**NORTHLAND PIONEER COLLEGE**

**Community Outreach, White Mountain Campus**

Meeting Minutes

*November 10, 2015*

*Time:*

* *Present:* Steve North*,* Jay Brimhall, Brad Provost, Jay Staelley. John Corder, Terri Anderson.

* Jeanne Swarthout, Mark Vest, PJ Way, Maderia Ellison, Jessica Kitchens, Tiffany Reidhead, Jim Bower

*Meeting Location:* 1001 W. Deuce of Clubs, Show Low, AZ

 Aspen Center Room 110

1. **Overview of Campus, Programs and Services, Jessica Kitchens**
	* Active shooter Training
	* Installing phone system
	* Getting teachers to teach students to be aware
* 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
1. **Summary of Current Strategic Plan, Dr. Swarthout**
* College expenditures and State expenditures
* No Budget Cuts in the next quarter
	+ Safe from new cuts
	+ No restoration of old cuts
* Equalization
	+ Equalization, 3/10 has 50z5 state funding
	+ Provisional colleges
* J-Ted, cuts J-ted’s by 50%
	+ (this includes NAVIT)
* Expenditure Budget
	+ Money you have but cannot spend
1. **Recommendations and comments from Community Members**

**John Corder:**

* + NPC has done a really good job.
	+ Having some of our programs going away would be terrible.
	+ NPC provides so much to the community that without it, it would detrimental.

**Mark Vest:**

* NPC does not have a lot of adult students
* The budget cuts on these programs would hurt those trying to go back to school.
* It would affect high school students as well.
* J-Teds do have state support
* NAVIT helps students who don’t work well in a classroom
* Educating legislators

**Jeanne Swarthout:**

* Skills that provide for the community
* Helps our workforce in the community
* Industry Partners
* Water Resources
* Economic Development

**Steve North:**

* NPC has always been a good partner
* Need to focus on Entrepreneur
	+ Activity is growing
	+ They do not know where to start
	+ Entrepreneur resource center at City Hall
	+ Business boot camp, 32 participants
	+ SBDC and City Partnering
	+ Boot camp in October failed
	+ Business Incubator – hand up to get started
	+ Focus on services and manufacturer-based employers
* Medical Services
* Only Regional Airport in the Northeastern Region
* Isolation issues

**Brad Provost:**

* Service Provider
* Emergency services first
* Then education
* Nobody is drawn to a rural area without internet.
* What is your opinion on the service?

**Steve North:**

* Have both Cable One and Frontier.
* Cable One comes from the valley and Frontier parallels I-40.
* Don’t have a customer base
* Entrepreneurs need high-speed internet services.
* Trouble with power grids

**Jeanne Swarthout:**

* What can we do to push this issue?
* How do we mobilize a conversation to push this whole thing?
* How has lack of reliable internet service affected the hospital?

**John Corder:**

* Internet service -not enough people to keep up with the service, costs a lot of money to get it started.
* Have to find ways around it to attract people.
* More “down times” in the last 6 months, even with redundancy.
* Looking at triple redundancy

**Mark Vest:**

* Email and internet service down sometimes 48 hours
* Dual Enrollment Classes
* Getting Pods set up in High School Classes
* Federal Title 3 Grant
* Teaching directly to High School from our locations; problems

**John Corder:**

* Doing the same thing with telemedicine
* Tele-stroke services in ER
* Telemedicine in baby care
* Tele-psych
* Number of different clinics, (Heber, Snowflake) Telemedicine in all of them.

**Jeanne Swarthout:**

* Any other thoughts?

**Brad Provost:**

* When you graduate there’s nothing to do here.
* Trying to retain these people.
* Having to go out of state to find qualified candidates.
* If we can get them to stay here for a year of college, we can keep them longer because they will have established roots.

**Jeanne Swarthout:**

* Trying to get the process going again
* Take qualified people from the county
* Difficult area to maintain
* Law Enforcement Academy

**Jay Staelley:**

* Small Business
* Numbers are just not there for camps

**Brad Provost:**

* Harder to get into law enforcement
	+ Cannot smoked marijuana
	+ Cannot be doing or have done any drugs
* It is harder to get into the program because as society is changing, the standards are not.

**Jeanne Swarthout:**

* Show Low advertises in the Service industry.
* Stereotypes, such as waiter and waitresses have a cocaine stereotype/background.
* Background checking employees.

**Brad Provost:**

* All of the jobs in the Police Department go through the same background checks, drug tests and other kinds of tests.
* Hard to get people in these jobs because there is nothing for them to do.

**Mark Vest:**

* NAVIT, if we could create an introduction to Law Enforcement.
* Gap between 18-21
* How do we fill that gap so we don’t lose them?
* Keeping your nose clean because you won’t be able to get into the program.

**Brad Provost:**

* Building skills and keeping them in there.

**Jeanne Swarthout:**

* Struggling with writing a report.
* Preliminary for writing for Law Enforcement.

**Mark Vest:**

* Keep them in for a year, with introduction to Law Enforcement.
* Before, people stopped enrolling because it was a dead end.

**John Corder:**

* There’s a cushion area where high school graduates need something to do before going in to the Academy.

**Jeanne Swarthout:**

* Out of high school one year certificate.
* Keep them on track.
* Academy is able to see students up close.

**Steve North:**

* Customer service is an issue.
* More and more business losing to bigger businesses.
* Amazon is a big competitor.
* General lack of customer service.

**Dr. Swarthout:**

* Consist and constant concern of the college.
* Put together a class at the request of businesses and no one comes.
* People do not realize their poor customer service.

**PJ Way:**

* Welcome local competition.
* Shop local, but be fair about it.

**Steve North:**

* It’s no longer about how can I earn local business?
* Its shop local all the time.

**Jeanne Swarthout:**

* Should have to take online course or some kind of course before you get hired.
* Customer service course should be required in any job.

Thank you