**University of Baltimore**  
 **Governance Steering Council Agenda**  
**December 17, 2021**

All members were present at the meeting except President Schmoke

* **New Business or Discussion** 
  + Communication
* Does the University have a culture of not sharing amongst their perspective groups on how regular communication is going up and down the chain?
* The Lack of communication when it comes to what is going on with facilities seeing as though people are leaving. Matt who handles parking and IDs for the school is leaving. Auxiliary is an area that has had an abundance of change and it’s not communicated
* As a university there is no communication of comings and going of staff and faculty
* The lack of communication when offices have changed there is not enough communication when this happens which leaves students and staff looking confused.
* With times changing we as a university need to look at policies and procedures collectively and proactively look at changing to make things run smoother and more uniformed.
* There is a need to have someone who specifies on internal communication within the university.
* If you had one wish to change something to makes something better, what would it be
* One unified technological solution that everyone uses
* Every strategic decision that the University makes should have student experience at the central decision making and it may upset folks, you should be comfortable to say this would be better to serve the students.
* The University should be able to communicates everything versus on what they think is best for everyone.
  + How would that happen and what it would look like? When it comes to student experience let’s take the Police Dept and the Gym and how the school made the decision without having the student opinion which in turn made a lot of students upset that resulted in some students leaving the university.
* Another issue is when it comes to the student portal when it comes to bills that are saying that you haven’t paid, this issue is being working on as we speak.
* The understanding the role the students experience plays when it comes to their education which in turn could help them become alumni
* Things to be set up and declared ahead of time, especially processes for decision making, so that people will expectations of what’s going to happen because right now it doesn’t go that way which makes things more hectic and stressful.