Minutes from Learner Services Process Improvement Team Meeting—June 10, 2011
Student Center, Room 114E

Present: Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Claudia Tonihka (Guest), Regina Johns, Laura James, Michelle Wallace, Zach Pharr, Aaron Divine, Paula Thomsen-Perez and Amanda Woods.

Sarah Beth called the meeting to order at 9:33am.

1. SIP update:

Sarah Beth announced that Aaron will chair the SIP team, along with Claudia and Zach.

- **<u>Action item:</u> Aaron, Claudia and Zach will work with Dan O'Banion & Janet O'Neill to develop a workflow for software implementation, with the expected completion date early in the next fiscal year.**

Gina recommended that the SIP team thoroughly explain how the process is to be implemented, because Dan will have the technical expertise to streamline/expedite the workflow for the end user.

Claudia suggested that the SIP team use the current process map as a guide when meeting with Dan/Janet.

2. VP position update:

College employees did receive feedback from the open forums in an email on 5/27/11, and as a result, there are now two (2) positions – VP of Learning & VP of Learner Services.

After an internal search, the posting for VP of Learner Services closed on 6/6/11, and the Search Committee has been finalized. The expected hire date is 7/1/11.

Juanita encouraged Team members to share with our colleagues the importance of attending the open forums for candidates. Further, we should actively participate by sharing our concerns and questions during the open forums.

3. Valuing People Project update:

Claudia shared that all of the proposed projects have been reviewed by the Quality Council, and are now ready to take to the Cabinet, including the Valuing People Project. She stated that the Valuing People Project will be implemented.

- **<u>Action item:</u> All Team members will seek feedback from department colleagues about how we can demonstrate that we value people, and share responses at the next meeting.**

- **<u>Action item:</u> Juanita/Sarah Beth will invite Alaina Stroud, Employee Recognition Committee Chair, to the next Team meeting to share their committee's efforts in valuing people.**

Agenda items at next Team meeting:

- Share responses/suggestions gathered from department colleagues on valuing people.
- Identify the measures that should be used to demonstrate how we value people.
- Suggest a plan for soliciting employee feedback regarding the top measures, such as a ranking system, with the end goal of implementing the project activities.

4. AQIP LSPIT Summer "Get-Together" update:

- **<u>Action item:</u> Claudia will speak to Bruce about the "Get-Together" when he returns from a conference.**

5. Summer LSPIT meeting schedule:

Juanita asked members present if we should reduce the number of scheduled meetings for the summer, since many members will be taking vacation throughout the summer. A decision will be determined at a later date regarding the summer LSPIT meeting schedule.

- **<u>Action item:</u> Members will send an email to Sarah Beth detailing scheduled vacation dates from June through August.**

With nothing further, the meeting adjourned at 10:00am.

Respectfully submitted,

Laura James