

PRESIDENT'S CABINET MEETING

October 7, 2014

MINUTES

MEMBERS PRESENT:

Bob Austin, Terry Berg, Lee M. Colaw, Ellen Robertson Green, Russell Lowery-Hart, Jerry Moller, and Danita McAnally

OTHERS PRESENT:

Lisa Bentley, Cara Crowley, Kim Davis, Mark Rowh, and Brenda Sadler

Core Values: Integrity + Innovation + Teamwork = SUCCESS

Discussion:

POVERTY INSTITUTE TRAINING – Mark Rowh spoke of the two days of training with Dr. Donna Beegle. After meeting, they all split into groups with representatives from all of the College. Rowh spoke of barriers regarding use of AC's website when some students do not speak English. South Plains College's website offers their website in English, Spanish, and other languages. It does not cost any extra money for translation; David White could create a similar website that can be translated into other languages. Rowh stated that the Texas Common Application, which is used for admission to any university or college in Texas, is in English only. Cara Crowley recommended AC consider this change in the website as we have many ESL students; the third floor library staff serves students who speak about 40 different languages. Community Link is helping Spanish speaking students in completing the application. Rowh expressed the importance of every college employee engaging in customer service training. Green said she is working on a customer service training which should begin in January; it is patterned after BSA's new employee orientation. It will be a three-hour training course; one hour of AC 101; one hour will be a scavenger hunt; and one hour on culture of caring goals. The customer service training will be an on-going training which may allow employees to attend four times a year. Rowh said communication is necessary to get opportunity of the upcoming website out to students; he suggested possibly putting a resources link into the syllabi. Colaw said that IT will add the link for all syllabi. Lowery-Hart asked what was learned from the Poverty Institute Training. Lisa Bentley said what she learned was that we speak "middle class" language to our students. A lot of the time we associate intelligence with middle class language. Rowh said if we are judging we cannot communicate and if we are not communicating we are not educating. Kim Davis' group assignment was to appear to find an apartment to live in; they discovered that there were not any apartments affordable that were not on the eastside of town. Bentley's group visited pawnshops. Crowley and Rowh went to welfare offices. Davis said it was an eye-opening experience listening to what people are saying and that people judge those in poverty. Rowh squelched the statement that the more children women have the more welfare money they can get. Crowley stated that everyone deserves the right to pursue a college education. A large number of employees have gone through this training. McAnally believes Donna Beegle has made a huge difference in Amarillo College. Lowery-Hart spoke of the recent Texas Convening event; speakers and panelists from throughout Texas and the nation gathered for this decision-maker's event to network and increase the effectiveness of postsecondary success leading to living wage employment in Texas. He praised the AC story and told of the unique linking AC has with Amarillo ISD and social services. Representative Four Price was touched by what Amarillo College is doing. Moller said the challenge is to determine who is in the audience and how to reach that audience.

PRESIDENTIAL PRIORITIES AND INSTITUTIONAL GOALS – Lowery-Hart met with leaders from Administrators Association, Classified Employees Council, and Faculty Senate to express his priorities. He spoke of AC's Leader College designation, data analytics, and No Excuses intervention extension and improvement. Cara Crowley will handle the Culture of Caring team which is made up of a 29 campus leaders. The Culture of Caring team will also address Student Success Certification (demographics, data, customer service, support, information); relationship building across the institution, and Wayfinding. Lowery-Hart wants every employee to receive a certificate in customer service. Professional development training will be on the AC website. It was mentioned that Human Resources could identify all who have or will take a customer service training class. Lowery-Hart iterated that this training has to be a top priority for all employees; he wants to gather feedback on Student Success Certification and launch all of this in a general assembly sort of environment in January. Lowery-Hart expressed a need for improvement processes in the following areas: paperless plan; HR processes and policies to support improved employee productivity; First Year Experience (FYE) campus-wide integration; risk management and safety improvements; simplification of student enrollment and recruitment policies and processes; reduce time-to-degree. Other items to work on include scheduling; data-driven information; offer more night classes; and understand what students need from Amarillo College. Eighty percent of students take six years to get a degree or certificate; we need to determine how to change the six to three years. State funding will be based on the college's three year graduate rates. Fundamentally AC needs to discover what it will take to accomplish this timeline for students. Lowery-Hart said the data we have received regarding the number of students we have lost due to fewer night classes needs to be provided to departments. We have a language that perpetuates a system which is not user-friendly. Austin expressed and celebrated the number of students who use the Badger Den on the CUB first floor; Lowery-Hart said that the renovation on the first floor library will eventually happen and that it will serve many students also. There was discussion regarding traditional and accelerated class offerings and how flexibility in scheduling may be one of the answers. It depends on what is offered as to whether we could change more to accelerated classes. It was suggested to integrate continuing education classes into academic classes. McAnally was asked to address IPEDS data at the next Cabinet meeting. Lowery-Hart stated that 70% of our students are first-generation. We need to build multiple pathways to move part-time to full-time students and offer more night or weekend classes. Lowery-Hart said if there was a three-year schedule for each program, faculty might be open to teaching outside of their comfort zone. Austin and Moller were asked to bring an evaluation of the spring class schedule to the next Cabinet meeting.

INCLEMENT WEATHER – Green distributed weather cancellation handouts. AC will follow Amarillo ISD's decision in regard to canceling classes on its Amarillo campuses in the morning hours. AISD will call one of the AC contacts by 6:15 a.m. only if the school district is closing. Decisions regarding AC night class schedules will be made by 3:00 p.m. The President's office will make the decision and inform College Relations and the AC Police Department. College Relations will disperse the information by emergency texting system, campus email, AC's website, AC Connect, AskAC, social networking sites and the media.

ANNOUNCEMENTS:

- Strategic Plan work will begin soon and will change to 2020 from 2015 and content will be based on institutional goals.
- No Excuses University College Tour Banquet, Saturday, October 11, 6:00 p.m., Civic Center – Grand Plaza.
- Colaw told Cabinet that all employees' email size was increased to 4 gigabytes.

Next meeting: October 21, 2014