

Division of Student Affairs

April 28, 2009

12:30-2:00 p.m.

KSC 208

Present Members:

JoAnn Caufield
 Norma Chandler
 Laurie Cigan
 Ken Clarke
 Rick Cote
 Maggie Cullopp
 Lily Fultz
 Shirley Green

Bill Hart
 Ellen Hedlund
 Heather Kruse
 Corey Loucy
 Nancy Markowski
 Richard Morales
 Cecile Babich Morrow
 Carol Myers

Stella Napoles
 Ivette Quintero
 Jim Rubin
 Esther Schon
 Rick Sheets
 Greg Silcox
 Paula Vaughn

Note: Loretta Mondragon was present in lieu of Carol Myers.

Customer Service Training Update:

- Training conducted by Norma Chandler and Laurel Smith on 3/27 for temporary and student workers was a success
- Included interactive presentation (also performed in meeting) to address appropriate office attire with respect to the workplace culture
- Norma and Laurel will be putting together a training workbook for supervisors to utilize in order to keep all student/temp training consistent throughout campus. This will be prepared for presentation at fall Learning Week

Division Out of Class Assessment Team (DOCAT) Presentation:

- Division received and reviewed *PVCC Division of Student Affairs, 20 Common Knowledge Items You Should Know* (handout)
 - Committee discussed adding a category which follows the positive social change model in order to address the importance of valuing the differences/contributions/strengths of all co-workers. The desired effect may be received by adjusting the language within the final bullet of "PROFESSIONALISM" category.
 - Further conversations regarding this issue will be conducted via email between Division members
- Division received and reviewed *PVCC Division of Student Affairs Employee Learning Outcomes and Rubric* (handout)
 - Managers are advised to utilize this document in department meetings.
 - Not all items from of the learning outcomes items will be measured during the 2009-2010 academic year, positive performance is expected in each area.

Budget Update:

- There has not been a status change related to new information about the budget. Item continues to be pending.

Announcements:

- Child Development Center is transitioning to a Head Start Program effective fall 2009. There will be an informational meeting for parents with the Head Start Program representatives on Thursday, May 7.
- Financial Aid Department will welcome a new employee, Kathy Tapia, on June 1st

Action Item → DOCAT will provide revisions to *PVCC Division of Student Affairs 20 Common Knowledge Items You Should Know* and email to the Division for finalization. The official implementation date for the division's 2009-2010 Learning Outcomes is May 18, 2009.

Next Meeting: Tuesday, May 26, 2009 from 12:30-2:00 pm in KSC 208