Meeting Notes

Attendees: Gary Abezetian, Cheryl Antonich, Katherine Deresinski, Roseanne Feltman, Luisa Hernandez, Joe Klinger, Quincy Martin, Hector Zavala

Guest: Pamela Perry

Feedback from College Council

Shelley stated that since Operational Assembly did not meet in January, no report was given in the College Council meeting. Other highlights from College Council included discussion on the revised travel policy which can be found in the Board Meeting Packet and the announcement of next HLC visit dates of March 5 and 6 of 2018.

Committee Meetings Highlights

- **Human Resources (J. Klinger):** Joe reported that the committee continues to work on one of their goals of developing the Wellness Program for the campus. Some of the things discussed was identifying what kind of wellness needs to be addressed in a program linked to health like mental wellness, financial wellness, time management, stress management, and healthy eating. They are trying to find ways to incorporate these different types of items or parts of a wellness program in its totality. The PDC training catalog has some things like time management and healthy eating. Moving forward things are going to be tested and the things that are successful will be implemented. Joe will be meeting with two vendors (Blue Cross Blue Shield and EAP) to discuss the wellness benefits to the institution and how those can be incorporated into the program.

Questions/Concerns/Ideas:

S. Tiwari inquired regarding the timeline for development of the wellness plan. Joe replied that it is a yearlong goal and that by the end of the calendar year something might be in place like a written document. Also, he is finding types of benefits that will be worthwhile to have people participate. Approval needs to be given for those types of things including incentives. He is also looking into the ways to obtain reduced health insurance or free health benefits. Kathy stated an idea to create an account for copays, meds, instead of reducing the cost. Shelley further inquired about a previous discussion about development of a succession plan. Joe replied that he recently received the SURS report and is looking at the list and will be presenting it as well as discussing it with his committee and Executive Team on a bi-weekly basis.
• **Business (G. Abezetian):** Gary reported that Business services has been busy and a lot of things going on with the new complex on the East. He has met with the Deans during their meeting to discuss the FY’ 17 Budget. The budget on colleague will be open but is a week behind. We had to send out communication that had to do with the Higher Learning Commission and making sure the reporting relationships are still the same from a year ago. He stated that it will probably open on Monday for non-payroll only.

• **Facilities (G. Abezetian):** Gary reported on behalf of John that Facilities has continuous construction and projects going on.

**Questions/Concerns/Ideas:**

Shelley inquired regarding the projects and if there has been any discussion about pulling away any projects. Gary replied that nothing has been pulled out yet. Projects have either been delayed or placed back into the list depending on the State of Illinois funding. Projects that were going to be paid on the reserved are being paid with the bonds, and then anything used will be replaced. All the bids have been going out on a timely basis and have been completed.

• **SEM (Q. Martin):** Quincy reported that the committee did not meet last month. The next meeting is scheduled for tomorrow, February 11, 2016. SEM has been focusing on the four major goals: retention plan, points of pride, customer service, and barriers to enrollment which have been discussed in previous meetings. The team leads activities have been revolved around passive language as far as the directive to create, assess, and developing the plan. Moving forward per the meeting with Deb Krukowski we have asked the team leads to use more of an active language. We are expecting something as an implementation plan. Quincy reported that in the meeting they will be discussing more ideas in which they show more action coming through their work. In addition, there will be focused on the 2016 summer and fall short-term enrollment strategies.

• **Student Success Data Team (S. Tiwari):** The most recent discussion the committee had was about the community college benchmark data. The committee reviewed all the key benchmarks submitted last November 2015, and there was not a whole lot of change from previous years. Some of the common things we are seeing is high completer success rates which does not take into account the withdrawal rates but low enrollee success which does take withdrawals into account. The team discussed that having a consistent clear attendance as well as a withdrawal policy communicated and also enforced across campus will help in reducing withdrawal rates. Some of the other insights from members were that the completion and transfer rates were low compared to the other colleges which can be due to developmental courses not counting for credits. The team also discussed key themes that came out from the Data Summit and
the need to have a mandatory assessment for online students. Also, that we need to have a more rigorous online orientation since faculty reported that it is only about 20 minutes long and students usually swipe through it pretty quickly.

Questions/Concerns/Ideas:

Pamela Perry inquired about sharing the information and discussion of online success with the TADEC Committee. Shelley replied that she did share this information and attended their last meeting to discuss the possibility of a self-assessment for online students. Kevin Li is also talking with TADEC committee regarding doing a study for online students to assess their non-cognitive skills. Cheryl inquired about getting data pertaining to demographics information in regards to the students that enroll for online classes. For instance to get data by age, since some students are able to take online courses but some are not prepared to do so. Kathy stated that assessment is huge as an online teacher. Students do not recognize that they have to self-manage in these courses. A self-assessment in which they can get a response at the end stating whether they should take an online course, or a hybrid, or if they are better suited for face-to-face courses etc. A non-traditional student seems more prepared to take online courses rather than a high school student just like a student coming from AP versus a regular course.

- **Diversity (L. Hernandez):** The committee is working on the Diversity Newsletter for March 2016. They are also working on diversity trainings that are coming up as well as some events from the Performing Arts. Newsletter also has data corner so that everyone is aware of the diverse population on campus. Luisa reported that we need a new chair for the committee, and is not sure how the process of selecting a new chair works.

**Old Business**

- **a. FY’17 Budget Process:** Gary continued discussion about the FY 17 budget process and how the transition into the new budget is going. Gary will be sending out a “how to” guide and if anyone is new to the process then Gary will meet with them at his office to give them an overview and answer any questions.

**New Business**

- **a. Customer Service:** Joe Klinger has been tasked by the President to put together a task force of cabinet members to take a look and address customer service on campus. It has been a discussion and part of the agenda for 3-4 years now and it has reached the point to find a way to improve it as it has been an ongoing issue. The task force is going to put
together a plan on how to address it. The committee met and identified three prong approach, the first one is customer service and training the front line personnel across campus, second is working with the supervisors, administrators, and mid-managers to set high expectation and standards, and third employee engagement - recognizing employees when things are being done.

Quincy stated that one goal of the SEM committee is customer service. Some focus groups were done last semester in which faculty, staff, and students voiced their opinions and said how they felt about our customer service. They expressed issues with both our external and internal customer service. We need to have a discussion on the macro level about our perceptions, suggestions, and recommendations. Quincy asked the OA members about what kinds of things they have been hearing and their perceptions about the internal customer service. He further inquired if we are surprised by that area being brought up to the forefront. Quincy stated that he will be working with the Student Affairs division in which they will focus on doing a secret shop internally this year. There are two customer service courses here at Triton College in which the instructors are allowing the students extra credit to serve as secret shoppers. He would like to use the data of the evaluations to find out if there are any gaps in regards to customer service.

**Questions/Concerns/Ideas:**

Shelley inquired about the employee groups classification of the focus groups and Quincy responded that they had 3 focus groups comprising of a combination of administrators, faculty members, basically representation of all the employee groups, and a couple of students. As far as the internal customer service piece, the theme that came out that individuals don't treat each other as well as they should. Cheryl Antonich added that customer service has been a topic of concern for as long as she has been working at Triton College which has been around 20 years. Standards were identified and defined institutionally on what it means to have good customer service. They were printed and placed all over campus. Quincy added that he looked at the standards and thinks it is more geared towards external customer service.

Kathy added that the students are our customers and the biggest thing is delivering what we promise whether internally or externally for instance, if someone makes a call, there has to be a person answering the phone on the other end. She added that she has had several incidences where she called different departments to get an answer but no one was around. Instead of email, people need an actual person present.

Quincy asked how we go about changing the culture. Joe added that it is not about customer service alone but about the culture and how it impacts customer service.
Luisa added that they always get the response of “that’s not my job” in the continuing ed department and the lack of bilingual staff at key points to support those that speak another language. Shelley pointed out that the upcoming employee satisfaction survey could be a great tool to get answers to some of these questions. Could it be that some our internal processes could be inefficient adding workloads to some departments more than others. Specific targeted questions can be included in the assessment such as what motivates people to do their job well etc. Gary inquired if anyone has reviewed case studies of an institution that has turned around its culture.

Adjournment

Meeting adjourned at 3:27 p.m.