

CRAFTON HILLS COLLEGE
Crafton Council
Minutes
January 24, 2012

Present: Colleen Gamboa, Gloria Harrison, Cheryl Marshall, Karen Peterson, Scott Rippy, Chris Walsh, Keith Wurtz

Absent: Mike Strong, Rebecca Warren-Marlatt

Guests: Raju Hegde, Kyle Hundley

I. Call to Order

Gloria called the meeting to order at 1:00 pm.

II. Approval of Minutes

The Minutes were approved with one correction.

III. Left Lane Project

Raju gave an overview of the Student Success Initiative, the Left Lane Project. A presentation on the Left Lane Project will be given to the Board of Trustees at the January 26th Board Study Session by Raju, Gloria, and Scott. The proposal was drafted by the Student Success and Engagement Committee and their goal was to create a seamless student experience at CHC from application to graduation that provides students courses and support services to efficiently and successfully achieve their academic goals. The program will start with 300 new students who have developmental needs in math, English, or reading. The carrot for students to participate will be Priority B registration. Students will have to continue participating in the program or they will go to Priority E registration.

IV. Student Satisfaction Survey

Keith distributed copies of the Student Satisfaction Survey. Council members were asked to review the survey and send feedback to Keith by Friday, January 27. The survey will be distributed during census week.

V. Implementation of Findings from Campus Climate Survey

A List of Suggestions compiled by Keith from the 2010 Campus Climate Survey was discussed. The following assignments were made for implementing the suggestions.

- Applause cards are not readily available or used. Need to establish clear procedure for using applause cards. **Gloria Harrison & Cheryl Marshall**
- Training for managers on recognition. **Keith Wurtz & Cheryl Marshall**
- Committee membership terms should be extended to 2 years so that committees are able to keep momentum and not have to reinvent the wheel each August with new membership and no experience. **Rebecca Warren-Marlatt**
- Some employees do not have time and are unable to serve. **Managers**

- We need a gathering place for full-time and part-time faculty. **New Building User Groups**
- We need to create a committee list so that everyone can see who is on every District and Campus Committee, and when and where they meet. **Rebecca Warren-Marlatt**
- For emergencies we need to develop a better plan and a phone in every room. **Safety Committee/Mike Strong**
- Have a “solution box” where employees can submit anonymous suggestions and strategies for improvement. Rather than complaining – the employees should provide their ideas on “how to fix it.” **Keith Wurtz**
- The ability to search the email database by first name, department, or office. **Keith/District**
- The directory that is six years old needs to be updated. **Alisa Moore**
- “Bring a friend” to committee meetings, where the friend can sit in on committee as a guest. We should focus on people who don’t attend meetings. **Cheryl Marshall will organize task force**
- Master Calendar, Facilities Use Calendar – make more accessible and make sure everyone understands the process of getting information posted on the calendar. The meetings are on the printed calendar with no room information. We should have the ability to find out which rooms the meetings are being held. **Resource 25 Committee/Rebecca, Cheryl, & Alisa**

Keith will prepare a plan for implementing the strategies. (See attached)

VI. In-Service Day Recognition

Cheryl Marshall stated that in response to suggestions from the Campus Climate Survey, the process for recognizing staff during In-Service Day was changed. Some feedback has been received and indicates that staff is happy with the changes-- more employees were recognized and the recognitions seemed to be more genuine.

VII. Enrollment

Cheryl Marshall gave the following CHC 3-year enrollment report.

	Spring 2012	Spring 2011	Spring 2010	Reduction
Head Count	5335	5936	6179	844 Heads – 14%
FTES	1924	2227	2214	290 FTES – 13%
Sections	550	603	650	100 Sections – 15%
	Fall 2011	Fall 2010	Fall 2009	Reduction
Head Count	5359	5834	6485	1126 Heads – 17%
FTES	2028	2309	2375	347 FTES– 15%
Sections	548	591	645	97 Sections – 15%

Gloria stated that we have been educating more students than we are funded for; right now we have about 300-400 district-wide FTES we won’t get paid for. Educating students is the only way we have to generate revenue and we may need to develop other ways to bring in revenue such as full cost summer classes.

VIII. Construction Update

Parking lot E should be finished by next week. Then we will start on the Solar Farm. The Solar Farm should be finished by May.



Office of
Research & Planning

Prepared by:
Keith Wurtz

**Research Briefs from the Office of Research & Planning
Feedback for the Crafton Hills College (CHC) 2010 Campus Climate Survey Results
List of Suggestions and Implementation Plan**

Purpose: In the fall of 2010, the Crafton Hills College (CHC) Crafton Council in collaboration with the Office of Research and Planning (ORP) developed and administered a campus climate survey. The survey assessed employee perceptions of the college’s work environment and progress toward meeting goals and objectives identified in the Educational Master Plan (EMP). The results of this survey are being broadly shared with the campus community through multiple methods of communication. To date, the results have been disseminated through the ORP website, written reports, presentations and facilitated discussions, dialogue at shared-governance committee meetings, and at individual meetings with employees when requested. Staff, faculty, and administrators are encouraged to offer feedback and strategies for improving the practices at CHC in an institution-wide systematic participative process of effective discussion, planning, and implementation for improvement. The campus-wide dialogue and collection of recommended strategies for improvement will be continued through a series of additional presentations scheduled for the 2011-2012 academic year and the Campus Climate survey will be administered again in Fall 2012.

Summary of Feedback and Plan for Implementing Suggestions: The following list was reviewed by the Crafton Council in Spring 2012. After discussion at the January 24th, 2012 Crafton Council Meeting, the following members of the Crafton Council were assigned to implement the suggestions. Tables 1 – 3 list the suggestions, the responsible person for implementing the suggestions, and current progress on implementing the suggestion.

Table 1: Suggestions for Improving how Crafton Recognizes Employees, the Person Responsible for Implementing the Suggestion, and Progress on Implementing the Suggestion.

Recognition Suggestions	Implementation Plan
Applause cards are not readily available or used. Employees appreciate receiving applause cards which tend to come from co-workers and students. Need to establish clear procedure for using applause cards.	President will talk with Director of Marketing about making applause cards available online.
Training for managers on recognition	Director of ORP and VIP will develop workshop and train managers.

Table 2: Suggestions for Improving Shared Governance at Crafton, the Person Responsible for Implementing the Suggestion, and Progress on Implementing the Suggestion.

Decision-Making / Shared Governance Suggestions	Implementation Plan
Committee chairs should be trained how to run a committee.	VPSS and VPI will explore training committee chairs.
Committee membership terms should be extended to 2 years so that committees are able to keep momentum and not have to reinvent the wheel each August with new membership and no experience.	VPSS will inquire with each committee about extending membership to at least two years.
Faculty and staff need to participate on committees that might affect their work.	VPI will explore setting a two week "Bring a Friend to a Committee" period.
Some employees do not have time and are unable to serve. Some employees may not serve because past experiences may lead them to believe that it is a waste of time and nothing gets done.	In-Service presentation on the importance of service presented by the Classified Professional Staff.
We need a gathering place for full-time and part-time faculty. When we are designing new buildings this should be taken into consideration. The space should include a common area with mailboxes, tables, a sink, a refrigerator, and a microwave. These spaces would encourage collaboration for faculty in the same disciplines and give them the opportunity to interact.	User groups for new buildings are currently pursuing building gathering places.
We should create a committee list so that everyone can see who is on every District and Campus Committee, and when and where they meet.	VPSS will obtain committee lists of who is serving on each committee. A list of employees serving on each committee will be compiled annually and posted on the CHC Web Site.
Staff needs to be invited and managers need to say go and cover their desks. Have been told not to attend meetings. Need more communication to classified staff	It has been communicated to managers that they need to support staff attending committee meetings. This will be consistently followed-up on by managers on the Crafton Council throughout the year.

Table 2: Suggestions for Improving Communication at Crafton, the Person Responsible for Implementing the Suggestion, and Progress on Implementing the Suggestion.

Communication	Implementation Plan
Changing from an all-instruction meeting to an open-forum and having access to the Crafton Council minutes are improvements.	Identified improvement in communication.
Continue Welcome Back BBQ, Soup fest, "Buy your own lunch" and "Thirsty Thursday" activities.	Identified improvement in communication.
Develop an email that only includes changes and distribute to entire campus.	Received conflicting feedback. Will emphasize using multiple forms of communication.
For emergencies we need to develop a better plan and a phone in every room.	VPAS provided training throughout the year and at Spring 2012 In-Service. Currently working on providing phone in every room.
Have a "solution box" where employees can submit anonymous suggestions and strategies for improvement. Rather than complaining- the employees should provide their ideas on "how to fix it".	Director of ORP will explore creating an online employee form for submitting suggestions that are distributed directly to the Crafton Council via email.
The ability to search the email database by first name, department, or office.	The Director of ORP will pursue with DCS.
The directory that is six years old needs to be updated.	The President will pursue with Director of Marketing.
"Bring a friend" to committee meetings. Where the friend can sit in on committee as a guest. We should focus on people who don't attend meetings.	VPI will explore setting a two week "Bring a Friend to a Committee" period.
Master Calendar, Facilities Use Calendar- make more accessible and make sure everyone understands the process of getting information posted on the calendar. The meetings are on the printed calendar with no room information. We should have the ability to find out which rooms the meetings are being held.	VPI will work with Director of Marketing to explore improving how the process for getting items included on the Master Calendar is communicated to the campus. Resource 25 for room scheduling is set to be implemented in April 2012 for events and Spring 2013 for classrooms.
There should be a "what's going on" page on the website where <u>all</u> activities are posted There should be a procedure communicated to the entire campus about how to include activities from all areas on the website to reduce the silo effect and keep the campus community informed.	This is the Current Events link on the CHC home page. VPI will work with Director of Marketing to explore how the process for getting items included on the Current Events Calendar is communicated to the campus.