

Vice President's Council
August 26, 2009
Summary Notes

Members Present: Paul Matney, Robert Boyd, Bill Crawford, Daniel Esquivel, Toni Gray, David Hernandez, Judy Johnson, Patsy Lemaster, Jerry Moller, Sheryl Mueller, Ed Nolte, Jack Stanley, Renee Vincent; Carol Moore-recorder

Members Absent: Lou Ann Seabourn

Others Present: Dale Longbine, Bob Austin, Lana Jackson, Danita McAnally, Susie Wheeler

Announcements:

- Spring Schedule due September 18
- PET Forms Due to Kara Larkan-Skinner September 1
- PRO Business Tour – September 29; 8:00 am to 1:30pm
- FWA-Meetings have been scheduled; Moller reminded members to review small classes and determine cancellations soon
- Texas Council of College Instructional Administrators (TCCIL) Conference October 6-8
- Moving classes
- 2009-10 Budget
- Unique Needs Courses

Board of Regents Meeting

- Approved \$1.2 million of dental equipment
- Signed a contract with Amarillo Hospital District for equipment and indigent care
- Colaw explained Campuscruiser decision
- Authorization to purchase approximately 660 computers

Knowledge Base – Longbine/Austin

The knowledge base is a system utilized by AskAC to assist agents in answering inquiries. The knowledge base is a hosted solution through a company called Parature and there are currently 250-300 questions in our system. When a user submits a question, the system returns an answer. Typically, an FAQ page requires a user to read through an extensive list of possible answers, while a

knowledge base provides a short list of possible answers to the submitted question.

A knowledge base is designed to identify commonly asked questions and capture and disseminate answers to users. There is a feedback feature used to refine answers to better assist users. Departmental websites are also used by AskAC agents to assist in answering questions. Austin encouraged Council members to maintain the accuracy of all posted information within departments websites in their divisions. Longbine would like for departments and divisions to determine relevant information for their programs and provide the information to her to incorporate into the knowledge base. Information can be submitted directly to her through the knowledge base. She specifically asked for information about the Renewable Energy program.

AskAC currently handles inquiries through phone, email and chat features and expects to field approximately 25,000 inquiries in August 2009.

Amarillo College is exceptional in the use of the model of a contact center and several institutions around Texas have come to tour the facility. Some universities have outsourced similar centers.

Moller reiterated the need for departments and division to submit information to Dale to include in the knowledge base.

Questions arose regarding the service provided by AskAC and the amount of technical support that can be provided. Agents are working with the Center for Teaching and Learning to develop expertise in assisting customers with Angel LMS issues. Colaw has created the Technology Information Center (TIC) for escalating calls from AskAC to assist users with advanced technological questions.

Faculty Professional Travel Process

Moller met with Theresa Rider during the summer to discuss the process. New processes were distributed to council members.

Course Syllabi Update - Moore

Courses that are not currently listed in the syllabus system can be added into the system by Tommy de Jesus. If there is additional information needed, Tommy will contact Carol Moore for course description, course load, etc.

Members expressed concern that the system is difficult to navigate and very cumbersome to maintain; it is not user friendly. Matney expressed the desire to work with Lee Colaw and determine whether there is a better way to maintain syllabi.

THECB New Academic Associate Degree Programs

The Co Board released a draft of the new Standards for New Academic Associate Degree Programs. Sign Language, Forensics and Physician Assistant are the most recently approved AS or AA degrees for Amarillo College. Matney expressed concern that in the past AC has not provided extensive documentation when a new degree is added. The Co Board requires a great deal of documentation prior to the approval of a new technical/WEEM program. It appears they are now requiring the same amount of information prior to approval of AA and AS degrees as well.

CTL – Lemaster

Heather Voran is the new instructional designer. She has volunteered to staff the CTL extended hours 2 nights a week or possibly offer training in the evenings. Hernandez suggested the CTL offer extended hours at the beginning of the semester when the need may be the greatest.

Lemaster also indicated CTL will offer additional instructor training within the semester.

Southwest Seminar for Great Teaching

Brochures for the seminar are available from Lemaster. Faculty can submit a request to attend to Professional Development office and the Faculty Development Committee will select participants to attend the seminar.

Career Clusters – Lana Jackson

Jackson distributed educational information describing the purpose of career clusters. The goal is to align programs based on cross-disciplinary lines and break away from silos. AC purchased a database, WIDS, this summer to help identify curricula with overlapping programs. The database cost \$11,000 and training is \$4000. Training for the system is scheduled October 9 and includes individuals within the 5 current clusters. Preliminary participants have been identified, but there is room for 3-5 more. Ed indicated 6 individuals from his area are interested in the training.

Career clusters include all students and career pathways, not just technical programs.

Jackson offered to make a presentation at any division meeting if requested.

Department Chair/Coordinator Stipends/Evaluations/FPRP

Moller asked members to review the stipend list that was sent out and contact Moore with any changes.

Susie Wheeler-Nontraditional Grant Coordinator/Perkins

McAnally introduced Susie Wheeler, who is the coordinator of the Nontraditional Grant. AC has not yet received the grant, but Susie has been working throughout the summer. Wheeler is a retired French school teacher and is working on contract. Wheeler and McAnally will attend a pre-conference meeting at TCCIL. McAnally asked for volunteers to participate in teams at the pre-conference. Wetzel and Pullen are examples of non-traditional gender careers participants.

Perkins basic money is available and notifications will be distributed before the end of August. McAnally will begin to sign requisitions September 1.

Faculty Performance Review Form/Adjunct Faculty

An example of an adjunct faculty evaluation was distributed to the council. It is available for use but is not mandatory. The form will soon be available online.

2009-10 Institutional Priorities

A copy of the institutional priorities was distributed to the council.

Dr. Matney's Response to 2009 Faculty Survey

Matney asked that each council member make a commitment to communicate with faculty within departments and divisions on a regular basis.

Vice President Search Process – Matney/Moller

The meeting was adjourned at 4:15 pm.