

# Core Team Meeting

November 21, 2014

Lynn Library 212

9:00 a.m.

## Minutes

**MEMBERS PRESENT:** Bob Austin, Janet Barton, Carol Bevel, Melanie Castro, Mark Hanna, Olga Kleffman, Dr. Russell Lowery-Hart, Penny Massey, Danita McNally, April Sessler, Heather Voran, and Reem Witherspoon

Others present:

Student Representatives: Andrew Alexander, Seth Brogdon

Recorder: Carolyn Leslie

**MEMBERS ABSENT:** Susan Burks, Dr. Tamara Clunis, Megan Eikner, Janine Goode, Jerry Moller, Jason Norman, Kelly Prater, and Dr. Kathryn Wetzel

### APPROVAL OF MINUTES – (Dr. Lowery-Hart)

- Dr. Russell Lowery-Hart asked for approval of the minutes from the October 17, 2014 No Excuses Core Team meeting. Mark Hanna made a motion to approve the minutes and Janet Barton seconded the motion. The minutes were approved by majority vote.

### CALL FOR ADDITIONAL AGENDA ITEMS AND ACTION ITEMS - (Dr. Lowery-Hart)

- There were no additional agenda items or action items brought before the committee.

### PROMISING PRACTICES

#### • Greeter Program – (Dr. Lowery-Hart)

- Dr. Lowery-Hart stated that creating a culture of caring is a priority for Amarillo College. A greeter program will be enacted the week before class begins and the first week of classes. Dr. Lowery-Hart will send a college wide email with information on how to sign up for the training. Two hundred people are needed to sign up for at least one, two hour block. The committee discussed where the greeters will be located. Dr. Lowery-Hart said that the greeters will be located in visible locations outdoors unless the weather is bad and then the greeters will be indoors.
  - The greeter training will focus on how to identify cues when a student needs help. The purpose of the greeter is to find out where the student needs to go, and take them there as well as engaging the student in conversation and introducing them to the person located where the student is going. Heather Atchley will provide a giveaway, such as a pen, for greeters to use when initially approaching a student to help them.
  - This is the first time that AC has had a program where all employees can participate.
  - Penny Massey suggested having AC buttons for the greeters to wear like the ones passed out in general assembly a few years ago. Dr. Lowery-Hart said the greeters will wear buttons and name badges identifying them as people to ask for help.
  - Dr. Lowery-Hart gave examples of students on campus who have had difficulty finding where they need to go. He said that AC has contracted with a way finding

company to help the college incorporate ways to help direct the students around campus. One suggestion the company had was to install signs on campus showing the students where their location currently is in reference to where they are needing to go.

- Mark Hanna suggested establishing a place on campus that is a permanent welcome center. This would be a place that everyone knows they can go for information and have questions answered about AC. Dr. Lowery-Hart said he would add this item to the next cabinet meeting agenda.

- **Internal Communication – (Dr. Lowery-Hart)**

- Dr. Lowery-Hart stated that an effective communication plan needs to be implemented at Amarillo College.
  - Bob Austin told of a digital newsletter that is sent out to employees and students at ENMU every Monday for the purpose of communicating important information. Activities and information specific to that week are included as well as a letter from the president of the college.
  - There was a discussion as to the possibility of using the AC portal for this kind of communication. It would encourage people to use the portal as well as be a central means to communicate important information correctly and accurately.

## **DISCUSSION ITEMS**

- There was a discussion on the need to help employees become familiar with the campus where they work. Employees will not be able to direct students if they are not familiar with the campus themselves. A suggestion was made to reevaluate the new employee orientation and include more activities such as a scavenger hunt. This would hopefully help new employees become better acquainted with their campus.
- Dr. Lowery-Hart presented the idea of a college wide day of service in the community. This would be a service college personnel could do together, that would benefit the students.
- Dr. Lowery-Hart asked the members of the Core Team if anyone would like to be in charge of an institution wide door decorating contest. Melanie Castro, Carol Bevel, Olga Kleffman, and Janet Barton were interested. Dr. Lowery-Hart said the contest needs to be promoted to the college before the Thanksgiving break. This committee will meet today after the No Excuses Core Team meeting.
- Student representative, Andrew Alexander, commended the members of the No Excuses Core Team on the positive and constructive ways they are helping students.

## **ACTION ITEMS**

- There were no action items on the agenda.

## **ADJOURNMENT**

- The meeting adjourned at 10:30 a.m.

## **Next Meeting**

- The next meeting is scheduled for Friday, January 16, 2014 at 9:00 a.m. in Lynn Library, room 212.

Recorder: Carolyn Leslie

