



MORAINÉ PARK

TECHNICAL COLLEGE

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

MEETING ACTION PLANNING

DATE: 9/24/09

Meeting held IVC in (K203, O208.1, L155)

TEAM/GROUP: QUALITY COUNCIL

RECORDER: Carmen Bonlender

MEMBERS:

Nadine Allen

Joe Halter

Connie Krueger(student)

Chuck Brendel (absent)

Dr. Gayle Hytrek

Peter Simon

Josh Bullock

Lisa Manuell

Eileen Rottscholl (absent)

Jay Edgren

Cathy Werner

Brenda Block

Craig Finley (absent)

Kelly Martin

Chuck Birringer

Matte Hurtienne

Eric Wagner (student)

GUESTS:

AGENDA ITEM: Check-In and Review Agenda:

- Nadine welcomed everyone to the meeting. She went over the agenda and asked if there were any changes or additions.
- Changes/Additions to agenda were:
 - Evaluate process improvement
 - Status update on Talk2us
 - Quality improvement website

AGENDA ITEM: Schedule Fall Meetings:

- Fall meetings are scheduled
 - October 22nd from 1-3 pm
 - November 19th from 1-3 pm
 - December 10th from 1-3 pm
- Nadine will send out invites for the next meeting which will be IVC

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

WHAT ACTION WAS/WILL BE TAKEN: **Invites to be sent by Nadine**

WHO IS RESPONSIBLE: **Team decision**

BY WHEN: **N/A**

AGENDA ITEM: New process improvement submissions, Fall project schedule, & Website update:

There have been two new submissions for process improvements:

- Car reservation process/Dan Pahlow:
 - Dan suggested that there be a ride board put together for staff to view when traveling to other campuses. This should be in place already so Nadine will follow up. Suggestion that this be promoted on Park Place so all staff is aware of it.
- Dean approval registration requests/Jay Edgren:
 - Currently the student calls the dean for approval for a late registration. There seems to be a lot of going back & forth between the student & the dean.
 - There is no tracking of approval or communication in regards to the registration.
 - Does QC need to look at the process? Do we vote or change the process? Nadine explained how the

process is currently to our new team members. Nadine also mentioned that we have not been getting very many new ideas.

- Nadine gave an update on the course schedule project
It is set to start in December. Jay would like to get it started earlier so it is in place for the January schedule. Jay offered to have Brenda W. help by looking at schedules for everyone who will be involved with this project and get something set up sooner than December.
- Website update:
The Work Study that Nadine had hired has started the process but did not succeed in completing the project. Work Study is no longer working on the website. The information is there but not improved enough to find. Nadine is wondering if we should wait until Luminis is up and running to resume working on the site.
- Book Order Form:
Chuck & Nadine are working with the Administrative Assistants of Academics

TYPE OF ACTION: DISCUSSION/DECISION: Team discussed, What is the dean's policy? Have the deans discussed this? Is it in the student handbook? Does the OC investigate this more?

WHAT ACTION WAS/WILL BE TAKEN: Because the submissions have been few, Nadine will add the following as an agenda item for Oct. meeting. How do we get staff to submit ideas for discussion?

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: CQIN Summer Institute:

- Nadine gave an update on the presentation of the Summer Institute on Innovation to the team. Below are some of the ideas the CQIN team came up with to involve staff. Keep in mind this was all discussion, & ideas which would need to be worked out before they would take place.
- Form a "*stress busters team for each campus*"
- Host games & fun activities with other departments to get to know each other better
- Need volunteers & ideas for games
- Need to drive out fear
- Inspire an environment of open exchange
- Create a space for staff to go and exchange ideas on each campus
- Get leadership to support this
- Generate & capture by maintaining a notebook
- Blogging ideas
- Celebrate innovation with gift cards

TYPE OF ACTION: DISCUSSION/DECISION: Group discussion

WHAT ACTION WAS/WILL BE TAKEN:N/A

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: WT IVC DATA:

- Peter Simon provided the team with an update
- Instructional Technology has created an Access database that contains the IVC call tickets which Peter presented to the team
- Tables that display cases & incidents since the start of fall classes
- There have only been 10 errors and one user error
- They have been documenting when users call the hotline as well
- Rooms are check periodically

TYPE OF ACTION: DISCUSSION/DECISION: Discussion followed and Nadine asked if the QC could be provided a copy of the documents.

WHAT ACTION WAS/WILL BE TAKEN: Peter will check with Pete Rettler about getting us a copy.

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: AQIP Feedback Report Reviews:

- Nadine went over the three action projects that were submitted. So far she has received two back, One-Stop and faculty advising. All the information will be out on the .edu website so please go out and review it. The faculty advising will be going into its fourth year and will not be retired. As of today she has not received any feedback on the core abilities.
- Now that we received the One-Stop back do we leave it open or retire? After discussion and having not received evidence that it is working properly, it was decided to leave it open.
- Collection of One-Stop data needs to be collected so we can have a benchmark.
- How long does it take to serve the student from date of application to acceptance? Josh will look into this with the Student Enrollment area and bring back for our next meeting.
- Document imaging project will still go on in fall.
- Systems Portfolio:
This was submitted in June. Nadine explained the process of how it was submitted. She explained the grade report from AQIP. There is an explanation of reasoning regarding the results from AQIP. Nadine encouraged the team to read the feedback or comments from AQIP.
- Nadine gave a brief overview of the accreditation process. She also stated that students will have access to some of this information. But no access to shared information for students from our internal shared drive.

TYPE OF ACTION: DISCUSSION/DECISION: Josh bringing back information on service with One-Stop.

WHAT ACTION WAS/WILL BE TAKEN: Collecting data for benchmark

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

AGENDA ITEM: Update on Talk2us feedback & Higher Learning Commission:

- Nadine gave an update on what the talk2us is for and who can submit.
- Should we provide data to staff about the submissions and how many resolved cases we have?
- Possibility of looking at common themes which could turn into process improvements.
- Nadine talked about the Higher Learning Commission's annual meeting and would like to submit a proposal to speak at the April 2010 meeting. She asked for any ideas on what could be presented. The submission is due in October so if anyone has an idea please email Nadine.

TYPE OF ACTION: DISCUSSION/DECISION: Team discussed that maybe the departments should be more defined regarding talk2us feedback submissions. Eric asked if the TV monitors around the college can play videos. He can contact Sherry H. in Marketing. Eric also talked about problems in the paper writing process for students. When he tutors students and depending on the class they have to submit their papers in APA or MLA format. He is wondering if there is a possibility of standardizing the styles. This would be a good talk2us feedback for Bobbi Laine.

WHAT ACTION WAS/WILL BE TAKEN: N/A

WHO IS RESPONSIBLE: Team decision

BY WHEN: N/A

NEXT MEETING: October 22, 2009