

# PRESIDENT'S CABINET MEETING

May 8, 2018

## MINUTES

### **CALLED TO ORDER**

9:04 am on 05/08/18

### **ADJOURNED**

11:15 am on 05/08/18

### **MEMBERS PRESENT**

Bob Austin, Kevin Ball, Cara Crowley, Lyndy Forrester, Russell Lowery-Hart, Denese Skinner, Steve Smith, Mark White

### **MEMBERS ABSENT**

### **OTHERS PRESENT**

Kelly Prater, Stephanie Birkenfeld, Michael Kitten, David Hall, Edie Carter, Michelle Lamons, Melissa Hightower, Joy Brenneman

### **DISCUSSION:**

<b>1. FINANCIAL AID SELF-SERVICE PRESENTATION</b>	<b>Prater</b>
<p>Kelly Prater, Director of Financial Aid, demonstrated the self-service Financial Aid program available to students through the portal. She also provided a copy of the instructions students see when using this site. This system was implemented about one year ago and has made a big difference for students. Financial Aid, AskAC, and Advising staff are able to log in and see what the student is seeing on their end when assisting a student. AskAC and Advising can use this tool to determine if the student actually needs to see someone in Financial Aid or if they are able to self-serve. The page is user friendly and includes a self-service menu and checklist that lets the student know where they are in the process, what documents may be lacking, and the amount of their award, which they can accept via the self-service module. It also links to the FAFSA website, required forms pages, and includes a glossary of terms. The Student Finance Account Summary pulls information from the Business Office so students can see what they owe. This page may also be accessed through a phone app. Instructions for use will be integrated into New Student Orientation. A test account has also been created that may be used for demonstrations during visits to the high schools</p> <p>During their time on campus, SWIM Digital consulting realized that many calls were routed to Financial Aid that could have been handled by AskAC, so this page was opened up to AskAC and Advising. During August, Financial staff (8 full-time and some part-time) see 4,000 to 4,500 students.</p> <p>Amarillo College does not automatically award student loans and does face-to-face counseling for first-time borrowers. The students are also required to complete online entrance counseling and a master promissory note. Scholarship information from the AC Foundation is currently entered manually into this system, but Kelly will check to see if there is a way to integrate this. Outside scholarships usually come through the Business Office. Once a student is in the Financial Aid system, tracking emails are sent every 14 days to remind him or her what is still missing.</p> <p>Moving forward, marketing and education on the use of the portal will be increasingly necessary, especially with the new ACE model. Staff are currently demonstrating this portal in</p>	

New Student Orientations and First-Year Seminar courses and in the high schools. Recruiters and dual credit staff could also train students when they are working in the high schools. Financial Aid is becoming more of a planning center for students and their advisors are taking cash-management courses to better serve students. Recruiters and dual credit recruiters could also use the system to provide training to their students.

The college works with Panhandle Plains Student Loan Center and the default rate has gone down to about 15%. AC notifies the student that they need to do their exit counseling and Panhandle Plains follows the student and reaches out to them if they are close to default. Most students are able to leave AC without debt because they have qualified for PELL grants and other scholarships. Those who do use student loans, leave AC with \$15,000 to \$20,000 debt. It was suggested that a list of local companies who might pay off student loans when a student is hired would be useful. Ms. Crowley also noted that the Trellis Foundation would do a financial literacy survey of the college's students in Fall 2018.

**Action Items:**

- Ms. Prater will get cabinet members access to the portal screen so they may look at it.
- Mr. Austin will discuss the default rate at the May Board of Regents meeting.

**2. EMERGENCY RESPONSE PLAN**

**Forrester  
Birkenfeld**

Chief Birkenfeld presented the most recent draft of the Emergency Operations Plan, which has been reviewed and edited by the AC English department. The final draft will need cabinet approval and will be placed back on the agenda next week. Next steps after all Cabinet members' sign the Plan include uploading it to the webpage and begin implementation and training for the Certified Emergency Response Teams. The Emergency Response Team has recommended hiring a full-time Emergency Response Manager. This position would pay approximately \$65,000 and report to the AC Chief of Police. After getting the initial implementation work accomplished, the position could transition to include oversight of campus safety in general, OSHA and ADA compliance, etc. Currently, safety compliance and monitoring of equipment and labs is handled by faculty/staff and in some cases Physical Plant personnel. Chief Birkenfeld reviewed the position description and researched other schools of comparable size. Most have a designated position for Emergency Management.

Cabinet expressed concern about adding another position and discussed the possibility of hiring a consultant instead who might ramp training up quickly followed by a part-time person. There is no one in the ACPD qualified for this position. Before Cabinet can make a decision on this new position, more time and information will be needed to determine what the position looks like and to insure that it does not absolve others of their responsibilities in emergency situations.

The chief noted that the emergency alert system only uses 140 characters now. The test of the alert system is consistently every first Monday of the month. Cabinet discussed the concern that people are now ignoring it. Mr. Ball will look at the opt out rate. A suggested was made to market the phone number asking employees and students to save it in their phones. The chief also reported that Amarillo College has signed a mutual aid agreement with the City of Amarillo and the Amarillo Police Department.

Dr. Lowery-Hart was in Lubbock recently and talked with the President of VTS, a steel fabrication company. They are making door jams for schools and selling them for \$130, which

is substantially less than others Amarillo College has seen. He will send the college a free one to test. It might be possible to obtain a grant to purchase these.

**Action Items:**

- Chief Birkenfeld will bring back different staffing and funding options for the Emergency Response Manager. She will consider grants to fund the position, one of which might come from Panhandle Regional Planning Commission.
- Chief Birkenfeld will contact VTS.

<b>3. TOUCHNET</b>	<b>Austin Skinner</b>
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Ms. Skinner reported on the focus group of students who tested this software. Maria Juarez from the Registrar's Office and Olga Kleffman from Business Affairs also participated. The students understood the process and were impressed with the technology. Ms. Juarez and Ms. Kleffman believe it will give students more options to self-serve. After Financial Aid and scholarships are applied, it will allow a student to customize a payment plan based on his/her paycheck dates. The current system is in Ellucian and is no longer supported. Ellucian is encouraging schools to move to this new program and only works with TouchNet. It would also provide an option to add stores where students would be able to pay for tests or equipment. Currently, some faculty collect cash from the students for these fees. Based on debit card use over the last five years, Mr. Smith expects that the cost of this technology would be 80% paid for by the reduction of debit and credit card charges the college now pays to Amarillo National Bank and the reduction in cost of the Ellucian program. There is a possibility that students might enroll earlier and enrollment might increase due to better payment plan options. The college has a check processor that guarantees all checks and collects from the students. This would no longer be utilized if TouchNet is implemented and AC would be responsible for collecting on bad checks. Currently, the college writes off approximately \$400,000 in bad debt each year.

Using this system will not cost the student any additional money and the system will re-amortize the plan if they add or remove classes. The only difference is that the student can now create their own payment plan and pay online. Mr. Austin stated that he sees no downside to purchasing and using this product.

**Action Items:**

- Mr. Smith will keep cabinet informed on whether it is paying for itself as expected.
- Place on the June Board of Regents agenda for approval as it is over \$50,000; Mr. Smith will need to have all the details worked out and be prepared to answer many questions.
- Implementation is expected to take 6-8 months and Mr. Smith will work with Shane Hepler on a timeframe
- Mr. Smith will put this item in the budget
- Place back on the Cabinet agenda in two weeks.

<b>4. MENTAL HEALTH FIRST AID</b>	<b>Skinner</b>
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Ms. Skinner reminded Cabinet that during a previous conversation regarding this item, requiring all employees to attend mental health first aid training was discussed. She wanted to revisit this and get clarification. Cabinet suggested requiring it only for certain groups and making it optional for others. Dr. Clunis is open to requiring it for faculty but wants to go through the training herself first. Ms. Skinner will pilot this training with the AC Police Department and the Crisis Intervention Team.

Mr. Austin discussed a recent student issue where this type of training might have proved beneficial.
<b>Action Items:</b> <ul style="list-style-type: none"> <li>Ms. Skinner will pilot the training</li> </ul>

<b>5. EAST CAMPUS RECRUITMENT PLAN</b>	<b>Kitten</b>
<p>Dean Michael Kitten talked about his plans for the East Campus and introduced those attending the cabinet meeting with him. He showed a video that recently aired on the nightly news asking if college was worth it and highlighted technical jobs that do not require a 4-year degree and provide a living wage or better. They are working on updating their marketing documents. Last week, Terry Smith, Aviation Instructor was featured on a local news program discussing AC's training for drone pilots and private pilots. There is a need to increase enrollments at the East Campus to 300 by Fall 2018, and he and his team are looking at the pipelines of entrance into technical education. He has met with Highland Park, and Dimmitt High School is interested in technical education dual credit classes. A key component will be to make high school students aware of the pathways available to them into technical education where they would be able to start their program in the first semester and have multiple entrance points. David Hall, Edie Carter, Michelle Lamons, and Melissa Hightower talked about the work being done at the East Campus including:</p> <ul style="list-style-type: none"> <li>Required New Student Orientation the week before classes begin.</li> <li>Career Navigators supported by AEL. Data indicates that 79% of students who persist do so because of relationships.</li> <li>Integrated developmental education embedded into the classes with a goal of having the student TSI met by the end of their Level I certificate. Students will work in the success center over the summer and transition the East Campus when courses begin in the Fall.</li> <li>A success team, led by the Student Success Coordinator, Ty Williams, will include navigators, faculty and the East Campus Advisor.</li> <li>The College Readiness and Success Models grant, which is ending, from THECB will be used for training Academic Success and East Campus faculty.</li> <li>I-BEST – Integrated Basic Education Skills Training Grant <ul style="list-style-type: none"> <li>Integrates basic skills in the early courses and builds program momentum leading to completion; putting together a suite of resources for student use.</li> <li>Approximately \$30,000 in grant funds will be used to host an I-BEST training on May 16. Faculty/staff from Washington State, who pioneered this work, will be leading the training. Cabinet members are invited to attend to hear background information and data at 8:00 am in the Oak Room.</li> <li>AEL, East Campus, and Developmental Education faculty will be attending this training.</li> </ul> </li> </ul> <p>Mr. Kitten noted that he and his team will be handing out certificates at some high schools and will attend receptions following where they will have the opportunity to visit with other students and parents. He stated that recruiting is key to building enrollments at the East Campus.</p>	
<b>Action Items:</b> <ul style="list-style-type: none"> <li>n/a</li> </ul>	

<b>6. AMARILLO CLUB</b>	<b>Lowery-Hart</b>
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Resolved
<b>Action Items:</b>
<ul style="list-style-type: none"> <li>• n/a</li> </ul>

<b>7. BRAGGING ON EMPLOYEES</b>	<b>Cabinet</b>
Not discussed	

<b>8. COMMUNICATION POINTS</b>	<b>Forrester</b>
Not covered	
<b>Action Items:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	

<b>9. POSITION JUSTIFICATIONS</b>	<b>Cabinet</b>
None presented	
<b>Action Items:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	

<b>10. OTHER DISCUSSION</b>	<b>Cabinet</b>
<p>Mr. Austin provided an enrollment update via email prior to the meeting.</p> <p>Dr. Lowery-Hart and Mrs. Crowley talked about the upcoming Poverty Summit at AC. Attendees from 34 different institutions and 14 states will be attending.</p> <p>Mr. White announced there would be a flag ceremony with Boy Scouts and ROTC at the Hagy center next Wednesday morning to showcase the new flagpole and demonstrate flag etiquette to the children.</p>	
<b>Action Items:</b>	
<ul style="list-style-type: none"> <li>• n/a</li> </ul>	