



Florida Agricultural and Mechanical University

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OFFICE OF THE EXECUTIVE VICE PRESIDENT AND
CHIEF OPERATING OFFICER

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MEMORANDUM:

To: President, Provost, Vice Presidents, Deans, Directors, and Department Heads

From: Kelvin Lawson

Executive Vice President and Chief Operating Officer

Date: March 17, 2026

Subject: Announcement: Operational Excellence Task Force

Florida A&M University is pleased to announce the launch of the **Operational Excellence Task Force**, a collaborative initiative designed to drive sustainable improvements across campus operations with a strong focus on student success.

This effort reflects our shared commitment to continuously strengthening the university experience. Through this initiative, we will identify opportunities to enhance services, improve processes, and elevate the overall campus environment so that our students can clearly recognize and benefit from meaningful improvements in their academic and campus experience.

To advance this work, the Task Force will operate through several focused committees, each charged with addressing a key area of institutional improvement.

Task Force Committees

Campus Beautification

Mission: Evaluate and enhance the physical environment to create an exceptional and welcoming campus appearance.

Leaders: Kendall Jones, Angela Suggs, and Daryl Parks

Athletics Task Force

Mission: Strengthen the overall experience for student-athletes and position our athletics program as a world-class Division I environment.

Leaders: John Davis, Angela Suggs, and Bill Hudson

Student Service Excellence

Mission: Develop a best-in-class student service model that enhances the total student

experience across university services.

Leaders: Bill Hudson, Allyson Watson, Donald Palm, and Bryon Greene

Academic Advising

Mission: Build a robust advising model that provides exceptional academic support for all students.

Leaders: Allyson Watson, John Davis, Angela Suggs, and Bill Hudson

Master Plan Sub-Committee

Mission: Provide strategic direction and feedback for the development of the university's future campus master plan.

Leaders: Kendall Jones, Andrew Chin, and Garlen Wesson

Steering Committee

The Operational Excellence Task Force will be guided by a Steering Committee responsible for ensuring alignment with the university's strategic priorities and student success goals.

Steering Committee Members

- Marva Johnson, J.D. - President
- Kelvin Lawson – Chief Operating Officer
- Nichole Murry – Chief Financial Officer
- Deidre Melton – Deputy Chief Operating Officer

The university will share updates with the campus community as this initiative progresses, highlighting key developments, improvements, and outcomes that enhance the student experience and strengthen operational excellence across Florida A&M University.

Together, through collaboration and innovation, we look forward to advancing operational excellence and delivering meaningful improvements for the entire FAMU community.

Thank you.