

The Bulldog Bulletin

August 26, 2013

COMMUNICATION:

One of the biggest challenges for any leader

When I first became president at College of San Mateo I asked a highly experienced and well-respected college president to share what he felt were his greatest challenges. I thought that he might refer to some crisis such as a major budget cut or a campus incident.

His reply was immediate: "My biggest challenge by far has been communication." Since then I have asked a number of leaders in various positions the same question and almost all cite how difficult it is to communicate effectively in a large, complex organization.

This December I will complete my seventh year as president of the College. During this period our College has experienced a number of challenges--"once in a career" challenges as far as I am concerned.

Despite these challenges I would agree with my colleague: communication is the single biggest ongoing challenge that a college president faces.

I believe that the difficult times are behind us. The future certainly looks better than it did a

few years ago. However, communication can be difficult even when things are going well.

I recognize that there have been times when I could have done a better job in communicating with all of you. It is a difficult task. All of us are all flooded with information and I have been sensitive about "information overload". Furthermore, the speed of information, whether accurate or not, is instantaneous. Finally, what's critically important to one person is often irrelevant to another.

I have decided to try something new. I would like to provide a brief weekly update every Monday morning during the academic year. This is a work in progress and I want the update to be useful. Thus, I want your feedback as we go along. I know that a short update from me will not solve all communication problems-it is simply one of several strategies to improve communication.

The format that I envision is to focus on a single item (with links to explore a topic in more detail where appropriate). I also want to give you an opportunity to ask any question that you want.

I will try to answer each of your questions personally and I will also publish a "question of the

"My biggest challenge by far has been communication"

- a retired college president

Upcoming Meetings and Events

- 8/26 Student Senate Meeting
2:15-4:15
10-468
- 8/27 Academic Senate Meeting
2:30-4:30
18-206
- 8/27- Student Welcome Week
8/29 11:00-1:00
College Center Plaza
- 9/2 Student Senate Meeting
2:15-4:15
10-468
- 9/4 Student Connections Fair
10:00-11:00
College Center Plaza
- 9/6 Institutional Planning Mtg
2:15-4:15
10-468
- 9/6 Makerspace Workshop
10:00-12:00
Library

For details about these events and for a listing of all college events please refer to the event calendar.

<http://collegeofsanmateo.edu/calendar/events/>

week". Let's make it a little fun: if I pick your question you win a \$10 *Paws for Coffee* gift certificate. It's not much, but a couple of days worth of free coffee is always nice!



Let's Get to Know Each Other

I am starting my 25th year at CSM and I still feel that we do not know each other as well as we could. Our campus is spread over 153 acres and there is little opportunity for interaction, except for those who share the same building or who happen to work together on a project or a committee. Yet, our students interact with all of us and each of us has a role in educating students. It seems to me that different parts of the campus ought to be talking to each other more often.

Frankly, it's a concern when I introduce people who have worked at the college for ten or more years and who are just meeting each other for the first time. We are not that big and we need to get to know each other better.

I have reserved a section of the weekly update to help bit with that goal. At the same time, I know that we need to do more. Each week I will feature a member of the CSM community in the *Get to Know* section.

Finally, in every update I will include the next two weeks of College meetings and major events. I encourage you to visit the Event Calendar at <http://collegeofsanmateo.edu/calendar/events/> for a listing of all events.

Please remember that these meetings and events are open to all. Attending a few meetings and/or events is a great way to

get to know others and to have a voice in the major decisions that we make.

Let me know what you think about this weekly update, its format, and what might be included in future issues.

Get to Know: Gary Dilley, Interim VPI

Gary is a true CSM Bulldog.

Gary graduated from CSM in 1968 and transferred to UC Santa Barbara majoring in political science. After graduating from UCSB Gary

began a 17-year career at Half Moon Bay High School where he taught government and history. Gary also coached track, basketball and football. What I did not know is that Gary also taught driver's education. Now I know why he handles stressful situations so well!

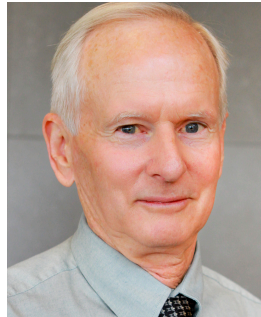
While at HMB High, Gary earned a masters in public administration with an emphasis in education at Notre Dame de Namur University. In 1988 Gary decided that it was time for a career change and he joined CSM as Dean of Physical Education and Athletics. Gary retired in 1996 after serving as dean for 18 years.

When I asked Gary about his proudest moment at CSM, he

cited two: first, he is happy to see so many former student-athletes earn their four-year degrees and return to the community in leadership positions; most importantly, Gary is proud of his son Adrian. Adrian followed in dad's footsteps: he attended both CSM and UCSB and is currently a high school teacher.

Gary and his wife Pam will celebrate 38 years of marriage

this November and they are proud grandparents of three young grandsons. What little free time Gary has is usually spent on home "do it yourself projects".



Question of the Week:

What is all the construction activity on the north end of campus and when will the project be completed?

The North Gateway Project has been part of the college's construction plans since 1997. The entire parking area north of Building 36 will be redesigned to maximize safety for pedestrians, to improve vehicular traffic flow and to create an outdoor plaza. The project is scheduled to be completed by May 2014.