



An Equal Opportunity Employer/Educator Functioning
Under An Affirmative Action Plan

DATE: 10/15/08
TEAM/GROUP: QUALITY COUNCIL
RECORDER: Carmen Bonlender

Meeting held IVC (FDL- O208, WB-L155, BD-K307.6)

MEMBERS:

Nadine Allen	Joe Halter (absent)	Connie Schaumberg
Chuck Brendel	Dr. Gayle Hytrek (absent)	Mary Vogl-Rauscher (absent)
Josh Bullock	Bradley Mitchell	Sandy Justman
Jay Edgren (absent)	Raj Pathare	Karen Zuehlke (absent)
Craig Finley	Greg Harding	
Stephanie Murre-Wolf (absent)	Elizabeth Denny (absent)	

AGENDA ITEM: Check-In and Review Agenda

- Nadine went over agenda.
- Josh added an agenda item/ FVTC implementation of CQIN learnings.

AGENDA ITEM: New project submission/Contract training registration form:

Sandy Justman gave a brief presentation of her submission. She would like to review the registration process that employers & employees have to go through when enrolling into a Business & Industry course. With 5300 participants enrolled she feels that there could be a better process. Possibility an automated system such as Banner? Would lack of course #'s be an issue? Sandy's reasoning for the new process are as follows:

- Current form is time consuming for students, instructors, and staff and takes away from paid training time
- Forms cost money to print
- Multiply companies use form in back of catalog which has to be faxed in
- Form has to be manually entered in to the system by staff
- Companies concerned about faxing personal information/security issue
- Have used excel spreadsheet for large amounts of company registration but staff still has to enter information

Connie shared the process that College Relations uses for college events. Students sign up via our website and the information is then dumped into an excel spreadsheet.

TYPE OF ACTION: DISCUSSION/DECISION

WHAT ACTION WAS/WILL BE TAKEN: After discussing, it was determined that this project is specific to Sandy's department. Therefore, project can be done without having to vote. Assistance from the Quality team will be available. Question was posed, would registration have to be involved with form and process? Maybe discuss with Karen Zuehlke. Nadine will send an email to team asking for volunteers to help Sandy with project which will begin after Banner implementation.

WHO IS RESPONSIBLE: Team decision

BY WHEN: Nadine to set up team by Nov. 21.

AGENDA ITEM: Revamping submission process

Nadine started out by asking the team if anyone had ideas on how to get more people to submit new improvement ideas.

- Talk 2 Us link may lead to quality process improvement ideas
- Taking projects to completion may get people more motivated
- Communicate to the college what exactly the council does
- Show the initiatives that have been taken care of
- Revisit the ones that are on the back burner
- Have deans talk about Quality Council at their team meetings
- Email to all staff with a link that goes to the quality information webpages
- Quality Council needs its own link on Park Place
- Focus strategies that get dropped from team could be possible ideas brought to the council
- Sub-committee to look at quality tools for possible change
- Re-rank current initiatives that were previously submitted

TYPE OF ACTION: **DISCUSSION/DECISION**

WHAT ACTION WAS/WILL BE TAKEN: After much discussion, the team decided to change how they would re-vote on the current submissions. Vote one time. Use three college goals, one AQIP criteria. Nadine will call the responsible party and let them know that the team will be re-voting on their submission. Does that person have anything to add and or do they still want the council to consider their submission?

WHO IS RESPONSIBLE: Team decision

BY WHEN: Nadine will contact all staff members submitting a process improvement idea by Oct 31st. Changes will then be made to their project submissions and sent out to the QC team for voting.

AGENDA ITEM: Project Updates

- a) Quality Culture Survey: Nadine asked if anyone had heard feedback about the survey. There were some staff that were confused about a couple of questions on the survey and just needed clarification. In addition, Stephanie heard a lot of positive feedback from faculty members. As of today there were 242 out of 406 respondents.
 - Final results will go out to all staff
 - Prioritize issues and address them
 - Council team will get the results for comments before the next team meeting
- b) Online Feedback Form: Josh explained the form. Currently, responses will go to Nadine & Josh until the VP's, deans, managers, & administrative assistants are trained. Dates for training are Oct. 20th VP's & their Admins. Oct 28th all managers. The form will go live after all training has been done. Bradley will be creating an email to go out to staff. He will then forward on to Dr. Hytrek so she can send out to all campuses.
- c) Course Scheduling/Curriculum: Nadine, Josh and Chuck met with Jim Eden & Kathy Ebert. The time frame will be January or February for getting the project started. Need to do value stream mapping.
- d) New Employee Orientation: Nadine shared a manual from Eastern Iowa Community College. Council would like to create a similar manual in the future for new staff orientation. Team can start putting together ideas and then eliminate what they feel should not be in the manual.

Possible manual ideas:

- Value stream mapping
- Five S's
- General facilitation
- Quality Council process
- Team Building & Problem solving

- Six Sigma tools
- Quality Council activities
- FISH philosophy

Nadine shared that there is not enough time to go over all things that should be gone over in orientation. As a result of the CQIN summer institute, this may be changing.

TYPE OF ACTION: **DISCUSSION**

WHAT ACTION WAS/WILL BE TAKEN: Continually working on all of the above.

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: AQIP Action Projects reviewer comments

Nadine navigated to the link on the .edu website and showed the team where the comments are for the projects.

- Nadine submits AQIP action project updates that the staff have been working on.
- Josh gave an overview of the core abilities project.
- All action projects with AQIP annual reviews are out on the web.

TYPE OF ACTION: **DISCUSSION**

WHAT ACTION WAS/WILL BE TAKEN: Team should go out and look at review comments.

WHO IS RESPONSIBLE: Team decision

BY WHEN: ongoing

AGENDA ITEM: Dept. Metrics/QRP indicators

Josh shared that indicators are pretty preliminary for the One-Stop Shop. Currently drafting QRP indicators for service. The goal is to have each work area develop what work they do. Josh also stated that only Academics have QRP indicators at this time.

TYPE OF ACTION: **N/A**

WHAT ACTION WAS/WILL BE TAKEN: Continuous work

WHO IS RESPONSIBLE: N/A

BY WHEN: N/A

AGENDA ITEM: FVTC/CQIN Implementation

Josh handed out a small version of what Fox Valley Tech has implemented at their college as a result of the CQIN summer institute. He went over it just as an FYI.

- Recommendation that we implement a pocket size pamphlet for staff to carry with them
- Include our mission, values, guiding principles, & goals
- Implement a rolling banner on Park Place regarding daily activities that are going on tri-campus

TYPE OF ACTION: **DISCUSSION**

WHAT ACTION WAS/WILL BE TAKEN: Rolling banner project and getting a committee together. Nadine asked for volunteers. Connie, Raj, Nadine. Council hoping to get some CQIN committee members involved in rolling banner project as well.

WHO IS RESPONSIBLE: Nadine

BY WHEN: November 21

ADJOURN

NEXT MEETING: November 19, 2008