

2012 OFFSITE NOTES – College Wide

Scribe: Jensi Smith

New Students

DESCRIPTION	YES	NO
5 th Year High School		
Image – Harvard on the Hill >Why?>Perceptions need to be altered		
Find our “Nitch” & market it > Be consistent!	8	
Smooth/Simple transfer process	1	
Quit Selling Cost		
More focus on transfer students	3	
Work closely with WA Universities to accept all credits (transfer)		
Connect H.S. Faculty to our curriculum/experience		
Sponsor H.S. Event	1	
Big Company buy-in to student support – total degree scholarships (offer scholarships >tuition>mandatory fees)		
Involvement w/ K-12 & Businesses in Annual Strategic Planning (these discussions)		
Vibrant alumni organization/association creation (of)	3	
Marketing Nationally & Internationally for students – ask sister cities first for involvement	2	
Build relationships w/ sister cities		
Non-credit program in Hood River (having one)		
Expand student tax base	1	
Doggie Day Care		
Child Day Care		(3)
Target H.S. with Advisory – Ongoing College & Career Curriculum/Program		
On-Site Charter High School	8	
Market outside area (region)		
Connecting in resident H.S. in outlying areas		
International students	1	

2012 OFFSITE NOTES – College Wide

Progression

DESCRIPTION	YES	NO
Entrepreneurial approach to Instruction >Providing oil changes as part of curriculum		
Culinary Arts Program		
Viniculture Program		
Track Our performance to the 40% > Where are we?>Where do we need to go?> How do we make up the 20% by 2020		
Repeal the 20/20 Law		
Brewing Program	3	
Focus on transfer > intentional > Start w/ FOE transfer>Explore disconnect>Articulations – intentional	7	
Attach mandatory Tutoring – to high D.F.W.I. Classes		
Peer Tutoring	1	
Consider Community Ed Courses (diversification) – one way or the other (CGCC or HRC Ed) (But what about Wasco Cty?) Mike Schend	1	
Change state requirement for College Now College Now Faculty		
Reciprocal Univ. level tuition between two states – OR & WA (WUE)	1	

Completion

DESCRIPTION	YES	NO
Reimbursement upon completion toward next step >transfer, etc. > scholarship from University	2	
Work w/ Businesses to hire students upon completion (contract w/ student > agreement)		
Field Trips to Universities		
Instill stronger value on education in our community – understand value of ed. @ K or pre K level! Parents understanding	2	
Career Outreach @ Middle School Level	2	
Expand Gorge Literacy – recruit volunteers >look for funding for program > market program		
Offer credit for Life experience	2	
Continue to expand our pathways curriculum >Policies and procedures > each student know where they are, what they need & where they need to go		
Advocates for GED/ESOL students (inside/outside of college) – Mentorship – Student Advocates/Advocacy Program		
Decrease tuition if they return (last quarter/something)		

2012 OFFSITE NOTES – College Wide

Quality Improvement

DESCRIPTION	YES	NO
So What? Now What? > What is the driving force? – Data, Agenda, etc. > What are the priorities <ul style="list-style-type: none"> • Intentional follow-up/communication/action plan 	10	
Electronic Forms (Routing)		
Continue to frame all work around student success > Campus wide	1	
Salary>competitive/increase/industry standard		
More student involvement on standing committees		
More community involvement on standing committees		
Educate B of E on college services – orientation; each monthly mtg. have one program/service speak; more <u>diversity</u> on college board & staff		
Student Rep on B of E	1	
Take a look at ELT		
What’s the process to make all these bright ideas happen	1	
Success will be leadership driven		
Consistent, concise messaging		
Less expensive solutions	1	

2012 OFFSITE NOTES - KFA 1

Scribe: Jensi Smith

New Students

DESCRIPTION	YES	NO
Professional development for Faculty to help 1 st year students be successful		
Reinforce Faculty Practices Regarding attendance		
Tutoring in Place & accessible	1	
Faculty Engagement		
Faculty Advising		
Student Success linked to Faculty Contracts (outcomes) (clear expectations)	4	
Advertising for classes (Marketing)	1	
Clarify Faculty marketing process & outreach		
Role of Faculty in New Student orientation		
Provide Online Presence for Faculty & Students (chat room/info sharing)		
Goals tied to funding		
Need child care on campus		1
More technical (advanced) classes	1	
More web (based) classes – training		
Selling students the idea of personal attention		
Latino outreach – more hybrid type classes > TV	3	
Promoting other programs – educational opportunities		
Outreach to HS Advisors – strengthening those bridges	2	
Dr. Toda outreach to K-12 Superintendents	2	
Faculty training on New Student issues/needs “why they are different than returning students”		
New (CTE) programs that align with the needs		
Monitoring trends in job market/Needs		
Regional HS programs that are successful that we can build on Example: Robotics to go to something other than just RET etc.	5	
Require study skills class for all degree programs > Hire faculty to reach every student		
Evaluate programs to see if we need to increase enrollment or get rid of the program (Intent of Instructional Review/Strategic Enrollment)	4	
Strengthen Instructional Reviews & tie it to strategic enrollment		
Vibrant & Visible First year program	1	

2012 OFFSITE NOTES - KFA 1

Specialized programs for students (Honors, 1 st generation – Like TRIO)		
Increase the learning community		

Progression

DESCRIPTION	YES	NO
Scheduling conflicts/being mindful that it is driven by student success		
Scale of Difficulty of class work		
Flag 1 st year courses to be appropriate for first year students		
Know your students/talk to them >"will you take the next class in sequence?"		
Standardize syllabi – content & expectations		
Immediate assistance for struggling students	1	
Engage Faculty in Professional Development for Best Practices	6	
Child care support	1	
Better job of Practicums EEFS		
Track why they stop progressing?		
Initiate contact with students who drop out>follow up with those who do not re-register		
Student awareness & access to financial opportunities & the process		
What is an incentive to keep going?		
Spotlighting Faculty that are using Best Practices		
Create a Student Success/Faculty committee where the faculty is involved		
Expand tutoring services		
Online Prep for Placement test	1	
Opportunities for engagement with faculty outside the classroom		
Connecting real work skill sets with the curriculum so they see what they will be doing on the job	2	
Department chair sending notice ½ way through the program>connection/congrats/note		

Completion

DESCRIPTION	YES	NO
Second Year check in with Advisors	1	
Some sort of flag for Non-performing students		
Changing options for why students drop classes		
(IT) Individual Electronic Student portfolios >where the student is so everyone knows (degree audit)	1	
Training Faculty to understand (electronic student portfolios)		

2012 OFFSITE NOTES - KFA 1

Comparing class cancellation & withdrawal reasons with other schools		
Matrix of the yearly classes	1	
Locking in tuition >term by term>drop if you miss w continuous enrollment	3	
List (No names) to industry partners of the people/skill sets of our graduation		
Job Fair/Placement Fair on both campuses & virtual	3	
Fast Tracking remediation	1	1
Talk with community partners to let them know what students are ready to graduate		2
Offer wider variety of programs & options for completion >other Gen Ed classes		
Different ways of packaging programs	1	
Growth/potential for online courses (analysis why students are less successful in online classes)	1	
Different delivery modes > address population needs		

Quality Improvement

DESCRIPTION	YES	NO
Are we making good use of Friday		
Tracking Faculty needs & expectations >New Faculty Orientation	1	
Process for knowing when Faculty plan to leave the college		2
Ensure that faculty is aware of best practices?	3	
Process of connecting adjunct faculty utilization with budget requirements > CTE Faculty staying current with Industry		
Projecting class cancellations		
Stay in step with community partner's needs (National & International) for Industry needs		
Emphasis on the Quality of Life in the Gorge		
Ask Students what they want?	1	
Live Person answers the phone		
Review the "Front Door" > Customer friendly: *Phone * Website *Physical Presence *People (training for People skills, etc.	1	
Informal way of acknowledging items/good works		
Online Syllabi		
Monthly email/newsletter of faculty successes & best practices		
ONCOURSE training for faculty		
Courses offered when/where students need them – not just when faculty wants to do them	11	

2012 OFFSITE NOTES - KFA 1

Robust summer term		
Explore starting classes mid-term (staggering classes)		
Have full-time people in place instead of multiple part time faculty	1	

2012 OFFSITE NOTES - KFA 2

Scribe: Kaylene Herman

New Students

DESCRIPTION	YES	NO
More involvement at High Schools		
Phone Tree- access to person = personal touch	4	
Front desk coverage	2	
More data on High Schools (how many students come to CGCC, etc.)	1	
Online registration process (how many non-credits students become credit students?)		
Marketing (the "face" of CGCC; cost savings)		
Need diverse programs that meet the needs of the job market		
Create more opportunities for OUS transfer students		
Online options/opportunities/support	1	
Start with the end in mind		
More consistency at HR-ICC & TDC Front Desks at ALL business hours; stagger Friday hours	3	
More focus on High School students- market to High School parents; High Schools = built-in market		
Strengthen relationships at all area High Schools	8	
More Student Life opportunities to attract New Students		
Housing options (not necessarily on-campus)		
Recruit within the community- intentional and specific		
Focus on re-integration for Veterans; give credit for prior learning		
Help Desk kiosk		
Better phone coverage		
Improve Student Services hours and days- particularly at HR-ICC		
Provide Student Service services through technology- "virtual presence" through Skype, Elluminate, etc.		
Replicate Early College- expand to other area High Schools		
Require bi-lingual staff in Student Services		6
Better internal phone communication		
Require computer skills testing along w/ placement test		
"Double size of Student Services!" ☺ (Dr. Toda is joking.... We hope!!! ☺)		2
Childcare		
New Admissions module- in progress		

2012 OFFSITE NOTES - KFA 2

Progression

DESCRIPTION	YES	NO
Student Engagement- focus on customer service	3	
On-campus employment opportunities (in addition to work study)	1	
Childcare	4	
Increase Student Life opportunities		
Online Advisor (through Skype, Elluminate, etc.)	1	
Mandatory check-ins (milestone & momentum points)		
Provide engagement opportunities outside of the classroom for Faculty, Staff & Students		
Cohorts & Learning Communities		
Restrict options- not so many choices in classes (example: "Block Scheduling")		
No late registration after the first day of the term		
No "optional"		
Better communication & marketing		
2 nd year check-in w/ advisor – "Northstar"		
Use common language (some confusion as to what is the Pathfinder Center... a "Northstar" appt. etc.)		
Intrusive follow-up w/ no shows, drop outs, etc.	4	
Letter from Dr. Toda to recognize achievements	1	
Access to Financial Aid (where, how, when....)		
Hire an individual to focus just on Scholarships		
Sports teams at CGCC- soccer, etc.	1	
Senior (ELT, Quality Counsel, etc.) Leadership at student events	1	
Provide physical events and transportation for students (hiking trip, skiing trip, etc.)		
Student events at HR-ICC		
Provide volunteer opportunities/programs for retirees to help w/ events	3	
Focus on the "senior" population		

2012 OFFSITE NOTES - KFA 2

Completion

DESCRIPTION	YES	NO
Better planning for next steps (e.g.: getting non-credit students to credit classes, ABE to credit, etc.)		
Proactive/Intrusive advising	3	
College survival class for transferring to OUS/4-year universities	1	
More 4-year university partnerships		
Visible career services		
Faculty mentorship w/ 2 nd year students (e.g.: internships, resume help, etc.)		
Recognition w/ meaning		
Clarify degree/certificate requirements		
Celebrate student success	3	
Follow-up w/ students after transition into a new job, to a university, etc.		1
Create incentives to move to the next step(s)		
Provide direct connection with OUS schools		
Reduce barriers for GED testing (provide scholarships, make testing free, create Financial Aid resources)		
2 nd year check-ins from career services and the registrar	2	
Make 1 st year mean something		
E-Portfolios for students to check progress	2	
Use data more intentionally to help w/ student success	1	
“Jazz up” student tutoring- more dedicated staff	2	
Embed Student Services in Learning Communities		

2012 OFFSITE NOTES - KFA 2

Quality Improvement

DESCRIPTION	YES	NO
Dedicated phone hours		
Switch Board/Operator(s)	1	
Phone Triage		1
Better advertising of Student Services hours		
SEM development	3	
Virtual presence in HR-ICC	1	
Clear Financial Aid steps	1	
Personal touch on phones (full time receptionist just for phones)	4	
Market NSO, FYE, FA services, Registration hours		
Move Registration hours/days		
Target employers in the surrounding areas to hire CGCC students		
Student worker opportunities (in addition to work study)		
"Live" chat option for students	3	
Visible missions statement in Student Services		
Better communication on data numbers (in terms of FTE, enrollment trends, etc.)		
Student Leadership engagement opportunities (at CGCC, in communities; provide student projects that connect to all communities; visible CGCC logo on sidewalks leading to both campuses)- Provide clear process of ways to get involved at CGCC and w/n the community	1	
Alumni tracking		
Website page dedicated to involvement opportunities (Refer to Delta Energy Club's page)		
CGCC Staff play more of a significant role in involvement/engagement opportunities- don't leave it just to Student Life Advisor(s)		

2012 OFFSITE NOTES - KFA 3

Scribe: _____

New Students

DESCRIPTION	YES	NO
More employment opportunities on Campus	1	
Target marketing for recruitment		
Apprenticeships		
More diverse faculty and staff		
Robb talk to High Schools regarding employer expectations	2	
Improve customer service, knowing names, saying hi, eye contact	1	
Onboard process		
Human Resources does all PR Auths		
Hire effective faculty	2	
Hire people who like students	3	
Increase diversity of faculty and staff	1	
Increase % of Full-time Faculty in areas we want to grow	2	
Decrease % of Full-time Faculty in areas not needed		
Develop faculty and staff new hire training	1	
More robust professional development		
Encourage professional development, make sure it's not a secret		
Adequate compensation to recruit and retain	1	
Set clear expectations for performance		
Rumor control, bad control=bad morale	1	
Train faculty to interact with new students – student engagement training, how to deal with problems (student and staff issues)	7	
Supervisor training, include all staff		
Volunteer program	1	
Sports	1	
Help students apply for college		
Plugging in retirees to students for mentoring		
Coordinate All hiring	2	
Human Resources keep all employee records	2	
Promote instructional talent with local media (profile them), celebrate our talent	4	

2012 OFFSITE NOTES - KFA 3

Hold an event beside New Student Orientation and Back to School Party, include faculty & staff, student life		
Mentoring with students		
Need a Volunteer Coordinator position (Full-Time paid position)	1	
Use Alumni to recruit	3	

Progression

DESCRIPTION	YES	NO
Communication, what's happening around campus		
Retention with faculty to stay connected		
Measuring if faculty is providing best progression		
Recognize faculty who specially help students	1	
Link students with community members (life coach)	4	1
Personalize engagement, training on how to do it	3	
Keep same staff to develop history		
Train and develop tools for progression	1	
Mentorship programs (pair students with employees) with job shadowing	1	
Encourage volunteer programs (mentorship)		
Latino mentoring program	1	
Find a way to take the temperature of student expectations of staff and faculty more often		
Rewards based on student progression	1	
Benchmarking with community colleges are doing		
Customer service training		
Management level training (supervision, evals., behavior modification)	2	
Get demographics (ethnicity changes, cultural norms) of current students and train how to serve them		
Building bilingual as job performance		1

Completion

DESCRIPTION	YES	NO
Get involved in helping students with resume and career counseling	2	
Have a business dinner with talks about business and networking		
Target hiring to focus on student success – changes questions and process		
Mentor students going into related Human Resource fields		
Guest speakers to talk about HR careers		

2012 OFFSITE NOTES - KFA 3

Resume builder	2	
Publication of data that allows employees to take pride in results (transparency)		
Student profiles of accomplishments to encourage completion		
Continue art show efforts to include students in the life of the college		
Make Human Resources part of Achieving the Dream – 1 st year counts		
Create an environment to focus on student success, be supportive		
Conduct mock interviews in a formal environment	2	
Teaching life skills, work with instruction		
Gather data regarding what employers are looking for in graduates (use SHRM)		
Human Resources hold a burger burn at graduation		
Link evaluations to student completion and vice versa		

Quality Improvement

DESCRIPTION	YES	NO
Onboarding process		
BE more competitive with compensaton	3	
Faculty recruitment process (Instruction)		
Do all hiring in one department		1
Employee exit process, have an interview and not just a survey	1	
Get extra local discounts like gas (Hattenhour gas discount card)	2	
Pictures on ID tags	1	
Get faster, better, more economical		
Spell out expectations and consequences in faculty contract	5	
Improve contracts		
Highlight faculty and staff accomplishments (goodwill missions, degrees completed, etc.)	1	
Find an avenue to get more info to faculty		
Get Campus View back		
In Fall, have a time for everyone to gather (faculty and staff), an all in-service	2	
Human Resources have more face to face time with departments, visit more to grow trust		
Reminders for when evaluations are due		
Human Resources do preliminary paper screening		
Electronic paper screen to throw out clearly unqualified applicants before managers get them	1	2

2012 OFFSITE NOTES - KFA 3

Electronic application

1

2012 OFFSITE NOTES - KFA 4

Scribe: Stephanie Hoppe _____

New Students

DESCRIPTION	YES	NO
Offer 4-year institution opportunities (whether its partnership or doing it ourselves)	6	
Help place students with internships	1	
Help students secure apprenticeships		
Build bridge with credit/non-credit programs (business program connections)		
Develop service learning		
Work toward veteran outreach (user friendly, work study, integrate troops)	1	
Work toward Latino outreach (public access channel, radio tierra, soccer team, foundation scholarship opportunities)	2	
Build relationship with Worksource Oregon and Washington	1	
Work with industry to sponsor programs	2	
Look at university system outreach		
Increase support for extracurricular and co-curricular activities		
Develop cosmetology school downtown	3	1
Bridge with high schools	1	
Connect with all Chambers in region		
Offer child care on campus	1	
Start soccer team	2	
Outreach to Native American community		
Create bistro in building four on campus		
Improve marketing efforts in local high schools		
Recruit business and industry to talk to high school students about college		
Change our "front door" (it's about relationships!)		
Review programs with businesses		
Outreach to grade school and middle school students		

Progression

DESCRIPTION	YES	NO
Create industry sponsored child care center		1
Partner with healthcare industry to provide mental health services to students		

2012 OFFSITE NOTES - KFA 4

Tie student success to outreach		
Track what CGCC students are doing in the community		
Develop student ID card (tie with community, discounts, etc.)	7	
Create capstone course for CTE that has internship/practicum component		
Hold job fair and invite all businesses in the area (prep both businesses and students for fair)	7	
Document process for job placement		1
Partner with senior centers		1
Help place students in internships		
Develop service learning		
Look at who we should be partnering with for program students		
Review programs		
Have advisory committee(s)		

Completion

DESCRIPTION	YES	NO
Create vibrant career center with lots of placement companies involved (business contacts, single point of contact person or department)	10	
Advertise, market success stories of our students		
Have advisory committees (need feedback about our programs and students)		
Work with businesses on offering employment contracts to complete school		
Use collaborative advisory groups (evaluate existing groups, work closer with partners, get CGCC brand in businesses)		
Offer network event with companies, particularly Human Resources areas		
Invite Human Resources people to do a presentation on campus to help students in this area		
Educate our partners on skill sets rather than programs (and ask them to educate us on important skills to teach our students)		
Develop foundation incentives (scholarship if you complete)	2	
Offer course that helps with resume building, job applications, life organization		
Develop community mentorship program		
Work with The Dalles Yo Pro connection with students (above)		

Quality Improvement

2012 OFFSITE NOTES - KFA 4

DESCRIPTION	YES	NO
Improve SBDC marketing efforts – more marketing of its success stories on and off campus, more visibility	1	
Build relationships with all Chambers		
Create inventory staff list of who is where and serving where (clubs, committees, etc.)		
Market our success stories in Oregon AND Washington	3	
Need master plan of how we are marketing the college	1	
Build better relationships with our K-12 organizations	6	
Host regional educational summit	2	
Create mascot		2
Study each other's achievement compacts (all educational organizations in region should know each other)		
Create unified plan of what to do with kids who are not being successful where they are at		
Need to offer help to K-12		
Track volunteer hours, give percentage back in financial assistance to these nonprofit organizations	1	
Create focused, consistent messaging in marketing outreach	1	
Improve community education program		
Develop barometers of our goals		
Create child care center	1	
Create marketing department	3	

2012 OFFSITE NOTES - KFA 5

Scribe: Gail Gilliland _____

New Students

DESCRIPTION	YES	NO
Visit local high schools	7	
Management by walking around campus		
Sponsor an honors college	3	
Annual report to local school board		
Compacts? Sharing achievement compacts		
Coordinate high school on CGCC campus	1	
Friendly extend to Vets Intentional event before fall that sets the stage for new students Work with National Guard for classes on campus – 1 NO More Board engagement More activities hosted by Dr. T. with students – 1 YES More front end coffee Personal outreach Visit all new students Bridge building outreach with school superintendents, also home school conference, ESD Oregon and WA Personal one-on-one Conversation on how to address the new P-20 Find home school community and private schools Student representative on Board <ul style="list-style-type: none"> - dedicated position – 3 Yes - liaison - student government Access to Dr. Toda – 1 Yes <ul style="list-style-type: none"> - out of the tower – 1 Yes - café - coffee and donuts – 1 Yes Yearly CGCC Education Summit – 6 Yes ELT more visible Dr. Toda meet with local superintendents in WA and Oregon - 5 Yes Dr. Toda carry the message “fact sheets” about CGCC with them in a pocket card		

2012 OFFSITE NOTES - KFA 5

Visible to elementary and middle school – 1 Yes Breakfast with the president – he makes breakfast		
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Progression

DESCRIPTION	YES	NO
On-the-spot scholarships	2	1
The golden ticket		
Tuition/book discount		
Tuition waver		
Make charter system easier to use		
Refer problems to the appropriate department or administrator		
President sends letter – personal to the individual student for progress – Board recognition of students Recognition for all average students Recognize faculty for moving students – retention rate percentage Hosting activities Student View to include a President’s corner Sports Financial need for scholarship and emergency fund for students - 1 Yes Support – speaking (keep on front burner) - Mission - Accreditation - Foundation of Excellence - North star appointments Speak to initiatives Conduit to Board for students Acknowledge a student to the Board Incentives for students - Lunch with students – 3 Yes - Visit classroom – 4 Yes - Brown bags with President Students to Board Encourage scholarship consistency	2	

2012 OFFSITE NOTES - KFA 5

Completion

DESCRIPTION	YES	NO
Employment department visible on campus		
Make the President's List (grades) mean something	1	
Tuition waver	2	
- Budget surplus		
Clearly define what the completion rate is and measure		
Recognition of students		
Doing enough to move students from GED to certificates or degrees		
Career Pathways recognition – 3 Yes		
- Starbucks card		
- student and faculty		
Incentive to faculty – 1 Yes		
Submit your 'story' / 'stories' recognized by the President		
Profile student in local media overcoming obstacles		
- from Dr. Toda, not just at graduation		
Getting visible on campus		
- classes		
- lobby of student services		
- GED students		
College Board involvement		
- 1 day on campus per year		
- Table in café		
Student representative to the Board through student council – 2 Yes		
Connection		
Transfer degrees as a profitable adventure – 1 Yes		
Better / more partnership with 4 year colleges		
Alumni representative to the Board		
President dinner – this would be a special formal dinner to allow students to develop social skills – 2 Yes		
BBQ with the Board, President and ELT – 1 Yes		
Create T-shirts that say "ASK ME" on them		
Encourage staff to wear name tags – 1 Yes		
WalMart rules – 1 Yes		

2012 OFFSITE NOTES - KFA 5

Attitude on how you interact		
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Quality Improvement

DESCRIPTION	YES	NO
Quality Council - problem solving - to directional - Collaborate problem solving	4	1
Marketing Department - Less centralization from President's office - Broader base	3	
Media - Web-site - Facebook -1 NO - Any other media		
Dr. Toda – No sound bites – more real to the students	1	
Change Board rules / terms of office	3	
Charter system more user friendly – make this an Administrative Rule - Needs to be a positive experience, not a negative one - Needs owner manual	2	10
Roles and responsibilities matrix - Committee list and participants Surplus money to college work studies in addition to Federal work study monies – 3 Yes Walmart rules President's office location should be moved to the first floor in Susan Wolff' office to be more accessible to all – 3 Yes ELT dunk tank More diversity on Board Board recognition		

2012 OFFSITE NOTES - KFA 6

Scribe: Jill O'Brien

New Students

DESCRIPTION	YES	NO
ATM on campus		
Bookstore – advertise for all community (not just the students)		
Bookstore – offer Ebooks		
Bookstore – online presence		
Bookstore – open courseware or rental	2	
Bookstore – options to buying books i.e. renting	1	
Cleaning up online registration		
Expand student workers		
Financial Aid – awareness of scholarships		
Financial aid - Clearer communication on how to apply		
Financial Aid - FASFA education/training		
Financial aid – streamline process	1	
FTE vs ADM credits addressed		
High school graduates - Corporate sponsorship for all local high school graduates	1	
High school graduates - Expand credits (free) for local high school completers	11	
Marketing – pamphlet with information on <u>all</u> costs	1	
More payment options		
Payment – clarify options for payment		
Payment - Cost estimator before payment		
Payment – online user friendly		
Performance contracts for student tied to dollars		
Tuition – clearer methodology on tuition rates		
Tuition – free options for any high school student w/3.5 GPA or higher	1	
Tuition - lock		
Tuition - reduce		

2012 OFFSITE NOTES - KFA 6

Progression

DESCRIPTION	YES	NO
15/30 credit milestone incentive		
Bookstore – coupon incentive for 2 nd year enrollment		
Debt awareness	4	
Payment – clearer financial plans of payment		
Performance incentives		
Statement – online statement, MyCGCC Single Sign-On	5	
Statements – clean up visual layout of student’s statements i.e. term by term		
Statements – itemized		
Statements – online statements emailed to cgcc accounts	3	
Tuition – lock	2	
Tuition – lock rates if continued enrollment	13	

Completion

DESCRIPTION	YES	NO
Completion scholarship	2	
Financial literacy improvements for students	2	
Free food (café) coupons		
GED – completers receive 6-12 credits free	1	
GED – cost of test options		
GED – tuition waiver for credit class upon test completion		
Incentives to move from pre-college into credit programs	4	
iPad offered to 1 st year students, upon completion we refund student		
Tuition - Offer “Free” last term upon completion		
Tuition – offer grant that turns to loan if they don’t complete	2	
Tuition refund if completion of 2 years	1	1
Work with OUS to expedite the financial aid process		

2012 OFFSITE NOTES - KFA 6

Quality Improvement

DESCRIPTION	YES	NO
Allocated funds – add special line item to manage		1
Alumni Association	1	
Bookstore – reduce prices on books		
Bookstore – smaller receipts (format)		
Budget Analysis	3	
Cash carryover – lessen		
Clarity in year-end budget process		
Clearer Administrative Rule on Student Defaults	1	
Empulse type software for Contract “work order” business office request	1	
Financial planning i.e. mint.com, for student awareness	1	
Forecasting	1	
Fundraising		
Options before sending to collections	1	
Rogue.net – more training		
Rogue.net monthly email of budget per department		4
Staff greater access to revenue detail in Rogue.net		
Tack on late registration fee		
Timesheets – electronic	2	
Timesheets - Less reliance on timesheets	1	

2012 OFFSITE NOTES - KFA 7

Scribe: Gail Gilliland _____

New Students

DESCRIPTION	YES	NO
Consistency	6	
User friendly		
Not overly cumbersome		
Map new students pathway - attrition – exit system	1	
A process in place for reviewing process	1	
Applying LEAN analysis for new student point of view	1	
Leads to better customer service Across department communication – 1 Yes Strategies for high school students Avoid applying individual exceptions Refund check policies Mean what we say and say what we mean Grade grievances process needs to be defined – have student write the process Reevaluate the group advising new students New students – course challenge needs to be defined - Veterans - Credit for prior learning - Army medic transfer to the RN program Faculty and staff more involved in new student orientation – 1 Yes Is there a policy for high school recruitment Memo of understanding – formalize achievement compact – formally putting advisors in the High Schools – 1 Yes HOPE – Hug our President everyday 2 Yes - 2 No We should just do it – utilize your policies and process Use what we have Administer policies equitably – all consistent – 1 Yes Readily accessible in language that can be understood - Displayed in a way that makes sense Do not block policies – treated as public information All staff review of policies – communication – 2 Yes		

2012 OFFSITE NOTES - KFA 7

Progression

DESCRIPTION	YES	NO
Granting exceptions – keep to a minimum	1	
Avoid swirling of students – keep the path simple	1	
Consistent use of process and schedule - registering student – days regular timing and support		
AR's and OP's - Who's responsible for the (AR lead) for the procedure		
Student review – student input		
Recognition from second year accomplishment	1	
Process for second year retention – 2 Yes Roguenet retention flags – 8 Yes - intervention tools - degree audit system - auto intervention flag P or P We support professional development for adoption of Best Practices for progression and retention Application process for graduation Course challenge – 1 Yes P & P that creates a barrier to progress – 1 Yes Specific wording “reasonable amount of time” rather use a specific time frame, specific language - 3 Yes		

Completion

DESCRIPTION	YES	NO
Intervention – invasive advising – proactive advising		
Developing policy		
Provides smoother better college experience		
Provides good customer service		
Do we need to develop new policies and procedures?		
Pull reports and start targeting students within in 15 credits	7	
Tuition – original tuition locked in as long as progressing – 6 Yes		
Employers – tuition reimbursement for employers		

2012 OFFSITE NOTES - KFA 7

<p>Student recognition for overcoming challenges – dinner with the president – 1 Yes</p> <p>Stop changing policies – 2 NO</p> <p>Framework for Policies and Procedures</p> <ul style="list-style-type: none"> - purpose to complete tuition - Answer the question “Does this help the student complete his/her time with us” <p>Get student input when change of policy is required – 1 Yes - 1 NO</p> <p>Have the conversation with student – “What are the barriers?” - 1 Yes</p> <ul style="list-style-type: none"> - Graduation – 1 Yes - Transfers - Registration - Transcripts - Café – 1 No 		
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Quality Improvement

DESCRIPTION	YES	NO
Make procedures available to the students		
What is the process to adding a new process		
- See handbook		
Every two year review		
100% compliance	1	
What is the name change process for a name that is already in ‘the system’?	4	1
- It holds up the degree		
- Documentation		
- Capture the process clearly		
Get more procedures done faster and process flow charts more – Show the logic – 1 Yes		
Formalize process for communication including flow charts – 1 Yes		
- To communicate policies and procedures		
How do we integrate into new employee training – HR – Robb		
Create a student advising committee for P & P – Tria? – focus group? – 4 Yes		
Online policies – new ones and Board		
Compare with PCC P&P’s – What do we need? – 1 NO		

2012 OFFSITE NOTES - KFA 7

Processes for faculty safety for staff and students – 2 Yes		
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2012 OFFSITE NOTES - KFA 8

Scribe: Richard Jepson

New Students

DESCRIPTION	YES	NO
iPad for all students		2
Clear path phone system	1	
- Receptionist	5	
- Afterhours phone tree	1	
- Clarification of 6000 vs 6011 as main phone line		
Website	1	
- Student Kiosk		
- Student Profiles		
Computer lab in each building		
More space in the HRC Info Commons area		
Student email accessible via an icon on the desktop		
InfoTech orientation: live and online	2	
Improved website navigation		
Student helpdesk		
Technician assigned to HRC the first few weeks of Fall term		
Live webcast of classes	3	
- To the High School and online		
Student Single Sign On	9	
Student Laptops		
- Setup a payment schedule		
- Finance student technologies		
Faculty show and tell for equipment	2	
TV Station	4	5
- Classes		
- Information		
- Video Production		
Radio Transmitter	1	2

2012 OFFSITE NOTES - KFA 8

Progression

DESCRIPTION	YES	NO
Online tutoring with tutoring software and modules		
Illuminate online office		
Third campus deployment (website)	1	
Online advising	2	
Text messaging for communication	1	
Simple access to Moodle with training for faculty	1	
Document imaging	1	
Improved web registration		
Network printer in the mail room		
Website tools		
24 hour helpdesk		3
Podium orientation and training for faculty		
Mobile access for students		
- Apps		
- OS	1	
- Tools and services		
E-books		
A working ATM on campus		
Student feedback		
Technology tutor "TechTalk" –Dr. Toda	1	

Completion

DESCRIPTION	YES	NO
Cloud Services (like Google or others)	1	
Degree Audit		
Graduation incentives for students		
- Keep their equipment		
RogueNet		
- Graduation Module	1	
- Streamline Process	1	
- Data mining software	3	

2012 OFFSITE NOTES - KFA 8

Career services		
- Resume completion		
Website		
- Resume tools		
Technological literacy assessment for graduation students		
- Support services		
Graduation module with tools and info that is specific to the student	1	
E-Diplomas		
- SQL badges for skill sets		
- E-Portfolio: Electronic student portfolio	2	
- Faculty can contribute		
Link for employers		
Link to pathways initiative		
Track students post-graduation	1	

Quality Improvement

DESCRIPTION	YES	NO
Single Sign-On	7	
Wifi over all campus	7	
RogueNet	4	
- Certified technician		
- Improvement opportunities		
Citrix		
- Mobile access		
- Research Android options	1	
- More user slots	1	
Calendar options		
- Outlook calendar compatibility		
- Less restrictive options		
Multi-monitors for all faculty		
Cloud Document sharing		
Student Helpdesk	3	1
More training for faculty (like computer tips and tricks)		

2012 OFFSITE NOTES - KFA 8

Assure adequate backups		
Student credit/debit card		2
- Single digital interface		
- Digital vs. physical		
Smart Cards for students	1	
- Physical		
- Smart phones		
- Can be used for purchases		

2012 OFFSITE NOTES - KFA 9

Scribe: _____

New Students

DESCRIPTION	YES	NO
Recruiting and Retaining, perception (place you want to be)		
Baby changing tables		
Name buildings (less confusing)	1	
Wind break for Hood River Deck		
Restore nursing bench (the one by Building 2 mail box)	3	
Clean and green shrubbery		
New President's Office		
New Board Room		
Better access from park to parking lot in building 2	1	1
1 st impressions count	1	
Campus navigation		
Fun places – make the café more fun		
Move the café to Building 4 and make it a bistro with wine/coffee, music, outdoor seating, water feature	5	
Make the old café into the Art building		
Sitting and hang out on grounds	1	
Complete the ceilings		
Childcare center – subsidized off campus?	4	
Better access to lecture hall		
Do more campus tours		
Have student groups do tours		
Air conditioning all over campus		
Basic Spanish signage		
Train staff to be aware of new student needs and what helps them feel welcome		
Include facilities in New Student Orientation		
Have a road go to campus from sorosis park for cars		
Create a good way to walk from scenic up to Building 2 (stairs)	1	
Student housing		
Gym	1	
Kiosk for location finding	2	

2012 OFFSITE NOTES - KFA 9

More welcoming entrances to buildings		
Signage around town to get to college	1	
Better way to read numbers, a directory to understand the numbers		
Touch screen for campus maps	1	
Warm environment		
Increase campus art on grounds		
Temporary shelter over the amphitheater		
Smokers shelter		12
Gym on campus		
Water bottle filling stations	2	
Building 3 coffee cart and vending		
No locked doors during posted business hours		1
More visible Student Life Area, it feels really shut off right now, have it's own building		
Reader board for campus events	2	
Childcare facilities	1	

Progression

DESCRIPTION	YES	NO
Hang out places		
Put chip seal on Lot D parking lot		
Shade trees		
Move café to Building 4	1	
More lighting for Building 1		
Campus van for student activities		
Bus for activities like skiing, hiking, surfing, intramural sports		
Food service in Hood River		
More family bathrooms		
Larger more visible/appealing tutoring lab		
Carpooling info on both campuses		
Childcare		
Starbucks on campus, in Hood River too		
Create a less commercial presence on campus, make it look more student friendly		
Taco wagon on both campuses	2	1

2012 OFFSITE NOTES - KFA 9

Better access to computers in Hood River		
More Hood River parking options		
Covered bike racks on both campuses		
Electrical charging stations		
Solar panels		
Address our deferred maintenance of \$4.5M		
Student housing		
International student housing		
off campus housing, apartments close to the college, off the round about		
Increase involvement in the community garden. In Hood River too		
4 year partnerships	1	
Board Room in Hood River		

Completion

DESCRIPTION	YES	NO
Housing		
All staff engaging with students		
Program specific space/flex space		
Outdoor courts (sports)	2	
Gravity games.com		
Athletics – intramural	7	
Community service projects offered to keep involved		
Suggestion boxes – increase student feedback		
Gathering space		
Access to computers		
Increase hours/days open		
On campus childcare	6	2
Easy transportation		
Carpooling – master program		
Pride of ownership (students to see they're part of campus)		
Student projects for facilities (paint & plant)	1	
Graffiti wall		
Climbing wall		

2012 OFFSITE NOTES - KFA 9

Student focus groups so facilities can get continued suggestions	1	
Baby changing tables	1	
Signage explaining art we have on campus, artist recognition		
Make it look like students are there instead of industry (less National Guard and wind turbine feeling)	4	
Sculpture class do a totem pole		
Have students plan something		
Paint a mural on the windmill blade	1	
Outdoor seating, like a secret garden	2	
Student energy on campus		
4 year partnerships in Hood River		
Pool in The Dalles and Hood River		1
Gym		
Bistro in building 4, include culinary and hospitality programs	8	
Increase engaging student life location		
Special study place/privileges to students approaching graduation		
Employers meeting with students (need location)		
Extend disk golf to South side of campus		

Quality Improvement

DESCRIPTION	YES	NO
Work order request software like IT		
Communicating/awareness of facilities improvements		
Communicating what employees can do to help facilities	2	
Tracking expenses and share them with everyone, like energy consumption		
Turn the café into a swanky hang out		
Plants around the climbing tower, cover up the fence		
Consistent policies on coffee makers and department appliances		
Linking facilities to sustainability	1	
In house shredding		
Wider sustainability efforts		
Link Kayleen and the green team with campus activities		
More transparency with cost of operations like phone bills		

2012 OFFSITE NOTES - KFA 9

Break Rooms		
Kitchen sink in Building 3 and Hood River	1	
New café vendor		
Stairs on 14 th street, improve visibility and appeal	1	
Sidewalks on entire campus		
Clean up landscaping on grass between Building 2 & 3		
Make it so you can't hear flushing in the bathrooms		
Ceiling acoustic improvements		
Handicap door to basement in building 2		
Windscreen on the Hood River Balcony		
Change the doors in Building 2 to open out instead of in the staircase		
Continue already great quality		
Tell facilities staff more that they're doing great		
Use zero scape on The Dalles more, near the community garden	1	
Trees in parking lot	1	
More trees		
Retractable shades		
Emergency phones	1	

<p>So What? Now What? > What is the driving force? – Data, Agenda, etc. > What are the priorities</p> <ul style="list-style-type: none"> • Intentional follow-up/communication/action plan 	10					Q	Lead:	Timeframe:
<p>Find our “Nitch” & market it > Be consistent!</p>	8		N				Lead:	Timeframe:
<p>On-Site Charter High School</p>	8		N				Lead:	Timeframe:
<p>Focus on transfer > intentional > Start w/ FOE transfer>Explore disconnect>Articulations – intentional</p>	7			R			Lead:	Timeframe:
<p>More focus on transfer students</p>	3		N				Lead:	Timeframe:

Vibrant alumni organization/association creation (of)	3		N			Lead:	Timeframe:
Brewing Program	3			R		Lead:	Timeframe:
Marketing Nationally & Internationally for students – ask sister cities first for involvement	2		N			Lead:	Timeframe:
Reimbursement upon completion toward next step >transfer, etc. > scholarship from University	2				C	Lead:	Timeframe:
Instill stronger value on education in our community – understand value of ed. @ K or pre K level! Parents understanding	2				C	Lead:	Timeframe:

Career Outreach @ Middle School Level	2					C	Lead:	Timeframe:
Offer credit for Life experience	2					C	Lead:	Timeframe:
Smooth/Simple transfer process	1			N			Lead:	Timeframe:
Sponsor H.S. Event	1			N			Lead:	Timeframe:
Expand student tax base	1			N			Lead:	Timeframe:
International students	1			N			Lead:	Timeframe:
Peer Tutoring	1					R	Lead:	Timeframe:

Consider Community Ed Courses (diversification) – one way or the other (CGCC or HRC Ed) (But what about Wasco Cty?) Mike Schend	1				R		Lead:	Timeframe:
Reciprocal Univ. level tuition between two states – OR & WA (WUE)	1				R		Lead:	Timeframe:
Continue to frame all work around student success > Campus wide	1					Q	Lead:	Timeframe:
Student Rep on B of E	1					Q	Lead:	Timeframe:
What's the process to make all these bright ideas happen	1					Q	Lead:	Timeframe:
Less expensive solutions	1					Q	Lead:	Timeframe:

5 th Year High School			N			Lead:	Timeframe:
Image – Harvard on the Hill >Why?>Perceptions need to be altered			N			Lead:	Timeframe:
Quit Selling Cost			N			Lead:	Timeframe:
Work closely with WA Universities to accept all credits (transfer)			N			Lead:	Timeframe:
Connect H.S. Faculty to our curriculum/experience			N			Lead:	Timeframe:
Big Company buy-in to student support – total degree scholarships (offer scholarships >tuition>mandatory fees)			N			Lead:	Timeframe:
Involvement w/ K-12 & Businesses in Annual Strategic Planning (these			N			Lead:	Timeframe:

discussions)								
Build relationships w/ sister cities			N				Lead:	Timeframe:
Non-credit program in Hood River (having one)			N				Lead:	Timeframe:
Doggie Day Care			N				Lead:	Timeframe:
Target H.S. with Advisory – Ongoing College & Career Curriculum/Program			N				Lead:	Timeframe:
Market outside area (region)			N				Lead:	Timeframe:
Connecting in resident H.S. in outlying areas			N				Lead:	Timeframe:

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<p>Repeal the 20/20 Law</p>				R		Lead:	Timeframe:
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Continue to expand our pathways curriculum >Policies and procedures > each student know where they are, what they need & where they need to go						C	Lead:	Timeframe:

Advocates for GED/ESOL students (inside/outside of college) – Mentorship – Student Advocates/Advocacy Program							C	Lead:	Timeframe:
Decrease tuition if they return (last quarter/something)							C	Lead:	Timeframe:
Electronic Forms (Routing)							Q	Lead:	Timeframe:
Salary > competitive/increase/industry standard							Q	Lead:	Timeframe:
More student involvement on standing committees							Q	Lead:	Timeframe:
More community involvement on standing committees							Q	Lead:	Timeframe:

<p>Educate B of E on college services – orientation; each monthly mtg. have one program/service speak; more <u>diversity</u> on college board & staff</p>						Q	Lead:	Timeframe:
<p>Success will be leadership driven</p>						Q	Lead:	Timeframe:
<p>Consistent, concise messaging</p>						Q	Lead:	Timeframe:
<p>Child Day Care</p>		3	N				Lead:	Timeframe:

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Success will be leadership driven							Q	Lead:	Timeframe:
Consistent, concise messaging							Q	Lead:	Timeframe:
Child Day Care		3	N					Lead:	Timeframe:

2012 OFFSITE NOTES

College Wide

Champion: Dr.Toda

Scribe: Jensi Smith, Kaylene Herman, Stephanie Hoppe

Updates since last version: The original version is the data documented exactly like it was scribed at the event. The original data is in a different file called (Notes-KFA1-Raw.docx). This version sorted the ideas by Yes (descending), alphabet for no votes, and No (ascending).

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 - a. This can be anything from “I do not know what this means”, to “This should not be in this KFA, but it should be in KFA x”, to a current status if it is already in process
4. Prepare a short report, summarizing your perspective of the list, to the Quality Council on September 4th.

2012 OFFSITE NOTES

College Wide

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Find our "Nitch" & market it > Be consistent!	8		
On-Site Charter High School	8		
More focus on transfer students	3		
Vibrant alumni organization/association creation (of)	3		
Marketing Nationally & Internationally for students – ask sister cities first for involvement	2		
Smooth/Simple transfer process	1		
Sponsor H.S. Event	1		
Expand student tax base	1		
International students	1		
5 th Year High School			
Image – Harvard on the Hill >Why?>Perceptions need to be altered			
Quit Selling Cost			
Work closely with WA Universities to accept all credits (transfer)			
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Non-credit program in Hood River (having one)			
Doggie Day Care			
Target H.S. with Advisory – Ongoing College & Career Curriculum/Program			
Market outside area (region)			
Connecting in resident H.S. in outlying areas			
Child Day Care		(3)	

2012 OFFSITE NOTES

College Wide

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Focus on transfer > intentional > Start w/ FOE transfer>Explore disconnect>Articulations – intentional	7		
Brewing Program	3		
Peer Tutoring	1		
Consider Community Ed Courses (diversification) – one way or the other (CGCC or HRC Ed) (But what about Wasco Cty?) Mike Schend	1		
Reciprocal Univ. level tuition between two states – OR & WA (WUE)	1		
Entrepreneurial approach to Instruction >Providing oil changes as part of curriculum			
Culinary Arts Program			
Viniculture Program			
Track Our performance to the 40% > Where are we?>Where do we need to go?> How do we make up the 20% by 2020			
Repeal the 20/20 Law			
Attach mandatory Tutoring – to high D.F.W.I. Classes			
Change state requirement for College Now College Now Faculty			

2012 OFFSITE NOTES

College Wide

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Reimbursement upon completion toward next step >transfer, etc. > scholarship from University	2		
Instill stronger value on education in our community – understand value of ed. @ K or pre K level! Parents understanding	2		
Career Outreach @ Middle School Level	2		
Offer credit for Life experience	2		
Work w/ Businesses to hire students upon completion (contract w/ student > agreement)			
Field Trips to Universities			
Expand Gorge Literacy – recruit volunteers >look for funding for program > market program			
Continue to expand our pathways curriculum >Policies and procedures > each student know where they are, what they need & where they need to go			
Advocates for GED/ESOL students (inside/outside of college) – Mentorship – Student Advocates/Advocacy Program			
Decrease tuition if they return (last quarter/something)			

2012 OFFSITE NOTES

College Wide

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
So What? Now What? > What is the driving force? – Data, Agenda, etc. > What are the priorities <ul style="list-style-type: none"> • Intentional follow-up/communication/action plan 	10		
Continue to frame all work around student success > Campus wide	1		
Student Rep on B of E	1		
What's the process to make all these bright ideas happen	1		
Less expensive solutions	1		
Electronic Forms (Routing)			
Salary>competitive/increase/industry standard			
More student involvement on standing committees			
More community involvement on standing committees			
Educate B of E on college services – orientation; each monthly mtg. have one program/service speak; more <u>diversity</u> on college board & staff			
Take a look at ELT			
Success will be leadership driven			
Consistent, concise messaging			

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Champion: Brian Green

Scribe: Jensi Smith

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4. Prepare a short report, summarizing your perspective of the list, to the Quality Council on September 4th.

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Regional HS programs that are successful that we can build on Example: Robotics to go to something other than just RET etc.	5		Embedded Technology? \$\$
Student Success linked to Faculty Contracts (outcomes) (clear expectations)	4		Requires negotiations
Evaluate programs to see if we need to increase enrollment or get rid of the program (Intent of Instructional Review/Strategic Enrollment)	4		In process. Improving program review process.
Latino outreach – more hybrid type classes > TV	3		Not sure what TV means.
Outreach to HS Advisors – strengthening those bridges	2		Work with Student Services?
Dr. Toda outreach to K-12 Superintendents	2		Move to Dr. T's area?
Tutoring in Place & accessible	1		
Advertising for classes (Marketing)	1		Yes, how?
More technical (advanced) classes	1		
Vibrant & Visible First year program	1		FOE is working towards this, right?
Clarify Faculty marketing process & outreach			
Faculty Advising			Faculty doing advising?
Faculty Engagement			Engaging students?
Faculty training on New Student issues/needs “why they are different than returning students”			“Training” currently focused on In-Service.
Goals tied to funding			Not sure what this means. This should be the case.
Increase the learning community			Pilot ready to go.
Monitoring trends in job market/Needs			AMP and program reviews are supposed to address this.
More web (based) classes – training			Agreed.
New (CTE) programs that align with the needs			Refer to AMP?
Professional development for Faculty to help 1 st year students be successful			
Promoting other programs – educational opportunities			
Provide Online Presence for Faculty & Students (chat room/info sharing)			BB-doable now with Elluminate
Reinforce Faculty Practices Regarding attendance			Student attendance?
Require study skills class for all degree programs > Hire faculty to reach every student			
Role of Faculty in New Student orientation			Define? Hold NSO separate from In-

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

			Service?
Selling students the idea of personal attention			
Specialized programs for students (Honors, 1 st generation – Like TRIO)			
Strengthen Instructional Reviews & tie it to strategic enrollment			
Need child care on campus		1	Move to another KFA?

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Engage Faculty in Professional Development for Best Practices	6		Yes.
Connecting real work skill sets with the curriculum so they see what they will be doing on the job	2		
Immediate assistance for struggling students	1		PASS? Work with Student Services
Child care support	1		
Online Prep for Placement test	1		Learning Express; better marketing
Better job of Practicums EEFS			What's EEFS?
Create a Student Success/Faculty committee where the faculty in involved			Karen is working on this.
Department chair sending notice ½ way through the program>connection/congrats/note			See what IC thinks?
Expand tutoring services			How?
Flag 1 st year courses to be appropriate for first year students			How would this be better than our current numbering system?
Initiate contact with students who drop out>follow up with those who do not re-register			Student Services?
Know your students/talk to them >"will you take the next class in sequence?"			Encourage faculty to do this? (Best Practice?)
Opportunities for engagement with faculty outside the classroom			How? Potentially \$\$
Scale of Difficulty of class work			Not sure what this means.
Scheduling conflicts/being mindful that it is driven by student success			Scheduling?
Spotlighting Faculty that are using Best Practices			Yes.
Standardize syllabi – content & expectations			I'm skeptical.
Student awareness & access to financial opportunities & the process			
Track why they stop progressing?			
What is an incentive to keep going?			

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Locking in tuition >term by term>drop if you miss w continuous enrollment	3		
Job Fair/Placement Fair on both campuses & virtual	3		
Second Year check in with Advisors	1		Sure – work with Student Services
(IT) Individual Electronic Student portfolios >where the student is so everyone knows (degree audit)	1		What’s the reality of this?
Matrix of the yearly classes	1		Improve what we’re already doing?
Different ways of packaging programs	1		Yes. And market them.
Growth/potential for online courses (analysis why students are less successful in online classes)	1		
Fast Tracking remediation	1	1	Yes. (Does this work?)
Changing options for why students drop classes			Note sure what this means.
Comparing class cancellation & withdrawal reasons with other schools			Good idea. Who?
Different delivery modes > address population needs			Related to packing idea?
List (No names) to industry partners of the people/skill sets of our graduation			
Offer wider variety of programs & options for completion >other Gen Ed classes			Other or more Gen Ed classes?
Some sort of flag for Non-performing students			Don’t we (SS) do this somehow?
Training Faculty to understand (electronic student portfolios)			
Talk with community partners to let them know what students are ready to graduate		2	Not sure about this.

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Courses offered when/where students need them – not just when faculty wants to do them	11		What can we do about this?
Ensure that faculty is aware of best practices?	3		Yes, see above.
Tracking Faculty needs & expectations >New Faculty Orientation	1		Improve mentoring process.
Ask Students what they want?	1		Don't we do this?
Review the "Front Door" > Customer friendly: *Phone * Website *Physical Presence *People (training for People skills, etc.	1		
Have full-time people in place instead of multiple part time faculty	1		This would address many of the concerns that are raised.
Are we making good use of Friday			Or any day? What's our capacity like?
Emphasis on the Quality of Life in the Gorge			For marketing?
Explore starting classes mid-term (staggering classes)			Why or why not?
Informal way of acknowledging items/good works			
Live Person answers the phone			
Monthly email/newsletter of faculty successes & best practices			\$\$
ONCOURSE training for faculty			
Online Syllabi			Make them available online?
Process of connecting adjunct faculty utilization with budget requirements > CTE Faculty staying current with Industry			
Projecting class cancellations			
Robust summer term			Yes.
Stay in step with community partner's needs (National & International) for Industry needs			AMP, Program Review.
Process for knowing when Faculty plan to leave the college		2	

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Champion: Brian Green

Scribe: Jensi Smith

Updates since last version: Started discussion with leadership team; created five categories to focus on.

Next Steps Request:

1. Group like topics under the most appropriate heading
2. Resort the items that were NOT VOTED ON (have no votes) based on the feasibility of future focus.
3. Add any Status or Notes that will help inform others about the idea
 - a. This can be anything from “I do not know what this means”, to “This should not be in this KFA, but it should be in KFA x”, to a current status if it is already in process
4. Prepare a short report, summarizing your perspective of the list, to the Quality Council on September 4th.

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Items in Green are ones to be sure to discuss.

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Regional HS programs that are successful that we can build on Example: Robotics to go to something other than just RET etc.	5		Embedded Technology? \$\$
Student Success linked to Faculty Contracts (outcomes) (clear expectations)	4		Requires negotiations
Evaluate programs to see if we need to increase enrollment or get rid of the program (Intent of Instructional Review/Strategic Enrollment)	4		In process. Improving program review process.
Latino outreach – more hybrid type classes > TV	3		Not sure what TV means.
Outreach to HS Advisors – strengthening those bridges	2		Work with Student Services?
Dr. Toda outreach to K-12 Superintendents	2		Move to Dr. T's area?
Tutoring in Place & accessible	1		
Advertising for classes (Marketing)	1		Yes, how? KFA 4
More technical (advanced) classes	1		
Vibrant & Visible First year program	1		FOE is working towards this
Clarify Faculty marketing process & outreach			KFA 4?
Faculty Advising			Faculty doing advising?
Faculty Engagement			Engaging students?
Faculty training on New Student issues/needs “why they are different than returning students”			“Training” currently focused on In-Service.
Goals tied to funding			Not sure what this means. This should be the case.
Increase the learning community			Pilot ready to go.
Monitoring trends in job market/Needs			AMP and program reviews are supposed to address this.
More web (based) classes – training			Agreed.
New (CTE) programs that align with the needs			Refer to AMP?
Professional development for Faculty to help 1 st year students be successful			Yes
Promoting other programs – educational opportunities			Yes
Provide Online Presence for Faculty & Students (chat room/info sharing)			BB-doable now with Elluminate
Reinforce Faculty Practices Regarding attendance			Student attendance?
Require study skills class for all degree programs > Hire faculty to reach every student			

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Role of Faculty in New Student orientation			Define? Hold NSO separate from In-Service?
Selling students the idea of personal attention			
Specialized programs for students (Honors, 1 st generation – Like TRIO)			
Strengthen Instructional Reviews & tie it to strategic enrollment			
Need child care on campus		1	Move to another KFA?
Engage Faculty in Professional Development for Best Practices	6		Yes.
Connecting real work skill sets with the curriculum so they see what they will be doing on the job	2		
Immediate assistance for struggling students	1		Aligns with FOE. Possibly PASS. Work with Student Services
Child care support	1		
Online Prep for Placement test	1		Learning Express; better marketing
Better job of Practicums EEFS			What's EEFS?
Create a Student Success/Faculty committee where the faculty in involved			Karen is working on this.
Department chair sending notice ½ way through the program>connection/congrats/note			See what IC thinks?
Expand tutoring services			How?
Flag 1 st year courses to be appropriate for first year students			How would this be better than our current numbering system?
Initiate contact with students who drop out>follow up with those who do not re-register			Student Services?
Know your students/talk to them >"will you take the next class in sequence?"			Encourage faculty to do this? (Best Practice?)
Opportunities for engagement with faculty outside the classroom			How? Potentially \$\$
Scale of Difficulty of class work			Not sure what this means.
Scheduling conflicts/being mindful that it is driven by student success			Scheduling?
Spotlighting Faculty that are using Best Practices			Yes.
Standardize syllabi – content & expectations			I'm skeptical.
Student awareness & access to financial opportunities & the process			
Track why they stop progressing?			
What is an incentive to keep going?			
Locking in tuition >term by term>drop if you miss w continuous enrollment	3		
Job Fair/Placement Fair on both campuses & virtual	3		
Second Year check in with Advisors	1		Sure – work with Student Services

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

(IT) Individual Electronic Student portfolios >where the student is so everyone knows (degree audit)	1		What's the reality of this?
Matrix of the yearly classes	1		Improve what we're already doing?
Different ways of packaging programs	1		Yes. And market them.
Growth/potential for online courses (analysis why students are less successful in online classes)	1		
Fast Tracking remediation	1	1	Yes. (Does this work?)
Changing options for why students drop classes			Note sure what this means.
Comparing class cancellation & withdrawal reasons with other schools			Good idea. Who?
Different delivery modes > address population needs			Related to packing idea?
List (No names) to industry partners of the people/skill sets of our graduation			
Offer wider variety of programs & options for completion >other Gen Ed classes			Other or more Gen Ed classes?
Some sort of flag for Non-performing students			Don't we (SS) do this somehow?
Training Faculty to understand (electronic student portfolios)			
Talk with community partners to let them know what students are ready to graduate		2	Not sure about this.
Courses offered when/where students need them – not just when faculty wants to do them	11		SEM & building the annual schedule.
Ensure that faculty is aware of best practices?	3		Yes, see above.
Tracking Faculty needs & expectations >New Faculty Orientation	1		Improve mentoring process.
Ask Students what they want?	1		Don't we do this?
Review the "Front Door" > Customer friendly: *Phone * Website *Physical Presence *People (training for People skills, etc.	1		
Have full-time people in place instead of multiple part time faculty	1		This would address many of the concerns that are raised.
Are we making good use of Friday			Or any day? What's our capacity like?
Emphasis on the Quality of Life in the Gorge			For marketing?
Explore starting classes mid-term (staggering classes)			Why or why not?
Informal way of acknowledging items/good works			
Live Person answers the phone			
Monthly email/newsletter of faculty successes & best practices			\$\$
ONCOURSE training for faculty			
Online Syllabi			Make them available online?

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Process of connecting adjunct faculty utilization with budget requirements > CTE Faculty staying current with Industry			
Projecting class cancellations			
Robust summer term			Redefine.
Stay in step with community partner's needs (National & International) for Industry needs			AMP, Program Review.
Process for knowing when Faculty plan to leave the college		2	

Potential College-Wide Effort (KFA 0):

- Latino Outreach (underway; minimal funding needed this year; speaks to Achievement Compacts and Core Theme C recommendations)
 - a. Next steps & examples
 - i. CL@SE with OSU
 - ii. Hispanic Night in Hood River
 - iii. Soccer

- Outreach to High Schools (minimally underway; refinement needed to determine budget impact; speaks to Achievement Compacts and Core Theme C recommendations)
 - a. Next steps & examples
 - i. Joint planning for compacts
 - ii. Work directly with principals
 - 1. College Now and Expanded Options
 - 2. Explore Eastern Promise model
 - 3. Alternative Ed & GED
 - a. Basic computer / career pathway

Instruction (KFA 1) Focused:

- New Programs (underway; exploration funded for this year, substantial additional funding may be needed depending on which programs are developed; speaks to Academic Master Plan)
 - a. Next steps & examples
 - i. Exploring options, including connection to four-year options
 - 1. Robotics/UAV/CIS

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

- 2. BSN
- 3. Brewing
- ii. Workforce/non-credit, especially with the new building coming online
- Professional Development (improvement needed; additional funding may be required; Achievement Compacts and Core Theme B measures)
 - a. Next steps & examples
 - i. Propose on campus professional development opportunity winter term, focusing on
 - 1. High Impact Practices
 - a. Use feedback from In-Service/Core Theme Best Practices survey
 - 2. First Year Experience
- Explore and Revise course and program scheduling, packaging & marketing (minimally underway; additional funding may be required, especially for marketing; speaks to Achievement Compacts and Core Theme A, B & C recommendations)
 - a. Next steps & examples
 - i. Research other models for scheduling and packaging
 - ii. Include faculty (pilot project with CA/OS Dept. is in development)

2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

Champion: Brian Greene

Scribe: Jensi Smith

Updates since last version: Created categories, linked to Core Themes and Achievement Compacts, and noted potential budget impact

Potential College-Wide Effort (KFA 0):

- Latino Outreach (underway; minimal funding needed this year; speaks to Achievement Compacts and Core Theme C recommendations)
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 - i. CL@SE with OSU
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2012 OFFSITE NOTES

KFA 1 (Educational Programs & Services)

3. Brewing

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- Explore and Revise course and program scheduling, packaging & marketing (minimally underway; additional funding may be required, especially for marketing; speaks to Achievement Compacts and Core Theme A, B & C recommendations)
 - a. Next steps & examples
 - i. Research other models for scheduling and packaging
 - ii. Include faculty (pilot project with CA/OS Dept. is in development)

For other KFAs to consider/collaborate on:

- Live Person answers the phone
- Some sort of flag for Non-performing students
- Job Fair/Placement Fair on both campuses & virtual
- Student awareness & access to financial opportunities & the process
- Child care support
- Immediate assistance for struggling students
- Role of Faculty in New Student orientation
- Clarify Faculty marketing process & outreach
- Advertising for classes (Marketing)
- Dr. Toda outreach to K-12 Superintendents
- Outreach to HS Advisors – strengthening those bridges

2012 OFFSITE NOTES

KFA 2 (Student Services)

Champion: Lori Ufford

Scribe: Kaylene Herman

Updates since last version: The original version is the data documented exactly like it was scribed at the event. The original data is in a different file called (Notes-KFA1-Raw.docx). This version sorted the ideas by Yes (descending), alphabet for no votes, and No (ascending).

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4. Prepare a short report, summarizing your perspective of the list, to the Quality Council on September 4th.

2012 OFFSITE NOTES

KFA 2 (Student Services)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Strengthen relationships at all area High Schools	8		
Phone Tree- access to person = personal touch	4		
More consistency at HR-ICC & TDC Front Desks at ALL business hours; stagger Friday hours	3		
Front desk coverage	2		
More data on High Schools (how many students come to CGCC, etc.)	1		
Online options/opportunities/support	1		
Better internal phone communication			
Better phone coverage			
Childcare			
Create more opportunities for OUS transfer students			
Focus on re-integration for Veterans; give credit for prior learning			
Help Desk kiosk			
Housing options (not necessarily on-campus)			
Improve Student Services hours and days- particularly at HR-ICC			
Marketing (the "face" of CGCC; cost savings)			
More focus on High School students- market to High School parents; High Schools = built-in market			
More involvement at High Schools			
More Student Life opportunities to attract New Students			
Need diverse programs that meet the needs of the job market			
New Admissions module- in progress			
Online registration process (how many non-credits students become credit students?)			
Provide Student Service services through technology- "virtual presence" through Skype, Elluminate, etc.			
Recruit within the community- intentional and specific			
Replicate Early College- expand to other area High Schools			

2012 OFFSITE NOTES

KFA 2 (Student Services)

Require computer skills testing along w/ placement test			
Start with the end in mind			
"Double size of Student Services!" ☺ (Dr. Toda is joking.... We hope!!! ☺)		2	
Require bi-lingual staff in Student Services		6	

2012 OFFSITE NOTES

KFA 2 (Student Services)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Childcare	4		
Intrusive follow-up w/ no shows, drop outs, etc.	4		
Student Engagement- focus on customer service	3		
Provide volunteer opportunities/programs for retirees to help w/ events	3		
On-campus employment opportunities (in addition to work study)	1		
Online Advisor (through Skype, Elluminate, etc.)	1		
Letter from Dr. Toda to recognize achievements	1		
Sports teams at CGCC- soccer, etc.	1		
Senior (ELT, Quality Counsel, etc.) Leadership at student events	1		
2 nd year check-in w/ advisor – “Northstar”			
Access to Financial Aid (where, how, when....)			
Better communication & marketing			
Cohorts & Learning Communities			
Focus on the “senior” population			
Hire an individual to focus just on Scholarships			
Increase Student Life opportunities			
Mandatory check-ins (milestone & momentum points)			
No “optional”			
No late registration after the first day of the term			
Provide engagement opportunities outside of the classroom for Faculty, Staff & Students			
Provide physical events and transportation for students (hiking trip, skiing trip, etc.)			
Restrict options- not so many choices in classes (example: “Block Scheduling”)			
Student events at HR-ICC			
Use common language (some confusion as to what is the Pathfinder Center... a “Northstar” appt. etc.)			

2012 OFFSITE NOTES

KFA 2 (Student Services)

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Proactive/Intrusive advising	3		
Celebrate student success	3		
2 nd year check-ins from career services and the registrar	2		
E-Portfolios for students to check progress	2		
“Jazz up” student tutoring- more dedicated staff	2		
College survival class for transferring to OUS/4-year universities	1		
Use data more intentionally to help w/ student success	1		
Better planning for next steps (e.g.: getting non-credit students to credit classes, ABE to credit, etc.)			
Clarify degree/certificate requirements			
Create incentives to move to the next step(s)			
Embed Student Services in Learning Communities			
Faculty mentorship w/ 2 nd year students (e.g.: internships, resume help, etc.)			
Make 1 st year mean something			
More 4-year university partnerships			
Provide direct connection with OUS schools			
Recognition w/ meaning			
Reduce barriers for GED testing (provide scholarships, make testing free, create Financial Aid resources)			
Visible career services			
Follow-up w/ students after transition into a new job, to a university, etc.		1	

2012 OFFSITE NOTES

KFA 2 (Student Services)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Personal touch on phones (full time receptionist just for phones)	4		
SEM development	3		
“Live” chat option for students	3		
Switch Board/Operator(s)	1		
Virtual presence in HR-ICC	1		
Clear Financial Aid steps	1		
Student Leadership engagement opportunities (at CGCC, in communities; provide student projects that connect to all communities; visible CGCC logo on sidewalks leading to both campuses)- Provide clear process of ways to get involved at CGCC and w/n the community	1		
Alumni tracking			
Better advertising of Student Services hours			
Better communication on data numbers (in terms of FTE, enrollment trends, etc.)			
CGCC Staff play more of a significant role in involvement/engagement opportunities- don't leave it just to Student Life Advisor(s)			
Dedicated phone hours			
Market NSO, FYE, FA services, Registration hours			
Move Registration hours/days			
Student worker opportunities (in addition to work study)			
Target employers in the surrounding areas to hire CGCC students			
Visible missions statement in Student Services			
Website page dedicated to involvement opportunities (Refer to Delta Energy Club's page)			
Phone Triage		1	

2012 OFFSITE NOTES

KFA 2 (Student Services)

Champion: Lori Ufford

Scribe: Kaylene Herman

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4. Prepare a short report, summarizing your perspective of the list, to the Quality Council on September 4th.

2012 OFFSITE NOTES

KFA 2 (Student Services)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Strengthen relationships at all area High Schools	8		CGCC has had an advisor in the high schools (TDWHS, HRVHS, DUFUR) once a month for about 6 years. Administration and Faculty relationships could be nurtured.
Phone Tree- access to person = personal touch	4		
More consistency at HR-ICC & TDC Front Desks at ALL business hours; stagger Friday hours	3		Seems to be an issue around registration times in TDC. Looking at changing first day of registration to Mondays instead of Thursdays.
Front desk coverage	2		
More data on High Schools (how many students come to CGCC, etc.)	1		
Online options/opportunities/support	1		
Better internal phone communication			
Better phone coverage			
Childcare			This should move to KFA 0
Create more opportunities for OUS transfer students			
Focus on re-integration for Veterans; give credit for prior learning			In progress, will implement Vet's services in 2013. CR for prior learning is being studied.
Help Desk kiosk			
Housing options (not necessarily on-campus)			
Improve Student Services hours and days- particularly at HR-ICC			
Marketing (the "face" of CGCC; cost savings)			
More focus on High School students- market to High School parents; High Schools = built-in market			
More involvement at High Schools			
More Student Life opportunities to attract New Students			

2012 OFFSITE NOTES

KFA 2 (Student Services)

Need diverse programs that meet the needs of the job market			This should be moved to KFA 1
New Admissions module- in progress			In progress.
Online registration process (how many non-credits students become credit students?)			
Provide Student Service services through technology- "virtual presence" through Skype, Elluminate, etc.			Have done some advising through Elluminate with Early College.
Recruit within the community- intentional and specific			This will come with the development of a SEM plan
Replicate Early College- expand to other area High Schools			
Require computer skills testing along w/ placement test			Is this an issue?
Start with the end in mind			
"Double size of Student Services!" ☺ (Dr. Toda is joking.... We hope!!! ☺)		2	Another staff person would be very helpful.
Require bi-lingual staff in Student Services		6	NO

2012 OFFSITE NOTES

KFA 2 (Student Services)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Childcare	4		Move to KFA 0
Intrusive follow-up w/ no shows, drop outs, etc.	4		
Student Engagement- focus on customer service	3		
Provide volunteer opportunities/programs for retirees to help w/ events	3		
On-campus employment opportunities (in addition to work study)	1		
Online Advisor (through Skype, Elluminate, etc.)	1		
Letter from Dr. Toda to recognize achievements	1		
Sports teams at CGCC- soccer, etc.	1		
Senior (ELT, Quality Counsel, etc.) Leadership at student events	1		
2 nd year check-in w/ advisor – “Northstar”			In progress
Access to Financial Aid (where, how, when....)			
Better communication & marketing			
Cohorts & Learning Communities			Pilot this year in HR
Focus on the “senior” population			
Hire an individual to focus just on Scholarships			Perhaps look at different ways of getting the word out about scholarships.
Increase Student Life opportunities			
Mandatory check-ins (milestone & momentum points)			Developing in 2012-13
No “optional”			
No late registration after the first day of the term			
Provide engagement opportunities outside of the classroom for Faculty, Staff & Students			Should be a joint strategy with Instruction
Provide physical events and transportation for students (hiking trip, skiing trip, etc.)			
Restrict options- not so many choices in classes (example: “Block Scheduling”)			Beginning conversations with Instruction as lead
Student events at HR-ICC			In progress
Use common language (some confusion as to what is the Pathfinder Center... a			

2012 OFFSITE NOTES

KFA 2 (Student Services)

“Northstar” 5pt. etc.)			
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Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Proactive/Intrusive advising	3		In progress
Celebrate student success	3		
2 nd year check-ins from career services and the registrar	2		Developing 2012-13
E-Portfolios for students to check progress	2		
“Jazz up” student tutoring- more dedicated staff	2		Move to KFA 1
College survival class for transferring to OUS/4-year universities	1		
Use data more intentionally to help w/ student success	1		In progress, FoE implementation, ATD etc.
Better planning for next steps (e.g.: getting non-credit students to credit classes, ABE to credit, etc.)			Currently teach CG100 for ABE students and provide advising and financial aid assistance for those students transitioning
Clarify degree/certificate requirements			?
Create incentives to move to the next step(s)			
Embed Student Services in Learning Communities			Already happening in pilot
Faculty mentorship w/ 2 nd year students (e.g.: internships, resume help, etc.)			
Make 1 st year mean something			
More 4-year university partnerships			
Provide direct connection with OUS schools			We currently have a great partnership with EOU and have met with OSU to strengthen our partnership with them.
Recognition w/ meaning			
Reduce barriers for GED testing (provide scholarships, make testing free, create Financial Aid resources)			Not sure there is a barrier here, should look at the data to see if there is an issue
Visible career services			Developing

2012 OFFSITE NOTES

KFA 2 (Student Services)

Follow-up w/ students after transition into a new job, to a university, etc.		1	
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Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Personal touch on phones (full time receptionist just for phones)	4		
SEM development	3		In progress, will see more development in the 2012-13 year
“Live” chat option for students	3		
Switch Board/Operator(s)	1		
Virtual presence in HR-ICC	1		
Clear Financial Aid steps	1		
Student Leadership engagement opportunities (at CGCC, in communities; provide student projects that connect to all communities; visible CGCC logo on sidewalks leading to both campuses)- Provide clear process of ways to get involved at CGCC and w/n the community	1		
Alumni tracking			Is this a Foundation project?
Better advertising of Student Services hours			Done
Better communication on data numbers (in terms of FTE, enrollment trends, etc.)			Working on this
CGCC Staff play more of a significant role in involvement/engagement opportunities- don't leave it just to Student Life Advisor(s)			
Dedicated phone hours			

2012 OFFSITE NOTES

KFA 2 (Student Services)

Market NSO, FYE, FA services, Registration hours			
Move Registration hours/days			
Student worker opportunities (in addition to work study)			
Target employers in the surrounding areas to hire CGCC students			
Visible missions statement in Student Services			In progress
Website page dedicated to involvement opportunities (Refer to Delta Energy Club's page)			
Phone Triage		1	

2012 OFFSITE NOTES

KFA 3 (Human Resources)

Champion: Robb VanCleave

Scribe: Sara Rinearson

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2012 OFFSITE NOTES

KFA 3 (Human Resources)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Train faculty to interact with new students – student engagement training, how to deal with problems (student and staff issues)	7		Good idea. Should be established by Student Services.
Promote instructional talent with local media (profile them), celebrate our talent	4		Instruction
Hire people who like students	3		
Use Alumni to recruit	3		Foundation
Robb talk to High Schools regarding employer expectations	2		Sounds good.
Hire effective faculty	2		
Increase % of Full-time Faculty in areas we want to grow	2		Instruction
Coordinate All hiring	2		Possible
Human Resources keep all employee records	2		Possible
More employment opportunities on Campus	1		
Improve customer service, knowing names, saying hi, eye contact	1		
Increase diversity of faculty and staff	1		Ongoing
Develop faculty and staff new hire training	1		2013
Adequate compensation to recruit and retain	1		Work to begin in 2013
Rumor control, bad control=bad morale	1		Takes entire village
Volunteer program	1		Already done
Sports	1		Soccer teams(s) proposed
Need a Volunteer Coordinator position (Full-Time paid position)	1		Need more info
Apprenticeships			
Decrease % of Full-time Faculty in areas not needed			
Encourage professional development, make sure it's not a secret			
Help students apply for college			
Hold an event beside New Student Orientation and Back to School Party, include faculty & staff, student life			
Human Resources does all PR Auths			
Mentoring with students			
More diverse faculty and staff			
More robust professional development			

2012 OFFSITE NOTES

KFA 3 (Human Resources)

Onboard process			
Plugging in retirees to students for mentoring			
Set clear expectations for performance			
Supervisor training, include all staff			
Target marketing for recruitment			

2012 OFFSITE NOTES

KFA 3 (Human Resources)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Link students with community members (life coach)	4	1	Student Services
Personalize engagement, training on how to do it	3		Need more info.
Management level training (supervision, evals., behavior modification)	2		2013
Recognize faculty who specially help students	1		Faculty Excellence Award
Train and develop tools for progression	1		Need more info
Mentorship programs (pair students with employees) with job shadowing	1		Possible
Latino mentoring program	1		Student Services
Rewards based on student progression	1		Interesting
Benchmarking with community colleges are doing			
Communication, what's happening around campus			
Customer service training			
Encourage volunteer programs (mentorship)			
Find a way to take the temperature of student expectations of staff and faculty more often			
Get demographics (ethnicity changes, cultural norms) of current students and train how to serve them			
Keep same staff to develop history			
Measuring if faculty is providing best progression			
Retention with faculty to stay connected			
Building bilingual as job performance		1	

2012 OFFSITE NOTES

KFA 3 (Human Resources)

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Get involved in helping students with resume and career counseling	2		Possible
Resume builder	2		Possible
Conduct mock interviews in a formal environment	2		Possible
Continue art show efforts to include students in the life of the college			
Create an environment to focus on student success, be supportive			
Gather data regarding what employers are looking for in graduates (use SHRM)			
Guest speakers to talk about HR careers			
Have a business dinner with talks about business and networking			
Human Resources hold a burger burn at graduation			
Link evaluations to student completion and vice versa			
Make Human Resources part of Achieving the Dream – 1 st year counts			
Mentor students going into related Human Resource fields			
Publication of data that allows employees to take pride in results (transparency)			
Student profiles of accomplishments to encourage completion			
Target hiring to focus on student success – changes questions and process			
Teaching life skills, work with instruction			

2012 OFFSITE NOTES

KFA 3 (Human Resources)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Spell out expectations and consequences in faculty contract	5		Complete
BE more competitive with compensaton	3		Study to begin in 2013
Get extra local discounts like gas (Hattenhour gas discount card)	2		Not sure it is legal (ethics).
In Fall, have a time for everyone to gather (faculty and staff), an all in-service	2		Faculty want it separate.
Employee exit process, have an interview and not just a survey	1		Already option.
Pictures on ID tags	1		Possible (Facilities).
Highlight faculty and staff accomplishments (goodwill missions, degrees completed, etc.)	1		Student Services.
Electronic application	1		Soon.
Electronic paper screen to throw out clearly unqualified applicants before managers get them	1	2	Need more info.
Faculty recruitment process (Instruction)			
Find an avenue to get more info to faculty			
Get Campus View back			
Get faster, better, more economical			
Human Resources do preliminary paper screening			
Human Resources have more face to face time with departments, visit more to grow trust			
Improve contracts			
Onboarding process			
Reminders for when evaluations are due			
Do all hiring in one department		1	

2012 OFFSITE NOTES

KFA 4 (Community & Partnerships)

Champion: Dan Spatz

Scribe: Stephanie Hoppe

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2012 OFFSITE NOTES

KFA 4 (Community & Partnerships)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Offer 4-year institution opportunities (whether its partnership or doing it ourselves)	6		
Develop cosmetology school downtown	3	1	
Work toward Latino outreach (public access channel, radio tierra, soccer team, foundation scholarship opportunities)	2		
Work with industry to sponsor programs	2		
Start soccer team	2		
Help place students with internships	1		
Work toward veteran outreach (user friendly, work study, integrate troops)	1		
Build relationship with Worksource Oregon and Washington	1		
Bridge with high schools	1		
Offer child care on campus	1		
Build bridge with credit/non-credit programs (business program connections)			
Change our "front door" (it's about relationships!)			
Connect with all Chambers in region			
Create bistro in building four on campus			
Develop service learning			
Help students secure apprenticeships			
Improve marketing efforts in local high schools			
Increase support for extracurricular and co-curricular activities			
Look at university system outreach			
Outreach to grade school and middle school students			
Outreach to Native American community			
Recruit business and industry to talk to high school students about college			
Review programs with businesses			

2012 OFFSITE NOTES

KFA 4 (Community & Partnerships)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Develop student ID card (tie with community, discounts, etc.)	7		
Hold job fair and invite all businesses in the area (prep both businesses and students for fair)	7		
Create capstone course for CTE that has internship/practicum component			
Develop service learning			
Have advisory committee(s)			
Help place students in internships			
Look at who we should be partnering with for program students			
Partner with healthcare industry to provide mental health services to students			
Review programs			
Tie student success to outreach			
Track what CGCC students are doing in the community			
Create industry sponsored child care center		1	
Document process for job placement		1	
Partner with senior centers		1	

2012 OFFSITE NOTES

KFA 4 (Community & Partnerships)

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Create vibrant career center with lots of placement companies involved (business contacts, single point of contact person or department)	10		
Develop foundation incentives (scholarship if you complete)	2		
Advertise, market success stories of our students			
Develop community mentorship program			
Educate our partners on skill sets rather than programs (and ask them to educate us on important skills to teach our students)			
Have advisory committees (need feedback about our programs and students)			
Invite Human Resources people to do a presentation on campus to help students in this area			
Offer course that helps with resume building, job applications, life organization			
Offer network event with companies, particularly Human Resources areas			
Use collaborative advisory groups (evaluate existing groups, work closer with partners, get CGCC brand in businesses)			
Work with businesses on offering employment contracts to complete school			
Work with The Dalles Yo Pro connection with students (above)			

2012 OFFSITE NOTES

KFA 4 (Community & Partnerships)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Build better relationships with our K-12 organizations	6		
Market our success stories in Oregon AND Washington	3		
Create marketing department	3		
Host regional educational summit	2		
Improve SBDC marketing efforts – more marketing of its success stories on and off campus, more visibility	1		
Need master plan of how we are marketing the college	1		
Track volunteer hours, give percentage back in financial assistance to these nonprofit organizations	1		
Create focused, consistent messaging in marketing outreach	1		
Create child care center	1		
Build relationships with all Chambers			
Create inventory staff list of who is where and serving where (clubs, committees, etc.)			
Create unified plan of what to do with kids who are not being successful where they are at			
Develop barometers of our goals			
Improve community education program			
Need to offer help to K-12			
Study each other's achievement compacts (all educational organizations in region should know each other)			
Create mascot		2	

2012 OFFSITE NOTES

KFA 5 (Governance / Presidents Office)

Champion: Dr.Toda

Scribe: Gail Gilliland

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2012 OFFSITE NOTES

KFA 5 (Governance / Presidents Office)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Visit local high schools	7		
Yearly CGCC Education Summit – 6 Yes	6		
Dr. Toda meet with local superintendents in WA and Oregon - 5 Yes	5		
Sponsor an honors college	3		
Student representative on Board - dedicated position – 3 Yes	3		
Coordinate high school on CGCC campus	1		
More activities hosted by Dr. T. with students – 1 YES	1		
Access to Dr. Toda – 1 Yes	1		
Access to Dr. Toda – out of the tower – 1 Yes	1		
Access to Dr. Toda – coffee and donuts – 1 Yes	1		
Visible to elementary and middle school – 1 Yes	1		
Access to Dr. Toda – café			
Annual report to local school board			
Breakfast with the president – he makes breakfast			
Bridge building outreach with school superintendents, also home school conference, ESD Oregon and WA			
Compacts? Sharing achievement compacts			
Conversation on how to address the new P-20			
Dr. Toda carry the message “fact sheets” about CGCC with them in a pocket card			
ELT more visible			
Find home school community and private schools			
Friendly extend to Vets			
Intentional event before fall that sets the stage for new students			
Management by walking around campus			
More Board engagement			
More front end coffee			
Personal one-on-one			
Personal outreach			
Student representative on Board			

2012 OFFSITE NOTES

KFA 5 (Governance / Presidents Office)

- liaison			
- student government			
Visit all new students			
Work with National Guard for classes on campus – 1 NO		1	

2012 OFFSITE NOTES

KFA 5 (Governance / Presidents Office)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Incentives for students - Visit classroom – 4 Yes	4		
Incentives for students - Lunch with students – 3 Yes	3		
President sends letter – personal to the individual student for progress – Board recognition of students	2		
On-the-spot scholarships	2	1	
Financial need for scholarship and emergency fund for students - 1 Yes	1		
Acknowledge a student to the Board			
Conduit to Board for students			
Encourage scholarship consistency			
Hosting activities			
Incentives for students - Brown bags with President			
Make charter system easier to use			
Recognition for all average students			
Recognize faculty for moving students – retention rate percentage			
Refer problems to the appropriate department or administrator			
Speak to initiatives			
Sports			
Student View to include a President's corner			
Students to Board			
Support – speaking (keep on front burner)			
<ul style="list-style-type: none"> - Mission - Accreditation - Foundation of Excellence - North star appointments 			
The golden ticket			
Tuition waver			
Tuition/book discount			

2012 OFFSITE NOTES

KFA 5 (Governance / Presidents Office)

Completion			
DESCRIPTION	YES	NO	STATUS/NOTES
Career Pathways recognition – 3 Yes - Starbucks card - student and faculty	3		
Tuition waver	2		
Student representative to the Board through student council – 2 Yes	2		
President dinner – this would be a special formal dinner to allow students to develop social skills – 2 Yes	2		
Make the President’s List (grades) mean something	1		
Incentive to faculty – 1 Yes	1		
Transfer degrees as a profitable adventure – 1 Yes	1		
BBQ with the Board, President and ELT – 1 Yes	1		
Encourage staff to wear name tags – 1 Yes	1		
WalMart rules – 1 Yes	1		
Alumni representative to the Board			
Attitude on how you interact			
Better / more partnership with 4 year colleges			
- Budget surplus			
Clearly define what the completion rate is and measure			
College Board involvement - 1 day on campus per year - Table in café			
Connection			
Create T-shirts that say “ASK ME” on them			
Doing enough to move students from GED to certificates or degrees			
Employment department visible on campus			
Getting visible on campus - classes - lobby of student services - GED students			
Profile student in local media overcoming obstacles			

2012 OFFSITE NOTES

KFA 5 (Governance / Presidents Office)

- from Dr. Toda, not just at graduation			
Recognition of students			
Submit your 'story' / 'stories' recognized by the President			

2012 OFFSITE NOTES

KFA 5 (Governance / Presidents Office)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Quality Council - problem solving - to directional - Collaborate problem solving	4	1	
Marketing Department - Less centralization from President's office - Broader base	3		
Change Board rules / terms of office	3		
Surplus money to college work studies in addition to Federal work study monies – 3 Yes	3		
President's office location should be moved to the first floor in Susan Wolff' office to be more accessible to all – 3 Yes	3		
Charter system more user friendly – make this an Administrative Rule - Needs to be a positive experience, not a negative one - Needs owner manual	2	10	
Dr. Toda – No sound bites – more real to the students	1		
Board recognition			
ELT dunk tank			
More diversity on Board			
Roles and responsibilities matrix - Committee list and participants			
Walmart rules			
Media - Web-site - Facebook -1 NO - Any other media		1	

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Champion: Sandra Buchanan

Scribe: Jill O'Brien

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2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
High school graduates - Expand credits (free) for local high school completers	11		
Bookstore – open courseware or rental	2		
Bookstore – options to buying books i.e. renting	1		
Financial aid – streamline process	1		
High school graduates - Corporate sponsorship for all local high school graduates	1		
Marketing – pamphlet with information on <u>all</u> costs	1		
Tuition – free options for any high school student w/3.5 GPA or higher	1		
ATM on campus			
Bookstore – advertise for all community (not just the students)			
Bookstore – offer Ebooks			
Bookstore – online presence			
Cleaning up online registration			
Expand student workers			
Financial Aid – awareness of scholarships			
Financial aid - Clearer communication on how to apply			
Financial Aid - FASFA education/training			
FTE vs ADM credits addressed			
More payment options			
Payment – clarify options for payment			
Payment - Cost estimator before payment			
Payment – online user friendly			
Performance contracts for student tied to dollars			
Tuition – clearer methodology on tuition rates			
Tuition - lock			
Tuition - reduce			

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Tuition – lock rates if continued enrollment	13		
Statement – online statement, MyCGCC Single Sign-On	5		
Debt awareness	4		
Statements – online statements emailed to cgcc accounts	3		
Tuition – lock	2		
15/30 credit milestone incentive			
Bookstore – coupon incentive for 2 nd year enrollment			
Payment – clearer financial plans of payment			
Performance incentives			
Statements – clean up visual layout of student’s statements i.e. term by term			
Statements – itemized			

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Incentives to move from pre-college into credit programs	4		
Completion scholarship	2		
Financial literacy improvements for students	2		
Tuition – offer grant that turns to loan if they don’t complete	2		
GED – completers receive 6-12 credits free	1		
Tuition refund if completion of 2 years	1	1	
Free food (café) coupons			
GED – cost of test options			
GED – tuition waiver for credit class upon test completion			
iPad offered to 1 st year students, upon completion we refund student			
Tuition - Offer “Free” last term upon completion			
Work with OUS to expedite the financial aid process			

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Budget Analysis	3		
Timesheets – electronic	2		
Alumni Association	1		
Clearer Administrative Rule on Student Defaults	1		
Empulse type software for Contract “work order” business office request	1		
Financial planning i.e. mint.com, for student awareness	1		
Forecasting	1		
Options before sending to collections	1		
Timesheets - Less reliance on timesheets	1		
Bookstore – reduce prices on books			
Bookstore – smaller receipts (format)			
Cash carryover – lessen			
Clarity in year-end budget process			
Fundraising			
Rogue.net – more training			
Staff greater access to revenue detail in Rogue.net			
Tack on late registration fee			
Allocated funds – add special line item to manage		1	
Rogue.net monthly email of budget per department		4	

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Champion: Sandra Buchanan

Scribe: Jill O'Brien

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2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Summary Report

Suggestions and ideas are grouped into the categories of accounts receivable, bookstore, business operations, business office operations, financial aid, financial management, resource development, student financial information, and tuition and fee policies. Many suggestions would require significant RogueNet programming and prioritization into the current open list of programming needs. Increasing financial aid incentives for students were popular suggestions and will require budget, prioritization and a feasibility analysis to implement. Increasing financial management training for managers is already being planned and the suggestions will help focus the training. Many suggestions regarding tuition and fee policies would require further policy discussions, significant policy changes, significant RogueNet programming, and significant budget resources. Suggestions regarding improving financial information for students and financial literacy may already be planned for implementation.

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Financial Aid - Incentives - High school graduates - Expand credits (free) for local high school completers	11		Requires budget.
Bookstore - Open courseware	2		Use of different resources such as open courseware will require coordination with Instruction regarding approved curriculum.
Bookstore - Options to buying books i.e. renting or online content	1		Textbook rental is possibility but may require bookstore subsidy.
Financial Aid - Administration - Streamline process	1		Move to Student Services KFA
Financial Aid - Incentives - High school graduates - Corporate sponsorship for all local high school graduates	1		Requires corporate sponsorship and resource development.
Tuition & Fee Policies - Information - Marketing pamphlet with information on <u>all</u> costs	1		Requires budget. Will add online version as new web pages are developed.
Financial Aid - Incentives - Free tuition options for any high school student w/3.5 GPA or higher	1		Requires budget.
(The following section is sorted and grouped by topic. More information and coordination with other departments and/or the Board is necessary to prioritize the list.)			

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Bookstore - Offer EBooks			Use of different resources such as eBooks will require coordination with Instruction regarding approved curriculum. May be possible with certain textbooks. Some eBooks offered currently.
Bookstore - Online presence			Online bookstore sales. Future project. Requires software. Impacts in-store sales.
Bookstore - Advertise for all community (not just the students)			Requires budget and requires payment of UBIT (unrelated business income tax) and additional programming and administrative support.
Business Operations - ATM on campus			Requires administrative action which is already on the Business Office project list.
Financial Aid - Expand student workers			Requires budget.
Financial Aid - Financial Information - FASFA education/training, Awareness of scholarships, Clearer communication on how to apply			Move to Student Services KFA
FTE vs ADM credits addressed			Need more explanation.
Performance contracts for student tied to dollars			Need more explanation.
Registration - Cleaning up online registration			Move to Student Services KFA
Tuition & Fee Policies - Information - Cost estimator before payment			Requires programming resources.
Tuition & Fee Policies - Payment - More payment options			Such as?
Tuition & Fee Policies - Payment - Online user friendly			Shopping Cart. Requires programming resources.
Tuition & Fee Policies - Tuition Rates - Clear methodology on tuition rates			Requires policy.
Tuition & Fee Policies - Tuition Rates - Lock			Requires programming resources.
Tuition & Fee Policies - Tuition Rates - Reduce			Requires budget.

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Tuition & Fee Policies - Tuition - lock rates if continued enrollment	13		Requires budget. Requires programming resources.
AR - Statements - Online statement, MyCGCC Single Sign-On	5		Students have access to online balance but not detailed statement or detailed receipt. Requires programming resources.
Financial Aid - Financial Information - Debt awareness	4		Related to financial literacy and FSA requirements.
AR - Statements - Online statements emailed to CGCC accounts	3		Requires programming resources.
Tuition & Fee Policies -Tuition Rates - Lock	2		Requires programming resources.
(The following section is sorted and grouped by topic. More information and coordination with other departments and/or the Board is necessary to prioritize the list.)			
AR - Statements - Clean up visual layout of student's statements i.e. term by term			Requires programming resources.
AR - Statements - Itemized			Requires programming resources.
Financial Aid - Incentives - Bookstore Coupon incentive for 2 nd year enrollment			Requires budget.
Financial Aid - Incentives - Performance incentives			Requires budget.
Financial Aid - Incentives -15/30 credit milestone incentive			Requires budget.
Tuition & Fee Policies - Information - Clearer financial plans of payment			Needs more explanation.

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Financial Aid - Incentives - Incentives to move from pre-college into credit programs	4		Requires budget.
Student Financial Information - Financial literacy improvements for students	2		To improve financial literacy in all students not just those receiving federal student aid
Financial Aid - Incentives - Completion scholarship	2		Requires budget.
Financial Aid - Incentives - Offer grant that turns to loan if they don't complete	2		Requires budget & coordination with FSA awards.
Financial Aid - Incentives - GED completers receive 6-12 credits free	1		Requires budget.
Financial Aid - Incentives - Tuition refund if completion of 2 years	1	1	Requires budget & coordination with

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

		FSA awards.
Financial Aid - Administration - Work with OUS to expedite the financial aid process		
Financial Aid - Incentives - Free food (café) coupons		Why? For what purpose? Not sure how this relates to completion. Requires budget.
Financial Aid - Incentives - GED - Tuition waiver for credit class upon test completion		Requires budget.
Financial Aid - Incentives - iPad offered to 1 st year students, upon completion we refund student		Requires budget & coordination with FSA awards.
Financial Aid - Incentives - Offer "Free Tuition" for last term upon completion		Requires budget & coordination with FSA awards.
Tuition & Fee Policies - GED - Cost of test options		What about the cost of test options? Needs more explanation.

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Financial Management - Budget Analysis	3		
Business Office Operations - Timesheets – electronic	2		Requires budget, administrative and software changes.
Resource Development - Alumni Association	1		Resource Development project.
Tuition & Fee Policies - Clearer Administrative Rule on Student Defaults	1		Needs more explanation.
Business Office Operations - Empulse type software for Contract "work order" business office request	1		Needs additional study to determine if necessary due to number of requests.
Student Financial Information - Financial planning i.e. mint.com, for student awareness	1		Related to financial literacy and FSA requirements.
Financial Management - Forecasting	1		Will offer more financial management training to managers
Tuition & Fee Policies - Options before sending to collections	1		Such as?
Business Office Operations - Timesheets - Less reliance on timesheets	1		Requires budget, administrative and software changes.
(The following section is sorted and grouped by topic. More information and coordination with other departments and/or the Board is necessary to prioritize the list.)			

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Bookstore - Reduce prices on books			Pricing is set to provide a breakeven bookstore operation. Lowering prices further will require bookstore subsidy.
Bookstore - Smaller receipts (format)			Large and small formats are both available in RMS but large formats meet the needs of providing detail to students and third party payers. This will not be implemented.
Financial Management - Cash carryover – lessen			This will occur as expenditures exceed resources in future years.
Financial Management - Clarity in year-end budget process			Will offer more financial management training to managers
Financial Management - RogueNet - more training			Will offer more financial management training to managers
Financial Management - Staff greater access to revenue detail in RogueNet			Data is available to AR users and is also available by request to the Business Office.
Resource Development - Fundraising			Resource Development ongoing activity
Tuition & Fee Policies - Tack on late registration fee			Had a late registration fee but not programmed in RogueNet. Registration policy may void the need for this type of fee.
Financial Management - Allocated funds - add special line item to manage		1	Needs more explanation.
Financial Management - RogueNet monthly email of budget per department		4	Needs more explanation of desired reports. Requires staff resources. May require RogueNet programming resources.

2012 OFFSITE NOTES

KFA 7 (Process & Procedures)

Champion: Dr.Toda

Scribe: Gail Gilliland

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4. Prepare a short report, summarizing your perspective of the list, to the Quality Council on September 4th.

2012 OFFSITE NOTES

KFA 7 (Process & Procedures)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Consistency	6		
All staff review of policies – communication – 2 Yes	2		
HOPE – Hug our President everyday 2 Yes - 2 No	2	2	
Map new students pathway - attrition – exit system	1		
A process in place for reviewing process	1		
Applying LEAN analysis for new student point of view	1		
Across department communication – 1 Yes	1		
Faculty and staff more involved in new student orientation – 1 Yes	1		
Memo of understanding – formalize achievement compact – formally putting advisors in the High Schools – 1 Yes	1		
Administer policies equitably – all consistent – 1 Yes	1		
Avoid applying individual exceptions			
Do not block policies – treated as public information			
Grade grievances process needs to be defined – have student write the process			
Is there a policy for high school recruitment			
Leads to better customer service			
Mean what we say and say what we mean			
New students – course challenge needs to be defined - Veterans - Credit for prior learning - Army medic transfer to the RN program			
Not overly cumbersome			
Readily accessible in language that can be understood - Displayed in a way that makes sense			
Reevaluate the group advising new students			
Refund check policies			
Strategies for high school students			
Use what we have			

2012 OFFSITE NOTES

KFA 7 (Process & Procedures)

User friendly			
We should just do it – utilize your policies and process			

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Roguenet retention flags – 8 Yes - intervention tools - degree audit system - auto intervention flag	8		
Specific wording “reasonable amount of time” rather use a specific time frame, specific language - 3 Yes	3		
Process for second year retention – 2 Yes	2		
Granting exceptions – keep to a minimum	1		
Avoid swirling of students – keep the path simple	1		
Recognition from second year accomplishment	1		
Course challenge – 1 Yes	1		
P & P that creates a barrier to progress – 1 Yes	1		
Application process for graduation			
AR’s and OP’s - Who’s responsible for the (AR lead) for the procedure			
Consistent use of process and schedule - registering student – days regular timing and support			
P or P			
Student review – student input			
We support professional development for adoption of Best Practices for progression and retention			

2012 OFFSITE NOTES

KFA 7 (Process & Procedures)

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Pull reports and start targeting students within in 15 credits	7		
Tuition – original tuition locked in as long as progressing – 6 Yes	6		
Have the conversation with student – “What are the barriers?” - 1 Yes	1		
Have the conversation with student – “What are the barriers?” - Graduation – 1 Yes	1		
Student recognition for overcoming challenges – dinner with the president – 1 Yes	1		
Get student input when change of policy is required – 1 Yes - 1 NO	1	1	
Developing policy			
Do we need to develop new policies and procedures?			
Employers – tuition reimbursement for employers			
Framework for Policies and Procedures - purpose to complete tuition - Answer the question “Does this help the student complete his/her time with us”			
Have the conversation with student – “What are the barriers?” - - Transfers - Registration - Transcripts			
Intervention – invasive advising – proactive advising			
Provides good customer service			
Provides smoother better college experience			
Have the conversation with student – “What are the barriers?” - Café – 1 No		1	
Stop changing policies – 2 NO		2	

2012 OFFSITE NOTES

KFA 7 (Process & Procedures)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Create a student advising committee for P & P – Tria? – focus group? – 4 Yes	4		
What is the name change process for a name that is already in ‘the system’? - It holds up the degree - Documentation - Capture the process clearly	4	1	
Processes for faculty safety for staff and students – 2 Yes	2		
100% compliance	1		
Formalize process for communication including flow charts – 1 Yes - To communicate policies and procedures	1		
Get more procedures done faster and process flow charts more – Show the logic – 1 Yes	1		
Every two year review			
How do we integrate into new employee training – HR – Robb			
Make procedures available to the students			
Online policies – new ones and Board - See handbook			
What is the process to adding a new process			
Compare with PCC P&P’s – What do we need? – 1 NO		1	

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Champion: Bill Bohn

Scribe: Richard Jepson

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2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Student Single Sign On	9		On list- RogueNet, Student Gmail, Moodle
Clear path phone system – Receptionist - Clear path phone system - Afterhours phone tree - Clarification of 6000 vs 6011 as main phone line	5 1 1		Good ideas- will setup meetings to discuss existing phone tree, recommended changes & feasibility of a receptionist
TV Station - Classes - Information - Video Production	4	5	Complicated – not on the horizon
Live webcast of classes - To the High School and online	3		Need a production room- limited to number of broadcasts based on broadcast rooms. Question on interaction with receiving end. Use standard video conferencing – requires equipment on both ends. (Not in current or near future projects.)
InfoTech orientation: live and online	2		Scope of topics? – working on making video shorts
Faculty show and tell for equipment	2		Coordinate with Paula
Website - Student Kiosk - Student Profiles	1		
Radio Transmitter	1	2	
Computer lab in each building			Current labs are underutilized – staffing? Needed in each building?
Improved website navigation			Currently in progress – parts of the site going live now – end date of Winter 2013

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

DESCRIPTION	YES	NO	STATUS/NOTES
More space in the HRC Info Commons area			Not sure what can be done with this..?? Move to KFA 9 – Facilities
Student email accessible via an icon on the desktop			
Student helpdesk			Currently this is Ron Watrus. Was there something else in mind?
Student Laptops - Setup a payment schedule - Finance student technologies			Could be done via bookstore – however selling technology means support
Technician assigned to HRC the first few weeks of Fall term			Excellent idea – ITS will discuss
iPad for all students		2	

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Online advising	2		Can now be done via Elluminate
Elluminate online office			
Third campus deployment (website)	1		
Improved web registration			
Website tools			Not sure what this means
Text messaging for communication	1		Currently available on campus
Mobile access for students - Apps - OS - Tools and services	1		Mobile access to access what? – RogueNet services – Website – On the horizon after current website project is done
Simple access to Moodle with training for faculty	1		Moodle integration with RogueNet is on the project list. Other than that, I am not sure what the access means. Training improvements would go to Paula Ascher.
Document imaging	1		In current plan – behind schedule -
Technology tutor “TechTalk” –Dr. Toda	1		Like the tech tips at the staff meetings? Or something else?
A working ATM on campus			Move to KFA 6 Finance
E-books			Move to KFA 1 & KFA 6
Network printer in the mail room			Can a cost module be added to the printer – if so this is doable.
Online tutoring with tutoring software and modules			
Podium orientation and training for faculty			
Student feedback			
24 hour helpdesk		3	Not feasible with a live person – perhaps more robust online self help on common issues

2012 OFFSITE NOTES
KFA 8 (Information Technology Services)

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
RogueNet			
- Graduation Module	1		
- Streamline Process	1		
- Data mining software	3		
E-Diplomas			
- E-Portfolio: Electronic student portfolio	2		
- SQL badges for skill sets			
- Faculty can contribute			
Cloud Services (like Google or others)	1		
Graduation module with tools and info that is specific to the student	1		
Track students post-graduation	1		
Career services			
- Resume completion			
Degree Audit			Currently being developed in Student Services KFA 2
Graduation incentives for students			
- Keep their equipment			
Website			
- Resume tools			
Link for employers			
Link to pathways initiative			
Technological literacy assessment for graduation students			
- Support services			

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Single Sign-On	7		
Wifi over all campus	7		On current work plan – scheduled to be done in 2014
RogueNet - Certified technician - Improvement opportunities	4		
Student Helpdesk	3	1	Currently this is Ron Watrus – other?
Smart Cards for students - Physical - Smart phones - Can be used for purchases	1		
Citrix - Research Android options - More user slots - Mobile access	1 1		
Assure adequate backups			Current backup schedule exceeds industry standards
Calendar options - Outlook calendar compatibility - Less restrictive options			Do not know what this means
Cloud Document sharing			
More training for faculty (like computer tips and tricks)			
Multi-monitors for all faculty			
Student credit/debit card - Single digital interface - Digital vs. physical		2	

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

DESCRIPTION	YES	NO	STATUS/NOTES	N	R	C	Q
Student Single Sign On	9		On list- RogueNet, Student Gmail, Moodle	✓			
Clear path phone system – Receptionist - Clear path phone system - Afterhours phone tree - Clarification of 6000 vs 6011 as main phone line	5 1 1		Good ideas- will setup meetings to discuss existing phone tree, recommended changes & feasibility of a receptionist	✓			
TV Station - Classes - Information - Video Production	4	5	Complicated – not on the horizon	✓			
Live webcast of classes - To the High School and online	3		Need a production room- limited to number of broadcasts based on broadcast rooms. Question on interaction with receiving end. Use standard video conferencing – requires equipment on both ends. (Not in current or near future projects.)	✓			
InfoTech orientation: live and online	2		Scope of topics? – working on making video shorts	✓			
Faculty show and tell for equipment	2		Coordinate with Paula	✓			
Website - Student Kiosk - Student Profiles	1			✓			
Radio Transmitter	1	2		✓			
Computer lab in each building			Current labs are underutilized – staffing? Needed in each building?	✓			
Improved website navigation			Currently in progress – parts of the site going live now – end date of Winter 2013	✓			
More space in the HRC Info Commons area			Not sure what can be done with	✓			

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

			this..?? Move to KFA 9 – Facilities				
Student email accessible via an icon on the desktop				✓			
Student helpdesk			Currently this is Ron Watrus. Was there something else in mind?	✓			
Student Laptops - Setup a payment schedule - Finance student technologies			Could be done via bookstore – however selling technology means support	✓			
Technician assigned to HRC the first few weeks of Fall term			Excellent idea – ITS will discuss	✓			
iPad for all students		2		✓			
Online advising	2		Can now be done via Elluminate		✓		
Elluminate online office					✓		
Third campus deployment (website)	1				✓		
Improved web registration					✓		
Website tools			Not sure what this means		✓		
Text messaging for communication	1		Currently available on campus		✓		
Mobile access for students - Apps - OS - Tools and services		1	Mobile access to access what? – RogueNet services – Website – On the horizon after current website project is done		✓		
Simple access to Moodle with training for faculty	1		Moodle integration with RogueNet is on the project list. Other than that, I am not sure what the access means. Training improvements would go to Paula Ascher.		✓		
Document imaging	1		In current plan – behind schedule -		✓		
Technology tutor “TechTalk” –Dr. Toda	1		Like the tech tips at the staff meetings? Or something else?		✓		
A working ATM on campus			Move to KFA 6 Finance		✓		
E-books			Move to KFA 1 & KFA 6		✓		
Network printer in the mail room			Can a cost module be added to the printer – if so this is doable.		✓		
Online tutoring with tutoring software and modules					✓		
Podium orientation and training for faculty					✓		

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Student feedback					✓	
24 hour helpdesk		3	Not feasible with a live person – perhaps more robust online self help on common issues		✓	
RogueNet						✓
- Graduation Module	1					
- Streamline Process	1					
- Data mining software	3					
E-Diplomas						✓
- E-Portfolio: Electronic student portfolio	2					
- SQL badges for skill sets						
- Faculty can contribute						
Cloud Services (like Google or others)	1					✓
Graduation module with tools and info that is specific to the student	1					✓
Track students post-graduation	1					✓
Career services						✓
- Resume completion						
Degree Audit			Currently being developed in Student Services KFA 2			✓
Graduation incentives for students						✓
- Keep their equipment						
Website						✓
- Resume tools						
Link for employers						✓
Link to pathways initiative						✓
Technological literacy assessment for graduation students						✓
- Support services						
Single Sign-On	7					✓
Wifi over all campus	7		On current work plan – scheduled to be done in 2014			✓
RogueNet	4					✓
- Certified technician						

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

- Improvement opportunities								
Student Helpdesk	3	1	Currently this is Ron Watrus – other?					✓
Smart Cards for students - Physical - Smart phones - Can be used for purchases	1							✓
Citrix - Research Android options - More user slots - Mobile access	1 1							✓
Assure adequate backups			Current backup schedule exceeds industry standards					✓
Calendar options - Outlook calendar compatibility - Less restrictive options			Do not know what this means					✓
Cloud Document sharing								✓
More training for faculty (like computer tips and tricks)								✓
Multi-monitors for all faculty								✓
Student credit/debit card - Single digital interface - Digital vs. physical		2						✓

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

DESCRIPTION	YES	NO	STATUS/NOTES	N	R	C	Q
Student Single Sign On	9		On list- RogueNet, Student Gmail, Moodle	✓			
Single Sign-On	7		On list 2012-2014				✓
Wifi over all campus	7		On current work plan – scheduled to be done in 2014				✓
Clear path phone system – Receptionist - Clear path phone system - Afterhours phone tree - Clarification of 6000 vs 6011 as main phone line	5 1 1		Good ideas- will setup meetings to discuss existing phone tree, recommended changes & feasibility of a receptionist	✓			
RogueNet - Certified technician - Improvement opportunities	4		Will discuss with RCC – suggest to outline improvements to support from RCC				✓
RogueNet - Graduation Module - Streamline Process - Data mining software	1 1 3		Do not know details of these items			✓	
TV Station - Classes - Information - Video Production	4	5	Complicated – not on the horizon Moved to another KFA? Classes – KFA1, sponsor KFA4?	✓			
Live webcast of classes - To the High School and online	3		Need a production room- limited to number of broadcasts based on broadcast rooms. Question on interaction with receiving end. Use standard video conferencing – requires equipment on both ends. (Not in current or near future projects.)	✓			
Student Helpdesk	3	1	Currently this is Ron Watrus – other?				✓
InfoTech orientation: live and online	2		Scope of topics? – working on making video shorts	✓			
Faculty show and tell for equipment	2		Coordinate with Paula	✓			
Podium orientation and training for faculty			->Paula Ascher		✓		
More training for faculty (like computer tips and tricks)							✓

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

DESCRIPTION	YES	NO	STATUS/NOTES	N	R	C	Q
Online advising	2		Can now be done via Elluminate		✓		
Elluminate online office					✓		
Online tutoring with tutoring software and modules			Elluminate for live tutoring, ? for other		✓		
E-Diplomas - E-Portfolio: Electronic student portfolio - SQL badges for skill sets - Faculty can contribute	2		Items for KFA2 & KFA1?			✓	
Website - Student Kiosk - Student Profiles	1			✓			
Third campus deployment (website)	1				✓		
Improved website navigation			Currently in progress – parts of the site going live now – end date of Winter 2013	✓			
Improved web registration					✓		
Website tools			Not sure what this means		✓		
Website - Resume tools						✓	
Link for employers			Link to what?			✓	
Link to pathways initiative						✓	
Text messaging for communication	1		Currently available on campus		✓		
Simple access to Moodle with training for faculty	1		Moodle integration with RogueNet is on the project list. Other than that, I am not sure what the access means. Training improvements would go to Paula Ascher.		✓		
Document imaging	1		In current plan – behind schedule -		✓		
Citrix - Research Android options	1		Citrix upgrade is on our current list- better mobile device support – <i>Citrix App Available for Android</i> -Is there an issue with # of slots? <i>iOS and Android App available</i>				✓
- More user slots	1						
- Mobile access							
Technology tutor “TechTalk” –Dr. Toda	1		Like the tech tips at the staff meetings? Or something else?		✓		

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

DESCRIPTION	YES	NO	STATUS/NOTES	N	R	C	Q
Cloud Services (like Google or others)	1		Looking for an enterprise level solution			✓	
Cloud Document sharing							✓
Graduation module with tools and info that is specific to the student	1		Do not know what this means			✓	
Track students post-graduation	1		->Student Services question/issue			✓	
Smart Cards for students - Physical - Smart phones - Can be used for purchases	1		Not currently on any list. This would involve a number of other depts to implement.				✓
Radio Transmitter	1	2	? Host a tower? Facilities & Community issue	✓			
Mobile access for students - Apps - OS - Tools and services	1		Mobile access to access what? – RogueNet services – Website – On the horizon after current website project is done		✓		
Assure adequate backups			Current backup schedule exceeds industry standards				✓
Network printer in the mail room			Can a cost module be added to the printer – if so this is doable.		✓		
Degree Audit			->Currently being developed in Student Services KFA 2			✓	
Computer lab in each building			Current labs are underutilized – staffing? Needed in each building?	✓			
Multi-monitors for all faculty			Done as requested & budget available				✓
More space in the HRC Info Commons area			Not sure what can be done with this..?? Move to KFA 9 – Facilities	✓			
Student email accessible via an icon on the desktop			<i>Students must log into myCGCC</i>	✓			
Student helpdesk			Currently this is Ron Watrus. Was there something else in mind?	✓			
Student Laptops - Setup a payment schedule - Finance student technologies			Could be done via bookstore – however selling technology means support	✓			

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

DESCRIPTION	YES	NO	STATUS/NOTES	N	R	C	Q
Technician assigned to HRC the first few weeks of Fall term			Excellent idea – ITS will discuss	✓			
Student feedback			<i>Via web form?</i>		✓		
Career services - Resume completion			Other KFA?			✓	
Graduation incentives for students - Keep their equipment			What eq?			✓	
Technological literacy assessment for graduation students - Support services			Not sure what this means, different KFA?			✓	
Calendar options - Outlook calendar compatibility - Less restrictive options			Do not know what this means				✓
A working ATM on campus			Had one in the past, and the bank removed it. - >Move to KFA 6 Finance		✓		
E-books			Move to KFA 1 & KFA 6		✓		
iPad for all students		2		✓			
Student credit/debit card - Single digital interface - Digital vs. physical		2					✓
24 hour helpdesk		3	Not feasible with a live person – perhaps more robust online self help on common issues (like a FAQ)		✓		

2012 OFFSITE NOTES

KFA 9 (Facility Services)

Champion: Robb VanCleave

Scribe: Sara Rinearson

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2012 OFFSITE NOTES

KFA 9 (Facility Services)

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Move the café to Building 4 and make it a bistro with wine/coffee, music, outdoor seating, water feature	5		
Childcare center – subsidized off campus?	4		
Restore nursing bench (the one by Building 2 mail box)	3		
Kiosk for location finding	2		
Water bottle filling stations	2		
Reader board for campus events	2		
Name buildings (less confusing)	1		
1 st impressions count	1		
Sitting and hang out on grounds	1		
Create a good way to walk from scenic up to Building 2 (stairs)	1		
Gym	1		
Signage around town to get to college	1		
Touch screen for campus maps	1		
Childcare facilities	1		
Better access from park to parking lot in building 2	1	1	
Air conditioning all over campus			
Baby changing tables			
Basic Spanish signage			
Better access to lecture hall			
Better way to read numbers, a directory to understand the numbers			
Building 3 coffee cart and vending			
Campus navigation			
Clean and green shrubbery			
Complete the ceilings			
Do more campus tours			
Fun places – make the café more fun			
Gym on campus			
Have a road go to campus from sorosis park for cars			

2012 OFFSITE NOTES KFA 9 (Facility Services)

Have student groups do tours			
Include facilities in New Student Orientation			
Increase campus art on grounds			
Make the old café into the Art building			
More visible Student Life Area, it feels really shut off right now, have it's own building			
More welcoming entrances to buildings			
New Board Room			
New President's Office			
Recruiting and Retaining, perception (place you want to be)			
Student housing			
Temporary shelter over the amphitheater			
Train staff to be aware of new student needs and what helps them feel welcome			
Warm environment			
Wind break for Hood River Deck			
No locked doors during posted business hours		1	
Smokers shelter		12	

2012 OFFSITE NOTES

KFA 9 (Facility Services)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Taco wagon on both campuses	2	1	
Move café to Building 4	1		
4 year partnerships	1		
Address our deferred maintenance of \$4.5M			
Better access to computers in Hood River			
Board Room in Hood River			
Bus for activities like skiing, hiking, surfing, intramural sports			
Campus van for student activities			
Carpooling info on both campuses			
Childcare			
Covered bike racks on both campuses			
Create a less commercial presence on campus, make it look more student friendly			
Electrical charging stations			
Food service in Hood River			
Hang out places			
Increase involvement in the community garden. In Hood River too			
International student housing			
Larger more visible/appealing tutoring lab			
More family bathrooms			
More Hood River parking options			
More lighting for Building 1			
off campus housing, apartments close to the college, off the round about			
Put chip seal on Lot D parking lot			
Shade trees			
Solar panels			
Starbucks on campus, in Hood River too			
Student housing			

2012 OFFSITE NOTES

KFA 9 (Facility Services)

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Bistro in building 4, include culinary and hospitality programs	8		
Athletics – intramural	7		
On campus childcare	6	2	
Make it look like students are there instead of industry (less National Guard and wind turbine feeling)	4		
Outdoor courts (sports)	2		
Outdoor seating, like a secret garden	2		
Student projects for facilities (paint & plant)	1		
Student focus groups so facilities can get continued suggestions	1		
Baby changing tables	1		
Paint a mural on the windmill blade	1		
4 year partnerships in Hood River			
Access to computers			
All staff engaging with students			
Carpooling – master program			
Climbing wall			
Community service projects offered to keep involved			
Easy transportation			
Employers meeting with students (need location)			
Extend disk golf to South side of campus			
Gathering space			
Graffiti wall			
Gravity games.com			
Gym			
Have students plan something			
Housing			
Increase engaging student life location			
Increase hours/days open			
Pride of ownership (students to see they're part of campus)			

2012 OFFSITE NOTES KFA 9 (Facility Services)

Program specific space/flex space			
Sculpture class do a totem pole			
Signage explaining art we have on campus, artist recognition			
Special study place/privileges to students approaching graduation			
Student energy on campus			
Suggestion boxes – increase student feedback			
Pool in The Dalles and Hood River		1	

2012 OFFSITE NOTES

KFA 9 (Facility Services)

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Communicating what employees can do to help facilities	2		
Linking facilities to sustainability	1		
Kitchen sink in Building 3 and Hood River	1		
Stairs on 14 th street, improve visibility and appeal	1		
Use zero scape on The Dalles more, near the community garden	1		
Trees in parking lot	1		
Emergency phones	1		
Break Rooms			
Ceiling acoustic improvements			
Change the doors in Building 2 to open out instead of in the staircase			
Clean up landscaping on grass between Building 2 & 3			
Communicating/awareness of facilities improvements			
Consistent policies on coffee makers and department appliances			
Continue already great quality			
Handicap door to basement in building 2			
In house shredding			
Link Kayleen and the green team with campus activities			
Make it so you can't hear flushing in the bathrooms			
More transparency with cost of operations like phone bills			
More trees			
New café vendor			
Plants around the climbing tower, cover up the fence			
Retractable shades			
Sidewalks on entire campus			
Tell facilities staff more that they're doing great			
Tracking expenses and share them with everyone, like energy consumption			
Turn the café into a swanky hang out			
Wider sustainability efforts			
Windscreen on the Hood River Balcony			
Work order request software like IT			

Top Ideas to define:

Student Success (4 grps)

Continue to frame all work around student success > Campus wide	1					Q	Lead:Lori	Timeframe: Now	4
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More student involvement on standing committees						Q	Lead:	Timeframe:	
Decrease tuition if they return (last quarter/something)						C	Lead:	Timeframe:	
Reimbursement upon completion toward next step >transfer, etc. > scholarship from University	2					C	Lead:	Timeframe:	
Peer Tutoring	1				R		Lead:	Timeframe:	
Track Our performance to the 40% > Where are we?>Where do we need to go?> How do we make up the 20% by 2020					R		Lead:	Timeframe:	
Smooth/Simple transfer process	1				N		Lead:	Timeframe:	
Attach mandatory Tutoring – to high D.F.W.I. Classes					R		Lead:	Timeframe:	
Continue to expand our pathways curriculum >Policies and procedures > each student know where they are, what they need & where they need to go						C	Lead:	Timeframe:	

Marketing (4 grps)

Find our “Nitch” & market it > Be consistent!	8			N			Lead:	Timeframe:	3
Quit Selling Cost				N			Lead:Dan QC	Timeframe:Now	
Consistent, concise messaging						Q	Lead:	Timeframe:	
Market outside area (region)				N			Lead:	Timeframe:	
Marketing Nationally & Internationally for students – ask sister cities first for involvement	2			N			Lead:Dan	Timeframe:	

International students	1			N			Lead:	Timeframe:	
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KFA 0 – College Wide Ideas

K-12 (3 grp)

Connecting in resident H.S. in outlying areas			N			Lead:	Timeframe:	
Instill stronger value on education in our community – understand value of ed. @ K or pre K level! Parents understanding (<i>K-12 outreach</i>)	2				C	Lead:	Timeframe: Med	
Involvement w/ K-12 & Businesses in Annual Strategic Planning (these discussions)			N			Lead: Dr Toda	Timeframe: Med	2
On-Site Charter High School	8		N			Lead:	Timeframe:	

More community involvement on standing committees						Q	Lead:	Timeframe:
Track Our performance to the 40% > Where are we?>Where do we need to go?> How do we make up the 20% by 2020				R			Lead:	Timeframe:
Repeal the 20/20 Law				R			Lead:	Timeframe:

Salary (3 Grp)

Salary>competitive/increase/industry standard						Q	Lead:	Timeframe:	3
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So What? Now What? > What is the driving force? – Data, Agenda, etc. > What are the priorities <ul style="list-style-type: none"> Intentional follow-up/communication/action plan 	10					Q	Lead:	Timeframe:
Attach mandatory Tutoring – to high D.F.W.I. Classes				R			Lead:	Timeframe:
Child Day Care		3	N				Lead:	Timeframe:
Child Day Care		3	N				Lead:	Timeframe:
Focus on transfer > intentional > Start w/ FOE transfer>Explore disconnect>Articulations – intentional	7			R			Lead:	Timeframe:
Focus on transfer > intentional > Start w/ FOE transfer>Explore disconnect>Articulations – intentional	7			R			Lead:	Timeframe:
More focus on transfer students	3		N				Lead:	Timeframe:
More focus on transfer students	3		N				Lead:	Timeframe:
Work closely with WA Universities to accept all credits (transfer)			N				Lead:	Timeframe:
Field Trips to Universities						C	Lead:	Timeframe:
Smooth/Simple transfer process	1		N				Lead:	Timeframe:
Reciprocal Univ. level tuition between two states – OR & WA (WUE)	1			R			Lead:	Timeframe:
Repeal the 20/20 Law				R			Lead:	Timeframe:
Track Our performance to the 40% > Where are we?>Where do we need to go?> How do we make up the 20% by 2020				R			Lead:	Timeframe:
Track Our performance to the 40% > Where are we?>Where do we need to go?> How do we make up the 20% by 2020				R			Lead:	Timeframe:
Educate B of E on college services – orientation; each monthly mtg. have one program/service speak; more <u>diversity</u> on college board & staff						Q	Lead:	Timeframe:
Marketing Nationally & Internationally for students – ask sister cities first for involvement	2		N				Lead:	Timeframe:
International students	1		N				Lead:	Timeframe:
Build relationships w/ sister cities			N				Lead:	Timeframe:
Expand student tax base	1		N				Lead:	Timeframe:
Target H.S. with Advisory – Ongoing College & Career Curriculum/Program			N				Lead:	Timeframe:

Career Outreach @ Middle School Level	2				C	Lead:	Timeframe:
Advocates for GED/ESOL students (inside/outside of college) – Mentorship – Student Advocates/Advocacy Program					C	Lead:	Timeframe:
Reimbursement upon completion toward next step >transfer, etc. > scholarship from University	2				C	Lead:	Timeframe:
Reimbursement upon completion toward next step >transfer, etc. > scholarship from University	2				C	Lead:	Timeframe:
Non-credit program in Hood River (having one)			N			Lead:	Timeframe:
Consider Community Ed Courses (diversification) – one way or the other (CGCC or HRC Ed) (But what about Wasco Cty?) Mike Schend	1			R		Lead:	Timeframe:
Offer credit for Life experience	2				C	Lead:	Timeframe:
Work closely with WA Universities to accept all credits (transfer)			N			Lead:	Timeframe:
Non-credit program in Hood River (having one)			N			Lead:	Timeframe:
Consider Community Ed Courses (diversification) – one way or the other (CGCC or HRC Ed) (But what about Wasco Cty?) Mike Schend	1			R		Lead:	Timeframe:
Brewing Program	3			R		Lead:	Timeframe:
Electronic Forms (Routing)					Q	Lead:	Timeframe:
Less expensive solutions	1				Q	Lead:	Timeframe:
International students	1		N			Lead:	Timeframe:
Success will be leadership driven					Q	Lead:	Timeframe:

Continue to frame all work around student success > Campus wide	1					Q	Lead:Lori	Timeframe: Now	4
Track Our performance to the 40% > Where are we?>Where do we need to go?> How do we make up the 20% by 2020				R			Lead:	Timeframe:	4
Find our “Nitch” & market it > Be consistent!	8		N				Lead:	Timeframe:	3
International students	1		N				Lead:	Timeframe:	3
Reimbursement upon completion toward next step >transfer, etc. > scholarship from University	2					C	Lead:	Timeframe:	3
Salary>competitive/increase/industry standard						Q	Lead:	Timeframe:	3
Attach mandatory Tutoring – to high D.F.W.I. Classes				R			Lead:	Timeframe:	2
Child Day Care		3	N				Lead:	Timeframe:	2
Consider Community Ed Courses (diversification) – one way or the other (CGCC or HRC Ed) (But what about Wasco Cty?) Mike Schend	1			R			Lead:	Timeframe:	2
Focus on transfer > intentional > Start w/ FOE transfer>Explore disconnect>Articulations – intentional	7			R			Lead:	Timeframe:	2
Involvement w/ K-12 & Businesses in Annual Strategic Planning (these discussions)			N				Lead: Dr Toda	Timeframe: Med	2
Marketing Nationally & Internationally for students – ask sister cities first for involvement	2		N				Lead:Dan	Timeframe:	2
More focus on transfer students	3		N				Lead:	Timeframe:	2
Non-credit program in Hood River (having one)			N				Lead:	Timeframe:	2
Repeal the 20/20 Law				R			Lead:	Timeframe:	2
Smooth/Simple transfer process	1		N				Lead:	Timeframe:	2
Work closely with WA Universities to accept all credits (transfer)			N				Lead:	Timeframe:	2
Advocates for GED/ESOL students (inside/outside of college) – Mentorship – Student Advocates/Advocacy Program						C	Lead:	Timeframe:	
Brewing Program	3			R			Lead:	Timeframe:	
Build relationships w/ sister cities			N				Lead:	Timeframe:	
Career Outreach @ Middle School Level	2					C	Lead:	Timeframe:	
Connecting in resident H.S. in outlying areas			N				Lead:	Timeframe:	
Consistent, concise messaging						Q	Lead:	Timeframe:	
Continue to expand our pathways curriculum >Policies and procedures > each student know where they are, what they need & where they need to go						C	Lead:	Timeframe:	

Decrease tuition if they return (last quarter/something)					C	Lead:	Timeframe:	
Educate B of E on college services – orientation; each monthly mtg. have one program/service speak; more <u>diversity</u> on college board & staff					Q	Lead:	Timeframe:	
Electronic Forms (Routing)					Q	Lead:	Timeframe:	
Expand student tax base	1			N		Lead:	Timeframe:	
Field Trips to Universities					C	Lead:	Timeframe:	
Instill stronger value on education in our community – understand value of ed. @ K or pre K level! Parents understanding (<i>K-12 outreach</i>)	2				C	Lead:	Timeframe: Med	
Less expensive solutions	1				Q	Lead:	Timeframe:	
Market outside area (region)				N		Lead:	Timeframe:	
More community involvement on standing committees					Q	Lead:	Timeframe:	
More student involvement on standing committees					Q	Lead:	Timeframe:	
Offer credit for Life experience	2				C	Lead:	Timeframe:	
On-Site Charter High School	8			N		Lead:	Timeframe:	
Peer Tutoring	1				R	Lead:	Timeframe:	
Quit Selling Cost				N		Lead:Dan QC	Timeframe:Now	
Reciprocal Univ. level tuition between two states – OR & WA (WUE)	1				R	Lead:	Timeframe:	
So What? Now What? > What is the driving force? – Data, Agenda, etc. > What are the priorities <ul style="list-style-type: none"> Intentional follow-up/communication/action plan 	10				Q	Lead:	Timeframe:	
Success will be leadership driven					Q	Lead:	Timeframe:	
Target H.S. with Advisory – Ongoing College & Career Curriculum/Program				N		Lead:	Timeframe:	

Potential College-Wide Effort (KFA 0):

- Latino Outreach (underway; minimal funding needed this year.)
 - a. Next steps
 - i. CL@SE with OSU
 - ii. Hispanic Night in Hood River (Abraham lead).
 - iii. Soccer

- Outreach to High Schools (minimally underway; refinement needed to determine budget impact.)
 - a. Next steps:
 - i. Joint planning for compacts
 - ii. Work directly with principals
 - 1. College Now and Expanded Options
 - 2. Explore Eastern Promise model
 - 3. Alternative Ed & GED
 - a. Basic computer / career pathway

Instruction (KFA 1) Focused:

- New Programs (underway; exploration funded for this year.)
 - a. Next steps:
 - i. Exploring options, including connection to four-year options
 - 1. Robotics/UAV/CIS
 - 2. BSN
 - 3. Brewing
 - ii. Workforce/non-credit, especially with the new building coming online

- Professional Development (improvement needed; additional funding may be required)
 - a. Next steps
 - i. Propose on campus professional development opportunity winter term, focusing on
 - 1. High Impact Practices
 - a. Use feedback from In-Service/Core Theme Best Practices survey
 - 2. First Year Experience

- Explore and Revise course and program scheduling, packaging & marketing (TBD; additional funding may be required, especially for marketing)
 - a. Next steps
 - i. Research other models for scheduling and packaging
 - ii. Include faculty

2012 OFFSITE NOTES

“Suggested items to be moved forward”

KFA 3 (Human Resources)

Common Themes:

- Training & Development
- HR - Student Mentoring
- Recruitment/Hiring
- Onboarding
- Compensation

Already Done:

- Coordinate All hiring
- Volunteer program/ Encourage volunteer programs (mentorship)
- Continue art show efforts to include students in the life of the college
- Spell out expectations and consequences in faculty contract/ Improve contracts
- Employee exit process, have an interview and not just a survey
- Faculty recruitment process (Instruction)

Ideas that are currently on our project list:

- Increase diversity of faculty and staff/ More diverse faculty and staff/Electronic application/Hire effective faculty/ Electronic paper screen to throw out clearly unqualified applicants before managers get them
- Adequate compensation to recruit and retain/ Retention with faculty to stay connected n/ Keep same staff to develop history/ Be more competitive with compensation (2013)
- Onboard process / Develop faculty and staff new hire training (2013)
- Set clear expectations for performance / Train and develop tools for progression / Reminders for when evaluations are due
- Supervisor training, include all staff/ Management level training (Supervisors first in 2013)

2012 OFFSITE NOTES

“Suggested items to be moved forward”

KFA 3 (Human Resources)

- Publication of data that allows employees to take pride in results (transparency)
- Pictures on ID tags (Facilities)

Ideas that should be discussed or more detail needed:

- HR functions: Human Resources keep all employee records/ Human Resources have more face to face time with departments, visit more to grow trust/ Human Resources does all PR Auths/ Human Resources do preliminary paper screening/ Do all hiring in one department
- Training & Development: Encourage professional development and make sure it's not a secret / More robust professional development/ Improve customer service, knowing names, saying hi, eye contact
- Recruitment: Target marketing for recruitment/Use Alumni to recruit/ Target hiring to focus on student success – changes questions and process
- Personalize engagement, training on how to do it/ Customer service training/ Building bilingual as job performance
- Morale: Hold an event beside New Student Orientation and Back to School Party, include faculty & staff, student life/ Human Resources hold a burger burn at graduation/ In Fall, have a time for everyone to gather (faculty and staff), an all in-service
- HR Student Mentoring: Robb talk to High Schools regarding employer expectations/ Get involved in helping students with resume and career counseling/ Resume builder/ Conduct mock interviews in a formal environment/ Gather data regarding what employers are looking for in graduates (use SHRM)/ Guest speakers to talk about HR careers/ Have a business dinner with talks about business and networking/ Mentor students going into related Human Resource fields/ Mentorship programs (pair students with employees) with job shadowing/ Make Human Resources part of Achieving the Dream – 1st year counts/ More employment opportunities on Campus/ Plugging in retirees to students for mentoring/ Link students with community members (life coach)/

2012 OFFSITE NOTES

“Suggested items to be moved forward”

KFA 3 (Human Resources)

Misc:

- Need a Volunteer Coordinator position (Full-Time paid position)
- Benchmarking with community colleges are doing

Probably not currently possible:

- Get extra local discounts like gas discount card (ethics issues)
- Rewards based on student progression (need to be negotiated in 2015)

Ideas that may belong in other departments:

Instruction:

- Train faculty to interact with new students – student engagement training, how to deal with problems (student and staff issues)
- Promote instructional talent with local media (profile them), celebrate our talent
- Hire people who like students
- Increase % of Full-time Faculty in areas we want to grow
- Link evaluations to student completion and vice versa
- Measuring if faculty is providing best progression
- Decrease % of Full-time Faculty in areas not needed
- Teaching life skills, work with instruction

Student Services:

- Latino mentoring program
- Find a way to take the temperature of student expectations of staff and faculty more often

2012 OFFSITE NOTES

“Suggested items to be moved forward”

KFA 3 (Human Resources)

- Get demographics (ethnicity changes, cultural norms) of current students and train how to serve them
- Student profiles of accomplishments to encourage completion
- Create an environment to focus on student success, be supportive
- Apprenticeships

Potential College-Wide Effort (KFA 0):

- Communication, what’s happening around campus
- Sports
- Rumor control, bad control=bad morale
- Find an avenue to get more info to faculty
- Highlight faculty and staff accomplishments (goodwill missions, degrees completed, etc.)
- Get Campus View back
- Get faster, better, more economical

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Potential College-Wide Effort (KFA 0):

- Auto Attendant Review
 - Next Steps
 - Review current auto attendant tree 0 during and after hours
 - Review 0 (zero) dialing patterns
 - Clarification on 6000 & 6011 as main phone line
 - Should we have a live person answering calls to the main lines?
- Website
 - Improved navigation, added portals and links and tools
 - Improved web registration - as Rogue CC is available to program

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Suggested KFA 8 ideas:

Already Done:

- Assure adequate backups – Explain?

Ideas that are currently on our project list:

- WiFi available everywhere on campus
- Enhance Moodle integration with RogueNet
- Document Imaging
- Single Sign On – Student, Faculty & Staff capability
- Citrix – improve access on mobile devices
- Research cloud services
- Research cloud document sharing
- Enhance (grow) Remote access to applications for students- (*currently doing this with FireWorks CS5 via citrix*)
- Dual monitors – as requested

In discussion:

- Technician assigned to HRC the first few weeks of Fall term – discussing (Mon, Wed, Fri?)

Ideas solved differently than suggested

- Improve RogueNet technical support - Started weekly conference calls with Rogue CC
- Student Help Desk – currently defined as Ron Watrus
- 24 hour help desk – developing a FAQ section of the website
- Infotech orientation – making short training videos – suggestions on topics
- Website resume tools – many are already available (non-cgcc) online tools

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

IDEAS FOR OTHER KFA'S

Potential items for KFA 1 - Instruction

Live webcast of classes - To the High School and online	3		Need a production room- limited to number of broadcasts based on broadcast rooms. Question on interaction with receiving end. Use standard video conferencing – requires equipment on both ends. (Not in current or near future projects.)	✓		
Faculty show and tell for equipment	2		Coordinate with Paula	✓		
Podium orientation and training for faculty			->Paula Ascher		✓	
More training for faculty (like computer tips and tricks)						✓
Online tutoring with tutoring software and modules			Elluminate for live tutoring, ? for other		✓	
E-Diplomas - E-Portfolio: Electronic student portfolio - SQL badges for skill sets - Faculty can contribute	2		Items for KFA2 & KFA1?			✓
Technological literacy assessment for graduation students - Support services			Not sure what this means, different KFA?			✓
E-books			Move to KFA 1 & KFA 6		✓	

Potential Items for KFA 2 – Student Services

RogueNet - Graduation Module - Streamline Process - Data mining software	1 1 3		Do not know details of these items			✓
Online advising	2		Can now be done via Elluminate		✓	
Elluminate online office					✓	
Graduation module with tools and info that is specific to the student (<i>would this be work with RogueNet?</i>)	1		Do not know what this means			✓
Track students post-graduation	1		->Student Services question/issue			✓
Degree Audit			->Currently being developed			✓
Career services - Resume completion						✓

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Potential Items KFA 6 – Business Office

Student Laptops - Setup a payment schedule - Finance student technologies			Could be done via bookstore – however selling technology means support	✓			
A working ATM on campus			Had one in the past, and the bank removed it. - >Move to KFA 6 Finance		✓		

Potential Items for KFA 9 - Facilities

Radio Transmitter	1	2	? Host a tower? Facilities & Community issue	✓			
More space in the HRC Info Commons area- (mean more pc's?)			Not sure what can be done with this..?? Move to KFA 9 – Facilities	✓			

2012 OFFSITE NOTES

KFA 8 (Information Technology Services)

Items saved for future ITS discussions

Text messaging for communication – (advisors to students)	1		Save for later		✓	
Technology tutor “TechTalk” –Dr. Toda	1		-Save for later- Possibly a free pizza lunch in the board rm? Like the tech tips at the staff meetings? Or something else?		✓	
Network printer in the mail room <i>(needs business office level cost accounting tracking enabled)</i>			Can a cost module be added to the printer – if so this is doable.		✓	
Computer lab in each building			Current labs are underutilized – staffing? Needed in each building?	✓		
Student email accessible via an icon on the desktop <i>(currently not possible- save for later discussion regarding roguenet login security & password size)</i>			<i>Students must log into myCGCC</i>	✓		
Student feedback			<i>Via web form?</i>		✓	
Calendar options - Outlook calendar compatibility - Less restrictive options			Do not know what this means			✓

DESCRIPTION	NEW	PROGRESS	COMPLETION	QUALITY	DIRECTION
Move the café to Building 4 and make it a bistro with wine/coffee, music, outdoor seating, water feature	5	1	8		No current funds
Intermural athletics			7		Student services?
Childcare center – subsidized off campus?	5		6		Under discussion - no funds currently
Student campus - Not industrial (less Nat. Guard and wind turbine)			4		Working on plan...
Restore nursing bench (the one by Building 2 mail box)	3				Done
Kiosk for location finding	2				Next year - outdoor?
Water bottle filling stations	2				One/year (total of four)
Reader board for campus events	2				No current funds
Outdoor seating (secret garden)	1		2		Four year project - start this Fall
Outdoor sports courts			2		No current funds
Four year partnerships		1			???
Student projects for students (paint & plant)			1		General posting (when new website done)
Name buildings (less confusing)	1				
Baby changing tables			1		One/year (total of three)
1 st impressions count	1				???
Create a good way to walk from scenic up to Building 2 (stairs)	1				No current funds
Gym	1				No current funds
Signage around town to get to college	1				Presidents office
Touch screen for campus maps	1				
Better access from park to parking lot in building 2	1				Not likely

Emergency phones				1	No current funding
Kitchen sink in Hood River				1	Under discussion

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Champion: Sandra Buchanan

Scribe: Jill O'Brien

Updates since last version: Added Summary Outline

Next Steps Request:

1. Group like topics under the most appropriate heading
2. Resort the items that were NOT VOTED ON (have no votes) based on the feasibility of future focus.
3. Add any Status or Notes that will help inform others about the idea
 - a. This can be anything from "I do not know what this means", to "This should not be in this KFA, but it should be in KFA x", to a current status if it is already in process
4. Prepare a short report, summarizing your perspective of the list, to the Quality Council on September 4th.

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Summary Report

Suggestions and ideas are grouped into the categories of accounts receivable, bookstore, business operations, business office operations, financial aid, financial management, resource development, student financial information, and tuition and fee policies. Many suggestions would require significant RogueNet programming and prioritization into the current open list of programming needs. Increasing financial aid incentives for students were popular suggestions and will require budget, prioritization and a feasibility analysis to implement. Increasing financial management training for managers is already being planned and the suggestions will help focus the training. Many suggestions regarding tuition and fee policies would require further policy discussions, significant policy changes, significant RogueNet programming, and significant budget resources. Suggestions regarding improving financial information for students and financial literacy may already be planned for implementation.

SUMMARY OUTLINE:

Bookstore (KFA 6):

- Online Presence (Future project)
 - a. Next steps & examples
 - i. Requires Software
 - ii. Impacts in-store sales

- Offer ebooks/open courseware/renting books
 - a. Next steps & examples
 - i. work with Instruction to coordinate curriculum
 - ii. some ebooks currently being used
 - iii. may require bookstore subsidy

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Tuition and Financial Aid as it refers to KFA 6:

- Tuition: Incentives/Freezes/Lock in
 - a. Next steps & examples
 - i. Establish Budget
 - ii. Establish clear and equitable rules/performance contracts
 - iii. Involve business partners in sponsorships for students
 - iiii. Coordination with FSA awards

Business Office/Financial Management

- Budget Analysis
 - a. Next steps & examples
 - i. More training on RogueNet for all Managers
 - ii. More forecasting training for Managers

- Electronic Timesheets
 - a. Next steps & examples
 - i. Software and administrative changes
 - ii. Requires budget

- Communication with students
 - a. Next steps & examples
 - i. AR Statements, requires programming changes to clean up layout, itemization, emailed to student accounts
 - ii. Administrative Rule when a student defaults on debt

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

For other KFAs to consider/collaborate on:

- Streamline Financial Aid process
- Clean up online student registration
- Expand Student Workers
- Work with OUS to expedite the financial aid process
- Communicate/educate debt awareness to students

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

ORIGINAL DATA:

New Students

DESCRIPTION	YES	NO	STATUS/NOTES
Financial Aid - Incentives - High school graduates - Expand credits (free) for local high school completers	11		Requires budget.
Bookstore - Open courseware	2		Use of different resources such as open courseware will require coordination with Instruction regarding approved curriculum.
Bookstore - Options to buying books i.e. renting or online content	1		Textbook rental is possibility but may require bookstore subsidy.
Financial Aid - Administration - Streamline process	1		Move to Student Services KFA
Financial Aid - Incentives - High school graduates - Corporate sponsorship for all local high school graduates	1		Requires corporate sponsorship and resource development.
Tuition & Fee Policies - Information - Marketing pamphlet with information on <u>all</u> costs	1		Requires budget. Will add online version as new web pages are developed.
Financial Aid - Incentives - Free tuition options for any high school student w/3.5 GPA or higher	1		Requires budget.
(The following section is sorted and grouped by topic. More information and coordination with other departments and/or the Board is necessary to prioritize the list.)			
Bookstore - Offer EBooks			Use of different resources such as eBooks will require coordination with Instruction regarding approved curriculum. May be possible with certain textbooks. Some eBooks offered currently.
Bookstore - Online presence			Online bookstore sales. Future project. Requires software. Impacts in-store sales.
Bookstore - Advertise for all community (not just the students)			Requires budget and requires payment of UBIT (unrelated business

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

			income tax) and additional programming and administrative support.
Business Operations - ATM on campus			Requires administrative action which is already on the Business Office project list.
Financial Aid - Expand student workers			Requires budget.
Financial Aid - Financial Information - FASFA education/training, Awareness of scholarships, Clearer communication on how to apply			Move to Student Services KFA
FTE vs ADM credits addressed			Need more explanation.
Performance contracts for student tied to dollars			Need more explanation.
Registration - Cleaning up online registration			Move to Student Services KFA
Tuition & Fee Policies - Information - Cost estimator before payment			Requires programming resources.
Tuition & Fee Policies - Payment - More payment options			Such as?
Tuition & Fee Policies - Payment - Online user friendly			Shopping Cart. Requires programming resources.
Tuition & Fee Policies - Tuition Rates - Clear methodology on tuition rates			Requires policy.
Tuition & Fee Policies - Tuition Rates - Lock			Requires programming resources.
Tuition & Fee Policies - Tuition Rates - Reduce			Requires budget.

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Progression

DESCRIPTION	YES	NO	STATUS/NOTES
Tuition & Fee Policies - Tuition - lock rates if continued enrollment	13		Requires budget. Requires programming resources.
AR - Statements - Online statement, MyCGCC Single Sign-On	5		Students have access to online balance but not detailed statement or detailed receipt. Requires programming resources.
Financial Aid - Financial Information - Debt awareness	4		Related to financial literacy and FSA requirements.
AR - Statements - Online statements emailed to cgcc accounts	3		Requires programming resources.
Tuition & Fee Policies -Tuition Rates - Lock	2		Requires programming resources.
(The following section is sorted and grouped by topic. More information and coordination with other departments and/or the Board is necessary to prioritize the list.)			
AR - Statements - Clean up visual layout of student's statements i.e. term by term			Requires programming resources.
AR - Statements - Itemized			Requires programming resources.
Financial Aid - Incentives - Bookstore Coupon incentive for 2 nd year enrollment			Requires budget.
Financial Aid - Incentives - Performance incentives			Requires budget.
Financial Aid - Incentives -15/30 credit milestone incentive			Requires budget.
Tuition & Fee Policies - Information - Clearer financial plans of payment			Needs more explanation.

Completion

DESCRIPTION	YES	NO	STATUS/NOTES
Financial Aid - Incentives - Incentives to move from pre-college into credit programs	4		Requires budget.
Student Financial Information - Financial literacy improvements for students	2		To improve financial literacy in all students not just those receiving federal student aid
Financial Aid - Incentives - Completion scholarship	2		Requires budget.
Financial Aid - Incentives - Offer grant that turns to loan if they don't complete	2		Requires budget & coordination with FSA awards.
Financial Aid - Incentives - GED completers receive 6-12 credits free	1		Requires budget.
Financial Aid - Incentives - Tuition refund if completion of 2 years	1	1	Requires budget & coordination with

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

			FSA awards.
Financial Aid - Administration - Work with OUS to expedite the financial aid process			
Financial Aid - Incentives - Free food (café) coupons			Why? For what purpose? Not sure how this relates to completion. Requires budget.
Financial Aid - Incentives - GED - Tuition waiver for credit class upon test completion			Requires budget.
Financial Aid - Incentives - iPad offered to 1 st year students, upon completion we refund student			Requires budget & coordination with FSA awards.
Financial Aid - Incentives - Offer "Free Tuition" for last term upon completion			Requires budget & coordination with FSA awards.
Tuition & Fee Policies - GED - Cost of test options			What about the cost of test options? Needs more explanation.

Quality Improvement

DESCRIPTION	YES	NO	STATUS/NOTES
Financial Management - Budget Analysis	3		
Business Office Operations - Timesheets – electronic	2		Requires budget, administrative and software changes.
Resource Development - Alumni Association	1		Resource Development project.
Tuition & Fee Policies - Clearer Administrative Rule on Student Defaults	1		Needs more explanation.
Business Office Operations - Empulse type software for Contract "work order" business office request	1		Needs additional study to determine if necessary due to number of requests.
Student Financial Information - Financial planning i.e. mint.com, for student awareness	1		Related to financial literacy and FSA requirements.
Financial Management - Forecasting	1		Will offer more financial management training to managers
Tuition & Fee Policies - Options before sending to collections	1		Such as?
Business Office Operations - Timesheets - Less reliance on timesheets	1		Requires budget, administrative and software changes.
(The following section is sorted and grouped by topic. More information and coordination with other departments and/or the Board is necessary to prioritize the list.)			

2012 OFFSITE NOTES

KFA 6 (Financial Services/Business Office)

Bookstore - Reduce prices on books			Pricing is set to provide a breakeven bookstore operation. Lowering prices further will require bookstore subsidy.
Bookstore - Smaller receipts (format)			Large and small formats are both available in RMS but large formats meet the needs of providing detail to students and third party payers. This will not be implemented.
Financial Management - Cash carryover – lessen			This will occur as expenditures exceed resources in future years.
Financial Management - Clarity in year-end budget process			Will offer more financial management training to managers
Financial Management - RogueNet - more training			Will offer more financial management training to managers
Financial Management - Staff greater access to revenue detail in RogueNet			Data is available to AR users and is also available by request to the Business Office.
Resource Development - Fundraising			Resource Development ongoing activity
Tuition & Fee Policies - Tack on late registration fee			Had a late registration fee but not programmed in RogueNet. Registration policy may void the need for this type of fee.
Financial Management - Allocated funds - add special line item to manage		1	Needs more explanation.
Financial Management - RogueNet monthly email of budget per department		4	Needs more explanation of desired reports. Requires staff resources. May require RogueNet programming resources.

Offsite Next Steps

Student Services KFA 2

KFA 0—Looked at further

- Marketing
- Childcare
- Sports Teams
- Senior Leadership at Student Events
- Volunteer opportunities for the community (to work at CGCC)

KFA 2—Ideas Being Worked On (checked already done)

- Customer Service (phones, hours, HR—front desk, greeters/help-desk kiosk, testing)
- Admissions module
- Intrusive follow-up with no shows, drop outs, academic jeopardy, SAP
- 2nd year check in with advisor
- Mandatory check-in's (15cr, 45 cr, 70+)
- Clarify degree/certificate requirements
- ✓ Educational planning
- ✓ Embed Student Services in Learning Communities
 - Visible Career Services
 - SEM development
 - Clear Financial Aid steps
 - Mandatory—CG100 or CG111, orientation, Northstar, 2nd year check in (what, how to track, if not then what)
- ✓ Better advertising of SS hours
- ✓ Move registration hours/days

KFA 2—Ideas to be Looked at Further

- HR-ICC hours
- High School relationships (KFA 0, and 1)
- Online services (personnel, technology, delivery mode)

Reviewed by another KFA or with KFA 2

- Strengthen relationships at all area High Schools
- Credit for prior learning (Veterans)
- Diverse programs that meet the needs of the job market
- Replicate Early College—Expand to other High Schools
- Cohorts and Learning communities
- Provide engagement opportunities for faculty and students outside of the classroom
- Reduce barriers for GED testing and ABE to credit
- E-portfolios
- Tutoring “Jazz-up”