campus (*See Appendix II for notes*)

Major themes that emerged from the key indicators discussion:

- *A lot of USM's organizational infrastructure was represented at this meeting and many concerns were expressed on how to change policy and structures to*

fit the concept of the Metropolitan University. An emphasis was placed on increasing communication across the university so that the "USM story" may be better heard both internally and externally.

- *USM needs to a balanced message that demonstrates the accessibility of a quality education that will challenge students to do more than they ever thought they could. Part of this message needs to be that USM faculty and staff will be there to support students in their challenging academic experience.*
- *USM needs to be clear about the kind of education it is providing for the wide variety of students who come to USM. Our student body is much different from what it was twenty years ago, and measuring success by traditional standards (ex: number of degrees conferred) does not necessarily work anymore.*

Part III: Next Steps and Accountability

- Emma, Dick, and Jack will send meeting notes out to MUSG and all those at the Portland Outreach meeting asap
- MUSG will work over the summer with other MU institutions on best practices
- The MUSG will consider a Fall university-wide convocation as the first step in implementing the MU
- We publish all working papers and drafts on the website, and invite comments, at www.usm.maine.edu/musteeringgroup
- Our goal is to finish laying out these implementation steps by the end of the summer, so work may begin in Fall

Appendix I: Notes on Introductions

- I know people are doing good work here at USM and hope we can get a good inventory on what people are already doing and build on that
- I hope we will increasingly do a better job of telling our story
- I'm excited for our institution today because the people in this room represent a positive force at USM
- Why is it that we still "don't know" what is going on at USM, and we need to identify why we haven't yet figured it out
- This institution raised both my husband and me out of poverty; and my hope is this shift in our thinking will give students skills and not just learning.
- I hope for follow-through on this initiative, for a change
- My concern is every time we come up with something new, how do we track it? How do we count this?
- Everyone gets in the weeds in their own areas here, but I want to be able to tell these stories. We need photos, we need stories.

- I hope the steering group can come up with action items for the university and our leadership.
- All of the different units have their own community outreach; we have to do it *together* and share information and resources.
- One of my hopes is that we could *all* have access to some of the representatives at other MUs, as resource people for us
- The three campuses are so far away from each other and no one talks to each other. I think this is going to be one of our biggest challenges – the communication dilemma. A campus newsletter?
- I'm hopeful for some revitalization and some re-energizing both within and across our campuses and with our communities.
- Whatever we do, I hope it makes it easy for students to take advantage of our opportunities. All I want is 'easy'.
- Upward Bound is a tremendous pipeline that is underutilized by USM and the System. Students notice when they come to the campus that there aren't resources for the program
- The university's giving and the community's expressing its needs is a two-way street
- My hope is that all of you will put your attention on the positive things we're hearing about. Where you put your attention is what gets nourished. There will be sad things happening at USM in the future; we need to focus on the positive things.
- My hope: In 10 years, people are coming to us for advice, as we went to Rutgers, etc., for theirs.

Appendix II: Notes on Key Indicators

- USM is viewed as a place where the community wants to come to do business (both internal and external customers)
- We would see clear evidence in a variety of ways that we have revised our rewards structures; that there is a shared understanding of hiring language, commitments, tenure, and promotion. An overt rewards structure for students as well.
- Significant policy overhaul that allows us to take on this work
- That we can build confidence with donor community to invest in USM
- That USM students are making a difference in nonprofits through internships and work they're doing
- That USM graduates choose to stay in Maine and find and secure good jobs
- There is a lot of desire for out-of-state people who want to move to the Portland area. USM is in a great position to capitalize on this.
- Consistent reflective data that's available to everyone. We teach data and research but we don't reflect that to students and community.
- A really strong, consistent, concise message about what this MU really is. Once we have this in great language, we need to be led by that. In 3-5 years

- you can ask anyone on campus what the MU is about, and they should be able to tell you about what they're doing.
- Being more of "global institution" includes having students that leave Maine. We can provide opportunities for students to see the outside world, even if they chose to stay here in Maine.
 - We don't get too buried under bureaucracy
 - We aren't afraid of being innovative and stand out from other MUs
 - Be very sure that whatever message we're putting out is very distinctly different from the other messages out there about USM
 - We cannot be all things for everyone – we need a focus (platform partnerships)
 - The university capacity to be a convenor, to engage in dialogue with the community
 - We need to take full advantage of this crisis. It is a great opportunity to empower ourselves. We are out of last chances. "Quality is everyone's job."
 - Engaging alumni and recent graduates to find out what has been missing. Students who are graduating don't feel like they have the skills to go out into the world.
 - The students who are coming at us are very different from in the past
 - We have to have mechanisms that allow the entire university to mobilize when people come to us for help
 - The perception of the university will be positive in the papers and the communities
 - Stability in the upper leadership; in 5 years we have the same president
 - Access is not just about proximity – infrastructure that supports multiple pedagogies. We need to offer courses other than 11-4 M-TH.
 - We have to be very careful on what we market to students. MU cannot mean an easy, convenient education.
 - We have to be really careful about finding that balance between quality and convenience. We have to find a way to encourage them to want more, but listen to students on what they need/want.
 - The message that students get about USM is that the work they will be doing here is demanding.
 - Challenging students but supporting them in that challenge
 - That employers recognize the value of a USM degree when hiring students
 - External constituency has a single point of contact
 - Faculty see doing their work through a structure at USM that is a support and not an obstacle
 - I'm hopeful that the community will come together in the years ahead
 - What does doing what we do better mean? What's different about doing it as a metropolitan university?
 - We need to improve internal unity.
 - Two key areas I think are critical for USM's success - Leadership and Collaboration. A third key component for what success looks like at USM 3-5

years from now is that USM has become a University that Trusts, and is
Trusted.

Respectfully Submitted,

Emma Gelsinger

July 16, 2014