

College Council Agenda

Date: 11.15.19 | Begin: 12:00 p.m. End: 1:30 p.m. | Location: CC127

Topic/Item	Presenter	Allotted Time	Key Points Provide 50 words or less on expected outcome
Minutes		N/A	Minutes from the November 1, 2019, meeting have been posted for review. Please contact Laura Lundborg with comments or corrections.
ISP Reads	Dru Urbassik	15 min	<ul style="list-style-type: none"> • ISP 281, Grade Dispute Process – 1st Read • ISP 281P, Grade Dispute Process Procedure – 1st Read • ISP 180, Continuing Education Units (CEUs) – 2nd Read
Admissions & Recruitment Team	Ariane Rakich & Chris Sweet	10 min	Learn about the 2019-20 goals and activities, as well as volunteer opportunities
LiveChat Demonstration	Josh Aman & Chris Sweet	15 min	Learn about LiveChat: key features, where it's used, and demonstration
Committee Reports		10 min	Nothing scheduled for this meeting

Association Reports			10 min	
1. ASG 2. Classified 3. Part-time Faculty 4. Full-time Faculty 5. Administrative Confidential				
Announcements			10 min	Roundtable announcements from attendees
	Assigned Action Items	Assigned to	Notes	
	Upcoming Meeting Dates	Start Time	End time	Location
	December 6, 2019	12:00 p.m.	1:30 p.m.	Community Center - CC 127
Membership				
College Council Members 2019-20: Cynthia Risan (Chair), Laura Lundborg (Recorder), Tara Sprehe (AFaC), Molly Burns (AFaC), Esther Sexton (AFaC), Scot Pruyn (AFaC), Andrea Vergun (AFaC), Darlene Geiger (AFaC), Bob Keeler (AS), Mickey Yeager (CS), Jennifer Miller (IEP), DW Wood (IEP), Dion Baird (ITS), Sue Caldera (TAPS), Ida Flippo (TAPS), Jarett Gilbert (TAPS), Sunny Olsen (TAPS), Josh Henson (TAPS), Joyce Gabriel (TAPS), All Association Presidents, All Deans				
Notes			Deferred	
College Council Minutes can be found at http://webappsrv.clackamas.edu/committees/collegecouncil/index.aspx?content=meetings#body				

College Council Meeting Minutes

Date: 11.1.19 | Begin: 12:00 p.m. End: 1:30 p.m. | Location: CC127

Attendees

Cynthia Risan – Committee Chair, Laura Lundborg – Recorder, Karen Ash, Amy Cannata, Denice Bailey, Dustin Bates, Katrina Boone, Stephen Brouwers, Elizabeth Carney, Tim Cook, Beverly Forney, Duncan Garcia – ASG, Greer Gaston, Jarett Gilbert, John Ginsburg, Matt Goff, Sue Goff, Lori Hall, Dawn Hendricks, Robert Keeler, Jason Kovac, Kelly Lawrence, Alissa Mahar, Lupe Martinez, Lisa Nguyen, Lizz Norrander, Sunny Olsen, Leslie Ormandy, David Plotkin, Christopher Reynolds – ASG, Lisa Reynolds, Melissa Richardson, Sara Sellards, Naomi Sether, Tom Sonoff, Tara Sprehe, Christian Wai – ASG, Max Wedding, D.W. Wood

Topic/Item	Presenter	Meeting Minutes
Meeting Minutes and Supporting Material		Meeting minutes contain a summary of what was presented, group Q&A, and any commitments made at the meeting. The agenda packet contains supporting material presented.
ISP Reads	Sue Goff	<ul style="list-style-type: none"> • ISP 171: Academic Use of CCC Brand and Logo. Group reviewed first read with no changes or comments. • ISP 180: Continuing Education Units (CEUs)-Update. Group reviewed first read with no changes or comments. <p>Further feedback can be sent to an ISP committee member.</p>
Academic Calendar	David Plotkin	The new CCC 3-year academic calendar was presented. Main change is Skills Contest dates. Group reviewed with no comments or changes. Next step is Presidents' Council then the Board for adoption.

<p>Access Control Policy</p>	<p>Tom Sonoff</p>	<p>The draft access control policy was reviewed with no changes. Most exterior door automatic locks have been installed. Key points addressed:</p> <ul style="list-style-type: none"> • College Safety is responsible for card access for exterior doors. Campus Services is responsible for issuing keys for interior doors. • Access Request Form – to request access outside of normal hours. Requires dean’s signature. Forms will be on the myClackamas portal. <p>Q: Will a master list be kept? A: Yes, by College Safety. ITS will cancel access when employees no longer work at CCC. Q: Who oversees the policy and where will documents be found? A: To be determined. A draft of the document is on the College Council website. Q: When will exterior keys no longer work? A: To be determined. Auto locking and unlocking is in effect now.</p>
<p>Guided Pathways Update</p>	<p>Dawn Hendricks</p>	<p>Guided Pathways committee updates – EFAs have been developed. Student survey still pending on one before final. To be implemented Fall 2020.</p> <p>EFA groups will determine what courses are first term and will develop and refine curriculum maps. Plan to offer more sections of FYE courses.</p> <p>Engagement sessions are planned. Tentative list in presentation; invites will be sent.</p> <p>Contacts for EFA –</p> <ul style="list-style-type: none"> • STEM – Sarah Hoover • Teaching & Education – Laurette Scott • Health Professions – Karen Maynard & Jarett Gilbert • Industrial Technology & Automotive – Abe Fouhy & Dustin Bates • Social Sciences, Human Services & Criminal Justice – Ida Flippo & Robert Keeler • Business – Bev Forney • Creative Arts, Humanities & Communications – David Mount & Kjrsten Severson • Natural Resources – April Chastain, Matt La Force & Jeff Ennenga.

Guided Pathways Update (continued)	Dawn Hendricks	<p>Q: Where will information and resources be stored? A: To be determined.</p> <p>Q: What will happen with courses in a one EFA that may be of benefit to students in other EFA programs (i.e., Spanish courses for Nursing program)? A: Ultimately the course will remain under its own EFA; however, there is still work to be done around that topic.</p>
Equity Review	Cynthia Risan	<p>Group discussed using an equity lens for College Council discussions. Knowing the Diversity, Equity & Inclusion committees will develop a college-wide equity lens in the near future, College Council may be interested in practicing the concept now by incorporating questions derived from Education NW provided at Fall Inservice.</p> <p>DEI committee member shared concern with getting used to a standard set of equity lens questions and later having the college adopt a different set of questions. Keeping that in mind, having conversations with equity in mind is supported. It was suggested that interested parties meet with DEI committee chairs to discuss the idea further.</p>
Committee Reports <ul style="list-style-type: none"> • Presidents Council 		Shared Governance Policy – in process of reviewing historical documents.
Association Reports <ul style="list-style-type: none"> • ASG • Classified • Part-time Faculty • Full-time Faculty • Administrative • Confidential 		<p>ASG – a lot is going on to engage students.</p> <ul style="list-style-type: none"> • Planning a field day. • Encouraging and providing support for more participation in school clubs. • Work with Oregon Food Bank provide more nutritional food at the Cougar Cave. Clothing no longer available except new packaged socks. • Planning a winter jacket drive. <p>Classified – bargaining continues.</p> <p>Part-time Faculty – bargaining continues. Working with Jason Kovac to ensure part-time faculty have access to private offices when meeting with individual students.</p> <p>Full-time Faculty – bargaining continues. Grievance Committee has a new chair, Kelly Brennan.</p> <p>Administrative/Confidential – Open World Russian Delegation reception is Monday in the Fireside Lounge.</p>

<p>Announcements</p>		<ul style="list-style-type: none"> • DEI Feedback Sessions went well. Reviewing input for updates to draft documents. • Tim Cook will host a breakfast with State legislators, students, business partners, donors, and administrators to talk about the great things CCC is doing and how continued state support is needed. • Grants – if you have an idea for a grant, notify Amy Cannata to start the proper steps to vet and begin the application process. • Classified Appreciation is November 13, at 2PM in the Gregory Forum. • Today is the deadline to apply for Foundation scholarships. • World Languages will be hosting French movies next Monday, Tuesday, and Wednesday at 5PM in McLoughlin Hall. All are invited.
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Assigned Action Items	Assigned to	Notes
None reported		
Upcoming Meeting Dates	Time	Location
November 15, 2019	12:00 – 1:30PM	Community Center – Room CC127
Attendance		
<p>College Council Members 2019-20: Cynthia Risan (Chair), Laura Lundborg (Recorder), Tara Sprehe (AFaC), Molly Burns (AFaC), Esther Sexton (AFaC), Scot Pruyun (AFaC), Andrea Vergun (AFaC), Darlene Geiger (AFaC), Bob Keeler (AS), Brian Puncocher (CS), Jennifer Miller (IEP), DW Wood (IEP), Dion Baird (ITS), Sue Caldera (TAPS), Ida Flippo (TAPS), Jarett Gilbert (TAPS), Sunny Olsen (TAPS), Josh Henson (TAPS), Joyce Gabriel (TAPS), All Association Presidents, All Deans</p>		
<p>College Council Minutes can be found at http://webappsrv.clackamas.edu/committees/collegecouncil/index.aspx?content=meetings#body</p>		

ISP 281

Grade Appeal

PURPOSE

Establishes guidelines by which a student can appeal their final grade as well as the guidelines for understanding faculty and administration responsibilities.

SUMMARY

The instructor maintains the right and responsibility to determine grades and other evaluations of students consistent with the criteria in the syllabus as outlined in ISP 160.

A student may appeal for a change in their final grade if the student believes that the evaluation standards and grading criteria were not met or were not clear.

Above all, CCC wishes to prevent such instances. Faculty are encouraged to make available and accessible both the grades for student work and the mathematical process that will result in the final grade. In cases of a grade appeal, faculty, administration, and students are all expected to maintain an attitude of facilitation, transparency, and respect.

STANDARD

1. A student has the right to appeal their final grade within one term if:
 - a. the student believes that the evaluation standards and grading criteria contained in the course syllabus were not followed by the instructor, or
 - b. the student believes the instructor's syllabus did not contain the evaluation standards and grading criteria by which the student could understand the process of how their final grade would be assigned.
2. Students will appeal directly to the instructor. If the instructor's response is unsatisfactory to the student, the student may initiate the grade appeal procedure (ISP 281P).
3. This policy does not apply to individual assignment grades and can only be initiated in regards to a student's final course grade.

REVIEW HISTORY

ISP Committee	Adopted	[Date]	DEI Reviewed
College Council	Reviewed	[Date]	

ISP 281P

Grade Appeal Procedure

PURPOSE

States procedures by which a student can dispute their final grade as well as the guidelines for understanding faculty and administration responsibilities.

SUMMARY

The instructor maintains the right and responsibility to determine grades and other evaluations of students consistent with the criteria in the syllabus as outlined in ISP 160.

A student may appeal for a change in their final grade if the student believes that the evaluation standards and grading criteria were not met or were not clear.

Above all, CCC wishes to prevent such instances. Faculty are encouraged to make available and accessible both the grades for student work and the mathematical process that will result in the final grade. In cases of a grade appeal, faculty, administration, and students are all expected to maintain an attitude of facilitation, transparency, and respect.

PROCEDURE

1. Within one term of receiving the final grade to be appealed, a student will contact the course instructor in writing with a request for an explanation of the grade.
2. The instructor will respond in writing within 14 days of the initiation of contact.
 - a. If the instructor does not respond in writing within 14 days, the student will contact the instructor's supervisor in writing.
 - b. If the instructor responds, but the student is not satisfied with the explanation, the student has 14 days to contact the instructor's supervisor in writing to continue the appeal. Students uncertain of the supervisor's information can contact the administrative assistant for the department or enrollment services.
3. The instructor's supervisor will meet with the student within 14 days of the student's written request.
 - a. If the supervisor does not respond within 14 days, the student will contact the Vice President of Instruction in writing to request final appeal.
 - b. If the supervisor responds, but the student is not satisfied with the response, the student will contact the Vice President of Instruction in writing to request a final appeal.
4. The Vice President of Instruction will proceed in one of two ways:
 - a. If the VP agrees with original grade, that decision is final.
 - b. If the VP supports a change in grade, they must respond in accordance with Article 4 of the applicable Full-Time or Part-Time Bargaining Agreement.

REVIEW HISTORY

ISP Committee	Adopted	[Date]	DEI Reviewed
College Council	Reviewed	[Date]	

ISP 180

Continuing Education Units (CEUs)

PURPOSE

Establishes a structure for providing a continuing education experience under responsible sponsorship, capable direction, and qualified instruction.

SUMMARY

A Continuing Education Unit (CEU) is given for completion of a unit of training. One CEU is defined as ten contact hours of participation and may be given in portions less than one CEU (e.g. 0.5 CEUs for a five hour workshop).

STANDARD

1. Granting of CEUs is determined by student achievement of learning outcomes.
2. Course content and instructor credentials are approved by the appropriate college department.
3. CEUs do not count towards college credit, but can be assembled into CPL credits using CPL process.
- ~~4. CEUs are non-credit in themselves; however they can be assembled into college credits under the IACET (International Association for Continuing Education & Training) standard.~~
- ~~5.4.~~ A workshop outline must be on file with the Curriculum Office.
- ~~6.5.~~ The workshop instructor is responsible for teaching and submitting verification of attendance to the Registration & Records Office within the term the workshop takes place.
- ~~7.6.~~ Departments may issue a CEU Certificate of Attendance if they wish.
- ~~8.7.~~ A separate CEU transcript is maintained by the Registration & Records Office.
- ~~9. The college is an approved provider to offer IACET CEUs. A department wishing to offer IACET CEUs will work with the Customized Training Department to be sure IACET requirements are met before the workshop can be offered.~~

REVIEW HISTORY

College Council	Reviewed	November 21, 2014
ISP Committee	Reviewed/Still Current/ No change needed	January 23, 2009
College Council	Reviewed	May 16, 2003
Instructional Council	Reviewed	January 23, 1996

Admissions & Recruitment Team- Goals, Activities, and More

Presented by:
Ariane Rakich (Lead Admissions Counselor)
&
Chris Sweet (Registrar/Enrollment Services
Operations Manager)



Education That Works



Let's talk about...

- Who we are
- 2019-20 Admissions & Recruitment team goals and activities
- Volunteer opportunities to support recruitment!

Admissions and Recruitment Team



L-R: Ariane Rakich, Lindsay Curletto, Tracy Huddleston,
Ivan Acosta

2019-20 Goals

- Incorporate CCC's new CRM (customer relationship management) tool into our work
- Support the ARC Access & Recruitment Subcommittee initiative to host a CCC preview event/open house
- Increase enrollment



Activities- Communication and Onboarding

- Communication with prospective students
- Admissions Welcome Center- Onboarding support and connection to services
 - Location: Roger Rook Hall 119
 - Hours: Monday-Thursday, 10-1 and 1:30-3
 - Drop-in or by appointment (phone appointments, too!)
 - 503-594-3284 or welcome@clackamas.edu

Activities- Recruitment

- CCC District High Schools
 - Admissions Counseling (Admissions Welcome Center on the road!)
 - Presentations, tabling, ASPIRE, and more (day and evening)
 - College Application Weeks
 - Welcoming groups to campus
- High School Partner Luncheon

Activities- Recruitment

- College fairs
- Diversity-focused outreach
- Skills Competition activities- panel and tours
- GED (on campus and Clackamas County Jail) and ESL
- Campus tours
- Large group tours/visits

Volunteer Opportunities- Help Us Recruit New Students!



- Campus tour leaders
- Panelists
- Off-campus events (tabling or presentations)
- Encourage current students to become Cougar Connectors

Questions? Thank you!

Ariane Rakich: arianer@clackamas.edu

Chris Sweet: chris.sweet@clackamas.edu



Education That Works



LiveChat Announcement

On Friday November 8, the college launched a one-year trial of LiveChat software that integrates into several CCC webpages, enabling prospective and current students to type questions into a chat box on our website and receive real-time responses from us.

This project is funded through a Foundation mini-grant, and if successful will be expanded to frequently visited webpages on CCC's website. We are starting the LiveChat on the [Register for Classes](#) webpage and plan to add the [Getting Started](#) page in the near future.

During this initial phase the Enrollment Services Team is managing LiveChat communication. They are responsible for responding to incoming questions regarding enrollment and distributing non-enrollment questions. This means your area may receive a forwarded email from a LiveChat email address that has a student question directed to your area of expertise. This is similar to emails you may occasionally receive from questions@clackamas.edu. The message will come from the email address 11086722@tickets.livechatinc.com. It will appear as a LiveChat ticket, but you will be able to respond directly to the student's email.

Benefits of LiveChat

- Fewer phone calls and emails, reducing frustration for those who are tired of using phone trees or waiting for email responses. Since the removal of CCC's call center our "contact us" fillable form has received 63% more traffic and general inquiry voicemail and emails directed toward outreach has increased 103%.
- Research shows that prospective and existing students, especially those who are considered Gen Z, are continuing to move toward online interaction rather than phone calls or emails.
- LiveChat has a built-in log and user experience rating system for gathering data on what people are asking questions about that could be used to improve CCC's website and other communication channels.
- If successful, LiveChat has the ability to accommodate additional webpages and can scale up to meet higher volumes of user traffic.