

**Northland Pioneer College Department of Business**  
**Minutes for the Advisory Board Meeting on**  
**April 10, 2015**  
**1:00 a.m. to 2:30 p.m.**  
**White Mountain Campus, Aspen Rm. #110**

Attending Advisory Board Members: Natalie Stobs, Kerwin Lawrence, Eva Wilson, Brandy Spire and Kathy Curran

Attending Business Faculty Members: Tracy Chase, Department Chair  
Jennifer Bishop, Clover Baum, Terry Green, Jeremy Raisor

Peggy Belknap, Dean of Career and Technical Education at NPC

**Agenda Items:**

**1. Welcome and Introductions**

Everyone introduced themselves and whom they were affiliated with.

**2. Approval of Minutes from Spring Advisory Meeting**

Minutes were reviewed and Kathy Curran made a motion to approve the minutes, which was seconded by Eva Wilson. All voted in favor of approving the minutes.

**3. Discussion of the Proposed Management and Leadership Certificate**

Jennifer noted the Proposed Management and Leadership Certificate is a draft. Feedback from the community to add/remove/change is welcomed. The modifications can be done prior to the Instructional Council approval. The Certificate program is a quality program to provide quality output through quality education. The Certificate program will be for the working person offered one hundred percent on-line with an open start date taking up to sixteen weeks to complete. The student will be assigned a Faculty Advisor, who can be contacted via e-mail, teleconference and video chat. The certificate program is not industry specific. The course sequencing has been removed and there are no pre requisites, so students can start with any class. Moodle will be the on-line access point. There will be course discussion sessions, so students can interact with each other. Every course will require students to complete a real world project based assessment prior to passing the course. Jennifer will be the lead contact. Clover will be teaching the Marketing class. Terry will be teaching Human Resource and Organizational Leadership. We are still looking for a highly qualified instructor for Customer Service. Jennifer will be teaching 4 of the 8 classes. Jennifer will be teaching Introduction to Communication, Principles of Management, Microsoft Office and Financial Management. The instructor credentials are included in the draft, so you or your bosses can see; hyperlinks are included. Individual learning outcomes are listed on the back. Outcomes are what an employer can expect their employees to be able to do once they finish the course.

Terry spoke on the final project, if employers had any particular ideas for their employees to let them know.

Brandy asked if they should e-mail ideas to Jennifer.

Jennifer noted that you could e-mail her, but the instructors mentioned above would be included. Any changes would need to go to Instructional Council.

Clover asked if the outcomes were from the 3035's (Course Outlines).

Jennifer noted that the outcomes are from the 3035's

Peggy stated it would depend on the change. If the change is on your outcome or if it's supplemental, you wouldn't need to go through Instructional council.

Jennifer noted all topics and outcomes have been approved by Instructional Council with the exception of one, Financial Management and Budgeting. Financial Management and Budgeting is based on what a middle manager should know. If there is something you want to add/remove/change, let us know.

The book for this class will need to be customized and possibly be available on-line.

Terry noted that this class is going to be mostly interpretation and application. This type of class is unusual and probably why there are having difficulties finding material for it.

Jennifer noted that when you do your skills assessment of your managers or those people that you are grooming for management, you can look at these eight classes and see where they need to start. The employer can sequence the classes to what their needs are. That's what we are looking at right now for the modification on this certificate.

Brandy noted that their administration is looking at enrolling all their management, working down to all their employees.

Jennifer and Terry were interested in knowing if there are any changes that they would need for this certificate to be successful for them.

Brandy noted that it hits all the main topics needed in a management role. They should be able to use those tools and apply them to whatever budgeting program and analyze their numbers and help them with their own offices.

Kathy noted that it covers most anything. My role has been helping the manager figuring out their role.

Jennifer noted 1 credited Customer Service class could be step one for your people that are not managers yet, but you are seeing potential.

Brandy noted that when the price is finalized and curriculum approved, they have managers' meeting, Summit would like for Jennifer to come present the Certificate program.

Kathy noted their Administration team meets weekly and they should meet with them first. Administration team would like to start the program educating their managers.

Terry noted all the classes are being offered but the one. It is being offered this year but not in the new format.

Peggy noted that as soon as the draft of the Financial Management and Budgeting course is approved by Instructional Council, Jennifer could present the Certification program. The Certification program will not be offered until the following year, possibly the on-line classes could be offered in spring 2016, with the Certificate in the fall 2017.

Jennifer noted the first step is getting the class approved and then the modification to the program approved.

Kerwin asked is there a particular limit on the amount of credits?

Jennifer noted that it depends on the Certificate; currently the Certificate in Management and Leadership program has 16-18 credits. If students want to get their AAS in Management and Leadership, it's the same exact credit hours in core requirements. There just taking some of the classes that they would have on the old degree plan later sooner

Kerwin noted that his employees would benefit from this program.

Natalie noted Mr. Allen was in favor of the program after seeing her notes from the last meeting.

Kathy noted she hoped she could get the hospital to get an education program, so students could get reimbursed up to 90 percent depending on their grade.

Jennifer noted that they will look into the book cost and get an estimate for everyone. At this time it is \$68 per credit hour with our Board approving a \$2 increase annually.

Kerwin noted he would like to get a couple of students for summer, so he can build up his pool of applicants

Jennifer noted she was ecstatic with this feedback. We will be looking at students' assessments of projects, input of business and advisory committees. Curriculum is an ongoing process. Lead faculty will be looking at the program to see if we are meeting business needs. The class being offered on-line during summer that is on the Certificate program is BUS202 Customer Service.

Tracy noted that summer tuition is half price.

Jeremy noted that BUS 210 Principles of Management is also available this summer.

Clover noted the logistics of open enrollment classes.

Jennifer noted she can get a list of book and prices to Kathy next month. She will let everyone know if it will require new or used. An option about purchasing books, a business can get 4 copies of each and an employee could check out the books thru HR to save on cost.

Peggy noted that students can buy electronic books to save on cost.

#### **4. Schedule fall Meeting**

Fall Meeting will be November 6<sup>th</sup>, Friday afternoon.

#### **5. Industry Updates**

Summit Healthcare:

They are expanding quite a bit on their facilities. Their expecting 10 to 12 more physicians with multiple specialties, with that they will need more staff and management. They have managers that have trouble with annual reviews, budgets and basic ideas.

They are doubling the footprint of the hospital. The hospital has a nursing reimbursement program only at this time.

Navopache Electric Coop:

They have an education reimbursement, but they need to request it ahead of time and needs to be job specific.

The program is exciting. Currently, managers have to travel to Wisconsin for 2 weeks through-out the year for a total of 6 weeks for the same thing. The classes are specialized toward our industry. The layout of the Certificate program is great. I would like to see workshops on new software that IT installs on our computers.

Peggy noted that a workshop could be customized for their needs.

Royce Kincanon can set that up for their company.

Town of Eager:

The past 2 years we have had a very conservative council and probably looking at that for the next 4 years. The town council is all about paying off debt. Employees did not get a salary increase. They do have a tuition reimbursement program however their not pushing anything for their employees. The state is still using the citizens of the town as a piggy bank; there taking their state shared revenues. The town is really concerned about EPA regulations shutting down their power plant. White Mountain stewardship program ended last year; their partner in this moved to the western side of the state and they have no infrastructure to take care of the timber when we had the infrastructure built here. Town is looking forward to tourism to keep the town going although we still have issues with the Forest Service giving no access to parts of the forest. Towns focus is not employees, but paying off debt.

Winslow HIS:

We are working with NACOG and a few other entities to help get a strong transportation program in the northern region (Flagstaff – Holbrook). We are growing. The types of procurement and contracting activity that we get involved with continue to increase and become more complex. These are two of my main concerns at this time.

Terry asked if the NACOG proposal has gotten anywhere.

Kerwin noted that a study is being done to procuring a grant for ADOT. I am in the process of preparing a grant application for ADOT.

Do we offer ant Procurement Classes or possibly a workshop?

Terry noted that he would look into that.