

College Council (CC)

Northland Pioneer College

MINUTES

11/4/2011 1:30 P.M. – 3:30 P.M.

VIDEO 1

MEETING CALLED BY	Deborah Holbrook - Chair
TYPE OF MEETING	Monthly Meeting
RECORDER	Susan Olsen
ATTENDEES	Members – Blaine Hatch, Jeanne Swarthout, Cynthia Hutton, Deborah Holbrook, Margaret White, Dawn Palen, Tracy Chase, Peg Erdman, Maderia Ellison, Don Call, Deborah Keith, Jake Hinton Guests – Dan Wattron, Kristin Thomas
ABSENT	Sandra Johnson, Cindy Blodgett
HANDOUTS	1. Agenda 2. 10/7/2011 Minutes 3. List of Agenda Call topics

Agenda topics

WELCOME AND ROLL CALL

DEBORAH HOLBROOK

DISCUSSION	Welcome to attendees and roll call. Members were asked to state their name and job title as well as what they are passionate about in education.
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ADOPTION OF AGENDA

DEBORAH HOLBROOK

DISCUSSION	The agenda will be sent out as an Outlook Appointment with attachments. Agenda Margaret White MOVED to adopt the agenda as presented; SECONDED by Deborah Keith. The 11-4-2011 agenda was adopted unanimously
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APPROVAL OF MINUTES – OCTOBER 7, 2011

DEBORAH HOLBROOK

DISCUSSION	A discussion was held to determine which minutes format should be used for CC minutes. Two different formats for minutes were discussed, a boxed and an outline. The boxed format will be used until determined otherwise because that is the format that most members received. October 7, 2011 Minutes Blaine Hatch MOVED to approve the minutes as amended; SECONDED by Dawn Palen. The 10-7-2011 minutes were unanimously approved as amended.
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FROM THE CHAIR-COLLEGE COUNCIL CHAIR UPDATE

DEBORAH HOLBROOK

DISCUSSION	Communication – Deborah H. is working on a timeline to follow for the agenda call and the creation of CC documents. Having a robust agenda keeps us moving. A call to members to create a way to receive agenda items was made. In the future the call for agenda items will go out 20 days prior to meeting and the call for committee reports will go out one week prior. The agenda will be compiled and sent out to the committee on Monday or Tuesday prior to our Friday meetings. The minutes will be posted to MyNPC after approval and will be sent to archives for posting. She also added two items to the agenda: Discussion Topic and Recommendations. The Recommendations area is where the topic for the following meeting will be determined. Process – Tasks may be assigned to committee members or sub committees as needed. Short-term and long-term goals will be worked on and some of the agenda items may become goals. Two new groups now report to CC, they are the Sustainability and SPASC. A current goal is to make College Council reflect the entire college not just the current membership. She would like to see guests at the meetings. CC members may want to invite specific people that have insight in the topics that are to be discussed. If the council is more public and visible it may attract more interest. There are some minutes from prior meetings that were not posted as approved. They are working to update the minutes in the archives and on MyNPC by the next meeting.
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OLD BUSINESS

DEBORAH HOLBROOK

DISCUSSION	Operational Guidelines – Susan Olsen would like to be on a subcommittee to create guidelines for CC. Margaret White and Don Call agreed to work on the committee. The committee will let Deborah Holbrook know if draft is ready for an agenda item for the next meeting. SGA Reps – Jake Hinton announced that Melissa Luatua is the new SCC Academic Adviser and Student Activities Coordinator. She has filled half of the student representative spots; it may take a few weeks to get a full team together. At their first meeting she will identify the SGA members to serve on CC. After the new SGA CC representatives are identified, they will present the SGA Report. Until that time, a report will be provided.
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The handout including the list of Agenda Call Topics was discussed. It was decided that discussion was needed on each item to determine whether additional follow through is required prior to assigning tasks to committees.

STUDENT SUPPORT

Textbook concerns about students not having their textbooks for class – Cindy Hutton suggested having some textbooks in reserve in the library for students to use while they wait for their ordered textbooks. This will help the students stay on track with their classwork. It was asked if students would be able to make copies of chapters with copyright law. Blaine Hatch asked if they would be desk copies? No, desk copies cannot be used for this purpose. Other points made were to make copies of the first assignment and have them available in class. Is there an installment payment option available? Yes, e-Cashier is encouraged while Financial Aid is pending. To purchase textbooks to have on reserve. Publishers have made electronic copies of the first chapters available for this reason. Can we find a new vendor once our contract is up? Yes, but that may not help our problems. Shipping will always be a challenge for us. Are we interested in following up on this Bookstore challenge? Maderia will take on the textbook concern as a subcommittee. Faculty should be on the committee. This will cost the college money. It will be important to know what challenges the faculty are encountering to make sure that we are addressing the actual concerns. Be skeptical of what the student says, they may have really ordered the book the day before. Cynthia Hutton and Tracy Chase volunteered. Go to NPCFA and ask for additional volunteers. A faculty member from each campus is desired. Faculty from SCC and PDC are needed. Cindy Hutton will ask for a PDC rep and she will inform Sandy Johnson of the need to ask NPCFA for more members. The more members the better. We want our students to have the resources that they need to be a success. **ACTION ITEM**

Training for students in using NPC financial services – Maderia mentioned that staff training is available from the Business Office whenever requested. Jake Hinton stated that bullets two and three are EMC items that can be covered in the mandatory orientation program that will go in to affect Fall 2012. Jake has also worked with Beulah on restructuring Financial Aid. He will report during the next CC meeting on what is received from other colleges on how to get students the information they need at the beginning of their time with us. **ACTION ITEM**

Federal Work Study (FWS) supervisor training, process concerns, and customer service – Jeanne acknowledged that Jake has these items in progress and that he should continue to work on them and report back to CC as progress continues.

Customer service training – Dan Watron stated that this training is being covered through HR in conjunction with ERC. **ACTION ITEM**

Security camera installation – Blaine Hatch reported that walking security has started at WMC and SCC and will start next week at PDC. Details are still being worked out for LCC. Video cameras are in the works with vendors. The plan is that WMC will be the first location to have cameras installed and later they will roll out to other locations including centers. **ACTION ITEM**

NPC

To develop teamwork among all offices – Dan Watron mentioned that teamwork is an item to consider under Pillar Four in the Strategic Plan as it is being reorganized and prioritized. This is part of customer service.

Rename the old DO to District Service Center (DSC) – Blaine Hatch stated that we do not have a District Office any longer and he would prefer not to use the term "center." The old DO location is considered ancillary to PDC. Jeanne requested that Blaine decide a new name for the location. **ACTION ITEM**

College Forms on line – Jake Hinton stated that most Student Services forms will be online in the near future. There will be no change in the forms, just the format. The forms will be available through the MyNPC website. Jake will notify students and staff via email when forms are available online for student access. A discussion as to when interactive forms will be available was held. Jake stated that before the next CC meeting interactive forms that do not require a signature will be active and made so the student can click submit and it will be emailed directly to the appropriate person for processing. If a form needs to be signed, the student will have to print it and send it in through fax or email. Working with Jenzabar, forms like the Registration Form when submitted will be emailed to all offices in need of the information. **ACTION ITEM**

Maintenance work orders on line – Blaine Hatch stated that IS has automated work orders; it has been requested to adapt their system for maintenance. Eric Bishop was not present for comment but this item is in progress. **ACTION ITEM**

Other college business forms on line – IS is working on an authorization form to receive access to certain automated systems for Fall 2012. Electronic time entry and electronic requisitioning is also being worked on for the fall because of the requirement for background information and authority limits to be received from various individuals this process takes a while to complete. IS will assist in this area. But, they are shorthanded and very busy. **ACTION ITEM**

Jeanne Swarthout mentioned that IS does not have representation on CC and they should. Kristin Thomas will ask for an IS representative to be identified to join CC. **ACTION ITEM**

Tree Campus USA – The connection to SC was noted, but Margaret White stated that the committee has been dysfunctional.

Check to see that all NPC staff are represented by a group at college council – IS is not currently represented and they should be. Margaret White discussed communication issues college-wide and current phone problems. College systems need to be improved across the board. Dan Watron mentioned that communication is related to customer service and this issue should be brought to Eric Bishop's attention. **ACTION ITEM**

SUPPORT CENTER/IS

More technology training and understanding of technology options such as fax and phone – IS is not represented. Deborah Holbrook will request that more training on the Multi-Function Printers (MFP) fax process be received. The library is trying to work out the bugs in the system. **ACTION ITEM**

MFP for public use in libraries – Deborah Holbrook stated that the library and IS can work through this item.

Charge community members for internet use – Can we charge community members for a password to use the Wi-Fi because the students have to pay the \$35 technology fee? Jeanne asked Blaine if a fee was implemented for community passwords and he stated that we do not have the capability to implement a fee at this time. Can we limit the time that community can be on line? Don Call stated that the community pays taxes and they should be able to come on campus and use our services. A discussion was held on what the technology fee covers, because it is a lot more than just the internet. Maderia Ellison stated that a list of what the fee covers is in the class schedule. The fee is for a suite of services not just the use of the internet. Discussions like this are very good to get accurate information out and shared with other employees and students. There seems to be confusion in this area.

DISCUSSION

HUMAN RESOURCES

In-service (Professional Development) training – Dan Wattron mentioned that telephone etiquette will be included in the customer service training as well as items like professional dress. These items are in process. There are other resources available to use during training in the library i.e. videos and books.

How does CASO participate in compensation committee and decision making? – Jeanne Swarthout mentioned that it is a CASO decision to determine how they want to proceed. It was asked if CASO was represented on ERC? Dan Wattron acknowledged that Bobbi Sample and Sue Ann Montejano are members of ERC and are CASO members as well and they participate through HR. NPCFA has a compensation committee and Blaine Hatch stated that CASO is encouraged to do so as well. Jeanne Swarthout highly recommended they consider it.

Allow employees to take classes during work hours without loss of time – Dan Wattron mentioned that Procedure 2744, Tuition Waiver, is clear that time should be arranged with the supervisor and approved in advance. It provides fairness and consistency to all staff. And it is equitable.

Implement an orientation – Dan Wattron stated that HR is looking to conduct employee orientations twice per year with one more being held in January. Phase Two would be to provide more specific training. If this item was for Student Services it was covered above as well.

All NPC employees need to have a positive outlook on all other departments – Dan Wattron mentioned that this topic is part of customer service training. It is important to take ownership for questions and problems while maintaining a positive outlook.

HR/COMPENSATION

Compensation for new hires relative to current employee pay – Both bullets in this area can be combined. Dan Wattron mentioned that we can never make 100 percent of the people happy a hundred percent of the time. There are financial constraints that limit our ability in this area. It is nice to give more but we need to be prudent. Cindy Hutton mentioned that this has been an issue for some time, at least four or five years. Dan mentioned that new people are treated equitably. The current pay of employees is discussed with the department manager when the salary for a new employee is determined in an internal equitable process. Dawn Palen suggested a bonus or one-time payment could be offered to eliminate the expense on future budgets. Blaine Hatch interjected that compression does occur in salary schedules and placement when we have years without raises. This is a real issue and it should have some attention given to it. Ask ERC to work with the executive team on compensation compression and how to address it.

ACTION ITEM

STAFF REPORTS

DEBORAH HOLBROOK

DISCUSSION

Classified Administrative Staff Organization (CASO) – Margaret White reported that CASO held a retreat on October 28th. There were two great professional development speakers Barbara Bruce and Debra Hale. Debra Hale was highly recommended for a future convocation speaker because she is passionate about being positive. She reminds the committee members that they have all pledged to spend \$10 on See's Candy when it comes in to show your support for CASO. There are two levels - \$1.50 called Awesome Bars and for \$2.00 the classic variety that we all love. The candy should be available before Thanksgiving. She asked if CASO should continue to provide food for sale at convocation. It was highly recommended that CASO continue to provide a food choice at convocation. CASO is currently working on their bylaws with Blaine Hatch and they are working through the election process. **Faculty Association (NPCFA)** – Cindy Hutton reported that following their elections, Kenny Keith was elected Chair. The Compensation Committee did not meet, but they are looking at policies that are not written down.

Student Government (SGA) – Jake Hinton reported on SGA's current status under Old Business, SGA Reps.

STANDING COMMITTEE REPORTS

DEBORAH HOLBROOK

DISCUSSION

Employee Relations Committee (ERC) – Dan Wattron, speaking in absence of Sandy Johnson chair, the first meeting was held this week, it was an introductory and organizational meeting. Accomplishments of the past year. Adjunct faculty pay level moves are in process. The reinstatement of Procedures 2866 and 2966 on Lateral Move adjustments in salary have been reinstated and implemented. About 20 people will receive the outcome of their submissions around the 1st of December. On the Strategic Plan they are reworking Pillar Four and are looking at some of the objectives. They are looking at several customer service programs right now. Their next meeting will be November 30th.

Enrollment Management Committee (EMC) – Jake Hinton reported that they are developing a mandatory orientation program to be implemented Fall 2012. They are reviewing what practices other colleges use. They are developing the criteria for what NPC wants to see included in an orientation. They have chosen their next Alumni award recipient which will be awarded at the next District Governing Board meeting.

Sustainability Committee (SC) – Margaret White received a note from Tabitha Stickle that there was a lack of interest in this committee after Trudy Bender and Barbara Hockabout left. Items were stopped in their tracks. This committee only exists because it was included in a Pillar so it has to exist. We need to reexamine the mission of the committee. Cindy Hutton is still a member of the committee and she feels there have been some positive accomplishments. They established a recycling program and she asked that Margaret stay positive. For example they have accomplished many good things like the recycling of aluminum and plastic and the E-waste event that was co-sponsored by the committee and accomplished getting NPC's name out in the public. Margaret will try to stay Positive about being passionate. Jeanne Swarthout suggested referring this issue to the executive team to get some energy back into it. Kenny Keith has mentioned that he is working on a grant that might come through. Deborah mentioned that we should tap into students that are interested in sustainability because they could be a valuable resource. Students have been on the committee in the past and they have been an asset. When SGA comes back we need to request they be on this committee. **ACTION ITEM**

Strategic Planning & Accreditation Steering Committee (SPASC) – Blaine reported that there was a short agenda for today's meeting. They are reviewing the pillars of the strategic plan and are receiving updates on meeting pillar goals and priorities. Today Pillar Two gave their report and some items are going well and others are running into challenges. They discussed that the portfolio pathways committee will get with our new Institutional Effectiveness Director, Dr. Leslie Wasson. Dr. Wasson will be a member of the portfolio pathways committee and will assist in reconstituting it and moving it forward. The next pillar review will be on Pillar Four Human Resources. They continue to meet regularly.

DISCUSSION TOPIC

DEBORAH HOLBROOK

DISCUSSION	<p>STUDENT FEEDBACK AND HOW WE CAN ASSIST STUDENTS WITH THEIR GOALS FOR SUCCESS</p> <p>Student surveys and hot button topics for students – Jeanne mentioned that Dr. Wasson is improving our survey process. It might be good to refer those points to her. ACTION ITEM Jake mentioned the SGA surveys on Bookstore and Higher One. The results are available to committee members on the CC MYNPC Group page. There are many other surveys, i.e. Graduation Student, Non Returner, End of Course, and Student Satisfaction. Jake reported that prior survey results are available in the Archives as well.</p> <p>Tutors in Science Department – Cindy Hutton mentioned that tutors are needed in the science department. When tutors are found they move on or go into the Nursing program and then they do not have the time to assist other students. Jeanne Swarhout mentioned that tutoring via webcasting is currently being reviewed. This is a challenge.</p> <p>Internships – Tracy Chase stated that we need more internships available to our students. It is hard to connect the students with the employers. This issue was brought up during the SCC Community Outreach meeting from the business side. The Job Fair is November 15th; maybe we could tap into the businesses participating and see if they would be willing to provide internships. Don Call stated that students need jobs. Our costs are a big draw to come to the institution. College jobs through Financial Aid are very helpful. This is an area that the Student Orientation may be able to include. Jake will share any new ideas that may be put forward.</p> <p>ACTION ITEM It was suggested that Tracy Mancuso may be able to assist in this issue as well. Don Call believes that this could attract students if we had an internship program. Having information about what programs require internships would help in developing this topic. Are the internships paid or nonpaid? Both paid and unpaid internships have been utilized in the past. Focus on a list of the internships that are needed to identify what our students are looking for.</p>
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RECOMMENDATIONS

DEBORAH HOLBROOK

DISCUSSION	Send recommendations for Discussion Topics for future meetings as call items to Deborah Holbrook.
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NEXT MEETING

DEBORAH HOLBROOK

DISCUSSION	<p>First Friday of the Month Friday, December 2, 2011 – 1:30-3:30 – Video 1 Maderia Ellison MOVED to adjourn; SECONDED by Cindy Hutton.</p>
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Determine our Operational Guidelines SGA Members needed Textbook Committee Ask NPCFA for volunteers for Textbook committee HR and ERC Customer Service Training Security Camera Installation Rename old DO Student Services Forms on line update Automated Maintenance Work Orders Authorization Form for College forms on line IS CC Representative needed Communication issues of concern MFP training Compensation compression concern Sustainability Committee needs direction Student Feedback hot topic points sent to Dr. Wasson Internship Ideas	Susan Olsen Jake Hinton Maderia Ellison Cindy Hutton Dan Wattron Blaine Hatch Blaine Hatch Jake Hinton IS IS Kristin Thomas Eric Bishop IS Staff ERC with Executive Team Executive Team Deborah Holbrook EMC	

APPROVAL DATE	February 2, 2012 as amended Susan Olsen Recorder
NEXT TWO MEETING	Friday, December 2, 2011 – 1:30-3:30 – Video 1 Friday, January 6, 2012 – 1:30-3:30 – Video 1