

## **Institutional Strategic Planning Council (ISPC)**

September 3, 2014

1:00-3:00 (ST 107)

### **Attendees:**

- **Attendees:**

**Ruth Leal (Staff-Instructional Production Specialist\*ISPC Chair\*)**

**Diane Dieckmeyer (VP Academic Affairs\*ISPC Chair\*)**

**Melissa Bader (Faculty Rep to District EMTF \*ISPC Chair\*)**

Deborah Tompsett-Makin (At-Large)

Barbara Moore (Transfer Faculty)

Benjamin Vargas (ASNC-President) *arrived at 2:45*

Natalie Aceves (Staff-Educational Advisor)

Ruth Jones-Santos (Staff-Administrative Assistant II)

Lyn Greene (Academic Senate President)

Beth Gomez (VP Business Services)

Monica Green (VP Student Services)

Ana Molina (Staff-Administrative Assistant II)

David Mills (Basic Skills Faculty)

Jason Parks (Chair of Chairs – APC)

Diann Thursby (Staff-Grants Administrative Specialist)

Greg Aycock (Dean of Institutional Effectiveness)

Mark DeAsis (Dean of Admissions and Records)

John Coverdale (CTE & Grants Advisory Rep) *arrived at 1:40*

Ruth Smith (Recorder)

- **Absentees:**

Celia Brockenbrough (Library Faculty)

Jim Thomas (CTE Faculty)

- **Guests:** Paul Parnell, Koji Uesugi, Arend Flick, Sheryl Tschetter

### **Welcome and Ground Rules: (Diane Dieckmeyer)**

- Introduced new members.
- Reviewed meeting schedule.
- Reviewed the Purpose of the ISPC. (Page 15 of the Norco Strategic Plan)
- Discussed the importance of attendance, including arriving on time and staying for the duration of the meeting. Dr. Green stipulated her community activity on Wednesdays that prevents her from arriving on time and this was noted as acceptable.
- Requested that members please read documents, minutes, agendas before the meetings, if possible.
- No cell phone use during the meeting. Be attentive and responsible.
- Guests are always welcome.
- Encourage all members to participate. Be courteous when asking to participate.
- It was agreed that Dr. Aycock is permitted to use technology as needed to access data.

### **Approval of Minutes:**

Approval of Minutes for May 21, 2014.

**Motion by Lyn Greene, second by Deborah Tompsett-Makin to approve the minutes from the May 21, 2014 meeting. Motion approved with two abstentions.**

**I. Information Items:**

**A. Review of Last Evaluation (Ruth Leal)**

- Thank you for participating in the survey.
- Reviewed and discussed the survey results.
- A survey comment suggested that an ISPC retreat could be useful. Dr. Dieckmeyer shared that December 3 is being considered as a possible retreat date.

**B. Action Plans (Melissa Bader)**

- Discussed the content of reports presented at each ISPC meeting by the standing committees. Future reports will cover the committee's progress on the Action Plans.
- Greg will send out the Action Plans. The hope is that the planning phase will be completed and we can move on to doing the actual work.
- ISPC co-chairs will follow up with an e-mail to the committees regarding the completion of the Action Plans and explaining that their ISPC report for this semester will focus on the Action Plans.
- Discussion on frequency of committee reports to ISPC. Reports will be presented during the Spring semester only. The Academic Senate will be the last committee to report.

**C. Accreditation Update (Diane Dieckmeyer)**

- Norco has been reaffirmed.
- Need to prepare follow up report that focuses only on Norco recommendations. Report is due to ACCJC on October 15, 2015.
- Reviewed recommendations and how they will be addressed.
- Encouraged everyone to read the external report. It is on the website.

**II. Open Hearing:**

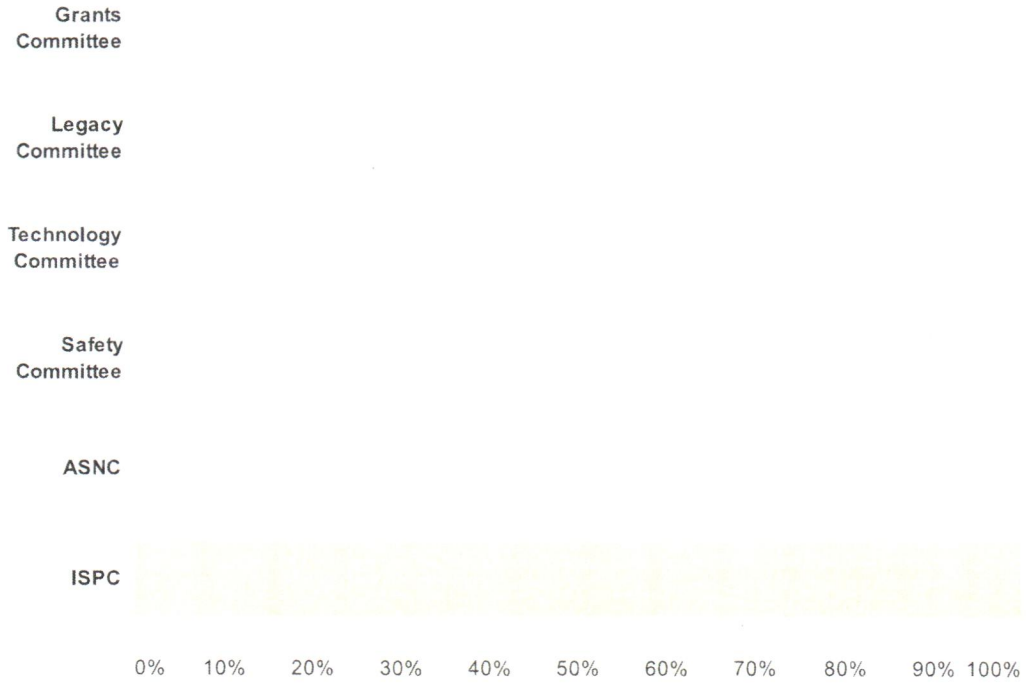
- Dr. Parnell indicated his appreciation for the ISPC and all the work that they do.
- Ruth Leal announced Lynda.com day. There will be three training sessions offered throughout the day (September 16). Sessions include training for faculty/staff and one session especially for students.
- Benjamin Vargas introduced himself and indicated that he is the new student body president and ISPC representative.
- Melissa Bader recognized Jason Parks for his leadership and great work on the APC. They are currently scheduling multiple semesters with great success – thanks to Jason. Now Riverside and Moreno Valley are following the same scheduling pattern.

**Adjourned – 2:50**

# Strategic Planning Committees Survey of Effectiveness

## Q1 Which committee are you evaluating today using this survey?

Answered: 15 Skipped: 0

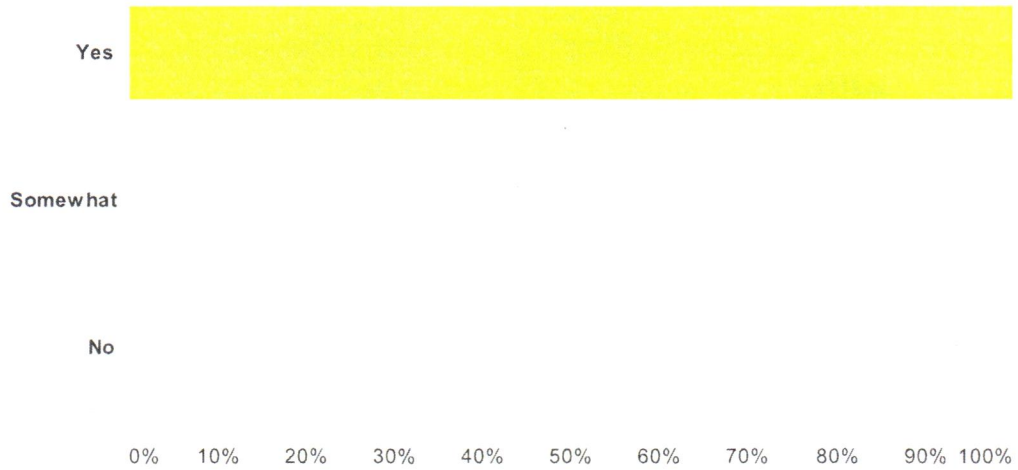


Answer Choices	Responses	
Grants Committee	0.00%	0
Legacy Committee	0.00%	0
Technology Committee	0.00%	0
Safety Committee	0.00%	0
ASNC	0.00%	0
ISPC	100.00%	15
<b>Total</b>		<b>15</b>

# Strategic Planning Committees Survey of Effectiveness

## Q2 Do you feel you have a clear understanding of the structure and purpose of this committee?

Answered: 15 Skipped: 0



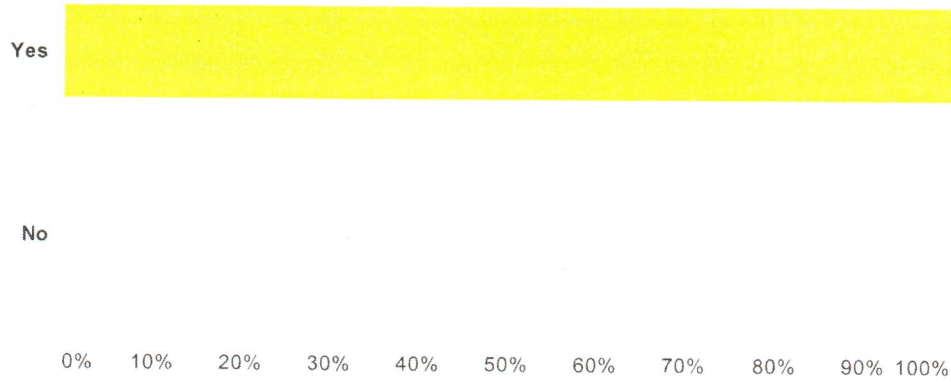
Answer Choices	Responses	
Yes	100.00%	15
Somewhat	0.00%	0
No	0.00%	0
<b>Total</b>		<b>15</b>

#	Additional Comments	Date
1	There is some vagueness on how faculty are supposed to disseminate back to constituent groups and it seems that some are covered by coincidence. But overall it is working quite well so far.	5/21/2014 10:29 AM

# Strategic Planning Committees Survey of Effectiveness

## Q3 Are agendas and minutes provided electronically prior to the committee meetings?

Answered: 15 Skipped: 0



### Answer Choices

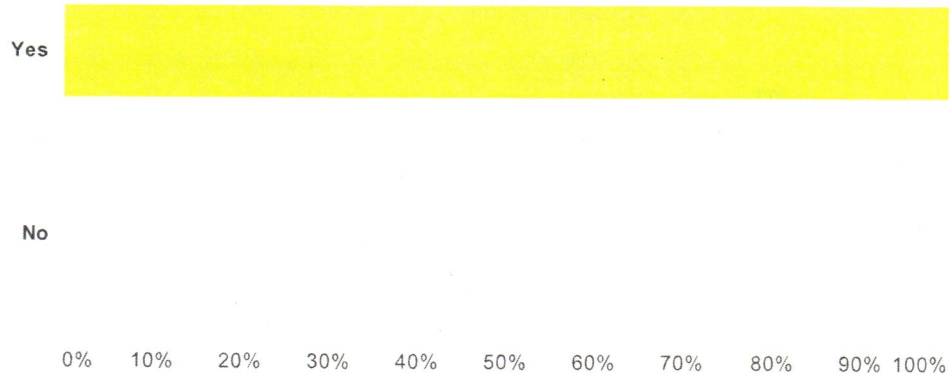
### Responses

Yes	100.00%	15
No	0.00%	0
<b>Total</b>		<b>15</b>

# Strategic Planning Committees Survey of Effectiveness

## Q4 Are the agenda items usually completed within the meeting time?

Answered: 15 Skipped: 0



### Answer Choices

Yes

No

Total

### Responses

100.00%

0.00%

15

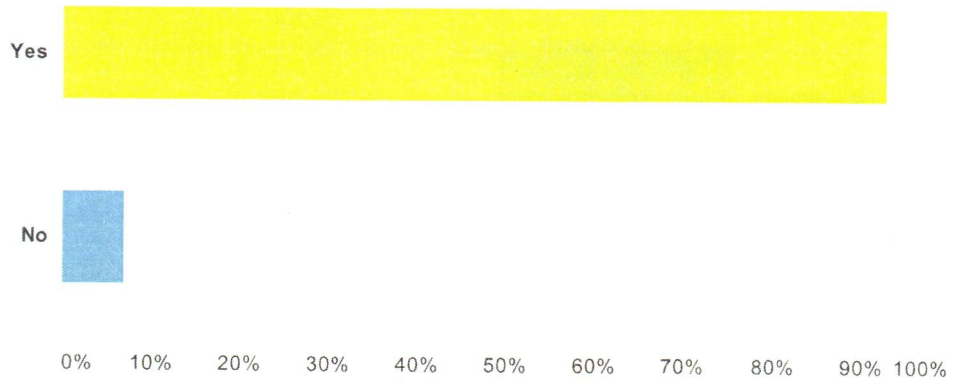
0

15

# Strategic Planning Committees Survey of Effectiveness

## Q5 Are committee members given adequate information to make informed recommendations and decisions?

Answered: 14 Skipped: 1



### Answer Choices

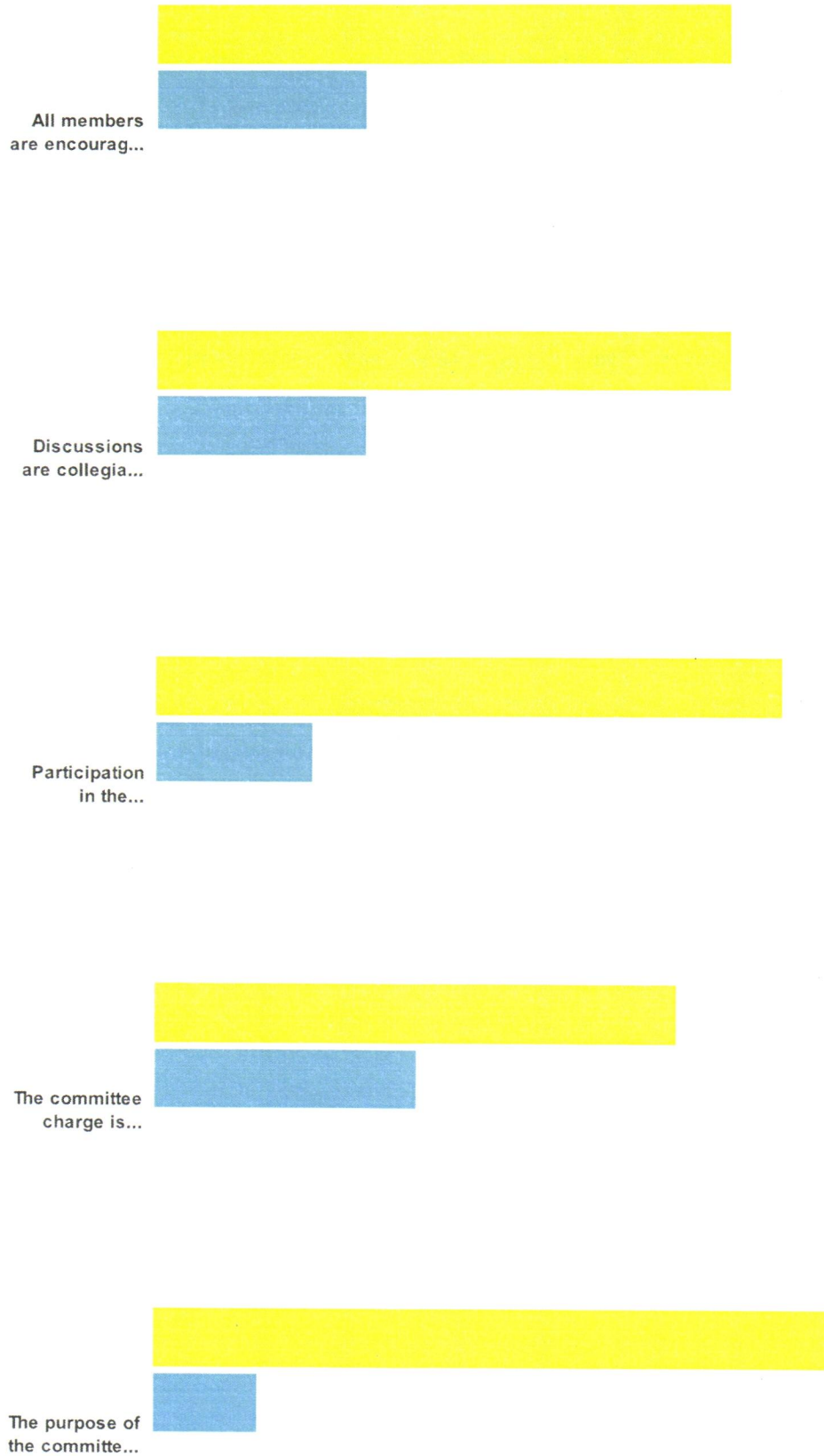
### Responses

Yes	92.86%	13
No	7.14%	1
<b>Total</b>		<b>14</b>

# Strategic Planning Committees Survey of Effectiveness

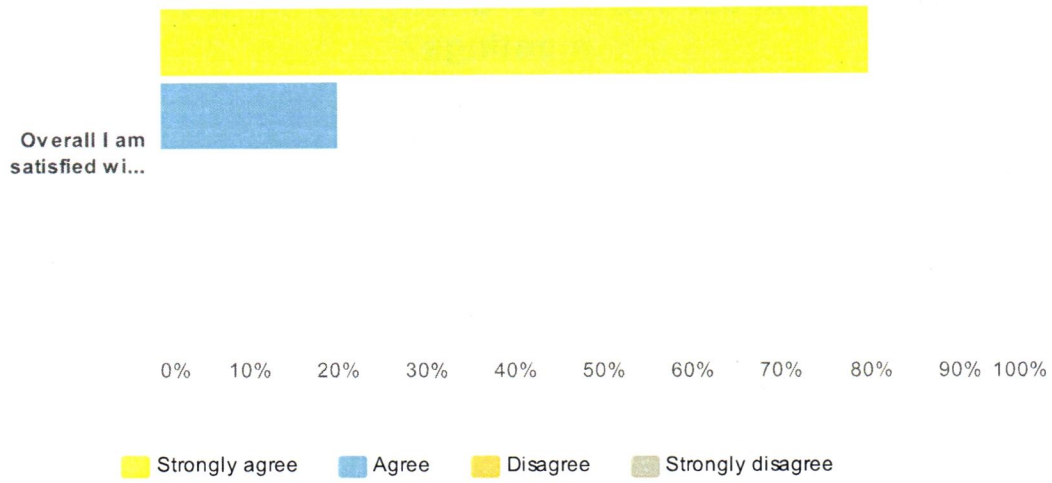
## Q6 Please rate your level of agreement with the following statements:

Answered: 15 Skipped: 0





# Strategic Planning Committees Survey of Effectiveness

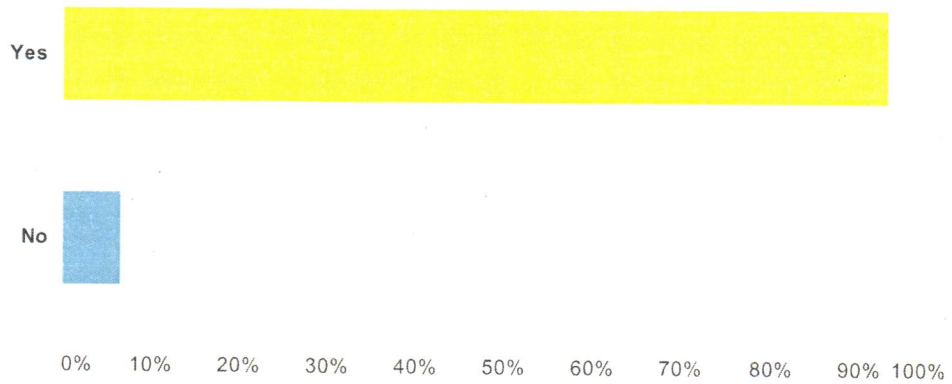


	Strongly agree	Agree	Disagree	Strongly disagree	Total
All members are encouraged to be actively involved.	73.33% 11	26.67% 4	0.00% 0	0.00% 0	15
Discussions are collegial, and differing opinions are respected.	73.33% 11	26.67% 4	0.00% 0	0.00% 0	15
Participation in the committee is meaningful and important to me.	80.00% 12	20.00% 3	0.00% 0	0.00% 0	15
The committee charge is understood and the members work towards fulfilling the charge.	66.67% 10	33.33% 5	0.00% 0	0.00% 0	15
The purpose of the committee aligns well with the college mission.	86.67% 13	13.33% 2	0.00% 0	0.00% 0	15
Overall I am satisfied with the committee's performance.	80.00% 12	20.00% 3	0.00% 0	0.00% 0	15

# Strategic Planning Committees Survey of Effectiveness

**Q7 Do you regularly communicate with the members of the constituent group you represent regarding key items discussed and actions taken during committee meetings?**

Answered: 15 Skipped: 0



## Answer Choices

Yes

No

Total

## Responses

93.33%

6.67%

14

1

15

# Strategic Planning Committees Survey of Effectiveness

## Q8 Describe the committee's strengths:

Answered: 12 Skipped: 1

#	Responses	Date
1	-Very efficient (time wise) -The chairs are very good mediators and handle difficult situations well - The chairs are very welcoming and do well at being a neutral and encouraging everyone to participate. - The additional staff added to the committee	6/12/2014 11:00 AM
2	Have a good understanding of issues that effect Norco College and it's constituencies.	6/11/2014 12:46 PM
3	The Dialogue is good and the meetings have been run well.	6/10/2014 8:14 PM
4	Willingness to hear diverse opinions and reach a well thought out action.	6/10/2014 8:04 PM
5	It is inclusive and it is obvious the group is most concerned with doing the best for students at the college.	5/21/2014 11:40 AM
6	The committee serves the college by acting as the final stop prior to the President/President's Cabinet and serves as the primary recommending body to the President's Office. The committee has representation from all groups on campus.	5/21/2014 10:29 AM
7	Following the strategic planning process, every constituent group on campus is given a chance to participate and let their thoughts and opinions be heard.	5/21/2014 9:07 AM
8	Active participation from all constituents at the college.	5/21/2014 5:25 AM
9	I think the committee has great representation from all stakeholders, including students. The members of the council take their tasks seriously and are not afraid to ask hard questions and make difficult decisions. Members are rawhich absent which shows their commitment to the work of the council.	5/20/2014 6:27 PM
10	The majority of the members are committed to attending all meetings and functioning within the committee's structure.	5/20/2014 3:39 PM
11	Has established a transparent and straight forward process for strategic planning and decision making. Good dialogue among members.	5/20/2014 3:24 PM
12	We are effective in making institutional recommendations to the President. The composition of the committee is effective as members in various areas participate in the discussion and decision making process.	5/20/2014 3:20 PM

# Strategic Planning Committees Survey of Effectiveness

## Q9 Is there something that you would recommend to help the committee function more effectively?

Answered: 6 Skipped: 9

#	Responses	Date
1	<p>-More detailed agendas. Agenda Items should include 1. Name 2. Description/ desired action Example: Program review rankings (Action Item) The ISPC will discuss and possible approve the staff, faculty, and equipment rankings. -All supporting documentation that is presented at the meeting should be sent out with the agenda so that members have time to review. - A brief summary explaining the reasoning behind a proposed decision. Especially those like program review rankings. Agenda items should be presented like it's everyone first time seeing it. I understand that many of the committee members serve on several different committees and are familiar with the content, but for others (staff &amp; students) it is their first time seeing it and additional information is needed to make effective decisions. -Individuals should be acknowledged by the chair before speaking and discussion should be relevant to the agenda items. - I am unaware if there is a clear standard of what should come to ISPC as an informational item or an agenda item. I understand that the "space modification" situation was an administrative decision but large decisions that affect so many should be approved by ISPC. I understand that this decision was made to accommodate the needs of the department noted in program review and the intentions were to better serve our students. I sincerely feel like decisions like these should not be made without a detailed plan and timeline presented to those affected prior to being presented to ISPC. Best intentions aside, this was done in a very alarming way. Change in itself is not hard, dramatic change without a detailed plan is distressing, and difficult to effectively execute. This is why I would recommend that all future decisions like this are presented with a clear timeline and a fully vetted plan (that includes input from affected parties) should have been discussed and agreed upon at a committee like the ISPC. That is the very essence of shared governance. We scrutinize every detail of what a Google map should look like, we go back and forth for hours over where a smoking circle should go and we even do a walk-through of the possible smoking circle locations. We do this because we know that no one person can see the entire picture and how decisions will affect our students. Staff catches things that faculty and administration wouldn't see, and vice versa. ISPC and Norco College make good decisions and do a great job serving our students because we collaborate, we each bring an important part of the picture to the table before we make decisions. When this doesn't happen, a lot of things are missed/ left out and there are a lot of holes in the plan that go unaddressed. If we are not careful our students fall through those holes and it negatively affects their success. Also this causes members to lose faith in the process and lose trust in those with authority. I've noticed that this changes the dynamic of meetings such as the ISPC. If members don't have faith in the process committee attendance and participation declines. If they have no faith in the leadership members become reactive to items presented for discussion instead of proactive and solution minded. Also there were several times that items came up for "approval" yet when changes are proposed they are unable to be accepted. I believe we were discussing the facilities master plan or a building plan and a committee member asked why there was no large commons area like JFK in the plan. It was asked if we could amend the plan to include a commons area for banquets because we use JFK and we are outgrowing it. We were told that we couldn't amend the plan and that we were just approving it. In these cases it should be brought as an informational item not an action item. In summary, a clear standard needs to be drawn on: 1. What comes to the committee 2. What constitutes an Action Item vs an Information Item I think the committee has improved in collegiality; however, we still have situations that are a bit out of line. For example when Kevin Fleming was seeking approval to partner with the Inland empire unemployment office for the accelerated program. comments were made in a disrespectful manner ... but situations like this don't occur as often as they used to.</p>	6/12/2014 11:00 AM
2	No	6/11/2014 12:46 PM
3	Maybe adding more definition to how ISPC relates and integrates with the other committees. Also how our decisions are moved forward and perhaps a feedback loop on the major decisions.	6/10/2014 8:14 PM

## Strategic Planning Committees Survey of Effectiveness

- |   |  |                    |
|---|--|--------------------|
| 4 | I think we need a retreat where we really talk about the charge of the ISPC. There seem to be a few members who do not understand the concept of shared governance and where there are "rights and responsibilities" regarding that process. Perhaps we have too many steps in our processes. Are there redundancies that we can remove? | 5/21/2014 11:40 AM |
| 5 | Move the meetings to CSS 217 so that there is space for more people to attend.   | 5/21/2014 9:07 AM  |
| 6 | We probably should establish a process/cycle for reviewing/changing the process—possibly every 3 or so years.  | 5/20/2014 3:24 PM  |

# Strategic Planning Committees Survey of Effectiveness

## Q10 Is there any thing else you'd like to comment on about the committee?

Answered: 6 Skipped: 9

#	Responses	Date
1	Overall I think we do a great job. A larger portion of the members participate in discussion, all opinions are welcome, and I think that is what makes this committee such an effective and enjoyable committee to serve on. Nevertheless, there is always room for improvement. Coffee and/or cookies would also be greatly appreciated.	6/12/2014 11:00 AM
2	No	6/11/2014 12:46 PM
3	I believe we are functioning well as a college, but I believe we can continually improve. I think that our committee and council and administrative structure should be examined from a holistic perspective.	6/10/2014 8:14 PM
4	Attendance can be difficult at times. Many members need to arrive at the meeting better prepared, having read the minutes and any supporting documents in advance.	5/21/2014 10:29 AM
5	It is important for non members to attend the meetings so input can be given before a decision is made on a particular item. Example of an item that would of benefited from this was the "smoking policy". Yes... the item did go through the process, but most who knew about it was because they sit on a council/committee. I know committee of the whole serves as this forum but if would be nice to hear from all the constituent groups before we make a decision.	5/21/2014 9:07 AM
6	Start the meeting at 1:30pm	5/20/2014 3:39 PM

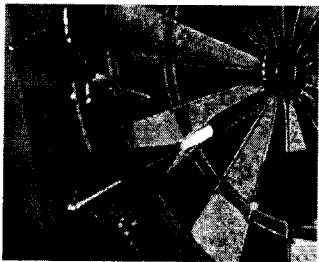
Accreditation Update  
Follow Up Report  
Fall 2014

Accreditation  
Reaffirmed!!!!  
Follow Up Visit and Report  
October 2015

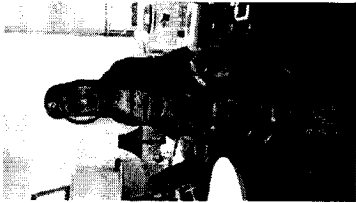
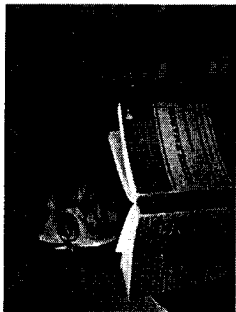
No, Really  
✓ ACCJC's sanction rate (2009 – 2013) = **54.5%**  
✓ Cumulative sanction rate for other six regional accreditors in the United States = **12.4**  
(California State Auditor Fact Sheet, 2014).

Our Commendations  
1. **Collaboration** between Academic Affairs and Student Services in developing and implementing **Summer Advantage**.  
2. **Library for Read 2 Succeed** for promoting literacy, integrating technology, and building community.  
3. **Legacy** Committee for promoting **inclusion, understanding, respect and diversity**.

## What's a Follow-Up Report?



## Who will write the report?



## Recommendation 1

- ✓ Evaluate all parts of the planning and resource allocation cycle (standing committee in 2011; correctly name everything)
- ✓ Develop standard assessment instrument (standard survey)
- ✓ Assess the evaluation mechanisms (Huh??)
- ✓ Broadly communicate the results

(Standards I.B.6; I.B.7; IV.A.5)

**Leadership Team:** Dean, Institutional Effectiveness; Faculty Assessment Leaders; Institutional Strategic Planning Council Co-Chairs; Vice President, Academic Affairs

## Recommendation 2

- ✓ Consistency in transferring student learning outcomes on official course outlines of record to course syllabi (See External Report p. 33)
- ✓ Direct assessment at the program level (ADT's, AOE's, CTE Cert/Degrees)
- ✓ Evaluation for all general education outcomes (Info Competency & Technology Literacy in Fall 14)
- ✓ Develop, implement, and assess an evaluative mechanism to review all parts of the student learning outcomes process

(Standards I.B.6; II.A.1.a; II.A.1.b; II.A.1.c; II.A.2.e; I.A.2.f; II.A.2.h; II.A.2.i.)

**Leadership Team:** Dean, Institutional Effectiveness; Dean, Instruction and CTE; Faculty Assessment Leaders; Academic Planning Council, Academic Senate



### Recommendation 3

- ✓ Service area outcomes systematically assessed in Business Services
- ✓ Results used to make improvements

(Standards I.B.3; III.B.2.b)

**Leadership Team:** Vice President, Business Services; Business and Facilities Planning Council Co-Chairs

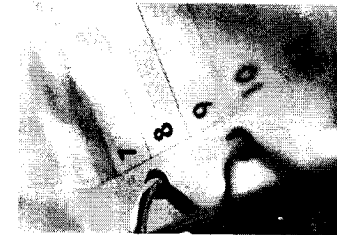
### Recommendation 4

- ✓ Systematic replacement of technology
- ✓ Total cost of ownership for new equipment
- ✓ Assess the effective use of technology resources
- ✓ Use the results of evaluation for improvement

(Standards III.B.2.a; III.C.1.c; III.C.2)

**Leadership Team:** Vice President, Business Services; District Technology Designee; Dean, Technology and Learning Resources; Technology Committee Co-Chairs

By April, 2015



- ✓ Decide **HOW**
- ✓ Changes approved by constituency groups
- ✓ Implement changes
- ✓ Collect Evidence
- ✓ Write the report