



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

DATE: 11/19/08
TEAM/GROUP: QUALITY COUNCIL
RECORDER: Carmen Bonlender

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

MEMBERS:

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

AGENDA ITEM: Check-In and Review Agenda

- Nadine went over agenda.
- Team welcomed Greta Bassler who is replacing Elizabeth Denny (FDL student)

AGENDA ITEM: Talk2Us Feedback:

Nadine gave a brief explanation of what talk2us feedback is about. She also showed the team what it looked like on the web. Most of the submissions have been resolved. Question was asked on how the team would like to communicate the resolved submissions to the college. Nadine & Josh are considered super users and have access to all feedback information. Mary V-R asked what the turnaround time is for response and what happens if there is no resolution. Three days is the response time and if nothing happens, the dean is contacted. Some of the submissions do not require any responses and there are some that could require more time than three days. When it comes to reports there will be codes used which will help to track. Discussion on changing the wording to closed or addressed when the submission has had any action taken. If there are any issues how does it get back into the process? The idea is, the reports go to the Admin. Council & VP's on a monthly basis and this should show the issues that could need changing. How does the Q.C. fit in? If the submission is a process issue, then it comes to the Q.C. Q.C. is not the owner of the feedback form. This was a project that was submitted to the team for a process. Anders is still working on getting all managers user ID's & passwords. The results will show responses but not in a timely manner. Nadine asked if anyone talked about the feedback form at the DSG meetings. Brad stated that he has mentioned it at his meetings. He also mentioned that he had hoped that the link would have been brighter and larger on the web.

TYPE OF ACTION: **DISCUSSION/DECISION**

WHAT ACTION WAS/WILL BE TAKEN: Suggestion to have a six month report to the Q.C. just so the team is updated on how the feedback form is progressing.

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: Fall Voting Results

Josh went over the Survey Monkey results with the team.

- View openings in course schedule: course schedule project starting this spring which should align with this.
- IVC system failures (high impacted area). Need more information on whether this is a technology issue, help desk, or what exactly the problem is. Nadine has talked with Pete R. a few times. We need to collect data on problems. These problems can be embarrassing to the instructor and makes them look underprepared. Suggestion that we send out a survey to IVC instructors and students with feedback and go from there. There could be a variety of reasons why IVC is failing. Pete's staff does record every event. IT does have 8-10 semester of data. According to this data the students are very happy with IVC courses.
- Textbook ordering (came back very low). Nadine thought that Kathy E. had some valid points on how the ordering process is. Nadine will talk with Bonnie and bring back more information for the December 10th meeting. Sandy J. stated there have been some revisions made to the database and some things cannot be changed.

Mary V-R. & Joe H. brought up there are no resources for students that are taking online courses. Suggested that there be something standardized. Team thought it should be put through Q.C. as an idea which can be presented to the Admin. Council for more support. It is not really process related but this way it will get some visibility. Discussion on the textbook ordering.

TYPE OF ACTION: **DISCUSSION/DECISION**

WHAT ACTION WAS/WILL BE TAKEN: Nadine will bring back her discussion with Bonnie about textbook ordering.

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: Culture Survey

Nadine sent copies of the culture survey to each team member. Josh went over the survey results. Overall 73.2% of the college staff responded. Questions were asked:

- How are we going to publish results of survey? We need to decide this as a group.
- What will happen with the results?
- Was there a good response between each area overall?

We need to show that Q.C. is reacting and need to acknowledge also. Suggestion was that we take two of the most glaring issues for staff and focus on those for next year. A concern is that faculty doesn't know what Q.C. activities are going on and how do we make them aware. Discussion followed. Some suggestions were:

- Q.C. has its own website. Might be a great opportunity to get students of the Web Developer program involved and have them build a website and have a link on the web. (Talk with Tammy Freund)
- A quarterly banner so staff can link to it and see what is going on. Maybe put a twist on it and highlight a member of the team.
- Possibly address survey at district updates.

Nadine asked that the team look over the survey results and send any feedback to her. Team had a discussion on how and what we will do with the data from the survey. Some thought we should look it over and omit any names, then place out on website for all staff to read. Some thought we should just put the graphs out on website.

TYPE OF ACTION: DISCUSSION

WHAT ACTION WAS/WILL BE TAKEN: Team will look over survey and bring back to the next meeting what would be top priority for Q.C. to work on. Send any feedback about survey to Nadine before December 2nd or the 15th.

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

ADJOURN

NEXT MEETING: December 10, 2008