

College Council (CC)

Northland Pioneer College

MINUTES

5/4/2012 1:30 P.M. – 3:30 P.M.

VIDEO 1

MEETING CALLED BY	Deborah Holbrook - Chair				
TYPE OF MEETING	Monthly Meeting				
RECORDER	Susan Olsen	Voting Members Present	15/18	Quorum = 9 Quorum Present	Yes
ATTENDEES	Members – Sandra Johnson, Maderia Ellison, Cindy Blodgett, Dawn Palen, Jeanne Swarthout, Linda Humes, Jake Hinton, Blaine Hatch, Cynthia Hutton, Deborah Holbrook, Tracy Chase, Peg Erdman, Susan Olsen, Margaret White, and Danielle Gasco Guests –Melissa Luatua, Wendy Shepard, Eric Bishop and Dan Wattron				
ABSENT	Don Call, Deborah Keith and Kristin Jacobs				
HANDOUTS	1. 5/4/2012 – Agenda 2. 4/6/2012 Minutes 3. 5/4/2012 - Agenda Call Items				

Agenda topics

I. WELCOME AND ROLL CALL

DEBORAH HOLBROOK

DISCUSSION	Welcome to attendees and roll call. Attendees were asked to share their favorite College Council moment OR future vision.
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II. ADOPTION OF AGENDA – MAY 4, 2012

DEBORAH HOLBROOK

DISCUSSION	Dawn Palen MOVED to adopt the agenda as changed; SECONDED by Cindy Blodgett. The 5-4-2012 agenda was adopted unanimously.
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III. APPROVAL OF MINUTES –

DEBORAH HOLBROOK

DISCUSSION	4/6/2012 Minutes – Blaine Hatch made a correction to the minutes and MOVED to approve the minutes as amended; SECONDED by Cindy Blodgett. The 4/6/2012 minutes were unanimously approved as amended.
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IV. OLD BUSINESS –

DEBORAH HOLBROOK

DISCUSSION	a. Action Items – listed on bottom of 4/6/12 Minutes cross referenced to Agenda Call spreadsheet Information Services Issues – Eric Bishop/Linda Humes
	<ol style="list-style-type: none"> 1. Communication items of concern 10/7/11 – The implementation of TechWeb has improved communication and is available for two-way dialog concerning IS projects. Susan Olsen interjected that the Brown Bag Lunches really helped with communication from IS as well. Eric Bishop agreed and explained that the Brown Bag Lunches were established so that IS management members were available to address concerns. IS members went out to the four main campuses this time and they are planning to go to all locations in the future with the Brown Bag Lunches. Deborah Holbrook mentioned that WiFi at LCC was improved through communication at one of these lunches. 2. MFP training – on TechWeb Projects list 11/4/11 – Training when a solution for faxing is available. They are very close to completing this project. Print Management is being worked on now with the libraries. The timeline for a solution for faxing is by the end of this month and by the fall for a print management solution. 3. Automated maintenance work orders 2/3/12 – Eric Bishop stated that this is simply getting our maintenance work orders set up to use our current HEAT system. Robert Godfrey has set up the system to allow maintenance to have access to track their tickets. IS will provide training to whoever is assigned access. There still needs to be some work done to keep the two types of tickets separate so each department will not be able to view the others. Blaine Hatch added that maintenance HEAT tickets will be managed by Center and Campus Managers in conjunction with David Huish. David Huish will assign the tickets to the maintenance personnel. Eric Bishop will work with Robert Godfrey and David Huish on this issue. Deborah Holbrook asked if the maintenance tickets will work the same way as when we call the support center with an issue. Eric Bishop mentioned that there are three ways to begin a HEAT ticket. A person could call into the Support Center and they will open a ticket, you can send an email to the support center and they will cut and paste the information into a HEAT ticket. The third way is not implemented yet, it is called HEAT Self Service, and it allows you to put in a ticket and then you can track it yourself without calling and asking for updates. We would also like to implement a survey to ask if tickets are completed satisfactorily before closing the ticket.

For maintenance use, Eric Bishop suggested that issues go to the campus or center manager and they put them into HEAT and then David can assign to his staff.

4. **Authorization form for college forms online 2/3/12** – Eric Bishop mentioned that we do have the ability to create web based and PDF forms. There are many different issues that must be addressed when a form is created especially if it needs to have several levels of approval signatures. We are looking at software to help create forms for the college with various ways to process them. He has just completed a form with Maderia Ellison and Jake Hinton that involves routing issues. They are working on a fillable PDF form as an electronic resource for employee setup where three forms will be replaced with one. Maderia Ellison added that each office is trying to determine which forms they would like to automate. Jake Hinton mentioned that in registration most of their forms have already been completed. Eric Bishop mentioned that if you have simple forms that you would like to create in a PDF fillable format all you have to do is call the Support Center to have AdobePro installed on your computer. Then it will just take a little training and you can create forms.

Blaine Hatch Motioned to close the four IS Agenda Items as complete seconded by Maderia Ellison. These items were closed unanimously.

Eric Bishop provided positive feedback on the new process that allows for providing a clear definition of an item so that it can be addressed.

Student Services Issues – Jake Hinton

1. **FWS supervisor training & customer service 10/7/11 #1** – Jake Hinton mentioned that they have increased the FWS trainings from one to three. Susan Olsen clarified that the problem last October was that a new employee was not here when the trainings took place. Jake Hinton responded that if an employee cannot absolutely make one of the trainings they can contact the Financial Aid Office and they will work with them.
2. **Financial Aid process & awarding students 10/7/11 #8** – Jake Hinton stated that one of the first things that they did to improve services in the Financial Aid area was to make sure that we had a customer service call center that has been staffed with three trained temporary employees. The amount of customer service problems has gone down. Having the call center has also helped the staff so they were not spending time answering the phones. Now they are primarily spending their time on processing. Changes were made to the physical office space to adhere to FERPA privacy concerns. These changes have made it easier for the students to handle their concerns. Communication was another aspect that was addressed for improvement. Posters have been created describing the importance of meeting the priority deadline. If students meet this deadline they will be more likely to be approved and awarded on time than if they miss this deadline. The students seem to be accepting this well. Advisors have been asked to send read receipt emails for confirmation from Financial Aid showing that the items they send are received. Financial Aid is letting students know that when they speak with someone at Financial Aid a summary of the discussion is tracked and entered into their file. They are also notifying the students that if it is within four weeks prior to the beginning of the semester they should sign up for e-Cashier to pay for their classes. They are continuing Campus Financial Aid Student and Parents Financial Aid nights. They are notifying the faculty of how it impacts students when they turn in grades late. The Financial Aid office staff is working with HR to receive the customer service training that is being provided to all offices within the college. In addition, SOAR Student Orientation, Advising, Registration starts June 4th. Students will have the opportunity to ask questions and receive answers about Financial Aid. Hopefully if the students have questions the facilitators can't answer, they will make an appointment with Financial Aid to receive answers. Deborah Holbrook asked if the students that are present, Danielle Gasco and Wendy Shepard, have heard anything concerning the call center. They both replied that they have not heard anything good or bad about the call center. Dawn Palen mentioned that the students that she has spoken with, as well as she as their advisor, have been very happy with the call center because the phone is answered and students receive answers instead of having to leave a message. In addition, Financial Aid has been working with Jenzabar in order to change some of our processing mechanisms. These processes are still in the testing phase, but it is expected to be working by this fall. Also being worked on is document imaging solutions, so we can work without paper to help us become more efficient. Dawn Palen asked if the automated service for Financial Aid will make it so that they will be able to see degree audits without having to go in and look for each one? Jake Hinton responded that automated packaging eliminates the need for manual processing for the students that have all their information available and meet eligibility requirements. The Financial Aid staff will be able to focus on the students that have eligibility concerns. Degree Audit is on the table but it has not been handled yet. As solutions become available they will let the advisors know.
3. **Student Services forms online 10/7/11** – Jake Hinton mentioned that they moved months ago to get most of their forms online because of the number of requests that were made.
4. **Internship ideas 11/4/11** – Jake Hinton mentioned that we have recently posted a Career Services Advisor position that will have the responsibility to look at opportunities for NPC students.

SOAR program should remain open for future feedback in the fall and spring. ACTION ITEM

Sandy Johnson Motioned to close items 1-3 and keep item 4 Internship ideas open for future follow-up. Seconded by Danielle Gasco. This motion passed unanimously.

Student Textbook Issue – Maderia Ellison

1. **Textbook Committee – consideration of PDF format (11/4/11)** – College Council had appointed Maderia Ellison, Tracy Chase, and Cynthia Hutton to an ad-hoc committee to identify solutions to the concern that students continue to show up to class the first few weeks of the semester without the required textbooks. There are many reasons why this occurs. The committee looked at several options. It would cost up to \$80K to put hard copies of textbooks on reserve in each of our libraries. We could house one or two chapters at the libraries. One publisher offers access to electronic chapters once a student orders their text. The committee was asked to make a recommendation to College Council on this issue but found that a

process is already available for faculty to place chapters on reserve through Trudy Bender. There was a consensus to continue with the existing process that is managed through the library system. There is one problem with the current process that may need to be addressed. Someone has to actually do the manual labor to either provide a hard copy or a PDF copy to Trudy Bender to place in reserve and there may be an easier way to make this happen. If there would be a website available through IS to make this process easier that may be better. However, doing this may ultimately be providing just one more way for the students to procrastinate in purchasing their books. Therefore, the recommendation is to continue with the current process of putting one or two chapters on reserve with the librarian. There was a consensus to continue with the existing process that is managed through the library system. Faculty can find this process at <http://www.npc.edu/node/212>. It was suggested to remind the Deans to include information on course reserves at faculty orientation. Training and education on this process may need to be addressed. No resolution is needed because the process already exists and it was a CASO concern not a faculty concern. Peg Erdman added that e-books may make this a non-issue in the near future. Maderia Ellison will report back on how much progress our third party vendor, e-Campus, has made with some of our publishers trying to mimic what Cengage Publishing is offering. **ACTION ITEM FOR FALL**

2. **Textbook Committee – cut-off to add classes (2/3/12)** – It takes approximately two weeks to order a book so if a student is registering within that time period it should be recommended to buy an electronic version.

Maderia Ellison Motioned to close both items and she will follow-up in the fall on the progress that e-Campus has made on the above action item. Seconded by Tracy Chase. This motion passed unanimously.

Administrative Issues – Jeanne Swarthout/Blaine Hatch/Dan Wattron

1. **Develop teamwork among internal offices – 10/7/2011 #2**– Dan Wattron replied to the Agenda Call Committee that fostering teamwork has been identified as a strategic goal (Priority 4.3.4). The Employee Relations Committee (ERC) is currently discussing ideas for a new faculty mentor program and improved new employee orientation, to assist with teamwork. For this meeting he added that teamwork is an ongoing item on the strategic plan, and is being addressed in the customer service class being offered to all offices. Deborah Holbrook asked if teamwork would be an item for a convocation discussion. Dan Wattron agreed that teamwork would be a good project for a small group to make a presentation. ERC is open for any suggestions to help with teamwork throughout the college.
2. **Compensation compression concern 11/4/11** –Dan Wattron replied, “With the recently passed DGB raise, and internal studies completed ERC could discuss this item one more time if they can fit a meeting in this year. Blaine Hatch interjected that work has been completed and the information should be presented to ERC and then update College Council on the findings.
3. **Re-energize/re-constitute Sustainability Committee 2/3/12 #11** – The new strategic plan covers this and the president’s climate commitment under Pillar 6 Priority 3. With this expanded focus it will help push this committee forward. SPASC has questioned the use of the term “sustainability” because it does not have a clear understanding. It could refer to “Green”, “climate”, or “will we exist in the future.” There is also some political charge to the word sustainable. It was suggested that we come up with a new name for the committee. The new strategic plan will be approved in June by the DGB. Jeanne Swarthout interjected that through the strategic plan SPASC is being specific in reigniting the focus of the committee. But the committee falls under College Council. “Green Initiative” as a name was discussed. Terminology is difficult. Cynthia Hutton asked if there is a charge for the committee. Blaine Hatch answered that the Strategic Plan directs some things including the president’s climate commitment that helps put parameters around what the committee should be doing. Eric Bishop mentioned that the pillar leads are working to finalize their drafts. Once that is done the revised Strategic Plan will be put together as a whole to be presented to the board. Jeanne Swarthout stated that the plan should be posted and sent out to the college for comment.

Jeanne Swarthout motioned that this topic should come back next fall, Dawn Palen seconded. Motion passed unanimously.

Maderia Ellison Motioned to close both items 1 & 2, Peg Erdman seconded. This motion passed unanimously.

b. Resolution(s) – none pending

- c. **Voting new officers for 2012 – nominees** – Deborah Holbrook took over this task from the current vice-chair. She sent out an email request for nominations and the nominations received were tied to a position. She checked with each nominee to ensure that they were willing to serve in the manner nominated. Then she put together the slate of nominees. She thanked all of the members that nominated as well as Sandy Johnson at PDC Melissa Luatua at SCC and Dan Wattron at WMC. Peg Erdman stated that this is too important of a committee to leave the chair of this position to a new person each year. She mentioned that the chair should keep the position for two years and mentor the vice-chair at the time to take over the committee the next year. Maderia Ellison stated that this process would help in continuity with this committee. Jeanne Swarthout mentioned that this idea should be included in the revision of the Shared Governance procedure. Nominees for officers were:

1. **Chair** – Susan Olsen, Peg Erdman – Susan Olsen was voted in as chair.

2. **Vice-Chair** – Margaret White, Dawn Palen – Margaret White was voted in as vice-chair

3. **Recorder** – Susan Olsen – Since Susan was voted in as Chair a volunteer was solicited.

Jeanne Swarthout wanted the recorder to come from a campus other than Silver Creek. Deborah Holbrook announced that Dawn Palen has offered to do the minutes for the first meeting in September.

V. NEW BUSINESS –

DISCUSSION

Agenda Call Items – Blaine Hatch/Susan Olsen/Cynthia Hutton

Issue 1 – addressed within Action Items under Old Business – Susan Olsen stated that all of the Agenda Call items have been cross referenced with the Action Items that came out of our meetings and they have either been closed or have been selected to continue with follow-up next year.

Issue 2 – new items to College Council (from those in attendance) – Deborah Holbrook mentioned that this is an open call item for anyone that is in attendance at the meeting. There were no issues brought up.

VI. ORGANIZATION REPORTS

DISCUSSION

Susan Olsen asked for the written reports to be emailed to her. Jeanne Swarthout stated that it is customary that the year-end reports be mailed out to all committee members and only questions be addressed during meetings. Susan Olsen motioned to receive written reports for the year-end accomplishments and the next year's initiatives, Blaine Hatch seconded. Motion passed.

Classified Administrative Staff Organization (CASO) – Margaret White summarized the two-page Annual Report received from Ina Sommers.

2011-2012 Accomplishments – Providing opportunities for professional development, publicizing accomplishments of the organization and of individual staff members (Warm and Fuzzy), being involved in our communities through charitable community service by collecting non-food items at the picnic with a low estimated value of \$3,225, and providing scholarships for our students through our candy sales.

2012-2013 Initiatives – Continue efforts for employee and staff communication, continuation of the Warm and Fuzzy and professional development, See's candy will come back during the holidays, we have agreed to a goal of \$1,000 to be raised during our silent auction that will be donated to NPC's Student Emergency Fund, we look forward to increased opportunities to participate in shared governance, and to working closely with the administration and faculty association on compensation issues.

Faculty Association (NPCFA) – Sandy Johnson reported that she did not have a written report so she presented information from their meeting held earlier today.

2011-2012 Accomplishments – They made changes to their by-laws to bring back a president and vice-president organizational structure. They elected officers for next year. Kenny Keith will be president, Brian Burson will be the vice-president, Tracy Chase is remaining as secretary and Gary Mack will continue as treasurer. Brian Burson has most of the Faculty Senate positions filled. They will hold a faculty retreat on May 11th. They are working on some scholarships. One of the main accomplishments for the year was the implementation of a compensation committee. Mark Vest had come to them in the fall asking them to look at items that are practices but are not actual procedures such as, pay for internet courses and pay for overload. They have formalized all of these items and it will be taken back to Mark Vest to formalize into procedure.

2012-2013 Initiatives – For next year they would like to work on being more social through more social events. Deborah Holbrook interjected that this goal will work into the teambuilding efforts.

Student Government (SGA) – Melissa Luatua presented the Annual Report

2011-2012 Accomplishments – SGA participated in an Earth Day event on April 20th by planting a tree at Taylor Park and they planted a tree for Vanessa Powell who has stage four cancer. Students just came back from their Arizona transfer road trip which helped our students decide where they want to continue their education. We have three students attending the Costa Rica trip. Wendy Shepard is looking forward to this trip.

2012-2013 Initiatives – Elections for SGA will be held on May 11th in Video II from 2:00-4:00 pm. They are working on a fun day at Show Low Park. They will be going to the University of New Mexico on September 27th for a transfer road trip. They will be holding a Blood Drive next semester.

VII. STANDING COMMITTEE REPORTS

DISCUSSION

Employee Relations Committee (ERC) – Dan Wattron presented the Annual Report.

2011-2012 Accomplishments –

1. Improvement suggestions for new employee orientation, supervisors and HR dept.
2. Improvement suggestions for new faculty orientation topics and informal mentoring topics.
3. Strategic plan (HR Pillar) input.
4. Support of Customer Service program, Connections Now. Group #2 started 4/24, will continue through 6/5 (19 new participants).

2012-2013 Initiatives – Next year the ERC may be looking at reorganizing and soliciting new members.

Enrollment Management Committee (EMC) – Jake Hinton presented the Annual Report.

2011-2012 Accomplishments – April 23rd was their last meeting. Review of Orientation progress. Facilitator application requests went out this week to any faculty or staff that is interested in participating with the orientation program. Send questions to Jake Hinton or Susan Dufraim. Jake Hinton proposed to EMC to send a proposal to the executive committee to eliminate the graduation fee for certificate programs. This change would help the college increase completion rates and increase student persistence rates. Ann Hess will initiate another round of Alumni Award nominations. They are working to find solutions for the Jenzabar issues concerning online registration. EMC would like to receive from College Council clarification of what their purpose is. They are concerned that their projects are driven by student services, the strategic plan, or student success initiatives that involve accreditation. Is EMC a necessary committee under College Council or should it be a subcommittee under

Pillar 1. The committee members felt very strongly about this. There was uniform support to dismiss EMC from College Council by EMC members. They would like feedback. Susan Olsen mentioned that we are currently charged with looking at our Shared Governance policy that may answer or bring up this issue. Jake Hinton stated that they can definitely report back specific concerns to College Council but so could the Dean of Student Services. What are the goals that CC would like them working on? Also, what is their role in shared governance? Recommendation for College Council to define EMC's role in relationship with Shared Governance. Jeanne Swarouth stated that this issue will be addressed during the revision phase of the Shared Governance procedure.

2012-2013 Initiatives – No initiatives for next year were stated.

Sustainability Committee (SC) – Margaret White presented the Annual Report.

2011-2012 Accomplishments– There were no accomplishments for this year through the committee, only ongoing items that continue through the efforts of past members, mainly recycling projects.

2012-2013 Initiatives – Next year's initiative is to reenergize and rename the committee.

Strategic Planning & Accreditation Steering Committee (SPASC) – Eric Bishop presented the Annual Report.

2011-2012 Accomplishments – They have completed a revision cycle on the Strategic Plan while increasing their efforts to engage the college through MyNPC and enticing the college with Bert Burt. Jeanne Swarouth mentioned to include in the enticement to the college the "spaced out hippie" and Eric Bishop added "or the entire crew that is still here." SPASC has improved the process to include a Priority One Team that is consistent throughout the pillars to focus on student success. They have improved the communication activity and some focus areas. There have been changes made to the accreditation model pertaining to the changes in criteria that have been included in the strategic plan process by remapping to the new criteria for accreditation. A team was sent to HLC's annual meeting in Chicago again this year to learn more about the process. We are working on a Distance Learning Change Request to HLC to ensure that all of our distant learning activities are accepted by HLC, not just audio, video and internet. We are forming a Portfolio Content Group to work with SPASC and the College to determine what will go into our portfolio for our quality improvement area of the new open pathways for accreditation.

2012-2013 Initiatives – We plan to go through the strategic planning process in the fall instead of the spring in an effort to get the planning completed prior to the budget process so that budget managers will have a fresher plan in place when they begin working on their budget rather than working on one that is almost done as it relates to their first year's goals. Goals related to the accreditation process, we are moving forward with Open Pathways and the related process that goes with that. There are not a lot of details available at this time, but they are looking at potential projects.

VIII. NEXT MEETING

DISCUSSION	First Friday of the Month Friday, September 7, 2012 – 1:30-3:30 – Video 1 Dawn Palen MOVED to adjourn; SECONDED by Cindy Hutton. Meeting adjourned unanimously.
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Date Assigned	Date Completed	Action items	Person responsible	Outcome
5/4/2012		SOAR Program update	EMC/Jake Hinton	
4/6/2012		Employee Satisfaction Survey	Dan Wattron/ERC	
2/3/2012 5/4/2012		SC & EMC need direction	Executive Team	On-going
11/4/2011 5/4/2012		Internship Ideas	EMC	Fall 2012 up-date
		Delete all items below on September 2012 minutes		
11/4/2011	5/4/2012	Textbook Committee - Consideration of PDF Format	Maderia Ellison	Stay with current library process for chapter copies.
2/3/2012	5/4/2012	Textbook Committee - Cut off date to add courses	Maderia Ellison	Within two weeks prior to the beginning of a class, it should be recommended that students buy electronic text books.
10/7/2011	5/4/2012	Student Services Forms on line update	Jake Hinton	Completed
2/3/2012	5/4/2012	Automated Maintenance Work Orders	Eric Bishop	In progress
2/3/2012	5/4/2012	Authorization Form for College forms on line	Eric Bishop	Completed
10/7/2011	5/4/2012	Communication issues of concern	Eric Bishop	TechWeb was created
11/4/2011	5/4/2012	MFP training - On TechWeb Projects list	Eric Bishop	In progress
11/4/2011	5/4/2012	Compensation compression concern	ERC with Executive Team	Completed
10/7/2011	5/4/2012	Federal Work Study Supervisor Training only once a year	Jake Hinton	On-going
10/7/2011	5/4/2012	Financial Aid process and customer service concerns	Jake Hinton	On-going
10/7/2011	5/4/2012	Develop teamwork among internal offices	ERC	On-going
11/4/2011	5/4/2012	Other College business forms on-line i.e. Requisitions	Eric Bishop	On-going
11/4/2011	4/26/2012	Verify that all college staff are represented on CC	Deborah Holbrook	Any employee can bring issues to CC.
2/3/2012	4/6/2012	Linda Humes is new CC Rep - is she a voting member?	CC	Through accepting her appointment she is a voting member
10/7/2011	4/6/2012	Security Camera Installation - in progress for Feb Board	Blaine Hatch	Approved and installation in progress
11/4/2011	4/6/2012	Determine our Operational Guidelines- Homework assigned	Susan Olsen	Guidelines Approved
11/4/2011	2/3/2012	Student Feedback hot topic points sent to Dr. Wasson	Deborah Holbrook	Topics were set to Dr. Wasson
11/4/2011	2/3/2012	HR and ERC Customer Service Training	Dan Wattron	Connection NOW training is in progress
10/7/2011	2/3/2012	SGA Members needed	Jake Hinton/ Melissa Luatua	Kristin Jacobs & Danielle Gasco
11/4/2011	2/3/2012	Ask NPCFA for volunteers for Textbook committee	Cindy Hutton	Completed
10/7/2011	2/3/2012	Rename old DO	Blaine Hatch	The buildings will be described by their function as part of PDC

APPROVAL DATE	September 14, 2012
NEXT TWO MEETINGS	Friday, September 7, 2012 – 1:30-3:30 – Video 1 Friday, October 5, 2012 – 1:30-3:30 – Video 1