

Northland Pioneer College
Summary Of Heber/Overgaard Outreach Meeting
April 16, 2002

Attendance:

Renell Heister	Bobbi Goode
Earl Baker	Sam Goode
Mell Ebbs	Bev Carlyon
Janiel Parham	Ronnie Bishop
Ron Squire	Kathi Bracke
Dave Neff	Heather Lester
Linda Neff	Bob Seymour
Era Harris	Carl Heilman
Michelle Hagan	Ron Troutman
Desiree Zambonini	Peg Belknap
Janeen Jennings	Heidi Fulcher
Michelle Beach	Mary Lou Costales

1. Carl welcomed everyone and had introductions.
2. Carl explained that the purpose of the NPC outreach meetings were to bring business and community leaders together and discuss what NPC can do to better serve people in this area. He gave them each a copy of NPC's Mission Statement to further explain what we are striving to accomplish.
3. Mary Lou gave updates on everything that was discussed at the last outreach meeting in 2001 and informed the group of a number of new courses that will be offered in Heber this summer and next fall. (see memo)
4. Peg Belknap explained what her Business Training division does. Her mission is to meet training needs of businesses with short-term training. One example of what this division can offer is when a business wants their employees to be updated in a particular computer program, this division can furnish a wireless lab on site for those employees to upgrade their skills. Peg mostly talked about bigger companies but Dave Neff, president of Heber/Overgaard Chamber of Commerce said that small businesses could benefit from training seminars also. It's the small businesses like the ones in Heber that can't afford Phoenix seminars. One example was a simple training for secretaries to teach them how to file etc. Peg said she will set-up a two-day workshop. She also oversees the scheduling of the Real Estate courses that NPC has been offering on the video system. NPC offers the following classes on the video system: Principles of Real Estate, Contract Writing as well as the HomeBuyers Workshop for first time homebuyers. This last class can also be attended by current real estate agents needing continuing education.
5. Heidi Fulcher talked about The Learning Cornerstone (TLC) courses that are available at the Heber Center. She explained that TLC offers college prep classes in the reading, writing and math areas. There are also pre-GED and GED classes offered here. Erica Squire is the Heber Center's Student Writing Center aide and she is available to assist student in their writing skills. Heidi also mentioned that there is Adult Basic Education scholarship money available to qualifying students.
6. Ron Troutman spoke on behalf of Anne Abbey and the Community Services division of NPC. The Heber Center is currently offering many HCT courses: Yoga, Gardening, Irish Dance, Preserving Memories, and Ancient Pottery Making are just a few. These classes exist because of the public's request to have them here in Heber. If anyone has other suggestions please let us know.
7. Carl explained that the philosophy of center operations was accountability, effectiveness and efficiency. The Heber Center is currently opened approximately 64 hours or more Monday through Saturday. Carl informed the members that he reviewed enrollment records of daytime students at this center. Because of low enrollment during those hours and budget cuts, he does not think that this center's hours of operations are being utilized efficiently as related to the increasing expenses of keeping the Center open. There is consideration to reduce Heber Center hours and have the center

open Monday through Thursday from 4 p.m. to 10 PM. (With the exception of classes that are not dependent on the Center being open in the morning.) There was some discussion on this topic. Ron Squire asked if an NPC employee had to be here during the daytime hours or could someone from the high school just open the video and audio classrooms. Carl said an NPC employee needed to be on the premises for liability reasons. Ron Squire said that the high school population and NAVIT students were moving well and that it is good to see that NPC is meeting their needs. He would like to see us expand some opportunities. He would also like to increase enrollment for the morning hours and asked what they can do to help. It was discussed since Yoga went over so well in the mornings, maybe we needed to identify more of those types of classes for retirees. Carl pointed out that NPC classes did not necessarily have to be attended at the Center itself, they could be offered at another location.

8. The question was asked "What does NPC need to do? One suggestion was more advertising.. We already advertise on the radios, newspaper, semester schedules are mailed to everyone and fliers are posted all around the area at local businesses and/or place in postal boxes. Another suggestion was to have advocates in each of the businesses represented at this meeting. Each advocate could hand out surveys to their customers asking them what they (the public) would like to see offered at the Heber Center. Both the bank representatives offered to have a drop box for these surveys placed in their bank. Suggestions for the survey: Don't ask what they want, ask what is your hobby, or what are you already doing but you have to drive somewhere else to do it. What times are you available, mornings, afternoons, evenings or weekends?. Add to the survey whether they can teach the class or if they know someone who is qualified to teach it. Give them self-addressed envelopes for easier mailing. Mary Lou will follow through with this idea and give the appropriate information to NPC's marketing department. Once the surveys are printed she will distribute a few to everyone who attended today.
9. The representatives from Bison Ranch, Trendwest and Wordmark said that they encourage their employees to take classes and they are willing to pay 50% of the employee's tuition cost. They have four people right now who need a hospitality degree. The major complaint from all businesses represented was that their employees do not know how to act professionally or responsibly. Mel, from the Fire Department was very interested in having an anatomy class taught here because it would benefit some of his employees that are seeking a degree. The Fire Department also encourages employees to attend classes at NPC and often the Fire Department pays the entire tuition cost.
10. The final question asked was if they had one class that could be offered here at the Heber Center what would that class be.

Answers: OSHA training,
hospitality classes,
physical ed classes (would need a facility),
aviation,
architecture,
customer service,
anything with small business (retreat seminars),
classes for middle aged adults such as a "fun" history class,
workshop on professional behavior (Worldmark),
more science classes such as Biology/Chemistry labs,
forestry classes,
dual enrollment for business etiquette and proper etiquette such as manners,
hospitality (proper etiquette),
other language classes such as French and German
less lab classes such as Math labs,
have NPC musical groups come over to perform,
grant writing class,
construction/maintenance for home classes (just small seminars like Home Depot offers),
healthcare for adults class,
nutrition class,
more gardening classes,
and it would be fun to start a book club.