Process Management Steering Committee  
Meeting Notes  
April 19, 2007

Dr. Jensen reported that the new teams have started and that by May or June many of the first wave of teams will have provided final reports to Steering Committee.

Mr. Perin introduced Dr. Karen Reed and Dr. Marc Levy, members of the AQIP Steering Group, who are attending today to hear team reports. Mr. Perin distributed a handout with updated AQIP Information, a copy of which is attached to these notes as Appendix I.

Team Reports

Student Orientation Team

Carol Russell, Team Champion, introduced team members Nancy Emrick, Marshel Houston and Kita Graham. A copy of the team’s PowerPoint presentation is attached to these notes as Appendix II.

Ms. Russell pointed out that the teams’ first recommendation, the establishment of a college-wide committee on student orientation was not implemented as fully as the team would have liked. There needs to be total college commitment to, and representation on, this committee. Dr. Unger announced that he has recently formed a committee, chaired by Dr. Busby and Dr. Ivoska, which will look at orientation and retention issues using Process Management tools.

Ms. Russell explained that people don’t realize how important orientation is to retention and the need to tie registration to orientation. Ms. Russell suggested that the College design an on-line orientation program for students to go through before they can register.

Some discussion centered on the “College Student Information” booklet currently in use by Enrollment Services, and team members explained that the booklet will be updated and can be made available online in PDF format.

With respect to funding, Ms. Russell suggested that perhaps an orientation fee for new students could be charged to fund the program. The Steering Committee had originally not approved this recommendation; however, it might be appropriate now to revisit this suggestion.

The Steering Committee unanimously agreed that the Team had completed its work and should be disbanded.
Transition to College

Dr. Jensen commented that this team had many challenges as they began to implement their recommendations, due to a number of changes that were taking place in Workforce & Community Services as well as in Student Services.

Team members Deb Pinkston and Phil Paskvan presented on behalf of the team, and their report is attached to these notes as Appendix III.

Ms. Pinkston stated that some of the teams’ goals had been met in part but not in total. The College is serving under-prepared students who are referred to ABLE until they are ready for regular coursework well. However, some students coming directly into ABLE are not served as well.

Some highlights from the report:

- There is an ABLE presence on both campuses, and ABLE classrooms with different sections are meeting on both campuses.
- COMPASS testing indicates which students should be referred to ABLE.
- Details for the original Transition to College course have been worked out; the problem is that the First Year Experience course is not an appropriate substitute.

Mr. Paskvan stated that 90% of the students he sees will go into a class, and ABLE needs more teachers, classrooms and financial resources. The numbers are increasing and this will have a tremendous impact on retention. Classes are being held in a number of different locations. The program is growing with over 700 students this year. The grant funding needs to catch up to the number of students. Next year the grant will be open/competitive and will move under the Ohio Board of Regents.

The Steering Committee unanimously agreed that the Team had completed its work and should be disbanded.

Student Recruitment

Team members Angie McGinnis and Jennifer Ireland provided a progress report on their recommendations concerning recruitment of baby boomer students.

- The team has a rough draft of the view book geared to baby boomer students. They obtained $7000 in Perkins funding for the view book.
- All-day recruitment events are planned, mirroring Reg Rocks. They may be implemented in Summer or Fall 2007.
- Funding for the family discount certificate has been held up.
- The recommendation that the number of credits to be earned through work experience waiver be increased to 12 credits was referred to the Academic Standards Committee and has but been approved.
• Marketing the work and educational waiver programs will be done along with the view book.
• Enrollment staff members on each campus are engaging in business & industry recruitment. Advisors have been informed and in Findlay for example, there is a joint newsletter with Greater Findlay, Inc.
• Monthly meetings between WCS/CCE and the Enrollment Services staff are in progress and continuing.

In response to a question from Ms. Markis regarding targeting of downsized industries, Ms. McGinnis explained that yes, this has been done for a number of companies, some of which can get state funding to transition workers who are losing their jobs.

**Hiring Process**

Team members Sharon Libby and Jennifer Northrup presented the final report on behalf of the team. A copy of the team’s report was distributed and is attached to these notes as Appendix IV. They were proud to report that all the teams’ recommendations were successfully achieved. Human Resources is in the process of reintroducing the ability to utilize “limiting” or “qualifying” questions in PeopleAdmin to screen out unqualified applicants, as well as developing training for hiring authorities to successfully utilize screening questions. Human Resources was fully engaged in implementing the teams’ recommendations, including additional training for hiring authorities in PeopleAdmin. After the training was completed, HR conducted feedback surveys via Zoomerang indicating that the training was well received and improved individual’s perceptions of PeopleAdmin.

Mr. Paskvan was complimentary of the PeopleAdmin process, having recently gone through a search to hire a secretary.

Dr. Jensen commented that when the team began its work there was a little bit of angst about the hiring process and that HR has done a great job with lots of improvement.

The Steering Committee unanimously agreed that the Team had completed its work and should be disbanded.

Next meeting: May 16, 2007 @ 2:30 pm in Toledo, AVCC 125-128.