



BALL STATE UNIVERSITY

Integrate Design Thinking Liberating Structures to Increase Buy-in

Presented by:

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Tell Us What You Think! Open forum for Students

Promotion:

Marketing and Communication social media messages that will be shared by student organizations, student affairs areas and student leaders.

Statement Exercise:

Statement Questions – Each student was asked to finish these statements on handouts, which were collected at the end of the night:

- I chose to attend Ball State because...
- I choose to stay at Ball State because or I love Ball State because...
- My friends from high school did not come to Ball State because...
- One thing I would change about my Ball State experience is...
- I know someone who left Ball State because...

Design Thinking Exercise:

Ball State Trending 2023 Exercise (40 minutes)

Step 1: In this exercise we want you to engage in some visioning, we want you to be bold and consider what is important, special, memorable or unique about a Ball State student experience.

Step 2: First, we will separate you into groups of five by counting off from one to five.

Step 3: Each group will receive a piece of paper and some markers and instructions. You have 30 minutes. Your challenge!

Step 4: It is the year 2023. Pick your favorite platform for getting information (newsprint, twitter, Instagram, Facebook, snapchat story) and design three trending headlines and stories about

1. Something you want to change about Ball State
2. Something you hope Ball State keeps or expands, and
3. A BIG and BOLD announcement about the student experience.

Step 5: Identify someone from your group who will be responsible for being the spokesperson for your ideas.

#BigBoldChirp2023 #Beneisstillourguide Reporting (30 minutes)

Step 6: Ask each group to share one of their headlines and stories.

Step 7: Ask students, it is now 2040... a family, family friend, neighbor, or mentee is looking at colleges to attend. What do you imagine for Ball State that will make it the best college for that person that means a lot to you.

Open Forum: Administration Efficiency, Effectiveness, and Excellence: What's working? What's next?

Promotion - Email:

Join us at this interactive forum to, first, gain an appreciation of the scope and volume of some of our business, technology, communications, and other administrative functions and the people who make it all happen. Second, looking forward, take quiet time to reflect and then share your perspectives and ideas on what true excellence looks like on such topics as management information, technology as a strategic differentiator, internal communications, work culture, and service excellence. Or, pick your own topic!

Sample iClicker Questions:

- What is the dollar value of capital projects completed, underway, or been approved since 2015?
- How many invoices are paid in a year?
- What is the number of employment applications received annually?
- Over the past 30 days how many email messages have been received by Ball State employees and students?

Liberating Structure Exercise: Shift and Share

Step 1: Each station around the room has its own strategic theme.

Step 2: Facilitators at the table will read the prompt at your station aloud.

Step 3: Next you'll be given three minutes to quickly and quietly write as many ideas as you can come up with on post-it notes in response to the question prompt. When the three minutes are up, your facilitator will ask you to report on your ideas.

Step 4: There, you'll spend 5 to 6 minutes discussing the ideas you came up with and grouping the post-it notes on the wall.

Step 6: Once the bell chimes, you are asked to choose a new station. This process 10-minute process will be repeated 5 times.

Table Themes:

- What data, information, and technology resources would help you be more effective in your role at Ball State?
- Does the work environment support your success at Ball State?
- Are internal communications effective?
- What do you believe are the characteristics of a positive work culture at Ball State?
- How can efficiency and effectiveness lead to administrative excellence?
- In what other ways can the University strengthen and promote administrative excellence?
- Pick your own topic around administrative efficiencies, effectiveness, and excellence.

Open Forum: Serving the Needs of our Community and Region: What's working? What's next?

Promotion - Email:

If you are interested in helping to shape Ball State's future role in community engagement, this interactive forum is for you. Come test your knowledge on Ball State's current level of involvement and learn about the biggest challenges facing our region. Then, work side by side with your colleagues to help define the characteristics of successful community-engaged projects—especially those that benefit our city and East Central Indiana.

Sample iClicker Questions:

- How many faculty members reported working on outreach/engagement projects in 2016-2017?
- What percentage of reported outreach and engagement projects impacted Muncie/Delaware County in 2016-2017?
- In 2016-2017, how many students volunteered in Delaware County?
- Which priority from the Muncie Action Plan and Vision 2021 Economic Development Plan should Ball State's greatest contribution to the local community?

Design Thinking Exercise:

Step 1: Think to yourself about a time when you were involved in a successful volunteer activity or community-engaged project. Jot down the elements that made it successful like: People, Processes and Policies. Resources. One idea/element per post-it note.

(Facilitator: Participants should keep their post-it notes until the next step in the process)

Step 2: Several of you will have 1-2 minutes to provide a brief overview of the activity or project you have in mind. Then I will ask you to share the elements that you wrote down on your post-it notes. Feel free to add elements to your post-it notes as we go along.

(Facilitator: Group each "element" post-it on the two large post-its labeled "What's Working")

Step 3: Now we are going to prioritize the elements that have been shared. When thinking about priorities, consider: What elements are absolutely essential for successful community engagement? Which are elements that Ball State can do something about?

(Facilitator: Cluster "element" post-its according to priority, topic, and Ball State's ability to impact on the large post-it labeled "Priorities")

Step 4: Now we are going to take a slightly different perspective on this. Let's say that overnight, Ball State had achieved its vision of becoming a widely-recognized leader in community engagement. How would you be able to tell? Again, think about people, resources, processes, and policies. Take a few minutes hot down your answers on your remaining post-it notes. Again, one item per post-it.

(Facilitator: Group each "element" post-it on the large post-it labeled "What's Next?")

Open Forum: Clarifying Our Mission: The role and importance of research, scholarship, and creative endeavors in Ball State's second century

Promotion - Email:

Do you have ideas about the future roles of research, scholarship, and creative endeavors at Ball State? We hope so. This forum is structured to actively engage *all* participants—both introverts and extroverts—in a thought-provoking exercise. After we test, via iClickers, your knowledge about the University's current level of research activity and funding, we'll quickly shift our focus to the future. Come prepared to share your ideas and perspectives both in writing and through small group interaction.

Sample iClicker Questions:

- What was the University's level of external grant and contract funding in 2016-17?
- What proportion of research grant and contract funding in 2016-17 was for basic research vs. applied and other types of research?
- In 2016-17, BSU had 1014 faculty members (tenured/tenure-track/contract). How many of these submitted proposals for sponsored research?

Liberating Structure Exercise: 1-2-4-all

Step 1: Present the following questions:

1. What words, phrases, and/or sentences related to scholarship would you include in Ball State's mission?
2. How could you personally contribute to the achievement of that mission, based on your discipline and scholarship interests, and how could you engage students?
3. If you were to collaborate with two or three faculty colleagues in a research project focused on addressing community needs or improving the quality of place in the local community, what would the project be and in which disciplines would you look for collaborators?

Step 2: Silently reflect on the questions presented. Write down your ideas on a pad of paper.

Step 3: Once you have silently self-reflected, find a partner and discuss the ideas you generated based on the prompts, building on your ideas together from your self-reflection.

Step 4: Next, find a small group to discuss the ideas that were generated both by yourself and with your previous partner.

Step 5: Ask the entire audience for feedback based on their conversations. Ask for key ideas that were generated from the discussions during the report out.

Open Forum: Putting Students First: Teaching and learning in Ball State's second century

Promotion – Email:

Calling all faculty! When was the last time you had a memorable teaching experience? Remember that moment when everything clicked and you had a powerful effect on your students or a student had a powerful impact on you? **Calling all staff and students!** When was the last time you had a memorable teaching and learning experience—a time when you felt that “aha” moment when everything clicked for you? Join us for this freewriting exercise to explore on your own and then share with colleagues your observations about the teaching techniques, tools, and strategies that created those special moments.

Sample iClicker Questions:

- What percentage of Ball State Fall 2017 freshmen had college credit from dual-credit high school enrollment, advanced placement, BSU placement credit, etc?
- What is Ball State's most recent four-year graduation rate?
- What percentage of the University's 45 undergraduate academic departments offered at least one immersive learning project to students in 2016-17?
- How many immersive learning experiences were offered to Ball State students during the 2016-2017 academic year?

Design Thinking Exercise Rules:

- The exercise will be timed
- Answer the question provided in the prompt as thoroughly as you can
- Keep your hand moving! Don't stop writing, even if it's grammatically incorrect or sounds like gibberish! (Don't worry, nobody will see it.)
- Think through and around the prompt; nothing is off limits. Try not to censor as you write.
- Try to explore the WHO, WHAT, WHEN, WHERE and WHY in your response.
- Throw your inner critic out of the room before we begin!

Step 1:

For FACULTY: Describe, as specifically as you can, at least one memorable experience you had while teaching, an experience in which you felt that everything clicked, and you had a powerful effect on your students

For STAFF/STUDENTS: Describe, as specifically as you can, at least one memorable experience you had in a class, in which you felt that everything clicked for you as a student.

Step 2: Review what you wrote, and underline or highlight at least three key words or phrases that you think best capture the essence of your response. (Feel free to underline more if you find them.)

Step 3: In groups of two, engage in discussion and share your response to the writing prompt. Next, discuss and answer the following questions together:

- Why was each story a particularly effective experience?
- What strategies did you both employ that helped foster this memorable moment?
- What are the similarities and differences between the stories in your pair?

Step 4: In groups of four, choose someone to take notes to report out. Briefly share each response to the freewriting prompt, as well as the answers to the questions in your paired discussion. As a group, discuss the following:

- In what ways are the experiences you shared today related to student retention, persistence and graduation?
- How might the experiences you shared today influence the next steps the university will take in setting strategic priorities?

Open Forum: Diversity, Equity, Inclusion: Defining elements of Ball State's institutional identity

Promotion – Email:

If you are interested in helping to define what we mean by diversity, equity, and inclusion (DEI) at Ball State—and how the University community demonstrates DEI as a distinctive element of our mission—please join us at this interactive forum.

We will also explore the importance of “inclusive excellence” and “cultural competence” as both enduring values and strategic advantages in Ball State’s second century.

Sample iClicker Questions:

- What percentage of Ball State’s Fall 2017 undergraduate and graduate enrollment was comprised of underrepresented minorities (URM)?
- How many students with disabilities are currently enrolled at Ball State?
- How many undergraduate veterans are enrolled at Ball State?
- What percentage of BSU students identify as LGBTQ?
- What percentage of faculty and staff members are members of URM and international?

Liberating Structure Exercise: Shift and Share Exercise

There are four stations:

- Defining DEI
- Recruitment and retention of diverse students, faculty and staff
- DEI Climate
- DEI Vision

Step 1: Pick a station to start.

Step 2: Each station has 2 to 3 question prompts. Write your thoughts/responses on post-it notes. One thought per post it note.

Step 4: Aft 10 minutes, a bell will ring to prompt you to rotate to another station. Stations are staffed to help you respond to questions, facilitate discussion, and take your post-it notes to display on posters.

Open Forum: Big and Bold Ideas: Creativity and innovation in Ball State’s second century

Promotion – Email:

If you were 10 times bolder, what big idea would you recommend for Ball State as we enter our second century? What first step would the University take to get started? Join your colleagues at this “Spreading Our Wings” interactive forum and discover the most attractive of your ideas together.

Liberating Structure Exercise: 25/10 Crowdsourcing Liberating Structures

Activity 1:

Step 1: Write on an index card your bold idea and first step (include details).

Step 2: Mill around silently and pass cards from person to person to quickly review without rating. When the bell rings, pair up and exchange thoughts on the card in your hand and then rate it on the back [1 for low (not my cup of tea) and 5 for high (sends me over the moon)] – 3 minutes each round, 5 rounds total

Step 3: Add the scores on the back of the card you are holding.

Step 4: You will be asked to read the cards with scores of 25, then 24, etc. until we have identified the top 10 bold ideas.

Step 5: Each top 10 idea will be labeled 1 to 10 for the next step of the exercise.

Activity 2:

Step 1: Form a small group around each of the top 10 big ideas.

Step 2: Talk about any similarities on the group’s other cards to the top 10 idea. Take notes!

Step 3: Discuss the positive impact that the idea could have on student success, the community we serve, and institutional excellence.

Step 4: Identify any major barriers that would need to be overcome and the first step needed to overcome it. Bell will ring after 15 minutes.

Step 5: Each group will report out to the larger group

Open Forum: Serving the Needs of our Community and Region: What’s working? What’s next? (External community forum)

Promotion – Email:

We want recommendations from the Muncie community for how Ball State can build upon its relationship with the city of Muncie and East Central Indiana. We are eager to hear their ideas for how we can work as partners to make Muncie and our region an even better place to live, work, play, and grow. Please share details about the forum with your family, friends, and colleagues. We want to capture the perspectives and ideas of as many members of the community as possible.

Sample iClicker Questions:

- How many departments reported working on outreach and engagement projects in 2016-2017?
- What percentage of reported outreach and engagement projects impacted Muncie/Delaware County in 2016-2017?
- In 2016-2017, how many students were involved in volunteer programs in Delaware County?

Liberating Structure Exercise: 25/10 Crowd Sourcing + Open Space Technology Liberating Structures

Step 1: Write on the index card your idea for how our community and region can be even “better together.” What would be the first step to accomplishing this idea?

Step 2: Stand up, mill about, and pass cards as many times as possible during the next 2 minutes. Read your card quickly, mill around, and pass.

Step 3: When the bell is rung, pair up with another person and exchange thoughts on the cards in your hand.

Step 4: Assign a score to the individual idea on the card you are holding and write it on the back: 1 (low) to 5 (high)

Step 5: Complete steps 1-3 four more times. At the end of cycle 5, each card should have only 5 scores.

Step 6: Add the five numbers on the back of the index card you are holding.

Step 7: Find the fifteen best-scoring ideas (“Who has a 25? A 24?..”) Top ideas are read, written on flip charts, and moved to designated high-top tables (15 total).

Step 8: Choose which “top fifteen” idea you would like to discuss further and move to that designated area. We want to see all of the ideas, so please put your card on the high-top table next to the flip chart.

Step 9: As a group, discuss first steps, barriers, ways around barriers, and integral partners. Record your notes on the flip charts.

Law of the Two Feet: You, and only you, know where you can learn and contribute the most to the work that must take place today. If you can find yourself in a situation where you are not contributing or learning, move to a station where you can.

Step 10: Each group will share one or two highlights from their discussion.