

LSS Team Meeting Notes  
 03/06/08  
 2:00-3:30 PM  
 M127

Outstanding Action Items					
Item	Action Item	Assignee	Target Due Date	Priority	Comments
1	When you as a manager take on new projects, consider if self or team are doing things out of scope (follow reclassification process)	All	ongoing	1	
2	Will present information on Nina Scholarship to any departments who want more information	All	ongoing	2	
3	Any assessments already done, send to Ellen and Nancy to put on web	All	6/30	2	
4	Recruiting for orientation leaders (April 1, first orientation)	All	4/1	1	
5	Disaggregate area data of users to see if they representative of students at the college (for Diversity Task Force)	All	ongoing	1	
6	Create portfolio of diversity activities that help us meet our goal of inclusiveness/student success	All	ongoing	1	
7	Consider how we leverage diversity information (data and existing programs to infuse diversity and multiculturalism) to move toward our goal	All	ongoing	1	
8	Create student focus groups to gather more intentional data (include past graduates) on diversity / multiculturalism	LSS Diversity Committee	ongoing	1	

Meeting Notes

Present

- |   |   |  |  |
|---|---|--|--|
| <input checked="" type="checkbox"/> Sheri Bakunowski    | <input type="checkbox"/> Jo Ann Caufield            | <input checked="" type="checkbox"/> Norma Chandler | <input type="checkbox"/> Laurie Cigan              |
| <input type="checkbox"/> Ken Clarke                     | <input checked="" type="checkbox"/> Paul Dale       | <input checked="" type="checkbox"/> Tina Emmons    | <input checked="" type="checkbox"/> Cranston Forte |
| <input checked="" type="checkbox"/> Mary Lou Goff       | <input type="checkbox"/> Paul Golisch               | <input checked="" type="checkbox"/> Shirley Green  | <input type="checkbox"/> Chrystle Hall             |
| <input type="checkbox"/> Ellen Hedlund                  | <input type="checkbox"/> Rosemary Hooper            | <input checked="" type="checkbox"/> Heather Kruse  | <input type="checkbox"/> Corey Loucy               |
| <input type="checkbox"/> Loretta Mondragon              | <input checked="" type="checkbox"/> Richard Morales | <input checked="" type="checkbox"/> Carol Myers    | <input checked="" type="checkbox"/> Stella Napoles |
| <input type="checkbox"/> Jim Rubin (SAB Sp08)           | <input checked="" type="checkbox"/> Esther Schon    | <input type="checkbox"/> Rick Sheets               | <input type="checkbox"/> Greg Silcox               |
| <input checked="" type="checkbox"/> Jennifer Strickland | <input checked="" type="checkbox"/> Paula Vaughn    | <input type="checkbox"/> Leslie Vogel              | <input type="checkbox"/> Fred Wieck                |

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Welcome and Introductions

- Agenda Overview
- Thank you to everyone for all your hard work on the cutover to SIS; work is just beginning

Disney "Keys to Excellence" (Norma Chandler)

- Leadership, management, service, loyalty
- Set up vision and live it all the way down; write at level of 12-year-old
- Transfer power and decision, education, contribute to sharing info
- Would I be willing to work for me? (as a leader)
- Design structure/culture so everyone is involved and believes in it
- Recognize and celebrate new people

- Vision communicated continuously and constantly
- Supported in a caring environment
- Value heritage and traditions
- Culture by design, well-defined, and known by all
- Exceed expectations
- Pay attention to details
- Know customer, pay attention to party size when they want service
- Anticipate questions
- Set service standards and be consistent (courtesy, efficiency, safety---show, show, show)
- Communicate service standards to everyone
- Align brand loyalty with individual identity
- Students are "shopping" around different institutions
- Every point of contact COUNTS

### Enrollment Analysis

- Customer service, student loyalty, and communication
- What defines our culture; who are we?
- MCCC vs. universities => \$ view and market to students' parents

### SIS Implementation

- Very busy/hectic => everyone in learning curve, reading notes and manuals
- Issues being resolved very quickly as they come up
- Many sign-in issues => help desk (76767)
- Solve local problems within 24 hours
- March 17, 7:30-8:15 M-S => hoping to be 24/7 soon
- First day of fall registration 3/19 => lined up outside KSC at 6:00 a.m. (usually)
  - Sending email to students so they can get ready for first day of registration (MEID, password, schedule)
  - Staff in at 7:30 a.m., all counters staffed
  - Advising in 2-hour shifts

### Assessment Decision Zones

- No decision zones on Reading, English, Math => retake test or go to lower level (District-wide)

### Advising and Student Development Re-Org

- Coordinator of Academic Advising—Corey Loucy
- ACE/SUCCEED Coordinator—Leslie Vogel
- Director of Student Development—Heather Kruse
- Recruitment—Ivette Quintero
- Orientation => smaller window to plan a larger orientation for fall
  - Recruiting for orientation leaders (April 1, first orientation)
  - Weekly orientations throughout summer
  - Couple of testing Saturdays (March 29, April 12 for high school students—on campus)
- Convening iStartSmart operation team and meeting regularly

### Ethics Training postponed until April

### Announcements

- Relay for Life
  - Good sponsors, invited over 400 survivors
  - Still needing volunteers (check with Silver Sneakers)
  - Can be on PVCC Relay Team or be on the Phantom Team (donations alone)

<b>Next Meeting</b>
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April 10, 2008 • 2:00-3:30 p.m. • M127
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### Future Meetings

- May 8, M127, 2:00-3:30 p.m.

- June 12, M127, 2:00-3:30 p.m.
- July 10, M127, 2:00-3:30 p.m.
- August 14, M127, 2:00-3:30 p.m.