COLLEGE COUNCIL MEETING MINUTES

Date: May 21, 2021 | **Time**: 12:00pm-2:00pm | **Location**: Zoom | **Recorder**: Laura Lundborg

💬 Agenda Topic	Facilitator	Meeting Minutes
Announcement	Tim Cook	President Cook shared information about the Oregon City campus closure today. Through social media the College discovered a group(s) planning to rally for a political demonstration. After unsuccessful attempts to reach organizers regarding policies for such events, and due to safety concerns, the College was advised to close campus. The entrances to the college are gated and monitored by College Safety and local law enforcement. Tri-Met access continues without disruption.
Chatbot – Proof of Concept (Innovation Fund)	Saby Waraich	Saby shared a PowerPoint about a proof of concept project. He is applying for college innovation funds to implement a chatbot in the ITS department – IA software that can simulate conversation via text, text-to-speech. Examples, Alexa, Siri, Google. Chatbots save costs, increases customer satisfaction, cut down on response time to customers, provide accessibility and reduce barriers. They can be designed to provide information, answer frequently asked questions, and complete common tasks that are normally assigned to employees. Plan is to pilot the project with the Service Desk ticketing system. If funded and project is successful, results and recommendations for possible integration in other areas will be shared at College Council. **Questions and Comments** Q: Are there security or privacy concerns? A: Software secure to use with our existing systems and FERPA compliant. Q: Will chatbots work with our existing website? A: Yes. Comment: concerned with the AI replacing human interaction and possibly jobs. Response: a chatbot won't replace human interaction, it will assist with common information and tasks, freeing up much needed time for more meaningful work. Customers can opt to speak to a person during hours of operation. Q: What is the cost? A: Approximately $50,000/year.

Chatbot – Proof of Concept (Continued)	Saby Waraich	Q: Are other colleges using chatbots? A: Yes, many schools use chatbots and products interact with Ellucian. Q: Where will chatbots be used? A: This proof of concept is the ITS Service Desk system. Q: How is it programmed to answer questions? A: Chatbots look at our data to learn, Knowledge Base in this instance. It takes about 3-4 months to be optimal as it learns from customer questions, needs, etc. Q: Is it multi-lingual? A: Yes. Q: Is there information about rate of error when accessing student data? A: None at this time. The funding is to try chatbots for internal communication. If interested for students, a research project would be launched to provide information to the College. Q: When will internal testing begin for this? A: If the project moves forward a timeline will be shared with the college prior to implementation. Information about the Innovation Fund can be found online: https://intranetstaging.clackamas.edu/grants/innovation.
ISP Reading	Taylor Donnelly & Sue Goff	ISP 170, Textbook and Instructional Materials Adoption – 1st read. Taylor shared the policy recently reviewed to provide faculty guidance with the following in mind: available in time, accessible, affordable, and chosen with student learning outcomes in mind. Comment: would like to have a workshop on Open Education Resources (OER) usage.
Assessment Committee Annual Report	Elizabeth Carney	Elizabeth shared a PowerPoint about the committee mission, membership, work completed, and goals for future. This is a faculty led committee, academic assessment is at program and college level. Committee assessed program reviews, accreditation reporting, and conducted a faculty survey on assessment work. Barriers were high due to the pandemic, adapting to online instruction, and limited assessment material and data. Plans for future include DEI training and a closer study of how program assessment relates to program review and how the committee can best support programs.

Campus Use & Development Committee (CUDC) Annual Report	Bob Cochran	Bob shared a PowerPoint about the committee mission, membership, work completed, and goals for future. The committee and subcommittees provide direction for maintenance, modification, construction, and use of existing and proposed college buildings, facilities, and grounds. Work this year included: - Renovations, adjacency work, signage throughout the college, including monument signage at all campus entries. - Food Service subcommittee on pause due to the pandemic. - Working to maintain inventory of trees on campus for college courses. - OSHA building safety inspections on hold due to the pandemic. - Working on signage for environmental health and safety guidelines related to the pandemic.
Return to Campus	David Plotkin & Tara Sprehe	David shared an overview of what the taskforce and subgroups are working on. Subgroups include: - Academic Subgroup - Employee Subgroup - Student Subgroup - Technology Subgroup - Facilities and Safety Subgroup - Ad hoc Subgroups The taskforce is modifying the current Return to Campus Plan as needed. The group uses guiding principles such as following county and Oregon agency directives or restrictions. Documents are updated as guidance changes. Tara shared where the committee webpage is on myClackamas, under Resources > Committees > Complete Committee List > Return to Campus Task Force and the public facing webpage, Return to Campus Information. The committee page has an inventory of questions and observations for review. If you have a question that is not on the list, please submit through the Return to Campus page. The task force is scheduling Q&A sessions throughout the college. The group has created a process for internal and external entities/individuals requesting to use campus facilities for events; guidance found on committee webpage.

Association Reports		ASG – John Ginsburg on behalf of ASG
• **Associated Student Government** • **Classified** • **Part-time Faculty** • **Full-time Faculty** • **Administrative/Confidential**		• Later today the Multicultural Center team will share outcomes of anti-Asian bystander intervention training. • May 27 – for APIDA Heritage month there will be a screening of the film: Kapaemahu. • To celebrate LGBTQ+ Pride Month ASG is mailing out free gift boxes to the community to for an upcoming virtual event on June 1. **Classified** – Kelly Wilshire • Upcoming elections closing today. • Working to extend terms of MOU related to working conditions as a result of the pandemic. **Part-time Faculty** – Leslie Ormandy • Upcoming elections. • Working to extend terms of MOU related to working conditions as a result of the pandemic. **Full-time Faculty** – Jay Leuck • Senate elections are complete, four new senate members: James Wentworth-Plato, Karrie Hughes, Matthew Warren, and Wryann Van Riper. Treasurer, Lars Campbell. Secretary, Sarah Nolan. President, Kathryn Long. **Admin/Confidential** – Amy Cannata • Co-reps nominated for next year are Chris Sweet and Dustin Bare. • Had End of Year meeting on May 20.
Announcements		**Strategic Plan** – the 2021-2026 Plan is open for feedback. Over 50 employees and students worked on the plan. **SNAP Symposium** – had over 100 attended. Please continue supporting work around awareness of SNAP benefit eligibility. The Pathways to Opportunity Workgroup has a survey open for feedback and ideas to increase the number of students applying for SNAP. **Textbook Affordability Plan** – please provide feedback on the draft plan: Review and Feedback.

Upcoming Meeting Date	Start Time	End time	Location
June 4, 2021	12:00pm	2:00pm	Virtual via Zoom