

Meeting Record

NorthWest Arkansas Community College Quality Council

Friday, July 16, 2010

Time: 1:30 – 3:00 p.m. Location: Burns Hall 1469

Team members participating: Kate Burkes, Laura Cates, Curtis Harrell, Rey Hernandez, Gina Kincy, Bruce Moses, Tricia Sparks, Claudia Tonihka

Team members absent: Troy Cash, Shannon Demuth, Leigh Harrell, Amber Holloway, Todd Kitchen, Roxann Maish, Pam Nash, Stacy Reagan, Christy Reynolds, Natasha Washington, Gerry Weatherford

1. Meeting was called to order by Bruce Moses.
2. The Team only had one agenda item: review the AQIP Project 1 Survey.
3. Bruce shared the plan for the survey.
 - a. It will be presented to the college community on Conversation Day (9-17-10).
 - b. A link to the survey will be available to ALL employees after Conversation Day.
 - c. Survey will be available for approximately 2 weeks.
 - d. An email will be sent to PT employees so they are aware of the intent of the survey.
 - e. Data results will be presented with the Systems Portfolio Appraisal.
 - f. Bruce supports the idea of the survey coming from the Dr. Paneitz's office.
4. Steve Gates wants recommendations from Quality Council regarding how the results are to be used.
 - a. Rey asked if there is any base data for comparison.
 - b. Laura responded, yes and no. It exists for section 10 only.
 - c. It was noted that the survey is designed to evaluate the progress of the Leading/Communicating Action Project. It is not a climate survey.
 - d. Data could be used in Systems Portfolio for categories 4, 5 and 8.
5. Team discussed the survey by section. Notes follow.
 - a. Why note gender in demographics? Some people would be readily identifiable by how they respond to that section. *We would like an option for decline on the gender question.*
 - b. Section 4, questions 1 & 2: *Add an option for N/A.*
 - c. Section 5, questions 11 & 12: *Change "Management" to "Administrator".*
 - d. Section 7: *Add "Don't Know" option to each question.*
 - e. Section 9, question 1: *Change "students or customers" to "student or constituent/stakeholder".*
 - f. Add: *Do you know who your Cabinet representative is?*
 - g. What about adding a question to the front? *Will you respond – Yes or No? (Can we ask and would they say?)* This question came about because it has been recognized that some employees are in fear of repercussions regarding their responses because it's about our leadership. Bruce noted that a third-party conducting the survey may elevate this fear. Miller and Tuthill are aware of this concern.

Action: All members need to review & evaluate the survey and make any comments via the WIKI between now and August 23, 2010.

Action: Claudia will compile all the comments for presentation to Gates.

6. It was noted that we need a Spanish version of the survey as well.

7. The question arose: Do we need to investigate the avenue for the survey (zoomerang or survey monkey or another option)? As this was Linda Lovell's template, we'll need to follow up with her. It was mentioned that the new My Campus Portal also has survey functionality.

Action: Bruce will follow up with Lovell and Gates on this item.

8. It was discussed that the dissemination of the results from the survey will come from Leadership. They will advise us what they are going to do based on the results. The Quality Council will then develop themes from the results for the Leadership to focus on.

Action: All members need to review & evaluate the survey and be prepared to discuss at the next meeting where we will come to a consensus on the feedback to be forwarded to Gates.

9. Meeting adjourned. Next meeting is will be in mid-August, exact date to be determined.