Agenda Items:

1) Reminders/Basics
2) Review of project statements formulated by Spring 2006 teams
3) Progress reports regarding implementation of the Fall 2005 teams

Reminders/Basics

Stan Jensen mentioned that not every issue should go through a Process Management team. Only issues that are “heavy duty lifting” should be referred to a Process Management team; otherwise, don’t put off what can be done without a Process Management team.

Project Statements

Program Marketing

“To improve the process to address marketing/advertising needs for academic programs, as measured by enrollment increases, surveys and questionnaires.”

The team is looking at the process of involving program chairs, how to smooth out between programs that need attention/higher priority from Public Relations & Marketing.

Communications

“To improve internal communication process at Owens by examining our current policies as measured by improved communication policies, improved methods of communications and improved timeliness/clarity of communications.”

Some concerns have been raised about timeliness, “over-communication”, what people want to know, when and how.

Non-Contract Employee Evaluation

“To improve the overall performance evaluation process for full-time non-union employees by creating a more effective performance evaluation form and adjusting the evaluation timeline as measured by a correlation between the evaluation and salary component as well as professional development.”

This team is looking at revising the annual performance evaluation process for non-contract employees to create correlation between results and input into merit pay.
Student Involvement

"To identify and improve avenues of communication to students regarding activities and resources that are available to them on campus as revealed by a formal student survey."

This team expressed concern that students aren’t always aware what is available to them. There are a variety of means of communication between staff and students regarding college organizations and other services; however, students are not always sure of where to go to receive services.

Website

"To improve web management by establishing rules, regulations and procedure policy guidelines as measured by improved understanding of the web access process, an efficient speed of delivery, and overall customer satisfaction with the internet and intranet after the new process has been implemented."

Looking at how information gets onto the web, who controls information, and user satisfaction.

Part-time faculty

"To improve the content and distribution of information to adjuncts, as measured by 1) evaluation and comparison of the current handbook and its use, 2) Interview and survey adjuncts and administrators to determine what information is needed and the best way to distribute it, 3) develop and pilot and then survey the effectiveness of a new web-based information portal for adjunct faculty."

This team is looking at communications to part-time faculty regarding grades, syllabi, etc. and generally improving communications.

Student Course Evaluations

"To improve the student course evaluation process as measured by increased stakeholder satisfaction, increased student participation, and enhanced value of resulting data."

They are looking at the process, content, increased reliability and usability of data, and commented it is important to have more statistical capabilities.

Faculty Mentoring

"To improve the college advising/mentoring process as measured by the clarity of the process, and the student and faculty satisfaction of the process."
They are narrowing to the role of the faculty in the advising/mentoring process – serving as a role model mentor, how to connect full and part time faculty to students. What is the present advising process? What is the ideal? What do students want? How much do faculty need to be involved?

**Hiring Process**

“To improve the automated hiring system as measured by increased user satisfaction and shorter length of time to hire.”

The team has heard reports of applicants taking up to 18 hours to get through the system and needing to come to the campus to complete the process because they can not do it from home. In addition, the team will look at the internal process of getting positions posted in the system through the review and interview process to the eventual hire. The team will compare the length of hire currently to that under the previous system and benchmark against the market place as well.

**Student Recruitment**

“To create an enrollment management plan to attract, register and retain students from the Baby Boomer generation.”

**Fall 2005 Implementation Progress Reports**

Stan emphasized the importance of measuring results!

Tom Horrall is collecting electronic copies of all the reports and is designing a webpage to highlight the Process Management initiative and the scope of other strategic planning initiatives as well as AQIP. Some information has already been shared with the College via the President’s webpage “News from the President.”

Copies of the reports will be provided to both the Toledo and Findlay campus libraries.

**Budget**

President Adams was asked to appoint an advisory committee for the Budget. She asked Steering Committee members for input – what tasks does she assign to this group, and requested that suggestions be sent to her via email. Meantime, she and Hod Doering, the team’s champion will meet to discuss further the team’s ideas. Stan pointed out the importance of having a link from the Budget team to the Budget Committee, and this will probably be Hod. With additional feedback provided to Dr. Adams, the Budget Committee will be able to formulate its agenda.

Myrna DeAustria pointed out that the College has funding issues as well as budget issues and this points out the need for alternative revenue sources.
Employee Orientation
The primary recommendation of this team accepted by the Steering Committee was videotaping the President’s Opening Week address for use as part of the employee orientation process. They had also recommended creation of an orientation checklist, although there is some question as to whether this already exists within HR. There should be some follow up between this team and HR as well as the Leadership Academy team working on other aspects of this issue.

Culture
The new Express ID cards will contain the College’s mission statement, thus fulfilling one of the team’s first recommendations. Another recommendation already being implemented is the inclusion of the mission and vision statements in the annual report and other college publications and presentations (i.e., during Opening Week and incorporated into the President’s public presentations). The team will meet soon to discuss other implementation steps and strategies.

Space Management
The webpage is under design to communicate the process, forms and rationale. There have been a half dozen requests regarding potential moves that have been taken before the committee, and the process works – they have prevented some potential problems from occurring! They plan to expand the membership of the committee and to meet monthly. Meantime the electronic database is moving forward.

Part-time faculty training/development
The team is creating a checklist of relevant phone numbers that will soon be available. In the course of putting it together, the team discovered that both the Intranet employee directory and Groupwise have not been updated to take out former employees. This has led to the question of who scrubs the lists – and is an issue that the team would like to see resolved without referral to another process management team.

Automation of Course Inventory Process
The team’s work has been stalled because of personnel vacancies in ITS and the necessity of filling those positions (and covering the workload) has prevented ITS staff from addressing the team’s recommendations.

HR Processes
The team looked at training of screening committees, including when a search committee is needed and when it is not needed, and making recommendations to HR.

No reports were received this time from the Student Orientation, Purchasing and Student Retention teams. The Committee will hear from them at a future meeting.