CALL TO ORDER
Ms. Moore called the meeting to session at 2:03pm.

ATTENDEES
Present: Mary-Rita Moore, Dr. Michael Flaherty, Donna Stadermann, Pat Zinga, Baylee Cabrera, Pamela Perry, Humberto Espino, Maria Correa, Chuck Bohleke, Sam Tolia, William Justiz, Andrea Blaylock, Kay Frey, Kevin Kennedy, Tom Olson

Others Present: Shelley Tiwari, Brenda Jones Watkins, Kurian Tharakunnel, Quincy Martin, Joe Klinger, Marilyn Craig, Amanda Turner, Sacella Smith, Jean Dugo, Mary Ann Tobin, Cheryl Antonich, Shelley Walenga

APPROVAL OF MINUTES
The Minutes of the January 25, 2016 meeting were approved by unanimous voice vote.

HOT TOPICS
Dr. Michael Flaherty followed up on last month’s hot topic, indicating that a meeting was held with Kevin Kennedy, some members of his team, Dean of Arts & Science and the Chair of College Readiness to discuss the issues with Colleague allowing students to register for courses for which they have not completed the prerequisites. Dr. Flaherty stated that fortunately the problems that were identified do appear to be things that Mr. Kennedy can fix so the group will be moving forward to work on that. Dr. Flaherty is hopeful that all issues will be solved in time for next academic year.

OPERATIONAL ASSEMBLY
Shelley Tiwari began her report by informing the Council that Joe Klinger and the Human Resources Committee were working on the Wellness Plan and would be meeting with two vendors to discuss the wellness benefits and see if those benefits can be incorporated into a wellness program. Mr. Klinger also reported that the PDC Catalog has some attractive training workshops on topics pertaining to wellness such as healthy eating, stress management, etc. From the Business & Facilities Committee, Garry Abezetian reported that the budget system in Colleague would be open and ready for entry and that the bond projects were progressing well. For the SEM Committee, Quincy Martin reported that the core team leaders for the four major goals – retention plan, points of pride, customer service and barriers to enrollment – have been asked to use more of an active language in these goals and to come up with an implementation plan. Also, this year would be focusing on short-term enrollment strategies for summer as well as fall 2016. The Data Team discussed next steps from the data summit outcomes, in an attempt to close the loop on what would should be the final steps for forwarding the recommendations from the data summit. In addition, the team discussed improving student success rates and reducing drop rates, and having a clear and consistent withdrawal policy. For online drop rates, the team looked at self-assessment for online students when enrolling that could advise them on whether online courses would be a good fit for their lifestyle. For the Diversity Committee, Luisa Hernandez reported that the group was working on the upcoming newsletter. In addition, Ms. Hernandez had a question for the Council, asking what the next steps would be for selecting the new Diversity Committee Chair, as she would no longer be serving in that role. There was a new business item, Customer Service, facilitated by Mr.
Klinger and Dr. Martin. Mr. Klinger shared that he was leading a taskforce that would come up with ideas to improve Customer Service at the institution and will be looking at training on the frontlines across campus, working with the supervisors to set high expectations and standards for customer service, and new ways to engage and recognize employees for meeting the institution’s customer service expectations. Dr. Martin also shared from the SEM Committee’s perspective, that there were some focus groups on the topic of customer service, and the data showed that both internal and external customer service processes and standards needed to be improved. Dr. Flaherty asked for clarification on whether customer service referred to service to our students. Ms. Tiwari explained that this was part of the discussion and customer service occurs on various levels. Dr. Flaherty indicated he did have some problems with using the term of customer services and referring to students as consumers. He also indicated that registration might be a crucial area to look at. Mary-Rita Moore stated that during her comments to the faculty and staff at Spring Faculty Workshop, she commented on the core value of service – service to students and those who serve our students and community – so her perspective is more so from a broad perspective, not only specific to certain processes, but is looking at elements that can be improved upon. She stated that she wanted to clarify that the three areas (training on the frontlines across campus, working with the supervisors to set high expectations and standards for customer service, along with new ways to engage and recognize employees for meeting the institution’s customer service expectations) given by Mr. Klinger were not given in a particular order of priority but this will be a broad conversation that will lead to identifying mechanisms that will bring the campus community together for the purpose of improving on customer service as a whole. Ms. Moore stressed that the responsibility of improving customer service is on all campus employees.

Ms. Moore suggested that, in regards to the Diversity Chair vacancy, through the Council’s work on reviewing the assessment for the Operational Assembly along with the other shared governance committee assessments, the Council would be able to gather information and give her advice on what might be a good fit or solution for leadership and she would then be able to select an individual based on that feedback.

**ACADEMIC SENATE**

Dr. Flaherty informed the Council that the College Curriculum Committee reported that the ICCB is requiring written justification for any degrees over 60 hours – many of Triton’s degrees are at 64 degrees right now, so this could mean some changes are coming. He wanted to stress that this doesn’t mean degree requirements should be cut if it is thought to be detrimental to students. If there is no justification, however, for why a degree is over 60 hours, then it will need to be cut down to 60. Also, Dr. Flaherty informed the Council that because of the new meeting schedule of the IBHE being only 4 meetings per year, new program effective start dates will need to consider this. The Scholastic Standards Committee is working on redoing the final exam schedule and they are finding out how difficult that really is. This does not mean that the semester would be shorter, this means there would be one more week on the regular schedule, so courses would meet two more times prior to final exams. The Academic Support Committee and the Technical Advisory & Distance Education Committee are both working on online instruction, in follow-up to a request made by Dr. Flaherty to improve course success rate for online courses. The Academic Support Committee has completed a survey for hybrid and online instructors to assess their needs. The Technical Advisory & Distance Education Committee is working with ETS to survey faculty to see the “what and why” factors for retention for online students, in an effort to get a better feel for what is going on and how to bring the fail rate down. The Assessment Committee reminded all that the Assessment Day is March 4th, 8am -12:30pm.
OLD BUSINESS

ASSESSMENT OF BUSINESS PRACTICES AND POLICIES

Kevin Kennedy informed the Council that the Board of Trustees approved the new travel policy, which is one of the items that the subcommittee for the assessment of business practices and policies has been working on. One of the fundamental differences of the revised policies is the fact that the Board of Trustees will no longer be the approvers on travel requests. The Vice-Presidents and the President now have the ability to approve any travel requests that an employee may put thru. The Board will still receive a report on overnight travel but they aren't actual approvers. Mr. Kennedy indicated that the subcommittee really tried to simplify the policy as much as possible and went over the main changes of the policy (Please see attached; appendix A).

Mr. Kennedy stated that it was important to get the policy changed before making changes to the travel request form and now the committee is beginning to look at the possibility of electronic signatures for this form and perhaps some others. He indicated that they have scheduled a demo of the electronic signature software for the Cabinet, and then he will have more information to report back to the Council. The newly revised travel request form that will be used in the interim (prior to moving to an electronic form) has been developed and is available on the portal and the Vice President sent an email with a link to both the new policy as well as the new form.

Maria Correa stated that there is a question on the form asking for a program for the event/conference that the employee is requesting travel to, as well as web site info, but there is no place to paste the URL on the document. She asked if there is a way that a space can be created to paste this info onto the document. Mr. Kennedy stated that the subcommittee had discussed this and would be looking to incorporate that in the next phase of creating an electronic form, but for now he recommends just attaching a hard copy of the program and web site info to the travel request form.

Ms. Moore asked what other items on the assessment of business practices and policies would be moving forward next, and Mr. Kennedy indicated that they would follow the initial five items that he brought forward last semester. Ms. Moore urged the Council to continue good communication on the movement and continuous action related to the identified items that came forward as a result of that assessment.

SHARED GOVERNANCE COMMITTEE ASSESSMENTS GUIDELINES

Pamela Perry announced that based on one of the College Council goals for FY 16, one of the tasks was to put together some assessment guidelines for the shared governance committees. Last year was the first year the shared governance committee assessments were conducted and the Council had not provided any formal or specific instruction or direction to the committees on how to conduct these assessments in terms of length and content, etc. The subcommittee was formed to create some guidelines for these assessments moving forward. The subcommittee was aware that there was some real hesitancy towards going as far as to create a template or tell people exactly what to do for an assessment, since each committee is unique and has a different content and approach in terms of what they cover in their committee and how they approach that throughout the year. Ms. Perry stated that the way the subcommittee approached this task was to first establish very specific guidelines that stated general content that the assessments should include and timeliness as to when they should
occur. The main pieces of the assessment should be the mission and purpose statement, the academic year goals, the analysis and results, and finally areas of change or improvement to consider for the following year. The subcommittee also indicated that the Council should collect documentation of all shared governance committee assessments to provide to the Higher Learning Commission so they can see evidence that this evaluation process has occurred. In addition, the subcommittee provided a sample assessment, using College Council's survey from last year, so the committees could use that as an example of an assessment that included all necessary components; and created a template as an option for those who would like to utilize it. Use of the template is voluntary and was provided as a tool not as a mandatory item. Dr. Flaherty stated that he felt the assessments guidelines were strong and that making sure that each of those indicated elements were present in each assessment was important and that he could assist in stressing the importance of those. Sam Tolia stated that these guidelines, along with the example and template, help to remove the intimidation factor, by showing people what a strong assessment looks like. He added that he believes participation will likely improve as a result.

Ms. Perry asked for a motion and approval for the Council to approve the guidelines and post them on the web site and indicated that once they were approved she would ensure that the guidelines were distributed to Academic Senate and Operational Assembly. Dr. Flaherty and Ms. Tiwari agreed that they would be responsible for communicating and distributing assessment guidelines to their committees in March.

The Council approved the shared governance committee assessment guidelines unanimously.

COLLEGE COUNCIL ANNUAL SURVEY REVIEW
Ms. Perry announced that there are two components to the College Council assessment this year. The first component is the College Council annual survey. The subcommittee spent some time looking at the survey from last year and had just minor modifications to the original survey. They worked with the Research Department, who recommended restructuring the strategic plan section to look a little more like the accreditation section, asking if people heard about the strategic plan and where they heard about it, to give the Council additional insight about where people were getting their information from. In addition, the Research Department and the subcommittee discussed the question, “what is your employee group classification?” The Council can use this information to gather insight as to whether certain employee groups seem to have a stronger knowledge of the strategic plan or HLC (for example) than other groups, and take that information to come up with additional targeted strategies for disseminating information in a more effective manner. However, by including this question on the survey, Ms. Perry stated, there is an element of distrust that arises, in that people may assume we are using that question to try to identify respondents. So they discussed the possibility of changing the question from employee group classification to departmental area, so gathering info on what area of the college employees are working in. The downside of changing the question, is the Council loses the comparative data from years past. Dr. Flaherty asked how important it was to the Council to continue the comparative data. He stated that he didn't feel strongly either way. Bill Justiz stated that he felt that employee group classification would allow for better information. Pat Zinga stated that she would like to make a case for changing the question because we get higher participation from certain employee groups such as administration, but perhaps changing the question would grant more insight. Ms. Moore asked for clarity on what the departmental areas would be. Ms. Perry said they discussed this more conceptually but didn't come up with the exact breakdown, but assumed it would be under the larger umbrella like academic affairs, student affairs, business services, institutional advancement and
public affairs. The breakdown can be complicated, and some employees may not know what
departmental area they fall under. Mr. Kennedy stated that based off of the discussion, perhaps the
question should remain the same, asking employee group classification. All agree. Mr. Tolia suggested
removing the time length from the survey, because 10 minutes may turn people off. Mr. Justiz asked
when the survey would be rolled out because perhaps having paper copies of the survey at employee
groups in service days, etc. would be helpful to the groups that don't have as much access to computers
during the work day. Ms. Perry stated that the subcommittee had discussed this and would like hard
copies to be available at mid-manager and classified in-service days, as there may be more participation
if hard copies were available. Ms. Moore stated that she felt confident after discussions with Mr.
Klinger of Human Resources, that all employees have access to technology and that the institution
should push this, as the intention is for the campus to be more electronic with processes. Ms. Correa
stated that there are employees who struggle with supervisors on accessing information via computers
and internet and doubts they would be able to complete a survey given that history of struggle. Ms.
Moore stated that she would be happy to advocate that employees complete this survey on campus,
during work hours and can assist in communicating this via Mr. Klinger, to all supervisors, etc.

Ms. Perry stated that the second component is the questionnaire for the shared governance committee
chairs. This is the questionnaire that would just be distributed to the chairs of this shared governance
committee, which features more open-ended questions about the impact of our shared governance
restructure that took place last year and its functionality. The subcommittee edited this questionnaire
to be a little more straight-forward and open-ended and added questions about the assessment so that
the group would be able to address their work at the end of the year.

Ms. Moore stated that she can see the Council is progressing in its work and these assessments and
guidelines show evidence of that and she believes the college community will be more engaged as a
result of this work.

Ms. Perry stated that she will work with Research to make the changes in the electronic survey and
asks if Council needs to see this survey again. The Council didn't feel that was necessary. The survey
will be completed in time for the in-service days which take place during the week of March 14th, so the
goal is to release the completed survey by March 7th and have it open through Friday, the 25th.

NEW BUSINESS

COLLEAGUE COURSE PREREQUISITE ISSUE
Mr. Kennedy began by stating that he felt it was very important that he and his team were able to come
together with Dr. Flaherty and faculty to discuss the issues with Colleague related to course
prerequisites, and that the dialogue has been effective. The primary problems that the team is focusing
on now are with Rhetoric 085, 086, 095 & 096 courses and students moving into Rhetoric 101 and 102.
That doesn't mean that there aren't any other issues with other courses, as there do appear to be some
issues with Math, but this seems to be area where the most problems have been identified. Mr. Kennedy
stated he simply wanted the Council to be aware that he and his team were working on this issue and
would keep the group informed of the progress.

HLC COMMUNICATION
Ms. Moore stated that on February 4th, 2016, she received an email communication from the Higher Learning Commission (HLC) in regards to the impacts of the lack of Illinois state budget on colleges that are accredited through the HLC. This letter went to all Illinois community college presidents along with a communication that they also sent to the general assembly regarding their concerns on not having a state of Illinois budget. In that communication, they identify that Triton College is not responsible for the fiscal state but do have responsibility to students and to the public to ensure that there are arrangements in place in the event that the institution might need to either cease operations temporarily or permanently or continue to meet the criteria for accreditation due to the lack of funding and loss of MAP funds. The HLC requested that Triton prepare a brief report on current availability of financial, physical, human resources, required to support the institution. They had very specific questions on cash flow, any cuts in full or part-time staff, impact on availability of textbooks or supplies, related education materials, and what impact this might have on future enrollment, etc. We also included information on how we are planning to handle the lack of MAP funds for students. HLC also communicated that if at any point that if Triton was at any point considering closure, there is an emergency plan, which they provided, that Triton would be responsible for following. Ms. Moore clarified that Triton is not considering closure or ending program offerings, and wanted to emphasize that to all present. The HLC asked for a response to their report within two weeks, with a due date of February 18th, 2016 and Ms. Moore confirmed that the institution had responded and a report was made to the Board of Trustees, sharing with them the institution’s response. All communications received on this matter are on the employee portal under Accreditation, as well as the institution’s response. Ms. Moore confirmed that Triton is in very good shape in regards to the collaborative work of identifying non-essential budget cuts. The Executive Leadership is currently reviewing all vacancies and new positions that come forward, to ensure that critical items continue to move forward, but those that can hold for a while, are held.

STRATEGIC PLAN ACTION UPDATE
Ms. Perry presented Joe Klinger, Action Champion of Action 1.6 – Reduce Single Point Services and Campus Silos, under Strategic Direction: By 2020, increase by 50% the number of students entering college prepared for college-level work. Mr. Klinger gave a presentation to the council (see attached, Appendix B) on improving customer service to both internal and external constituents. He shared some data that was gathered by the Research Department that demonstrated the need for an improvement in customer service and explored the source of the poor service at the institution. He announced that he and the customer service work group are currently working with Kurian Tharakunnel and the Research Department to develop an employee satisfaction survey as a tool for employees to be candid about how they think the institution is doing in regards to service. In addition, Mr. Klinger announced that they will be working on creating an employee work group to review performance standards, as well as creating an institutional definition of customer service. There will be a renewed focus on customer service in the hiring process and targeted questions in the interview process. He shared that there was a supervisor meeting that Human Resources held, in conjunction with the Office of the President, to inform all campus supervisors that quality customer service needs to be a priority for the institution moving forward, and that their role as supervisors is to hold their staff accountable. Mr. Klinger also shared that he is looking at holding a monthly supervisor meeting to keep up communication on this matter. Mr. Klinger asked for feedback from the Council regarding some of the issues we need to work on as an institution and what types of trainings would be useful to supervisors and staff. Mr. Justiz stated that he felt employees will be afraid to report any poor customer service incidents, and suggested some sort of data collection point. Dr. Chuck Bohleke suggested focusing on positives and building on
points of pride instead of focusing on negatives. Ms. Moore stated that this process is really about
taking positive actions and taking ownership for each individual’s role in positive customer service. Mr.
Klinger suggested that moral builders such as recognition and small prizes really go a long way with
employees. Dr. Flaherty stated that he felt this was a strong presentation and should ideally affect all
areas of the campus. Mr. Justiz cautioned against sending out another survey, referencing the Employee
Satisfaction Survey, stating that he felt the campus community will be getting so many different
assessments around this time and wasn’t sure this was the most effective way to gather information.
Ms. Moore confirmed that this was also a concern of hers and that they were waiting to see what date
they would send the employee satisfaction survey out, in an effort to give some relief to employees who
may have already been completing several different assessments. Ms. Zinga stated that it is pretty
straight forward to offer phone training, etc. but there are some areas such as Financial Aid, where is a
little more complicated to diffuse certain sensitive situations, and this is an area where more training is
necessary. Ms. Moore stated that she is very supportive of hearing where the institution can develop
more and is willing to put resources towards supporting improving these types of issues. She asked that
all Council members send additional ideas and feedback to Mr. Klinger.

FY 17 BUDGET MISSION STATEMENTS AND GOALS
Ms. Moore called the Council’s attention to the FY 17 budget mission statements and goals in the
meeting packet and stressed the significant difference of the comparative budgeting process and the
attention that was paid to mission statements. Each area spent time being thoughtful and intentional
about these statements and revising or refreshing them as they felt necessary. In addition, each area was
called to be detailed and extremely specific with their goals. Ms. Moore stated she is extremely
confident in sharing that these are accurate and current mission statements and goals that reflect each
area of the institution. She added that the institution is now moving forward in phase 2 of the
comparative budgeting process. She asked that if any Council members could forward any comments or
input regarding the mission statement and goals via the list serv by the end of next week, at which
point she will then give Business Services the go ahead to proceed with the publishing of these items.

OTHER
Mr. Kennedy stated that Garry Abezetian wanted him to mention that if anyone had secretaries or staff
that they wanted to enter their budget, they should contact Mr. Abezetian directly to set up an alias in
the Colleague system. If there are any new cost center managers that don’t have access to Colleague,
please contact Mr. Kennedy directly so that he can ensure that their security access is set up correctly.

Ms. Moore stated that an hour prior to this Council meeting, the Office of the President received a
communication from Marilyn Craig regarding some recommendations such as classroom assignment
and swipe stations. She indicated that she would be sending this to the Council over the list serv and
then put those items on the agenda for next month.

NEXT MEETING

ADJOURNMENT
The meeting was adjourned at 3:51pm.