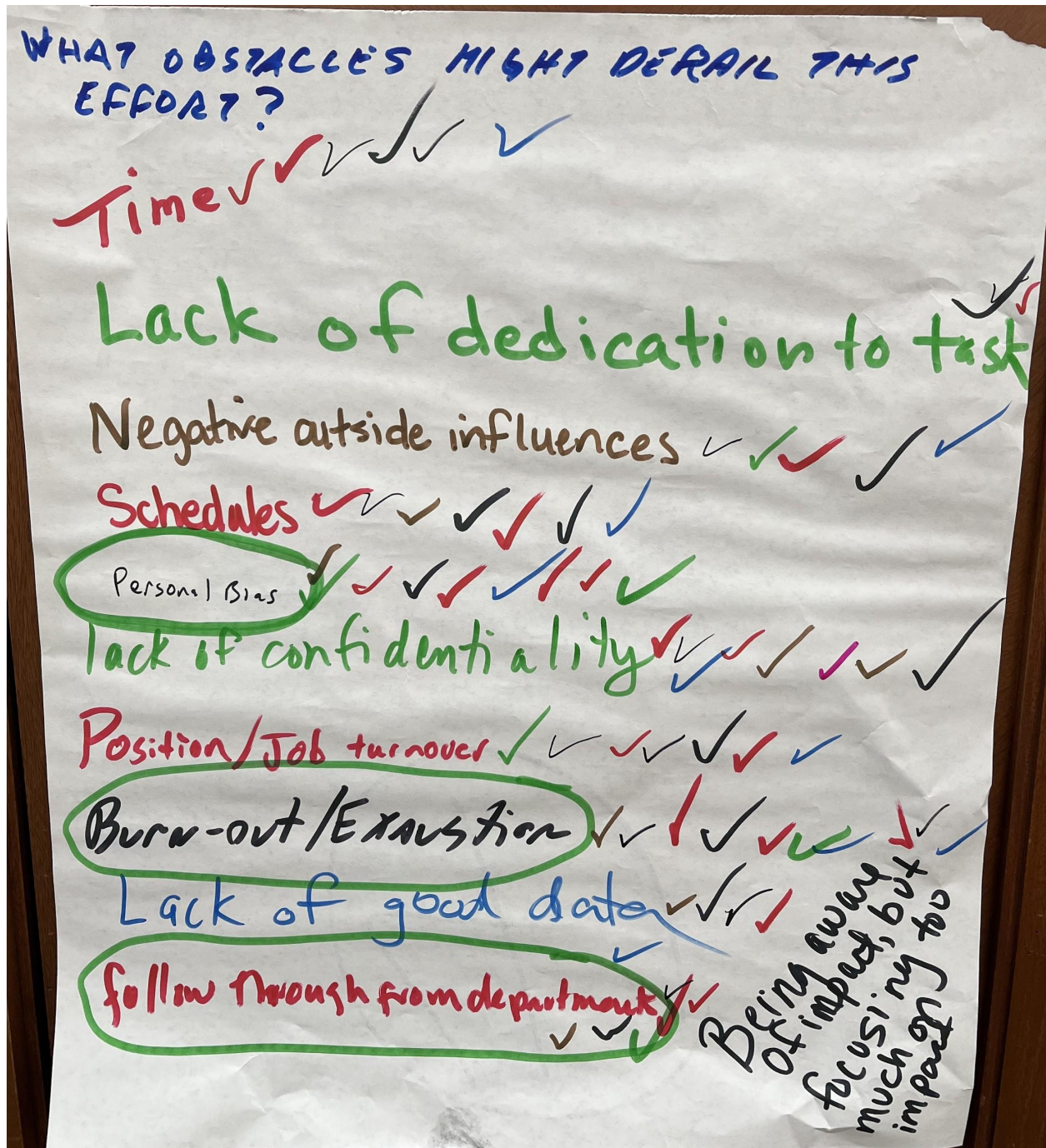


**Defining Success Exercise**  
University Services Task Force



Transcribed:

**What obstacles might derail this effort?**

Time, lack of dedication to task, negative outside influences, schedules, personal bias, lack of confidentiality, position/job turnover, burn-out/exhaustion, lack of good data, follow through from departments, being aware of impact, but forecasting too much on impact

WHAT GUIDING PRINCIPLES SHOULD SHAPE YOUR EFFORTS?

Focus on Student's Success + Needs. transparency

Honest open dialog

Consider the bigger picture

Students have different needs than in the past

Respect

Future success

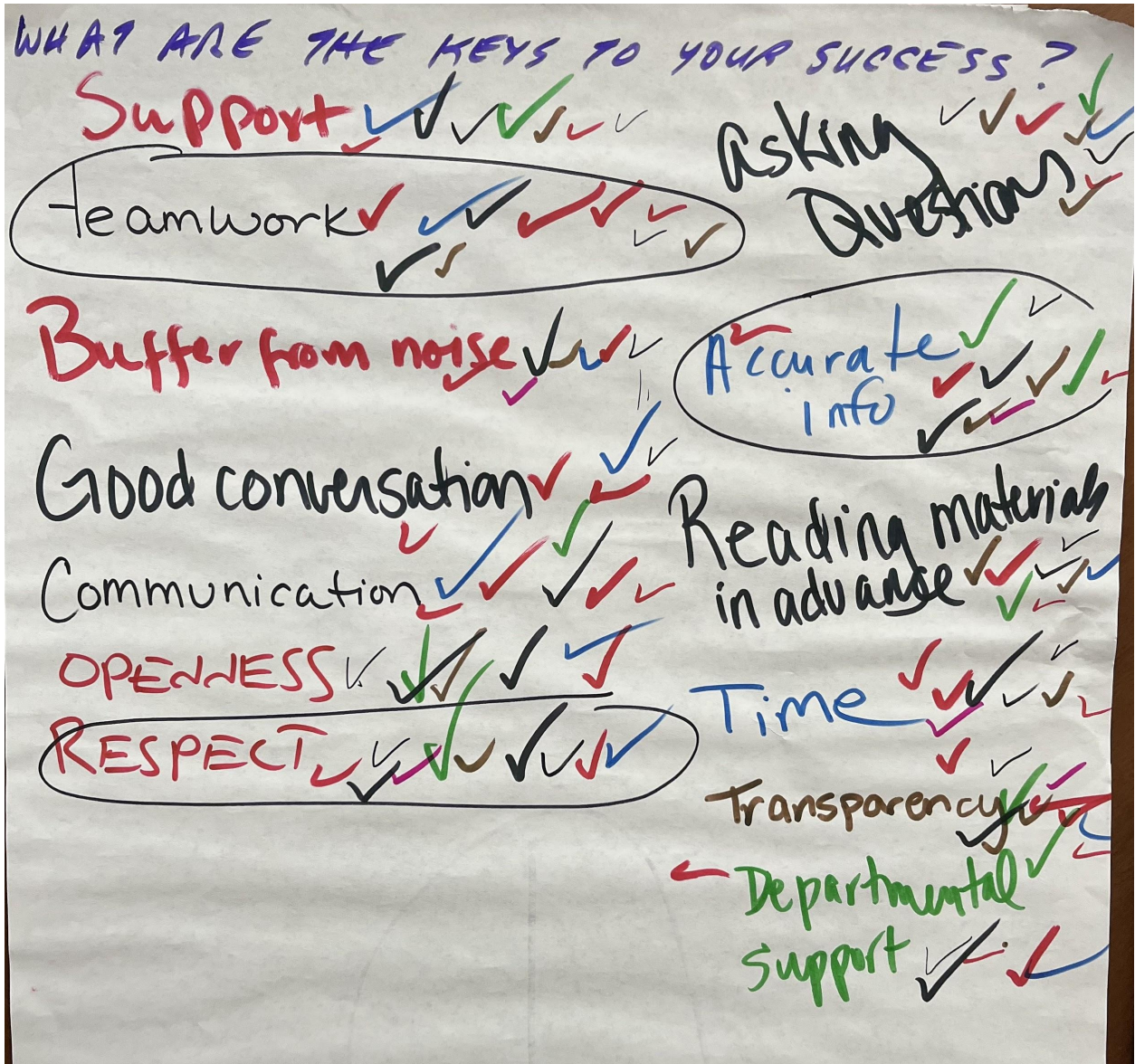
Forward thinking

I could be wrong

Transcribed:

**What guiding principles should shape your efforts?**

Focus on students' success and needs, honest open dialogue, students have different needs than in the past, future success, forward thinking, I could be wrong, transparency, consider the bigger picture, respect



Transcribed:

**What are the keys to your success?**

Support, teamwork, buffer from noise, good conversation, communication, openness, respect, asking questions, accurate info, reading materials in advance, time transparency, departmental support

