# Mount Royal Faculty Association - Professional Development Committee

Surviving Service: Making Service Effective, Efficient and Enjoyable

February 21, 2018. Event Notes

## Service Audit – Lee Easton – Providing an overview of the different types of contractual, governance based and department and Faculty level service.

- Lee provided list of service opportunities by type of engagement
- Reviewed contractual requirements of faculty and importance to align with time availability and expectations
- MRU is somewhat unique in level of service required by faculty which is partly due to culture and history as a college,
- Also discussed difference between 'participating' versus 'contributing' when on committees

## How to leverage the service that you are doing – being purposeful about your service – Elaine Mullen

- How to make service enjoyable given the fact that the collective agreement requires faculty 'serve'.
- A contributing factor is the history and culture of MRC and MRU.
- Also appears that new faculty hires have different expectations & perspectives of 'service' and what is expected
- Time management is an issue vis a vis service requirements and the tenure process, as well as what is expected of tenured faculty and how is service enforced or not
- Rewards of being engaged in service:
    - Annual report entry,
    - being able to influence direction of MRU, and
    - being more informed and connected, networking opportunities, etc.
- Time Management
    - Need to consider service contribution recognizing life stage of faculty member [may have to be fluid if young children for example]
    - What you are able to do recognizing current constraints, etc.
- Attitude
    - Service is sometimes perceived as more negative than positive given pressure to increase class size, take on research/scholarship and also 'serve'
    - We need to look at service as a way to give back and help the institution thrive

## Roberts Rules – Charles Hepler & Roberts rules with Cheat Sheet

- Reviewed Robert's rules and how and when are most effective and useful
- If you want to learn, need to watch others, practice and ask questions and ask for help…it needs courage as it takes time to become conversant in parliamentary procedure!
- Cheat sheet distributed

## Formalizing meetings to streamline processes/ Running Efficient Meetings –David Hyttenrauch

- Importance of the agenda and setting it up properly. It is important to consider the tone, flow and type of sequencing of issues. Likewise, it is important to ensure that meeting materials are provided to participants before and after meetings.
- Managing the business of hosting a meeting is important to ensure the meeting runs well and achieves desired outcomes.
- Make sure you learn how and when you need to say "NO." There are times when you cannot do it all and sometimes you need to say so.
- Reflection is also very important and we sometimes forget this. We reflect on our teaching, but we should also ensure we also reflect on our service and what it meant, how it impacted faculty & the institution.

## Using technology to build efficiency – Luciano Santos

- Important to remember that technology is not the panacea, it is not always the best choice: you need to be informed about what you need to do and what might be the best way to achieve the desired outcome.
- Need to consider how to navigate technology
  - Keep in mind what is supported at MRU and what is not: it is easier if you can use software that is supported here or if you have a colleague who is conversant with the software
  - There are many resources available on campus which faculty can refer to for help. (Google Team drive is a terrific collaborative tool).
  - Technology work sheet was distributed to capture a service project and how technology might support the initiative.

## Panel Question & Answer

Q: What is the role of the chair at subcommittee meetings?

A: It depends on committee size, but usually it is to guide the conversation through the agenda as set out, and the Chair should be neutral throughout. If chair has an opinion, they should remove self from Chair role, have another member Chair this section of the meeting so Chair can speak to the item not as Chair but as member.

## Concluding Comments:

- Technology facilitates our work: it does not replace it.
- We need to create an environment/culture in which service is meaningful and the culture supports service as a way to contribute, give voice and move MRU forward.
- We may want to think about ensuring new hires understand the importance of service at MRU.