Northland Pioneer College

Strategic Planning and Accreditation Steering Committee (SPASC)

03-05-10

Members in attendance: Russell Dickerson, Blaine Hatch, Sandy Johnson, Mary Mathias,

Debbie Myers, Don Richie, Mark Vest

Advisory members in attendance: Eric Bishop, Eric Henderson,

Ann Hess, Cindy Hildebrand

Guests: Hallie Lucas (recorder)

I. Approval of Minutes
   a. Approval of 02-05-10 Minutes
      i. Russell moved to approve 02-05-10 Minutes; second by Blaine.
      ii. Unanimously approved.
II. Discussion Regarding the Progress of Pillar Teams
   a. Eric B. - have there been any difficulties or hang-ups within the pillars
      i. Curtis Casey dropped out of Pillar 2 due other obligations
      ii. Eric H. reported – Pillar 1 will be ready by the next SPASC Meeting
      iii. Mark reported - Pillar 2 ready today
      iv. Eric B. reported - Sandy Manor and Gary Mack agreed to help with Pillar 3 - will be ready by the next SPASC meeting
      v. Eric B. will present to SPASC today a Pillar 4 report (from Peggy)
      vi. Eric B. reported - Maderia submitted a report on Pillar 5
      vii. Blaine reported - not much progress has been made on Pillar 6 – recommendations should be completed by early next week
   b. None of the teams indicated that they needed additional assistance from Eric B. or Mary
III. Review Drafts of Updated Pillars
   a. Strategic Plan, Pillar 3
      i. Eric B. – will move milestones up
      ii. Goal 3.1.1 **Enhance technology resources and infrastructure to increase and improve support for college operations while reducing the college's impact on the environment**
         1. Bullet 1 – remove District Office; extended timeframe to December 2013; (backup WAN connections will require equipment placed on other towers); change to 200 Mbps for primary WAN connections
         2. Bullet 2 – on hold due to budget shortfalls; still a priority
         3. Bullet 3 – ongoing
         4. Bullet 4 – ongoing

5. Bullet 5 –working on revising the procedure on computer access and usage to reflect the requirements of the mandate that comes about from the Higher Education Opportunity Act (HEOA)
   a. Mandate has a clause that says we have to fund measures to prevent anyone on the network from illegally downloading materials that are copyrighted; put standards and policies in place and block with a technology based deterrent
6. Bullet 6 – probably relates to Voice Over IP (VoIP) and it would be nice to integrate it with the TTY services; (high cost to VoIP); may stay with our current telephone system if we can get it under a service agreement; slowly roll out VoIP and pilot test group
7. Bullet 7 – working on; we have capital for the controller
8. Bullet 8 – made progress; extended date to March 2011
9. Bullet 9 – ongoing
10. Bullet 10 – it was agreed this would be pulled from the Strategic Plan
11. Bullet 11 – ongoing
12. Bullet 12 – Google Apps provides more than 2GB; for next year's budget, money is designated for the storage for staff; should be done by December 2010
13. Bullet 13 – goal to get Hopi and Kayenta (on Cell One) to same level as existing locations; pull Heber; will need to find money; timeframe OK
14. Bullet 14 – fell stagnate with vacancy of the Information Services (IS) Director last year; Eric B. suggests spit these into two separate tasks:
    a. Add another POP up north (by December 2010)
    b. Transmission points deadline should be August 2010
15. Bullet 15 – have Adobe Connect; departmental testing soon; moved to a better server
16. Bullet 16 –working on exchange migration; timeframe moved to August 2011
17. New Bullet 17 added – Pilot a test group of thin clients (thin computer, has no hard drive, has a CPU, connects to network, cost efficient, lifespan 10 years, cost approximately $200 each, will need more infrastructure) within the college focusing on general library, library open lab, and library testing computers (would be good for testing computers; library computers; Web surfing; typing documents); Timeframe March 2011
18. New Bullet 18 added – Ensure that the role of the Support Center is to provide highly efficient and effective Tier 1 support by integrating Support Center and IS Technician roles; timeframe March 2011
19. New Bullet 19 added – Strengthen and support existing network infrastructure through discovery and documentation of what is currently in place with a complete network audit to support the current and future needs of the college; timeframe December 2010
20. New Bullet 20 added – Ensure that there is an effective advisory group in place to actively communicate the needs of college staff and students in areas related to information technology; timeframe March 2011
    a. Similar to old Technology Task Force

21. New Bullet 21 added – Explore the implementation Single Sign-on authentication for all college systems; timeframe August 2011
22. New Bullet 22 added – Implement an internal Network Operations Center (NOC); timeframe August 2012
     a. IS should be able to monitor what servers are doing before they crash and what the network equipment is doing

iii. Goal 3.2.1 **Enhance technology resources and infrastructure to increase and improve support for classroom instruction, including all areas of distance learning**
1. Bullet 1 – keep
2. Bullet 2 – expand to include an overall print management and access control solution; extend timeframe December 2010
3. Bullet 3 – Eric B. will discuss with Trudy; recommendation soon regarding a library services provider
4. Bullet 4 – somewhat reliant upon the Faculty in Educational Technology position; some of John Deaton's classes have been moved to Moodle
5. Bullet 5 – timeframe moved to August 2012; will allow us to provide hearing aid amplifications; grant funding possibly available
6. Bullet 6 – timeframe moved to August 2011; instead of dedicated DRA computers with software installed, tie the software to domain profiles, will allow access to the software no matter where you log in
7. Bullet 7 – currently expensive video screen device has to be moved from classroom to classroom; interpreters may be able to log in to Adobe Connect
8. Bullet 8 – Deb is working on this, not sure where it currently stands
9. Bullet 9 – issues with some of the reporting from our systems

iv. Goal 3.2.2 **Provide administrative and student services with increased efficiency, scope and reach through technology**
1. Bullet 1 – Eric B. will discuss with Records and Registration (R&R); currently possible for returning students to register online at one sitting
2. Bullet 2 – Web based Adobe Connect has no software to install; systems in this context refers to microphones, headsets, etc.
3. Bullet 3 – Honeywell is working; need to educate users how to update their profiles; suggestion to have students provide cell phone numbers – way of notification during emergencies; Cindy believes that it was set up to have R&R do the data entry; **Task**: Eric B. will speak with Jake and Larry
4. Bullet 4 – it was agreed that this be removed from the Strategic Plan
5. New Bullet 5 – Evaluate the current ERP/SIS solution (Jenzabar) and determine if it needs to be revamped or replaced to meet the current and future needs of the organization (we are already working on this)

v. Goal 3.2.3 **Establish, develop and deliver training**
1. Bullet 1 – timeframe extended to March 2011
2. Bullet 2 – working on this
3. Bullet 3 – we have money to join EDUCAUSE next year

vi. A few other suggestions have come in (that may or may not go under other pillars), including:

1. Network stability (backbone, maintenance and reliability) this needs to be there before some of the above projects progression begins.
2. Online course support for development of courses to work towards college online degree offerings (this should be addressed when we have a Faculty in Educational Technology person)
3. After Adobe Connect is online and beyond test groups and meetings to integrate into existing learning environments (online, Audio, Standalone); Three to five years to evaluate the need for existing video classroom structure and integrate
4. Disability Resources and Access (DRA) would like to be able to provide input on textbook selection to see if there is an audio version of the candidate textbook (if a couple of different textbooks are seriously being considered; if one has an audio version, could that be taken into consideration)
5. DRA would like to ensure that we are looking to make things more accessible for physical campuses

vii. **Task**: Hallie will make the revisions to the Strategic Plan - Russell will help if needed

viii. **Task**: Eric B. will send out a template of his update table

b. Strategic Plan, Pillar 2

  i. Mark Vest (chair), Jake Hinton-Rivera committee member

  ii. Goal 2.1.1 **Increase utilization of Community Advisory Council**
   1. Presidential priority for upcoming year

  iii. Goal 2.1.2 **Conduct survey of local business and industry to determine if the college is meeting their present and future needs**
   1. Ongoing; question is how – departmental level with advisory committees (would only cover programs you already have)

  iv. Goal 2.1.3 **Conduct a survey of general community focused on core questions regarding NPC programs and asking community to grade NPC on key issue areas**
   1. Keep

  v. Goal 2.2.1 **Develop ideal FTSE goal and attainment plan for the College**
   1. Bullet 1 – on hold; we need to determine if a FTSE target drives a facilities plan or vice versa
   2. Bullet 4 – on hold due to budget; still a priority; currently don't have a FTSE target or plan
    a. Highlights of discussion on this bullet point include:
      i. Currently making decisions based on the budgetary situation that impacts enrollment
      ii. What are we willing to spend budgetary dollars to fund
      iii. Currently no sense of whether we are trying to cap, or minimize FTSE - makes planning difficult
      iv. Approach has been to try to do as much of what we formerly did as possible with the money we have; probably not a strategy for the long-term; this approach puts the budget as the driver and main mission of college takes a backseat, the budget shouldn't be the driver; money may be a limiting factor

          v.   Program reviews that look at the past three years and projections for the next three years will give information to go to the budget committee and forecast appropriately

         vi.   Deans and department chairs currently prioritizing existing programs; use the business plan that the Instructional Council (IC) passed and approved to review and develop programs

        vii.   Would it be better to change the heading for this goal to - Develop a college enrollment management plan (and take FTSE out of this entirely)

vi.   Goal 2.2.2 **Adopt and implement Enrollment Management Plan**

    1.   Numerous activities over last year focused on improving student satisfaction and retention; over 85% of students surveyed said they would consider a mandatory college orientation program very important

vii.   Goal 2.2.3 **Expand alumni contact program and job placement services to assist with recruitment, retention, and fundraising**

    1.   NPC Foundation initiated alumni contact program

viii.   Goal 2.2.4 **Evaluate actual costs on individual programs and classes. Evaluate and update course fees as appropriate to recoup course and program costs**

    1.   Business plan for new programs has been adopted

    2.   Currently evaluating participation in Kansas Study, which will give us benchmark data; tuition plateau makes it difficult to access individual program revenues

ix.   Goal 2.2.5 **Increase pool of qualified adjunct faculty in target areas**

    1.   Discussion items included:

       a.   In <u>certain programs</u> of the college, this is always a need

       b.   Hard to recruit people when we are cutting back on sections and services of adjuncts

       c.   The Strategic Plan needs to identify the things that we should be doing, even though we might not be doing them today (community demand should be a priority)

       d.   How do we want to deploy our limited resources and what areas do we want to focus

       e.   We should not be budget driven - in some ways we are

       f.   Look for adjuncts in areas that the college specifies as a priority

       g.   Budget discussions should take into account the Strategic Plan - we should not put in unrealistic goals within parameters of the three-year Strategic Plan

       h.   More critical than increasing the pool of adjuncts, may be the development of a succession plan

       i.   As faculty members retire or leave the college, qualified adjunct faculty available as interims is important

x.   Goal 2.3.1 **Create a competitive, informative, industry standard web presence at www.npc.edu**

    1.   NPC won a national marketing award

2. Bullet 1 - Marketing and Public Relations (M&PR) put together some training videos for people on how to do Web content management; Human Resources (HR) may coordinate the training and collaborate with M&PR and IS
3. Bullet 2 – working on
4. Bullet 3 – faculty pages will be outside of the Web site and will be managed by the faculty

xi. Goal 2.3.2 **Work to increase enrollment in transfer degree courses**
1. Bullet 1 – has been focal point on marketing pieces
2. Bullet 2 – on hold due to budget
3. Bullet 3 – M&PR feels that the best way for faculty to contact students is through faculty Web pages
4. Bullet 4 – the transfer guide is done
5. Bullet 5 – done
6. Bullet 6 – on hold
7. Bullet 7 – we do every year

xii. Goal 2.3.3 **Work to increase numbers of Native American students**
1. Bullet 1 – Admissions handles recruiting and we have one recruiter for the whole area; Jake currently coordinating recruiting efforts that are targeted toward priority programs; Student Ambassador program assists with recruiting efforts
2. Bullet 3 – done
3. Bullet 4 – done
4. Bullet 5 – not realistic at this time - tribal funding has taken cuts
5. Bullet 6 – priority for M&PR for the upcoming year
6. Bullet 7 – advisor Web chat functions some and Adobe Connect may help; Adobe Connect will probably open up instructional capabilities – to be covered in Pillar 3

xiii. Goal 2.3.4 **Consider marketing and offering one session "teaser" versions of courses that need to build enrollment. These courses would be free, advertised and run one week prior to the start of the semester.**
1. Not yet done - needs to be looked at more

xiv. Goal 2.3.5 **Increase marketing for area vocational skills programs, job retraining, and skills enhancement**
1. Bullet 1 – done
2. Bullet 2 – done and ongoing
3. Bullet 3 – as budget allows
4. Bullet 4 – awaiting final changes
5. Bullet 6 – priority for Career Services and Perkins Grant Manager for 2010-2011 to initiate this survey

xv. Goal 2.3.6 **Increase community awareness of NPC locations and offerings**
1. Bullet 1 – in progress, need to escalate
2. Bullet 2 – done - will be annual activity
3. Bullet 3 – done (typo – should be <u>faculty</u>)
4. Bullet 4 – done - ongoing
5. Bullet 5 – done - current version needs updated
6. Bullet 6 – do on a regular basis
7. Bullet 7 – done - also purchased ad space on shuttle buses

8. Bullet 8 – done
9. Bullet 9 – done for Welding, Cosmetology and Nursing
10. Bullet 10 – done and there was an overwhelming positive response
c. Strategic Plan, Pillar 5
    i. Maderia Ellison (chair), Sandy Johnson & Susan Olsen committee members
    ii. Goal 5.1.1 **Seek grant opportunities**
        1. Bullet 1 – considering self-funded grant position
        2. Owners need to remain in the area of responsibility and not be listed under each goal
        3. The Carl Perkins Grant manager can assist with determining if specific grants are appropriate for NPC and whether the match or compliance requirements make it a good opportunity for NPC; internal grant process may need to be developed
    iii. Goal 5.1.2 **Enhance awareness and effectiveness of NPC Foundation**
        1. Change goal heading to - Increase effectiveness of NPC Foundation
        2. Add bullet – NPC to provide Foundation with annual target for student scholarships it plans to award
        3. Bullet 1 – change to - Continue to support governance structure
        4. Bullet 2 – change to Recruitment of members
        5. Bullet 3 – change to - Development of the Alumni Association
        6. Bullet 4 – discussion included:
            a. Need more endowed targeted scholarships
            b. Possibly require that Foundation become cost neutral
            c. M&PR assistance with Foundation literature helps ensure a certain quality level
            d. Could Foundation recruit volunteers to fulfill administrative duties
            e. Another suggestion - change goal heading to - Require effectiveness of NPC Foundation
        7. Bullet 8 – rather than have a development office, change it to - Establish an annual fund
    iv. Goal 5.1.3 **Support community development to maximize assessed valuation**
        1. Bullet 1 – change to - Business and Industry Training (BIT) to continue to provide business and community-based training and support to increase assessed valuation
        2. Bullet 4 – change to - Small Business Development to continue to cultivate partnerships with business, industry, governments and other entities to increase assessed valuation
    v. Goal 5.1.4 **Maintain all state funding**
        1. Will continue to provide information to the State Legislature and communities to help preserve this funding
    vi. Goal 5.1.5 **Develop a revenue resource analysis**
        1. Information needs to be compiled
    vii. Goal 5.2.1 **Continue to strengthen linkage between the budget process and strategic planning**
        1. Bullet 1 – at beginning add - Continue to
        2. Bullet 2 - at beginning add - Continue to

        viii.   Goal 5.2.2 **Provide budget managers the ability to track expenditures through the financial management system**
1. Continuing to work with IS to get information through budget allocate and budget review; certain types of reports needed for budget managers to gather information

IV. Other
   a. If anyone needs help with their Pillars, contact Eric B. or Mary
   b. Motion made by Mark to adjourn; second by Russell.
      i. Unanimously approved.