Minutes from Process Improvement Team Meeting—March 12, 2010
Greenhouse Conference Room

Present: Lenora Sotlar, Juanita Franklin, Regina Johns, Eric Vest, Paul Kirkpatrick, Bruce Moses, Amy Robertson-Gann, Micaela Allison-Shropshire, Claudia Tonihka (Guest)

Absent: Lecia Pelphrey, Sarah Beth Phillips, Raul Torres

The team addressed the need to determine a replacement for Ali and a fill-in for Raul Torres.

Action Item: Lenora Sotlar will investigate and report back to the group on this.

Team reviewed the Agenda for the meeting.

Team started with a check of "How are we doing?"

1. As many changes continue to happen in Learner Services, the group discussed the direction of the team. Once the Systems Appraisal comes back from the NCA, there will be many opportunities for this group to participate in implementing new initiatives.
2. Bruce noted that this groups is the "answer" to the I questions of the Systems Portfolio.
3. Team is a mechanism for communication and a group through which opportunities can be addressed.
4. It was reported that the Business and Finance Division is starting a similar team. We may be asked to visit with them as they bring their group together.
5. Amy pointed out that our initiative with OneNote has spread across the campus.
6. The general consensus is that this group is productive and people look forward to meeting.
7. Bruce also stated that part of our purpose is to bring items such as duplicated efforts to the group for resolution.

Bruce Moses announced that Laura Cates will be coming to a future meeting to present the Administrative Assessment Review Process to share how it works and to provide her with feedback. Bruce would like to see Learner Services participate in a pilot of this program with one of its departments.

Lenora gave a brief update on the Title III Interim Report that is due in April. She noted that once it has been submitted, that there will be more to see as initiatives get implemented.

Lenora reported that NWACC is looking for re-vamp the webpage. She hopes that some Title III dollars can be used for this improvement. She will give a complete presentation once everything is approved.

Micaela had a question regarding the Systems Portfolio Appraisal. She requested some clarification about that process. Bruce responded with information about how the appraisal gives us suggestions and direction regarding what areas need work or what processes would benefit from some standardization across our campus.

Eric Vest gave an update on the Orientation process. This process is still in development so he is open to suggestions by all. He and others in Learner Services are looking at tracking options and well as options for Orientation as not all students are required to participate (such as non-degree seeking students taking

classes only for personal enrichment). Eric will continue to provide updates each week to keep everyone up to speed on the changes occurring in this area.

Lenora benched the last two items of the agenda (see the meeting request).

It was noted that Rachel Ackerman is the content manager for the My Community Tab in MNC. The team would like to have her attend a future meeting to discuss how we can contribute to the content of this page. This goes back to the suggest Ali had regarding student resource information.

Bruce Moses reported on the Board of Trustee meeting. He reported that a tuition hike is coming but that the amount has not been decided. It will be between 3 and 10%. The BOT also discussed an increase in some lab fees that are needed to enhance service, training and equipment. He also noted that Marketing is presenting options for in house vs. outsourced printing for brochures and such.

Lenora stated that June 31st is the deadline for the "How To" videos for YouTube. She noted that Marketing is housing this project so contact them for participation and details. This discussion brought up the need to have priority and important dates combined and in one location.

Bruce advised the group to remember to consider signage needs as they discuss budget with their departments. Also, consider the use of monitors as opposed to standard signage. Amy proposed that we consider also moving the monitor that is currently on the 1st floor of the Student Center.

Action Item: Email conversation – suggest 4 best places for monitors.

Amy announced that she successfully secured a Grant to assist with accessibility for students. Congrats to Amy for her efforts in securing this much needed funding.

Meeting adjourned.

Respectfully submitted—Claudia Tonihka