

**NORTHLAND PIONEER COLLEGE**  
**Community Outreach, White Mountain Campus**  
Meeting Minutes

*November 20, 2014*

*Time:*

- *Present:* Steve North, Thia Ebert, Venessa Beecroft, John Corder, Clay Wood, Mel West, James (Jim) Morgan, Jay Brimhall
  
- Dr. Jeanne Swarthout, Blaine Hatch, Everett Robinson, Bonnie Pastorino, Jessica Kitchens, Tina Boyer

*Meeting Location:* 1001 W. Deuce of Clubs, Show Low, AZ  
Aspen Center Room 111

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**I. Overview of Campus, Programs and Services, Bonnie Pastorino**

- Programs at our campus: Started two new programs this year.
  - Paramedic to RN
  - Nail Tech
- Programs offered at WMC:
  - Cosmetology, Nursing/ CNA, Welding, Business, Metal Arts, Nail Tech, Auto, and EMS.
  - Off campus: Welding, Metal Arts, and Auto
- Safety Committee:
  - Started fire drills
  - WMC accomplished a fire drill for every building
  - The committee will work on any safety issues
    - Phone system (inner-com)
    - Discussed about an active shooter
- Art Gallery:
  - Student and local artists
- Jeanne: K12 system (safety)
  - Since we have many high school students
  - Sharing information and practices

**II. Summary of Current Strategic Plan, Dr. Swarthout**

- We have a three year strategic plan that is a rolling plan. We review every year and update to move it out another year.
- Linking the strategic plan to the budget cycle.
  - Approved by the board
  - Link it to the accreditation standards
- We hold this community outreach meetings to see what the community needs and wants so we can put it into our strategic plan and our budget.
  - What we need more of or less of
  - What is going well or not

- Listening a lot

### **III. Budget and Facilities, Blaine Hatch**

- The primary resource is the state (lowers every year)
  - Dealing with budget short falls
  - State aid based on enrollment
  - Revenue due to Equalization Aid
  - Tuition 15%
  - Financial aid is making it more difficult for students to receive funding
- We connect budget to the Strategic Plan
- Facilities:
  - Face lift on Cosmetology Building so it looks like all NPC buildings
- Building to add:
  - Allied Health Facility
  - Skills Center (similar to PDC)
    - Bringing Welding, Metal Arts, and Auto to the campus
  - NPC has to have the building money before committing to a large building project (need to know what happens with the state funding)

### **IV. Highlights in Instruction, Dr. Swarthout**

- Cleaning up programs and want to start introducing new programs to the community
  - Mechatronics
- Grant: Holbrook area
  - Construction program to help the students have hands on experience
  - Developmental skills
  - Building a house (low income sustainable green house that will be auctioned off)
- Introduced new scholarships to students:
  - Summer School will be half tuition (\$33 a credit)
    - Due to financial aid not funding for summer semester
  - Adult and Developmental Ed (GED)
  - College Bound (High School)
    - Could finish 28 units with no charge
  - Fast track
    - In the last 12 credits of the students degree
    - Offered to students that no longer have financial aid funding
- Many students can no longer receive financial aid and are withdrawing or not continuing their education due to funding.

## V. Recommendations and comments from Community Members

### Mel West:

- How do you see the current programs (sports) at the schools working well with the new video program at NPC?
  - Early in the work process with the high schools
  - Hoping that it will work well
  - What to educate the kids and take it back to the classroom
  - Finding ways to pay for the classes
    - would hate to see anything hurt the current programs
  - City TV takes all equipment to the games and has the students set up the production (hands on training)
- Programming with video productions?
  - Developing a video class
  - Performing Arts Center SCC
  - Working with the high schools as we speak
  - Need projects from the community for the student

### James (Jim) Morgan:

- What were the lessons learned from the law enforcement program being shut down?
  - Need better corporate relationships with law enforcement in the different counties
  - Need the tools to make it better
  - Having active officers working with the students makes it better
  - Academy
    - Respectful
    - True academy
- What caused the law enforcement to be shut down?
  - Revere academy (9 months)
  - Students were leaving due to recruitment and weekend class
  - Brought all law enforcements departments together, no one wanted to support the academy to be started (end result program shut down)
  - Current Academy has an advantage over other academies because they will be starting a summer academy (recruitment)
- Do they have Habitat to Humanity?
  - Located around Winslow
  - Great way for the students to learn
  - Great way to put their skills to use
- Have you thought about working with some of the local contractors?
  - Stopped the program about 8 years ago
  - Students building outside in the snow (need a place for them)
  - Shortage of construction workers (low income houses)
  - NPC wants the students to be able to get jobs any where

**John Corder:**

- Police officers:
  - Glad it has come back and sounds like it has improved
  - There are people that just want to be a reserve officer
  - Don't forget about the person that wants to help their community

**Thia:**

- How are things at Summit? (Dr. Swarthout)
  - Going well at Summit
  - Started the second nurse residence program
  - Enjoying the partnership with NPC
- Most of us can't make it if you don't partner (Dr. Swarthout)
  - Partnered with the county

**Mel West:**

- What can we do to help the college?
  - Getting the word out about the scholarships
  - Nursing (Finish Line)
  - Marketing to the parents
- High school students and mainly Sophomores should know about dual enrollment and college bound
- Parents teach the kids
  - Get together with the city: About a class for the parents (High School to College 101)
  - Clear information to the parents

**Steve North:**

- Steve, City Manager, and Mayor are working as a city and going to companies out in the community.
  - Problems arising are:
    - Struggling with work ethic in employees
- Starts with parents
- Clay Wood: no respect to customers
- People need an understanding of what customer service is
- Why do people go to the valley to shop?
  - Lack of inventory
  - Customer service
- The problem starts with management and how they train employees

**Jay Brimhall:**

- A degree needs more training than just the degree (dentists need business classes)
  - Need business component (leadership)
- Frontline: Bedside manner, respect, need to encourage
  - Training for employees to let them know what is expected from them and how to treat customers
- Community college have more hands on than universities

**Venessa Beecroft:**

- Trying to develop a plan to help the community with training employees
  - Getting together with the community
- How do you get the business owners to work with the community?
  - No commitment from companies
  - Lack of support

**Dr. Swarthout:**

- What happened to customer service?
  - Developed a training and no one showed to support
- Working with the chambers
  - Low involvement from the companies
- What happened to the restaurant association?
  - Still going
  - Just launching and trying to get restaurant owners on board

**Mel West:**

- Is there a way to bring the training to the community?
  - Work with the businesses to schedule a training
  - Incentive to help motivate the owners to jump on board
  - Explain the benefits of conducting training for the businesses

**James (Jim) Morgan:**

- Why do people want to not have their shoulder surgeries done up on the mountain?
  - Summit has made changes to help reputation
  - VIP tours are done to help turn that rep around
  - Advertising to keep the name (Summit) in the community face
    - **Just being nice goes a long way!**

**Bonnie Pastorino:**

- Corder security has very respectful employees and John Corder should teach businesses how they can get help.

**Thia Ebert:**

- Summits moto:
  - Hire for attitude, train for skill

**John Corder:**

- Has developed a course to help business and can take it to the business
- If the business owners don't model the behavior they want they will not get it

Thank you