Minutes from Learner Services Process Improvement Team Meeting—May 13, 2011
Student Center, Room 114E

Present: Juanita Franklin (Team Leader), Sarah Beth Phillips (Team Leader), Bruce Moses (Facilitator), Claudia Tonihka (Guest), Regina Johns, Micaela Allison-Shropshire, Michelle Wallace, Zach Pharr and Amanda Woods.

Reporting on previous action items:

Juanita reports that she has been in contact with Dean Kitchen regarding our action items (Reinstatement Form/Process, and Software Update Process) these processes are currently at a standstill at this time due to change in leadership in Dr. Tuthill's office. Todd wants to assure the team of his support as a liaison and is hopeful that by July 1 we can get things moving.

In the meantime we should push forward with the work involved on the Software Update Process so that we will be ready to implement the process once we get approval.

- **Action item:** Sarah Beth will speak with Aaron about heading up the team to begin working on the workflow process. Claudia and Zach are willing to serve on this team as well.

The process of using EagleNet to advise of holds which Sarah Beth and Zach had implemented has been stopped at present to prevent overloading the system with plans to revisit in the Fall.

Regarding our previous discussion about JTL—Juanita and Paula report that JTL does not offer advising and only has limited services due to lack of support and expertise on their campus.

Discussion of recent focus groups for the VP position:

Consensus seems to be that most people want 2 persons for this position. Juanita will ask if we have the results back yet.

Bruce suggests that the team work on getting a consensus about people's opinions about the following: Should experience w/AQIP or continuous improvement be evaluated in determining candidates' qualifications/skill sets? Should incoming person be advised of our structure on campus to prevent current processes from being derailed?

For Agenda: Bruce will be working on team to improve the category of "Valuing People," will be asking our team to provide feedback about valuing people and suggestions on how to value people.

Bruce states there may be some money in budget for an AQIP LSPIT Summer get-together!!

Respectfully submitted,

Regina Johns