

Continuous Improvement Commission (CIC) Meeting Minutes

The meeting was held at 1:00 p.m. on Monday, September 18, 2017 in Building 7, Room 111, Ankeny Campus.

Attendance:

Commission members in attendance: Ahmed Agyeman, Jacki Boldt, Jerry Burns, Erin Lee, Nola Hanson, Joel Lundstrom (via phone), Kay Maher, Gloria Nepl, Brad Spielman, and Joe Seuntjens.

Commission members absent:, Joe Baxter, Kristin Bode and Sara Kelly.

Others in attendance: Carolyn Farlow, Machel Sabin and Bonnie Slykhuis.

Agenda Items:

Revisions/Additions to the Agenda: There were no additions to the agenda. Jerry Burns announced that the project proposal presentation on the Urban Campus Hiring Process has been delayed until our next meeting.

Approval of the Previous Meeting Minutes: Spielman moved; seconded by Slykhuis to approve the July minutes as presented.

Project Proposal Presentations: None.

Discussion on Today's Project Proposal: Urban Campus Hiring Process: N/A

Discussion on POC and Project Lead Follow-ups:

- **Returning to Learning** – POC was not present so no new information was available.
- **260E Headcount Process** – Original plan was to map the process. However, because Darwin left and Jennifer is new, they wanted to wait until she was familiar with the process which takes place at the end of the calendar year. Need to follow-up with them in January/February and get this project moving.
- **1098T Gathering Taxpayer ID** – This process has been incorporated onto the Portal and is progressing well. They have received over 700 ID numbers so far, so the process seems to be working. They will have final numbers sometime in February.
- **Foundation Scholarship Program** – The Foundation wanted to purchase software to aid in their process of identifying donors; this software purchase was not approved because the cost benefit analysis did not warrant the purchase. We need to check with them to see if they have a Plan B. If this project is “dead” or not moving forward, they will need to complete a Final Report on this project and then identify a new project.
- **Vehicle Chargeback Process/Converting Paper Forms to Electronic Forms** – This project scope has changed to converting paper forms to electronic forms. This project is ready for a Final Report and then a new project will need to be identified.

- **Electronic Hiring Process** – Kim Lacey is now the Project Lead. Joel will follow-up with her again this week and find a time for her to report back to the Commission.
- **Enhanced Academic Advising** – Project includes balancing the move to appointment-based model and Express Advising and reassignment of Advisors to specific programs. Satisfaction survey will be sent in early October to students who have used appointment-based advising; they will begin to extract data soon to determine if this model was successful. They will do a Final Report in November or December.
- **Faculty Liaison** – They are changing the direction of this project. Jerry declined their project proposal so they may now re-submit it with their changed direction.
- **HS Equivalency Diploma** – Hollie plans to regroup on this project at the beginning of October.
- **Federal Work Study** – Ean can give an update, if needed. Waiting on HR to get the electronic hiring process in place. They are currently working with Jim Rehder to create InfoPath forms. Gloria will meet with Ean to get more details on the progress of this project.
- **Intra-Campus Meetings** – Talked to Tony; the donation of video conference equipment has stalled and Andrew Neuendorf is now assigned to other projects. The survey that they planned to distribute has not yet been sent out. This project seems to be stalled so Jerry will contact Tony about what needs to happen to move this project forward.
- **Information Security Policy** – Need an update on when Phase A will be complete.
- **Inquiry Tracking** – This project was specifically for nursing inquiries – had been tracking in Excel. Tracking them closely allowed for better communications. However, the project did not help enrollment numbers as they hoped it would. This is a manual process that they hope will be improved when TargetX is implemented. They are ready for a Final Report.
- **Iowa Sanitation** – This project is complete. The cost of implementing this will pay for itself in the near future. This has been expanded to the Funeral Director classes. They have one year of data and are ready for a Final Report and will need to identify a new project.
- **Learning Outcomes Alignment** – This project is done as it is being included in the Assessment project. Gen Eds have become Essential Learning Outcomes, and Arts & Sciences are currently assessing these. This project will be moved to Archives.
- **Faculty Professional Growth** – They will update us soon. They have been tracking attendance at their sessions and have also collected survey satisfaction results. May be good to coordinate these training efforts with those from IT Department.
- **Online Accessibility Plan** – They have met with Kim Linduska and also Joint Deans, and the project is progressing. The accessibility policy applies to purchases from all DMACC vendors.
- **AAC Strategic Plan Implementation** – This group plans to meet again on September 22 so Ahmed should have more information after that date. Scaling the tracking system is a possible barrier to this project.
- **Marketing Survey** – No update at this time. Joel will follow-up with Todd Jones and report out at our next Commission meeting.
- **Entry Cut Scores** – In the process of pulling data from the past five years for our CTE programs. Questions about program cut scores have also been added to the Program Review process. Megan will have the information to the Program Chairs by this Fall but Curriculum Commission cannot act on the information until this time next year.
- **Map Urban Hiring Process** – They have completed the mapping process and will update us at our next meeting. This project ties into the Electronic Hiring Process project. One concern of the group is whether or not this is global enough to be a CIC project.

- **Assessment** – This project is cancelled due to personnel changes. The College’s assessment process will be monitored by an Assessment Commission chaired and co-chaired by Andrew Neuendorf and Jenny Foster. Their first goal is to lay out a timeline regarding what courses will be assessed each year. The Commission will establish a one-year plan and a five-year plan. This project will be moved to Archives.
- **HS Degree Tracker** – Ahmed provided an update on the status of this project. The high schools want to increase the courses offered at their school for college credit. They are working with Wade, Erica and Jeanie to include the various Pathway options. The Degree Tracker has opened opportunities to other communication avenues with the high schools. 4-year schools are also now pushing for students to finish their AA degree before they transfer.

The Commission feels it is beneficial to divide huge projects into phases that can be accomplished in less than one year. When Phase 1 of a project is complete, a Final Report will be completed to close out that phase of a project before the next is opened. In addition, in the future, it may be good for the Commission to ask presenters if they have a Plan B. Reminder to ask Project Leads for success stories along with their Final Reports so that Erin can update our webpage. Jerry and/or Ahmed will contact Key Areas that need to begin to initiate another project.

CIC Thoughts on Additional Projects: Bonnie mentioned our Forms list and how helpful it has been; there is possibly a need to create a training site/page. The Commission agreed that such a site/page would be helpful. The Commission could be fostering some training opportunities and validation studies. Jerry Burns mentioned that the CIC Commission is in the process of creating a general internal satisfaction survey for the various departments to measure “customer satisfaction” – internal departments that service internal employees/departments. Jerry asked Commission members to try to find some general satisfaction surveys for discussion via SharePoint and also at next month’s meetings.

New Business: None.

Upcoming Meeting Dates:

- 1:00 p.m., Monday, October 16th; Location TBD
(Will finalize Final Report form at this meeting)

Adjourn: The meeting adjourned at 3:38 p.m.

Respectfully submitted,

Carolyn Farlow