College Council Meeting Minutes
January 15, 2016
12-1:30pm / CC127

Approval of Minutes (12/4/15) – Tara Sprehe

Minutes from the December 4, 2015 College Council meeting were previously sent out. Motion to approve by Stephanie Schaefer and seconded by Sara Hoover. Minutes approved.

Board Policies – Sections A & B – Denice Bailey

A complete review of the Board Policy Manual is the goal of the Board. The policies for today were sent out with the College Council agenda and are available on College Council website. The only one presented today that has changes is the one regarding nondiscrimination. The others presented today stay the same as they are just rolling over and a new date will be put on them. This group of policies will go back to the Board on February 10, 2016. If you have any changes or suggestions, please email to Denise or mark on a hard copy and return to Denice by January 28. These will be presented at Presidents' Council on Tuesday and then will come back here to the next College Council meeting.

New ITS Service Desk - Dave Gates & Shawn Swanner

Communications/emails were sent out introducing the new ITS Service Desk.

They gave the group a quick demo of how it works. The main page shows 3 major icons (request links):
1. ITS Trouble Ticket (something is broken).
2. IT Service Request (new things or things that aren't broken).
3. Web Service Request (nothing broken – need help with the website).

Top Knowledge Articles are at the top of the home page and now are showing how to create a service request ticket. Different topics/articles will cycle through. Eventually there will be an FAQ's page.

For the request, you must choose a category. If a category is not there, let ITS know. There is also the ability to add attachments. Hit green button at bottom to save.

You can now see what is happening with your ticket(s). Action Log is for the requestor and the person working on the ticket. If you need to add comment, you can and then hit save.

This will be evolving as it goes on. Bill is the dot net developer. The system does not send you an email if a comment is added by ITS. It is a feature that is there but not turned on yet.

Staff can still call x3500 during business hours. The tech will be entering a ticket while they are talking to you. Right now Will monitors the tickets - he looks and evaluates the ticket.

There is a concern voiced about the new Outlook that was upgraded during the winter break. Could there have been training before people left for break? If an upgrade that will change things over a break, maybe the email could state in BOLD that your email is going to look different over break?

ITS does upgrades during breaks because they can't take down major systems during the term. Sometimes the upgrades seem intuitive to IT but may not be for everyone else. Maybe a small focus group to look at upgrades?

CCEA (Culture, Communications and Engagement Assessment) Metrics for College Council – BJ Nicoletti & Jenelle Vader

Jenelle serves on the College Council Recharge (CCR) Task Force. The CCR makes recommendations to Presidents' Council.

Last year the CCR looked at the nuts & bolts of committees on campus. Updates were made to committee websites. CCR asked each committee to report out to College Council last year.

The College took the CCEA two years ago. This was an all staff and faculty survey. For metrics to track at the College Council meetings, 4 questions from the CCEA were chosen. Things that are meaningful for us to track. Possibly tying into core themes.

1. Employee suggestions are sought out and used to improve the experience of students.
2. Executive leadership (President and VPs) communicates well with the rest of the organization.
3. There are processes in place for me to be involved in planning and decision-making within my service area/department.
4. There is a spirit of teamwork and cooperation at this institution.

Why did these 4 get chosen? Nora who is also on the CCR said that CCR is envisioning what College Council is/does. College Council is like a town crier place. A place to report out so information is brought to the campus. Teamwork and cooperation is important at College Council. Employee comments are heard.

#3 Is specific to a service area/department instead of campus wide. Functionality of CC is to help people feel engaged in planning at the college level. CC is not a decision making body. It should go back to the area it came from. Group is recommending these four questions. If these questions feel correct – how do we track over time? Who is the team that would watch over these?

BJ & Jenelle will swing back at the next College Council to check-in when they should do the next survey. Do we like it the way it is or should we do a different one?

Committee Reports

Presidents' Council – No one present to report.

Association Reports

ASG –Stacy Yanez

- Held welcome week the first week of the term.
- Lending library had new books instead of used.
- 79 winter term grants were given.
- Campus Services had an ice cream social for ASG last week.
- Will be attending the Vote OR conference at MHCC.
- Basketball game tomorrow here at CCC will be a televised game.

Enrique Ferrera – Classified Association
- The association is putting together a Winterhawks game for the members to attend.
- Looking at doing community service in the area.
- Received the LGPI report and reviewing the document.

PT Faculty – No one present to report.

FT Faculty – Bruce Nelson
- Bargaining time has started. Having weekly meetings.

Administrative/Confidential – BJ Nicoletti
- Not as active as other groups.
- HR needs some love.
- Service Project in fall was the canned food drive.
- Looking for service project for winter. If ASG has some suggestions that would be great.

Announcements

Kevin Anspach – Brand Updates
- Brand related messages have been coming out through FYI.
- The brand toolbox is not accessible off campus.
- The Publications Team is now called Creative Services.
- February 14 is the final brand compliance date.

Sunny Olsen – Harmony Phase II
- Tomorrow from 9-11am at the Harmony Campus there will be an open house for Phase 2.
- There is now some great art work from students on display in the hall at Harmony.

Present: Tara Sprehe (for Phillip King, Chair), Tami Strawn (recorder), Lizz Norrander, Stephanie Schaefer, Sue Goff, Bill Waters, Greer Gaston, Denice Bailey, Loni Sanders, Ali Ihrke, Scot Pruyn, Larry Cheyne, Sarah Hoover, Bill Fricke, Joyce Gabriel, Ryan Davis, Andrea Vergun, BJ Nicoletti, Shawn Swanner, Jenelle Vader, Dave Gates, Nora Brodnicki