Process Management Steering Committee
Meeting Notes
February 22, 2007

Updates

Stan Jensen shared a new reporting form for implementing teams to use when providing reports (either progress reports or final reports) to the Steering Committee. Stan will share this with the teams.

Sarah Metzger announced that Connie Buhr and Sharon Stein have stepped off the Steering Committee. Connie will be replaced by Brian Paskvan. Dave Matheny will designate someone from the Owens Faculty Association to replace Sharon.

Sarah Metzger distributed updated guidelines for Process Management teams, champions and Steering Committee members and asked for feedback. Stan has proposed some new meeting dates for late spring and summer, with the goal of getting the new teams to report out to the Steering Committee in July. The summer meeting schedule was not finalized but it was suggested that teams might be identified March 22-23 and then begin training April 2-3, April 19-20, May 3-4, May 16-17, June 6-7, June 20-21 and report out June 27-28.

Stan Jensen stated that the College had delayed forming new Process Management teams in order to get into sync with AQIP. Once the AQIP Action Projects are ready to begin, teams will be identified with each project. Dave Matheny commented that he thought the number of teams should be scaled back and tied into AQIP. Stan pointed out it is important to get new people involved in teams.

The next meeting will be March 22nd at 2:30 pm on the Findlay-area Campus.

AQIP Update

Tom Perin distributed handouts of his powerpoint on AQIP at Owens. He will work to get AQIP reference cards distributed to the entire Steering Committee. It is very important to get feedback on the Action Projects to report back to the Higher Learning Commission (HLC). When projects are “retired”, the College will have a celebration to mark the occasion. The HLC prefers to see mostly 1-year projects rather than stretching them over 2-3 years. If the College has a project that cannot be brought to fruition, it should be documented, retired and the College should move forward with a new project.
AQIP projects are in draft form on the AQIP website. Tom Perin is working on bringing up the AQIP website with a target date of April 17th. In September, a status report is due to the HLC.

The Action Projects have a three year commitment but could be broken into smaller pieces.

**Discussion Regarding AQIP/New Process Management Teams**
Stan Jensen commented that the key will be to position the Process Management teams to do something that needs to be done anyway (i.e., from the Strategic Plan). At the next meeting, on March 22nd, the Steering Committee will begin to form teams. It will be important to recruit new team members who have not yet been involved with Process Management. Stan requested that champions try not to recruit individuals who have already served on a team or teams but instead to use them as a resource to “download their expertise”.

Dave Matheny mentioned a concern that there should be release time allocated for individuals to serve on Process Management teams. Tom mentioned this could perhaps be addressed through the AQIP Steering Group. Dave clarified that he was not talking about release time exactly, but rather flexibility in individuals’ work schedules so that they can participate.

Sarah Metzger stressed the importance for the College of seeing that teams can and will finish. The reporting, measuring and analyzing stages are critical to AQIP. Stan Jensen referred to the draft reporting form he has created, and he will urge teams to utilize this form. The teams’ final reports can then be incorporated into the AQIP systems portfolio.

**Implementation/Progress Reports**
Bill Ivoska stated that the Student Retention team’s recommendations from Fall 2005 (Transition to College) have largely been implemented. The Career Enhancement Program team (Fall 2006) is exploring the idea of merging the Job Center, Career Center and Coop process. Student Recruitment is moving forward. Faculty Mentoring (Spring 2006) has looked at a comprehensive advising model. They will convene an advising committee to begin exploring issues, including technical support for academic advising and the role of mentoring & recruiting.

**General Discussion Regarding Process Management Teams**
Referring back to the chart provided by Tom Perin, Stan Jensen stated that next fall the College would want to begin “training the trainers” to facilitate one-on-one team building. Ultimately the goal would be to have one or more trainer in each major department, using data to make decisions and to use “fast track teams” for more flexibility. There will need to be a Master Trainer or two as well.

Stan Jensen and Paul Unger have discussed the need to have budget dollars allocated to Process Management – “seed money” to fund team’s recommendations. This will be discussed at an upcoming President’s Cabinet meeting.
A number of prior teams should get to Step 6 (Engrafting Improvements) this semester or this summer. Tom Perin will need to celebrate these teams’ successes and report to the Higher Learning Commission. Perhaps the College would have an AQIP Open House or AQIP Forum on each campus to share information. The AQIP Steering Group will plan this activity.

Stan Jensen reiterated the importance of including individuals new to Process Management on the next teams to get started. Typically, institutions aim to have 75-80% of all full-time employees involved in Process Management teams. Process Management is important to demonstrate that things are happening in a positive way for our students.

Dave Matheny suggested that the College might need some small fields of ½ or 1 acre in order to see some immediate successes. Deb Rathke pointed out that teams tend to underestimate how much work is involved. Stan Jensen said by January 2008 the College should aim to have some “fast-track” teams formed and working. Deb Rathke mentioned the need to map the current teams to the Action Projects.

Tom Perin is working on the composition of the AQIP Steering Group (or Committee). He will invite them to attend the March meeting.

Sarah Metzger clarified that the AQIP Steering Group will assign champions to the three Action Projects. The Process Management Steering Committee will then oversee the teams working on the projects that flow from the three AQIP Action Projects.

Next meeting: March 22, 2007 @ 2:30 pm in Findlay – Tom Perin will provide more direction regarding the AQIP Steering Group and the Action Projects.