Minutes from Learner Services Process Improvement Team Meeting—February 25, 2011
Student Center, Room 114E

Present: Juanita Franklin (Team Leader), Bruce Moses (Facilitator), Claudia Tonihka (Guest), Aaron Divine, Amanda Woods, Laura James, Micaela Allison-Shropshire, Regina Johns, and Paula Thomsen-Perez

Juanita called the meeting to order at 9:35am.

Juanita announced that the Team has a member vacancy, due to Paul Kirkpatrick's (Advising Center) change in work schedule. She wants to ensure that LS areas are adequately represented on the Team, and therefore is open to recommendations to fulfill the vacancy. Juanita also mentioned that Zach Pharr (Advising Center) is interested in serving on the Team.

No other recommendations were mentioned. All members present agreed that the Team should extend a membership invitation to Zach Pharr.

- **<u>Action item:</u> Juanita will extend an invitation to Zach Pharr.**

Juanita asked Aaron to give an update on the software implementation process.

Aaron shared, with members present, the current software implementation process map. As part of this process, there will be a pre-purchase team to ensure that the software is properly vetted, and that there is a plan for implementation. Also, this process will be used for all software purchases exceeding a set minimum amount, and at least two (2) vendor bids must be submitted for review. He asked for input about the steps in the process, and the minimum purchase amount. Aaron stated that Title III staff will use this process, but inquired as to whether this process should be recommended to our Team Liaison for implementation in LS.

Laura expressed that the pre-purchase team must consider accessibility when vetting potential software. Also, she stated that occasionally in the DRC, the implementation of software may need to be expedited in order to meet the immediate need of students. Thus, in certain instances, the minimum two (2) vendor bids/purchase amount, may need to be waived when seeking very specific assistive technology for students.

Members present agreed that the process should allow for an exception when the DRC has specific software that must be used.

Juanita asked that we move to implement this process for LS by recommending it to the Team Liaison – Todd Kitchen.

Bruce stated that our processes must move from being reactionary to being proactive, by addressing issues, such as accessibility, initially with pre-purchase team. Further, if we have proactive processes, our ability to aptly respond to the needs of students/faculty/staff will increase.

Bruce suggested that Aaron meet with Paige Francis, in IT, to ensure that the IT department is on board with the software implementation process for LS, and invite her to a Team meeting if necessary. Also, he asked that Aaron complete an AQIP Continuous Improvement Form to document this process.

Aaron stated that there is a now a process for all programs in Title III, and recommended that Lenora briefly speak with the Team, in an upcoming meeting, about the collaborations that have developed in Title III.

Juanita asked Regina to give an update on the Reinstatement Process/Form.

Regina stated that the AQIP Continuous Improvement Form, documenting the efforts made with regard to the Reinstatement Process/Form, is complete. The recommendation to implement this process is going to be resubmitted to Todd Kitchen.

Bruce reiterated that the Team is operating within the set mandates, and that the Team has the full support of the College Cabinet. He again offered clarification on what dictates whose approval.

Change in Policy – must be approved by Expanded Cabinet
Change in Process – must be approved by process owners

Bruce also mentioned that it might be helpful to add signature lines on the forms used when recommending a process improvement, so that it indicates the approval of the appropriate staff.

As an aside, Bruce is working with a committee on an action project that addresses the need to value people. This project is an institutional effort to examine what measures can be put in place to value people, and then develop an assessment tool.

Juanita asked that members continue to work on process mapping, and share their findings with the Team at the next meeting.

With nothing further, the meeting was adjourned at 10:36am. The next scheduled meeting is March 11, 2011.

Respectfully submitted,

Laura James