Meeting Notes

Attendees: Elizabeth Brindise, Humberto Espino, Julie Gilbert, Luisa I. Hernandez, Joe Klinger, Quincy Martin III, Larry McGhee, and Shelley Tiwari

S. Tiwari began the meeting by asking if there were any questions in regards to the minutes from the previous Operational Assembly meeting. She then proceeded to state that she received some feedback from College Council and they had questions for specific committees which she will ask the committees directly after their turn for committee reporting.

Committee Meeting Highlights

- **Academic and Scholastics Standards (J. Gilbert):** P. Perry and Q. Martin were guests at their meeting and the action champion roles were clarified by Pamela Perry. Quincy will be providing a general plan of where he is going with his action items and he will be sending the information to Julie Gilbert to share with the committee members. The committee is working on action items with action champion Sujith Zachariah and some of the things are already in process for instance the portfolio analysis. Originally when they came through with the procedures towards the new policy, the procedures were taken to Senate and were approved. The next step originally planned was that the committee would work with marketing on portfolio analysis.

  Questions/Comments: Now with the new structure should the committee continue to proceed or should they be going somewhere else? Sujith Zachariah being the action champion should be the one to fill out the other areas so that it can be moved quickly. Also, the committee is trying to find out if other committees are working on the same topic so they both can collaborate.

- **Academic Support (Representative not present)**

- **Student Development (L. McGhee):** The committee has not been a very active committee because of his absence and also because of the confusion of the Action Champion roles. Pamela Perry clarified the roles of the action champions in the committee. An action champion update will be added to each month’s agenda. Their action champions are working on building Summer Bridge program and exploring Achievement Team model. The committee will be acting
as an advisory committee and on occasions possibly make suggestions. They will continue to work with the Single Parent Networking event which is scheduled for April 2015. Sandra Berryhill will be the committee chair and another person will be assigned as a representative to attend the Operational Assembly Meetings.

Questions/Comments: We should provide information about the Single Parent Networking event to the faculty members who can then share it with their students who are single parents and may want to attend the event.

- **Student Success Data Team (S. Tiwari):** The team is working on investigating high student withdrawal rates as this was one of the concerns brought up by the team members while reviewing the NCCBP benchmark data. The team members will be analyzing the common reasons why students are withdrawing by various means such as getting data from Colleague, developing a questionnaire to ask students, and doing informal focus groups. All committee members will also be researching other community colleges to find out what their withdrawal policies are and what strategies have them implemented to reduce the rate etc. The team would like to present its' findings and gather feedback from campus in spring and will hopefully be recommending intervention strategies.

Questions/Comments: Have we looked at which courses have the highest withdrawal rates? Shelley stated that they are planning on looking at the list of courses with high withdrawal rates from the last few years, whenever they will get it from Research. Humberto stated that looking at those courses will surface other facts and will be useful for conversations. Shelley stated that we can potentially delve into other reasons and not mere faculty issues such as students not having the right information or knowledge of resources to meet their academic needs or financial reasons but this is where studying this survey data could be very useful.

- **Technology Advisory and Distance Ed (H. Espino):** TADEC met December 3rd and Pamela Perry attended the meeting. The committee is working with the Action Champions and when it comes to Tactic 5c “Developing new online courses” because this is the Distance Education Committee, some of the work has started. During the meeting most of the time was spent with Pamela Perry and discussing the status report card on the distance education system. How many students we have, how many faculty members are teaching online those types of things, just to give the committee an overview of what we currently have. Not everyone is aware in full detail for example how many courses are being offered online besides their specific areas.
Questions/Comments: Once again, while we are planning on increasing more online courses, it is critical to find ways to support online students and to see how these students can be successful.

- **Professional Development (E. Brindise):** The Professional Development Committee is working with the Professional Development Center and Center for Teaching Excellence for the 3rd semester. It started out with the Smart Teaching Sessions now called Smart Sessions which is about innovation and teaching practices and the attendance in these sessions have been phenomenal. There is faculty involvement and Tina Swiniarski has been arranging for speakers and screening for types of presentations. In terms of how the committee has become more aligned with the PDC and CTE, is really productive.

- **Diversity (L. Hernandez):** The Diversity Committee met last week and their focus is primarily looking at the Strategic Plan in detail and identifying areas where diversity needs to be addressed. The goal is to put together a series of questions or suggestions for the Action Champions on diversity issues. For example, as far as gathering data not just general data but looking into the specific populations. The Strategic Plan is focusing on College Readiness reducing the gap and most students lacking in this area are minority students. The questions and suggestions obtained during the review of the Strategic Plan will then be presented to all Action Champions. A suggestion was made at the last meeting about having a conversation about Police Brutality and what is going on around the country. Luisa has reached out to Corey Williams to present this idea and has not heard from him. We have the Police Department, Criminal Justice Program, how can we get them involved and have a conversation about these topics? Pamela attended the diversity committee meeting and will meet again February 2015 and is hoping to have a series of questions and suggestions.

  *Questions/Comments:* Does the committee think it is a good idea and do they all agree? Luisa Hernandez responded that it came from a member of the committee and the committee agrees with it. She did reach out to Corey Williams as the committee agreed to first get his opinion and input to see what he thinks about it. She will not be moving forward until it is discussed with Corey.

- **SEM (Q. Martin):** The committee met last week. There are four major components to SEM and each lead from those components provided a brief update. They have
been working on developing their portion of the Strategic Enrollment Management Plan and provide it to Quincy Martin by next week. He will then provide a draft of the plan to VP Olson. In the plan there will be a timeline, action champion alignment, and after feedback from VP Olson is provided they will be moving forward with the plan. It can be shared with Operational Assembly if the group would like to see it. Pamela Perry attended last meeting to discuss the Action Champion and the alignment within the committee.

Questions/Comments: Do we now understand the responsibility of committees with the clarification of the Action Champions’ role? Quincy Martin stated that when he was invited to attend the Academic and Scholastic Standards Committee Meeting even though he heard Pamela Perry going through the same discussion over again at this meeting, he had more questions, but he has a better understanding now. One specific question was: who is the decision maker- the action champion or the committee? For instance, for the SEM committee where does the decision making stop? How far does it go? Do they have any decision making parts? Having a two-way communication between the Action Champion and the committees is needed. Some of the committees are hands-on, some are advisory, and some may not be so hands-on and it’s important to clarify the decision making power.

- **Campus Quality (Representative not present)**

- **Business and Facilities (Representative not present)**

- **Human Resources (J. Klinger)**: The working group is continuing with the development of the succession plan. They have been working with the PDC on developing career ladders based on the feedback from particular individuals from Cabinet and other committee members. Also, Joe has been working the SEM team on customer service, presented a plan to Kevin Kennedy who is on the committee and also presented the plan to the Cabinet in which they decided not to move forward in bringing outside vendors for customer service trainings. One of the plans was Disney since they are the pinnacle of customer service. The other vendor is the American Management Association (AMA). Those were the two that provided the best quotes from. They seem to be the more comprehensive providers of customer service. Some issues and concerns were brought up concerning the implementation of the sustainability of the training but it will be discussed later when it is decided for approval.

Questions/Comments: Is Customer Service part of the Strategic Plan? Yes, but believes that they are only focusing on one division at a time. Joe Klinger attended two of their meetings
and they were only focusing on Enrollment Services Division during that time from his understanding and it could have changed since his attendance at those meetings. Quincy stated that SEM did some regrouping; one group will focus on Enrollment Services and the other on Customer Service.

*Question from College Council:* During the last HLC visit they asked about building a more diverse employee population that reflects more closely our student population. Has the HR & Diversity connected at all on this issue? Luisa Hernandez stated that Joe Klinger has attended the Diversity Committee Meeting for a couple of months now. They discussed both items in regards to diversity. One of the suggestions was that administrators, as they go around the country attending out-of-state conferences, should all serve as recruiters for new staff/faculty members and spread out the word. Joe added that he is working on a prototype with marketing something like a recruitment packet brochure that administrators can take when they go to their respective conferences. If they find someone who is looking for a specific position, the administrators can share that information with them. The FRAP Plan can be updated but the things that are written in the FRAP Plan are things that we have been doing on an annual basis. Joe has data on his end that can help the search committees and push them in the right direction to make sure that minorities from protective classes get interviewed but it shouldn’t be the focus of the search committee either because ultimately it is about get the best candidate. Institutionally we are strong diversity wise but when we get to the mid-management and administrative levels, we are not that diverse. Luisa Hernandez stated that she doesn’t think that our faculty represents the student population. Joe stated that it is a work in progress but it is difficult because we want qualified candidates. Luisa added that during the faculty workshop in August she definitely saw progress in that area but thinks that specifically we struggle in the area of hiring more Latino faculty. Joe has reached out to a few particular consulting firms that specialize on faculty diversity selection recruitment. He is trying to see if they can come out next semester or next year to do a full or half-day workshop. He further stated that they attend diversity fairs; they get e-mails of all employer fairs in the neighborhood. There are other ways to get diversity in the administrative level it can be from the inside doesn’t always have to be from the outside.

Elizabeth Brindise commented that as a faculty perspective, she will be very interested in seeing in her Science area. She is thinking of her grad programs that there a few people that fit into the diverse groups. She is interested in seeing statistically the graduation rate for colleges and universities and from Triton- what is the graduation rate of Latino Population? Luisa stated that it is very small.
The next meeting most likely will take place in February 2015 and Shelley will send out this confirmation via email. Also, College Council was moved to fourth Monday and there has been discussion about possibly moving Operational Assembly to the third Wednesday. In February we might be voting on whether or not the Operational Assembly should move to the 3rd Wednesday.

*Meeting ended at 3:45 p.m*