

**Minutes from Learner Services Process Improvement Team Meeting—June 24, 2011
Student Center, Room 114E**

Present: Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Bruce Moses (Facilitator), Claudia Tonihka (Guest), Alaina Stroud (Guest), Regina Johns, Laura James, Michelle Wallace, Zach Pharr, Aaron Divine, Micaela Allison-Shropshire and Amanda Woods.

Juanita called the meeting to order at 9:32am.

The meeting began with Team members expressing their excitement about the future of Learner Services, with the recent announcement naming Todd Kitchen as the Vice President for Learner Services. Further, it was a gratifying experience to be given the opportunity to impact the future of our Division by participating in the initial forums regarding the organizational needs of the College, and in the recent open forums where each VP candidate presented.

Juanita welcomed Alaina Stroud, Employee Recognition Committee Chair, to the meeting.

Employee Recognition Committee:

Alaina shared, with members present, a copy of the Employee Recognition Committee's Policies and Procedures, Nomination & Selection Forms, and proposed budget. She offered more detail on the specific actions/events that the Committee will sponsor, such as honoring an "employee of the quarter," and an annual banquet to promote fellowship within the Division, as well as naming an "employee of the year." The Committee developed and submitted a proposed budget to Dr. Tuthill, who instructed the Committee to wait until the new VP was hired for a final decision. At this time, the Committee will forward their proposal to Todd Kitchen, VP for Learner Services, for review.

Suggestions from Team members include:

- Submitting the proposal as an Innovation Grant
- Providing formal documentation to include in the employee's HR file
- Including a large commemorative plaque in the Student Center to permanently document recognized employees

Alaina stated that LS might include a picture of the "employee of the quarter and year" as part of the recognition process.

Bruce stated that an Innovation Grant, although a great avenue for initial funding, is not a sustainable funding source, and did not recommend pursuing that as an option. Therefore, he suggested that the Committee's proposal include, as part of the process, a contribution from each Dean's budget within Learner Services, which will result in Division ownership and provide a sustainable funding source.

Valuing People Project update:

Members shared the following responses/suggestions regarding how the LS Division can demonstrate that we value people:

- Develop a transparent hiring process to ensure that there is consistency within the Division and that there is HR compliance
- Evaluate employees annually, including part-time employees
- Include part-time employees in meetings, professional development activities, and ensure timely communication of policy and process changes
- Increase opportunities for social events, such as an “Employee Family Day”

Aaron suggested that we invite an HR representative to a future meeting, if we intend to explore a unified hiring process for LS.

Bruce encouraged Team members to outline actual measures that can be evaluated for progress. For example, 95% of Learner Services employees will receive an annual evaluation.

- **Action item: All Team members will send suggestions of appropriate measures to Claudia.**

With nothing further, the meeting adjourned.

Respectfully submitted,

Laura James