

Northland Pioneer College
Strategic Planning and Accreditation Steering Committee (SPASC)
November 18, 2011

Members in attendance: Peggy Belknap, John Bremer, Brian Burson, Paul Clark, Blaine Hatch, Jeannie McCabe, Debra Myers, Ryan Rademacher

Advisory members in attendance: Trudy Bender, Eric Bishop, Eric Henderson, Ann Hess, Cindy Hildebrand

Guests: Colleen Readel (recorder), Kristin Thomas, Leslie Wasson, Dan Wattron

- I. Approval of Minutes from 11/04/11
 - a. Motion to approve by Peggy Belknap; second by Ryan Rademacher
 - i. Unanimously approved
- II. Scan the Plan – Pillar 4 (Dan Wattron)
 - a. Dan has been asked to consolidate things in getting ready for the Spring meeting of revising the Pillar and try to organize the Pillar a little bit more and have the Priorities match our current activities. He tried to keep the intent of the priorities and the major goals and consolidate and get them organized. For example there was training mentioned all over. He came up with a draft of revising the Pillar.
 1. Eric showed his draft to SPASC.
 - i. Priority 1: Establish stability, consistency and excellence in College staff and services through enhanced training (was Priority 2) and added: “through enhanced training”
 2. Attempted to lump some of the training activities that we’ve been involved with and some that are planned and some recent training on MyNPC through the IS Department into this area.
 3. Moved 4.1.1 Training for Employees, 4.1.2 Training in the Workplace & 4.1.3 Update Policies & Procedures up from Priority 2.
 - a. Summary:
 - i. HR is in the process with reviewing customer service training programs. Dan has reviewed 10 customer service videos and programs and identified one called Connections Now and passed it around to get input. Planning to go to a pilot program with Connections Now after briefing the Executive Team, with implementation as soon as January.

- ii. Two-part new employee orientation developed. Phase two employee of the orientation is planned for mid-January.
 - iii. IS Department has software technical training available on MyNPC for all employees.
 - iv. Future training for supervisors as well as all employees will be planned for 2012 after Connections Now customer service program is going. Topics such as EEO, interviewing, diversity, etc.
 - v. Updating policies & procedures, the Employee Relations Committee has been involved with doing that this past year. They have updated a couple and are currently working on a new procedure.
- 4. Dan asked for feedback on Priority 1.
 - a. Trudy asked if he was removing the employee mentoring contact.
 - i. Dan – No that has been moved to further in the document.
- ii. Priority 2: Strengthen hiring, evaluation and compensation standards (was Priority 3)
 - 5. Again a shared responsibility, Dan consolidated a few things and again there was much done in this Pillar over the last 2 years with Peggy & her staff and the Employee Relations committee. Dan thanked them for their work. A lot of the bullet points were met, surpassed and enhanced; they did a lot of good work on that.
 - a. 4.2.1: Create a more automated plan to enhance procedures that foster the hiring of quality qualified personnel – Carry over goal
 - i. Added bullet: Creation & implementing an online employment application.
 - 1. We do have teacher application, adjunct credential applications, but we fail to have a basic employment application. So we are in process and have some samples from some other schools in the Arizona Community College system. Rather than reinventing the wheel that will greatly help our system.
 - ii. Added bullet: Investigate third party background investigation check systems
 - b. 4.2.2: Evaluate and assess job performance – Carry over goal

- c. 4.2.3: Create and maintain an equitable and transparent compensation structure – Carry over goal
- d. 4.2.4: Review adjunct faculty employment standards, hiring procedures and compensation – Carry over goal
 - i. Summary:
 - 1. Current hiring process since Dan started has been looked at and scrutinized. He is still looking for process improvements. Implementation of an online job application is in process right now and should be active next month. This week Dan developed a release of employment and reference information that will be used as part of the employment application. We will look at third party background investigation. Future topics to look at will be a revamped performance review process, possibly starting from scratch; possibly renewed compensation plan, possibly linking pay to performance and some other ideas. There is internal discussion with peers at the last conference as far as what we are doing for our adjunct faculty. As a result of that we plan to offer and encourage our adjunct staff to partake in our optional benefits at full cost for purchase such as vision and life insurance.
 - 6. Dan asked for feedback or questions on Priority 2.
 - a. Eric H. asked about 4.2.4 in terms of where we are with reviewing how we're dealing with adjuncts and maybe the Deans can get together with Dan at some point and talk about that.
 - b. Dan – Yes, he has not spent too much time but would welcome the chance to attend the regular Deans' meeting and talk about ideas and suggestions, he's very open to that.
- iii. Priority 3: Foster an institutional environment that encourages teamwork, pride in job and institution, and professional growth and development (was Priority 1)
 - 7. While still a priority and very important Dan moved this to Priority 3 and we're working on all of these Priorities concurrently. The training was on the docket right now, that's why that was moved to Priority 1. This is just suggestions for the formal revision that will be in the springtime.
 - 8. 4.3.1: Improve communications College wide – Carry over goal

- a. Create & implement a monthly All NPC newsletter – In process right now. Dr. Swarthout had mentioned previously that she wanted to get out a monthly presidential message. Another former bullet point was to get out improved communications from HR to do something more along the lines of MyNPC or employee information. We have created a draft and are looking at possibly going with an All NPC electronic newsletter. We have a draft one right now and would like to lead with a potential Presidential monthly message if that meets with Jeanne's timetable. Otherwise, it would be your basic HR stuff. We have a draft so keep your eyes open for a December 1st issue.
9. 4.3.2: Develop programs that recognize individual and group achievement.
 - a. Again, Peggy has done a great deal in the last two years with the formal college service award program as well as the procedures for retirement recognition, as well as the employee of the month program. I think that my challenge in conjunction with the Employee Relations Committee will just be to fine tune or tweak that and get some more formal, written procedures down on paper.
 10. 4.3.3: Promote professional development opportunities for staff and faculty – Carry over goal
 - a. Continuing to look for in-house talent.
 11. 4.3.4: Foster teamwork
 - a. Something we always encourage here. We'll be doing more with that.
 - i. Summary:
 1. Draft newsletter that will help with communication. HR Director to get out and be more visible. Dan tries to get out to different main campuses weekly and get out to the outlying centers as feasible. Written guidelines, with the Employee Relations Committee, we'll get some things formalized for employee of the month, service awards, and retirement awards. The Wellness Program, we would like to do more with that in the future and it could always be enhanced with some additional funding. In-house training will be enhanced after completion of a new customer service program

that is in the works right now. As always, we will continue to endeavor to foster teamwork as departments as we work together in the future.

- b. Dan – We’ve had a lot going on since I’ve started in April and this is my first SPASC meeting. It’s nice to be here. We’ve jumped on a lot of projects. Bobbie and Sue Ann have been very helpful. The Employee Relations Committee has met just once, so I’m looking forward to doing more with that group.
- c. Dan asked for any feedback on last priority or in general. If there are any questions, let him know. If anyone has any suggestions or feedback at any time of the year, help or assistance or ideas, Dan is always open to process improvement and doing new things to make NPC a better place to work.
 - i. Eric added that Dan’s process of going through the Pillar was nice and smooth. He has a jumpstart on revising the Pillar for the Spring. For those who are new to SPASC, the Spring is when we revise the plan. We ask for college input, we bring in a faculty member and a staff member for each Pillar Team to help provide input. Eric liked that Dan moved the Priorities around to reflect the current times in his revisions. When the Pillar leads are looking at their Pillars look at the priorities and see if they are in order of sequence of the highest priority. Logically it should show what is of a higher priority starting with the first one and then going on to subsequent ones.
 - ii. Any more discussion on Scan the Plan?
 - 1. There was none.
 - iii. Next Pillar lead will be Maderia. We’ll invite her to the next meeting.
 - 1. Blaine has already given her a heads-up, but a reminder would be great. Blaine stated he knew Maderia had it on her calendar.

III. Other

- a. Eric doesn’t have any “other” topics.
 - i. Jeanne and Mark are in the Valley.
 - ii. Jeanne did mention that the first Portfolio Content meeting is December 6th.
 - iii. Eric will not be at the All College meeting today.
- b. Does anyone else have any other topics for item III?
 - i. There were none.

IV. Adjourn

- a. Motion to adjourn by Ryan Rademacher; second by Brian Burson
 - i. Unanimously approved