Minutes from Process Improvement Team Meeting—September 10, 2010
Greenhouse Conference Room

Present: Juanita Franklin, Lenora Sotlar, Regina Johns, Sarah Beth Phillips, Laura James (Guest), Micaela Allison- Shropshire, Claudia Tonihka (Guest), Bruce Moses (Guest), Eric Vest, Paula Carollo, Amanda Woods, Christy Reynolds (Guest), Lecia Pelphrey,

Lenora said that due to her moving into a Director-level position—she is stepping off the Team—Aaron Divine will be her replacement. Amy Robertson-Gann, who has also moved into a Director-level position, is stepping off as well—Laura James will be her replacement. We welcomed Laura to the Team and invited Christy Reynolds to join us as well. She accepted.
Action Item: Interested parties are invited to submit their names for co-chair by the next meeting.
Action Item: One more person from Learner Administrative Services will likely be invited to join the Team soon.
Action Item: Juanita will update the meeting maker accordingly and resend it in Outlook prior to the next meeting.
Action Item: Juanita will also update our charter so it can be posted to our folder on the K Drive prior to the next meeting.
Action Item: Claudia will post our updated charter to the Institutional Effectiveness webpage prior to the next meeting.

Nine categories were rated in the Systems Portfolio: Helping Students Learn; Accomplishing Other Distinctive Objectives; Understanding Student/Stakeholder Needs; Valuing People; Leading and Communicating; Supporting Institutional Operations, Measuring Effectiveness; Planning Continuous Improvement; and Building Collaborative Relationships. Categories 3, 6, and 9 most closely relate to what we do in Learner Services.

Category 1—the largest—had 15 Ss and 15 Os; Category 2—the smallest—had 5 Ss and 8 Os; Category 3 had 3 Ss, 11 Os, and 1 OO for not having a specific decision-making flow; Category 4 had 5 Ss, 11 Os, 3 OOs; Category 5 had 8 Ss, 7 Os; Category 6 had 2 Ss, 11 Os; Category 7 had 5 Ss, 10 Os; Category 8 had 3 Ss, 9 Os, and 4 OOs; Category 9 had 2 Ss, 10 Os, and 2 OOs.

A survey regarding transparency/openness will be discussed at Conversation and sent out afterward. Participation is completely anonymous—will be done every two years from now on. The link will be active for 7-10 days.
Action Item: Bruce would like everyone to participate in the survey while it is available—not attacking people but describing on processes that are not working as well as they could be.

Bruce will present the Systems Portfolio to Cabinet and the Learner Services Leadership Team within the next week. He expects they will devise an action plan and identify some "low-hanging fruit" that needs to be addressed immediately—some of that will require our help.

Action Item: Read the Systems Portfolio—particularly Categories 3, 6, and 9 by the next meeting if you haven't already done so.
Action Item: Juanita will invite Dale to the next meeting to discuss Student Handbook.

Respectfully submitted,
Sarah Beth Phillips