



ALAMO COLLEGES DISTRICT
St. Philip's College



Malcolm Baldrige
National Quality Award

2018 Award Recipient



“SPC WE CARE: A CONVERSATION WITH DR. LOSTON AND THE SPC LEADERSHIP”

Conversation #2

TAPE Virtual Site Visit

November 29th – December 2nd (8 a.m. – 5 p.m. zoom meetings)

Examiners are experts in the Baldrige Criteria for Performance Excellence from around the state.

- Team leader, Examiner for each criteria (6), and Process coach.
- Examiners will conduct “scheduled virtual walk-arounds.” This is an opportunity for them to meet frontline staff and faculty. Be yourself. Answer any questions asked. Provide an example if possible.
- Note: If you cannot answer a question, say so and refer them to the Tri-Directors ([IVP Paul Machen](#), [Jeff French](#), [Marsha Hall](#)).
- If an examiner asks you for documentation, collect it as quickly as possible, deliver it to Dr. Gavin.



TAPE Virtual Site Visit

What Examiners basically want to know from you?

How does your work contribute to the mission and strategic plan of St. Philip's College?

Who is the “customer” of your work?

How do you know if you are meeting your customers' requirements? What do you measure on a regular basis?

What are some key processes for your area that you are engaged in? How do you improve these?

How does the organization engage, manage and develop its workforce?

REMEMBER

- Show your SPIRIT and wear your **SPC Blue** Monday through Wednesday!
- Have your application and any handouts ready during the interviews.





OPEN

**BUSINESS AS
NEW NORMAL**

**The transition back
to campus life?**

SPC We Care



- **WE CARE ABOUT EACH AND EVERY MEMBER OF OUR SPC FAMILY!**
- **OUR STUDENTS, FACULTY AND STAFF ARE THE HEART AND SOUL OF THE COLLEGE!**



We Care Breakout Rooms

Please give us feedback on what challenges you may be facing as we transition back to 100% campus life and how SPC has helped or hindered your journey.

Breakout Room



Thank You.