



DATE: 7/22/09

Meeting held Face-to-Face in (BD-K104)

TEAM/GROUP: QUALITY COUNCIL

RECORDER: Carmen Bonlender

MEMBERS:

Nadine Allen

Joe Halter

Chuck Brendel

Dr. Gayle Hytrek

Peter Simon

Josh Bullock

Lisa Manuell

Eileen Rottscholl

Jay Edgren (absent)

Cathy Werner (absent)

Brenda Block

Craig Finley

Kelly Martin

Chuck Birringer

Matt Hurtienne

Eric Wagner (FDL student)

GUESTS:

AGENDA ITEM: Check-In and Review Agenda:

- Nadine welcomed the new members. She went over the agenda and asked if there were any changes or additions. One change was made to schedule the September meeting first due to Brenda Block needing to leave early. Nadine briefly explained what some of the agenda items were about.

AGENDA ITEM: Fall Meetings:

- Looks like Thursday afternoons work the best.
- Nadine will send out invites for the next meeting which will be IVC in September.

TYPE OF ACTION: **DISCUSSION/DECISION:** Sept 24th will be next meeting. Future fall meetings will be decided at a later date.

WHAT ACTION WAS/WILL BE TAKEN: Thursday afternoons seem to be the best.

WHO IS RESPONSIBLE: **Nadine**

BY WHEN: **July 31**

AGENDA ITEM: Teambuilding Activity:

Nadine sent out a request last week asking each team member to reply with something that nobody on this team knows about you. The team then had to try and match the person with the secret. This was a great chance for the team members to learn a little more about each other.

TYPE OF ACTION: **DISCUSSION/DECISION: N/A**

WHAT ACTION WAS/WILL BE TAKEN: **N/A**

WHO IS RESPONSIBLE: **Team decision**

BY WHEN: **N/A**

AGENDA ITEM: Ground Rules & Team Purpose Reviewed:

- Previously established ground rules were reviewed and a new rule will be added; team members need to show a presence by attending meetings.
- Purpose statement was reviewed.

- Nadine encouraged the new members to go out on Park Place and review what the QC has been doing & what has also been accomplished.
- Nadine explained the membership team & who those members are. Chuck B, Nadine A, Josh B, & Dr. Hytrek are permanent and do not rotate off. Joe H, Jay E, & Craig F. will rotate off at the end of the school year 2010. All new members will rotate off in 2011.
- Nadine asked for thoughts on what QC should be doing so that the team continues to add value to the college.
- Eileen responded that she has heard comments that people don't see any changes. This is one of the reasons she decided to apply to become a member so she would be able to respond to these folks with positive feedback.
- Textbook/Module Order Process: Chuck will be looking for feedback i.e., who is responsible for tracking books.
- Still working on how to report out QC successes so staff has the ability to see what has happened & how the process has helped to improve a specific area. Work Study has been hired to work part time on this task.
- Matt H suggested connecting with work teams. Reconsider how we function in regards to team & improvements. Change the options of doing or not doing the improvement that was submitted.

TYPE OF ACTION: **DISCUSSION/DECISION:** Group discussion

WHAT ACTION WAS/WILL BE TAKEN: **Continuous improvements to website and reporting of projects will continue.**

WHO IS RESPONSIBLE: **Team decision**

BY WHEN: **N/A**

AGENDA ITEM: Work team Culture Survey Action Item Results:

- Nadine briefly explained the results & the 5 areas that work teams could focus on as previously summarized by the QC. She explained how the QC works with the work teams to select an area & come up w/an action item list. She is hoping the impact on posting the action items will encourage other work teams to participate as well.
- Eileen commented that there is a diverse group of people but nothing from Enrollment Mgt.
- Comment was made: "The college" can mean all areas & the people that are in the areas could be the barriers. "The college" does not mean Admin. Council.
- Facilitators have been working w/work teams to get them to come up with ideas that they feel could help improve processes and create action plans.

TYPE OF ACTION: **DISCUSSION/DECISION:** Discussion followed and suggestion that the QC offer again to work with work teams at district updates.

WHAT ACTION WAS/WILL BE TAKEN: **Staff will be reminded again at district updates to participate in the 5 focus areas of the survey.**

WHO IS RESPONSIBLE: **Team decision**

BY WHEN: **N/A**

AGENDA ITEM: New Process Improvement Project Ideas:

- Nadine showed the team process improvements submissions that were recently submitted by staff.
- Tony Reese submission, looking to have open labs for staff regarding software they may need help with. Is this an improvement or can he work with Org. Dev. or get on faculty in-service. Dr. Hytrek reminded the team that C-129 is primary for faculty so this may be a good place for the open lab. Maybe need Dan E. to sit down with Tony and discuss this one further.
- Judy Urben submission, reserving rooms IVC, this has been taken care of so no need to vote. Discussion rolled into using doodle poll which can help in setting up meetings.
- Sandy Melius submission, issues with registration and long lines. Suggestions were have a live TV to promote programs, take # so the student can be more mobile, cross train staff to help out in peak times, maybe use a buzzer to inform the student when they are next in line, paging system, coffee w/a waiting

room. Dr. Hytrek will follow up w/this area to make sure customer service is being provided. QC will move forward with this.

- Jay Edgren's submission will be considered part of the Course Scheduling project starting this fall in addition to the submission made by Cathy Werner last year.
- Kristin Finnel & Chuck Birringer submissions will not be combined. Kristin's to start in fall & Chuck's to start in the spring of 2010.

TYPE OF ACTION: DISCUSSION/DECISION:

WHAT ACTION WAS/WILL BE TAKEN: Nadine will connect with Kristin & Jay to get these scheduled to start the process.

WHO IS RESPONSIBLE: Nadine

BY WHEN: Aug 31

AGENDA ITEM: CQIN Summer Institute:

- Nadine explained that the conference theme this year is on Innovation and is based off the book: "Innovate like Edison". She shared who is going to this year's conference and that the team will make a decision after attending the conference on what action items will be suggested to move forward on.

TYPE OF ACTION: DISCUSSION/DECISION: N/A

WHAT ACTION WAS/WILL BE TAKEN: CQIN team will present suggestions at the Administrative Council retreat this fall.

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: Quality Training for New Employees:

- Nadine has a sample book from another college. Chuck & Nadine have been meeting on this and have met with JoAnn Henken. JoAnn agreed that within the first few months of employment QC should get a chance to sit with the employee & do some training regarding quality.
- Do we need a manual? If so what should go in it?
- Dr. Hytrek suggested could be combined with HR & Org. Dev. new employee training.
- QC would need to come up with a training plan.
- Have a weeklong training with HR, Org. Dev. & QC.
- Need approval from Dr. Hytrek to move forward with Org Dev.

TYPE OF ACTION: DISCUSSION/DECISION: Team discussed possibilities

WHAT ACTION WAS/WILL BE TAKEN: Chuck and Nadine to further pursue after approval.

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

NEXT MEETING: September 24 , 2009; 1-3pm IVC