

**Institutional Strategic Planning Council-Open Dialogue Discussion**  
**May 29, 2019**  
**CSS 217 (1:00-3:00pm)**  
**Minutes**

The purpose of the meeting is to continue the tradition of an annual open dialogue session to provide an opportunity for the college community to discuss college planning, program review, resource allocations, and the decision making process that contribute to the achievement of course, program and institutional student learning outcomes. It is a way for ISPC to hear about other items, notes from this meeting are reviewed at the first ISPC meeting for the fall.

- Concern about the open forum with the chancellor. Not sure where the college and faculty stand, do we need a strategy as a college? Might not be a true open forum. In the past there has been no time for questions. Many people are upset about the loss of the 24 million for foster youth and veteran housing. Concern that it will not help our case if we come off hostile. Suggestion to check the intention of the chancellor by asking for an agenda from his assistant. Clarification that this is regular scheduled open forum. Usually there is time for questions at the end. Do we need to contact the chancellor's office?
- Suggestion that there is a feeling as a college we are no longer collegial with each other. The email from this morning feels like an organization attack on a classified employee. (email from faculty association to classified staff Ruth Jones-Santos) Is this appropriate?
- Staff are voicing concerns that they are being treated with undisguised contempt at meetings, they do not feel comfortable to speak up. Are there any examples of where this is happening? If we could get a specific example, we could address it. An example would be the balance of power. Staff don't feel comfortable speaking up in a committee meeting because they have been reprimanded when they go back to their offices. If there is an example, then there is a grievance process that can be followed. Faculty have felt the same way. Suggestion that the current drama cultivates a certain level of insecurity in people. GCTWF survey was just finished, last year we had very high rates. We will look at the questions that pertain to these issues and look at the results of the survey. We will share all the results with the college community. In last year's survey, staff did have some areas that could be improved.
- From a staff's perspective, if someone is thrown into a committee, they may not have enough information about the current issues and processes of the committee. As a faculty member this can also happen. Staff want to be involved yet, we have a high turnover. Suggestion to explain committee concepts to faculty and staff when they join a committee. Suggestion to give a brief synopsis of what had happened in prior meetings, a quick update at the beginning of meetings. It is not unusual for people to vote yes on an item that they don't understand or know anything about. Guiding principle documents used to be on the website, not sure if the documents and information were moved over to the new site.
- Is ISPC working on a new governance handbook? Yes, we have many processes that are not written down, this handbook will be where they are housed. Many processes were housed on the website, not sure if they are on the present site. Was the document archive from the old website moved over to the new?

- The regular update has been active for the last year. Do people read it? Yes, some only skim through it. Any suggestions? Make it shorter. Maybe change the format to make it look like a newsletter. People are more apt to read something if it looks like a magazine, they are more visual. The regular update is a very good resource. Many have used it to refer back to for information. We are looking for new and effective ways to update the college community.
- Email fatigue is something that is happening here at Norco. We are not using best practices when sending out email from here to the district level. We are looking at creating specific list serves for specific information, this is now available to us with the change to Office 365. We are also looking into giving people the option to opt out from some of the list-serves. There will be a proposal presented hopefully in the fall at FLEX. Currently, you can choose to send any list serves to your clutter.
- Comment that we are not collegial is not everyone's experience. We may have problems disagreeing. In the past we have had issues with some people feeling disrespected, this was addressed, people were reminded to be aware of their actions and words. We may need to revisit this conversation next year. There is currently a plan for conflict resolution training professional development at fall FLEX.
- Can we have opportunities for more open forums? At other schools, there are president's open forums to present and talk through current issues to help resolve them early on. Suggestion for president's office hours for people and faculty to be able to speak with him directly. Another suggestion for anonymous comment cards because not everyone is comfortable speaking up in a public setting.
- People are really worried about the Chancellors visit tomorrow. Faculty would like to have a plan; we don't know how all of the college community feel about the situation. Suggestion that there may be mixed feelings.
- In 2014 opt-discuss was developed as a way to provide an ongoing open dialogue within the whole district community. It ended up taking on a life of its own. IT had to step in and prescreen emails that went out through opt-discuss.
- The current situation about the money for foster and veteran housing was not originally well known information. When it came out in the e-mails some members of the college community were shocked.
- Discussion on the process of how money can be accepted by Norco College.
- Discussion on the role/ job description of the president and the district.
- If we put students first as a college, we will always be on the right side. We need to remember to put students first, we need to advocate for all students and services.
- Worried that the turn out for the Chancellors forum will be low because of the current climate and the actual timing so close to finals and the end of the year. Many faculty have classes during the forum time.
- District is in the process of cleaning up their own processes for accreditation. DSPC had a change in processes mid-year to require plans to be an information item before they can be an action item, this is postponing our EMP and FMP.
- How is the district Strategic Plan affecting our plans? They are supposed to be aligned, changes have been driven by the academic senate. DSPC now has reps from all three colleges and is run by the chancellor.
- We are changing processes at district without bringing back the information to the college. The dissemination of information is so convoluted. DSPC should have a system of informing the colleges of any changes in processes. Currently, the structure that information from

DSPC is shared or brought back is relayed through our representatives who bring the information to ISPC. Maybe there is a better way to share information besides relying on individuals. Suggestion to have a way to convey the information transparently district wide (email-newsletter) – good conversation for the chancellor’s open forum.

- FMP is currently only concepts; the actual plan is coming in the fall.
- As far as accreditation is concerned if the EMP is postponed we will need to be updating the content and evidence of the ISER very close to when it needs to be turned over to the visiting team.
- Our EMP will be a first read and not an action item like we had intended at the June board meeting. Suggestion that we could have taken a draft of the EMP in April. As a college we were following the same timeline that was used for the re-org.
- Concur, the travel portal, was supposed to be rolled out over a year ago. What is happening?
- Suggestion for all committees to create and have a small flow chart on how decisions are made/ processes possibly on agendas. This could be a useful tool for informing people of the processes that take place to make decisions. We have a communication gap, there is not a very concise way that information is shared.
- The chancellor has a wonderful opportunity tomorrow to explain the current situations. Please remember other topics can be discussed. Norco is very proactive; we really like to do things right the first time.