

Institutional Assessment Committee

Wednesday, November 13, 2019, 10:00 am – 11:30 pm

Board Room, Building 1, The Dalles Campus

Dial-in Info: [5415066200](tel:5415066200)

Participant Code: 767-459-71

Present: Gail Gilliland, Kristen Kane, Monica Pope

Call to Order: 10:04 am

1. Kristen welcomes members
2. October 16, 2019 minutes approved.
3. Core Theme Review – continued
 1. Goal: Provide feedback and guidance in completion of Core Themes.
 2. Core Theme A
 - Gerardo is working on CT-A and will submit it as soon as possible
 3. Core Theme B
 - B1.2 The following questions were generated during the *Analysis of results* discussion:
 - Where are we losing students from fall to fall?
 - Will a longer winter break impact student loss negatively?
 - Do some of the students who take winter term off return for spring term?
 - Does academic probation impact retention?
 - Late in fall term students begin to drop classes.
 - How many students use tutoring?
 4. Core Theme C
 - Dan will turn in edited Core Theme C at the end of the week.
4. Department Review review
 1. Goal: Determine common themes within Function Areas to include in Department Review Summary
Kristen shared the following reviews with the IAC: (A, C, D, E, G, H)
 - A. Organizational Management & Leadership Structure – Kristen Kane
 - Few common themes, as each department seemed to interpret how to respond to Organizational Management & Leadership Structure somewhat differently
 - A few departments stated that leadership structure is clearly defined
 - Some departments stated that job descriptions are current and describe roles and reporting relationships – other departments seemed to infer currency and relevancy of job descriptions
 - Majority of departments that submitted Dept. Reviews consist of 4 or fewer members

- Many departments referenced a “team structure”

B. Personnel – Mary Martin

C. Professional Development - Courtney Cunningham

- The following departments include professional development on their reviews: Business Office, Child Care Partners, Continuing Education and Customized Training, Curriculum and Assessment, Human Resources, President’s Office, and Student Services. Of these departments, the following common elements were found:
 - The departments attend cost effective and appropriate trainings, conferences, conventions, etc. at state and regional level
 - Some have expressed interest in attending larger conferences, but funding presents a barrier
 - Departments share their professional development experiences and knowledge in group meetings within the departments
 - The majority of departments attend free webinars, in addition to conferences and conventions

D. Timeliness of Service - Kristen Kane

- Two departments mentioned timeliness is top priority when providing reports -some departments noted that many reports adhere to strict deadlines
- The majority of departments state that they try to return phone calls and inquiries/requests as soon as possible – generally between 24 and 72 hours, depending on the department
- One department noted frustration with timeliness of the registration process for non-credit students and that often students are reliant on help another department for registration which can be frustrating for students during times when there is a high volume of calls/emails
- Those departments that provide direct services to students report ensuring that staff is available during regular business hours.
- One department reports structuring staff availability to be more flexible with varying student, business, employers and high school staff schedules.
- Departments whose processes and procedures must be in compliance with state and federal regulations report being in accordance with regards to timeliness of service
- One department reported timeliness of services was interrupted due to switching online forms/referral system and the difficulty faculty had with switching from the old form to the new system.
- One department reported that students’ ability to access forms and information on CGCC’s website aids the department in responding to students in a timely manner
- One department noted that processes and procedures for a sub-department should be reviewed to determine inefficiencies that may be contributing to a lack of timeliness of service
- One sub-department mentioned keeping a call log as a means to ensure timeliness of service. This same sub-department has developed a communication plan the lays out the time that should occur between an inquiry and response, depending on the type of inquiry.

E. Customer Satisfaction - Kristen Kane

- Overall, departments report that customers are satisfied, with the exception of one department that reported it could work on response time to emails and scheduling of meetings (based on survey responses)
- One department notes that there is a high level of customer satisfaction with its service because employees are cross functionally trained and able to assist students with many aspects of the college so students don't have to wait
- Two departments using surveys to determine customer/student satisfaction. Both reported waiting on results
- Two departments report that they have no quantitative data to support customer satisfaction, and bases belief of overall satisfaction accomplishments and accolades

F. Communication and Coordination - Gerardo Cifuentes

G. Facilities and Technological Resources - Kristen Kane

- Departments report that office space is comfortable – one department reported an extra cubical space due to staff reductions, while another department reported needing additional office space when a new staff member is hired.
- Technological resources (computer hardware, printers, software, copiers) are adequate. A few departments noted that additional training is needed on new Campus Management Information System as implementation process progresses. Another department has noted the need for additional software to be purchased to improve tracking and reporting efforts
- When security is an issue, departments report that facilities are sufficiently secure and secure print function enables security of sensitive information.

H. Financial Management & Budget – Dan Spatz

- Resources are adequate for current service levels but do not support needed priorities:
 - Professional development
 - Student life, on-campus activities
 - Facility upgrades (elevator replacement, fire alarm system)
 - Strategic initiatives that go above and beyond what we're currently doing
- Budgets and expenditures are closely monitored across all departments. One area of improvement:
 - Tighter oversight of travel is recommended
- One department is grant-funded and has capacity to add one FTE
- One department does not generate sufficient revenue to support current staff

I. Planning & Evaluations - Lori Ufford

J. Sustainability - Monica Pope

5. Reminder: Susan will be out of the office from October 23, 2019 through December 3, 2019.

6. Adjourn 10:50 pm

Next meeting: December 11, 2019