

**College Council Minutes**  
**November 21, 2014**  
**12-1:30pm / CC127**

**Approval of Minutes (11/7/14):** Minutes sent out earlier this time when we asked for agenda items. No feedback. No objections.

The agenda looks different than the ones in the past. Trying to use this template for meetings across campus. Look at metrics at the top. Phillip and BJ reviewed the metrics with the group. Some of the metric information will change term-to-term and some only change annually. New metrics will come out in January or February. These metrics are broader for the overall of the college – smaller subcommittees may have smaller focus metrics on their agendas. Committees can pick their metrics if they want to. Budget vs Actual – there was more than one number in some. All should be actuals now.

**Brand Survey – Call for Participation: Jessie Kirk (for Shelly Parini):**

Jessie is the Web & New Media Marketing Specialist. Final logo survey is out and open to anyone in the community. The survey is asking for feedback on the logos and font treatments. Please feel free to forward it on to others for their input. The survey closes tomorrow. It has been sent out through email, social media, and FYI to reach as many people as possible. On December 5<sup>th</sup>, we will talk/hear about the results.

**ISP Standard #1: Continuing Education Units (CEUs): Sue Goff**

This was discussed at the last ISP meeting. There is non-credit to credit conversion work that is happening. Students could do a series of CEU workshops to earn credits. The committee added some language (in red):

1. CEUs reflect attendance only, **unless they contain an assessment component.**
2. Course content and instructor credentials are approved by the appropriate college department.
3. **Attendance-based CEUs do not count toward college credit. Assessment-based CEUs (or CEUs with an assessment component with sufficient contact hours) can assemble into CPL credits.**
4. CEUs are non-credit **in themselves; however, they can be assembled into college credits under the IACET standard.**

The language seems to be leaving the academic faculty out of the equation to turn the CEU's to credit. Faculty should be evaluating how complete the CEU's are at delivering the output. The language needs to make sure there is a very clear line between a training course and an academic course. It shouldn't be an automatic equivalency as the faculty should review. Some inquired as to the relationship to the CPL process. However the CPL process is another ISP. On the IACET website CCC is not listed as a CEU provider. We are approved but when the paperwork was completed, the college checked the box that said no, don't publish. Suggestions: Add the wording that the CEU's will be assembled into CPL credits using the CPL process. Approved.

**ISP Standard #2: Course Outline & Course Syllabus Information: Sue Goff**

This has been updated based on feedback. #4 is clear as to where to find the retention schedule for syllabi. #5 was missing some clarifying language. Proposed changes:

4. Course syllabi will be kept in the department office. (NOTE: See the College's Curriculum & Instruction Retention Schedule in the Curriculum Office for a minimum length of time for syllabi retention.)
5. Department chairs will work closely with faculty to ensure reviews of course outlines and syllabi. In the absence of a department chair, the faculty will work with the curriculum lead.

If there is no director or department chair then faculty are leads for curriculum. Someone has to keep the checklist that it gets done. The second sentence needs to be firmed up to say what happens if we don't have a department chair or director. New wording for #5: *Department chairs or directors (or in their absence, a faculty curriculum lead) will work closely with faculty to ensure reviews of course outlines and syllabi.* Approved with minor corrections.

#### **Customer Service Audit from Education Advisory Board: Phillip King**

The Education Advisory Board (EAB) is a national group we have been working with for years. They performed a community college customer service general audit and provided us with feedback of their findings. This audit is done to help improve services to students. To do the audit, they came to CCC as a secret shopper. This audit had a focus on the front end of a student's experience at CCC - onboarding. What should happen before day one for a student?

The onboarding steps that were covered in this report are: *Welcome & Campus Navigation, Application & Admissions, Placement Testing, and Advising & Career Counseling.*

*Welcome & Campus Navigation:* We scored below the average. Signage was good. It was difficult to figure out who the staff are. Recommendations included specialized parking for prospective students and have staff wear matching apparel for easy identification especially during peak times.

*Applications and Admissions:* Did very well. CCC placed much higher than the baseline. Things that were pointed out as part of the assessment were walk-in admissions officers provide a comprehensive review of the enrollment processes and the onboarding folders are very helpful to students. The recommendation was to create a shortcut to our online application on all computer desktops.

*Placement Testing:* CCC placed much better than the baseline. The importance of studying for placement tests is emphasized by the admissions officer. At the end of the test, the proctor is available to give feedback to the student. It was also noted that CCC has a quiet testing space. The recommendation was to provide students with information to study to retake the test.

*Advising & Career Counseling:* Placed a bit above baseline. Noted that students can talk to a career counselor before meeting with an advisor if they are undecided about their education path. Recommendations are to hold advising sessions in private spaces. The space we have is too large with little privacy. It was also recommended that other scholarship opportunities besides FAFSA should be shared with new students.

This report will be turned over to the Access, Retention and Completion Committee (ARCC) for next steps.

Providing a welcoming experience is vital for our students. We did pretty well.

### **Committee Reports**

1. Presidents' Council - Phillip King: Nothing at this time. We had not had a PC meeting since the last College Council meeting.

### **Association Reports**

1. ASG - NA
2. Classified – Mary Collins: Next general association meeting will be a potluck. A ham is being provided.
3. Part-time Faculty - NA
4. Full-time Faculty – Amanda Coffey: Department chairs and directors are working with their departments on their POR's that are due on Monday. A training was held this morning for department chairs and directors with tips to help with changing POR presentation to be read online. Another training was held on Wednesday where Sharon Parker & Dave Mount looked at the 8 questions that make up the POR. The subcommittee is working hard to getting information out and providing training. More information to all associations will be coming. There is a level of decorum they are expecting as comments are collected from all staff. Be respectful and remember who your audience is when giving feedback. All POR's from 2013 have been input into Moodle.
5. Administrative Confidential Supervisory (formerly Exempt) – NA. Had a good event yesterday.

### **Other Announcements:**

- Patricia Anderson Wieck: This is the last weekend for Dead Man's Cell Phone. Strong language in the play. Come out and support the college.

### **College Council Members**

Phillip King (chair), Tami Strawn (recorder), Mark Hull, Darlene Geiger, Tara Sprehe, Kara Leonard, Stephanie Schaefer, Jeff McAlpine, Pat Wiggins, Mary Collins, Sue Caldera, Ida Flippo, Two representatives from the Curriculum, Planning & Research Division, Sarah Hoover plus one more representative from the Arts & Sciences Division, All Association Presidents, All Deans

### **Attendees**

Jennelle Vader, Mary Collins, Sharon Parker, Larry Cheyne, Amanda Coffey, Tamara Barry-Peebles, Denice Bailey, Stephanie Schaefer, Ryan Stewart, Jackie Flowers, Lynda Ellingsen, Matthew Altman, BJ Nicoletti, Sue Goff, Tawnya S. Dexter, Ida Flippo, Cynthia Risan, Sarah Hoover, Jeff McAlpine, Jim Huckestein, Andrea Vergun, Patricia Anderson Wieck, David Blessman, Phillip King (Chair), Tami Strawn (recorder)

Adjourned: 12:51pm