

ACC Meeting Name: Achieving Excellence Committee

Draft Minutes

Meeting Date: January 30, 2009

Time: 2:30 pm to 3:30 pm

Location: HBC, Room 201

Co-Chairs: Soon Merz, Ron Johns

Members Present: Sheila Ammons, David Borden, Kathleen Christensen, Steve Clary, Lyman Grant, Ron Johns, Virginia Lawrence, Mike McCarthy, Soon Merz, Theresa Moore, Stacey Stover for Caryn Newburger, Charles Quinn, C. Jason Vidrine, Roslyn Wallace, Kathy Walton, and Julie Wauchope,.

Absent: D'Maris Allen-Mierl, Zach Corbell, Sylvia Galvan Gonzalez, Norma Jacobs, Mike Midgley, Nancy Miller, Martha Perez, Kyle Pierce, Margaret Reid, Chris Rosales, Diane Whitley-Bogard and Cleburn Zwernemann.

Agenda Item 1: Welcome

Presenter: Soon Merz

Discussion: Opening comments and welcome to the AEC meeting

Decisions: None

Follow Up Items and Responsible person: None

Agenda Item 2: Update on Support Services Review

Presenter: Mike McCarthy

Discussion: Soon updated the AEC committee on the development of a Support Services Review (SSR) process to replace the Internal College Survey (ICS). The proposed Support Services Review process is being piloted by the Office of Institutional Effectiveness and Accountability.

The Committee raised several concerns regarding the SSR.

- Adult Education Director D. Borden expressed concern about discontinuing the ICS. It was pointed out that the ICS only measures overall quality, promptness, and service attitude across 71 ACC offices. As such, the ICS does not meet important compliance planning and effectiveness standards. It was further suggested that the ICS could be amended to address specific support unit outcomes. Co-Chair S. Merz stated that the

current ICS requires about .5 fte to perform. To customize the ICS for individual support service units is beyond available OIEA time and resources.

- Director Borden and Dean of Business Studies C. Quinn expressed concern that requiring SWOT analysis of all support service areas would be too much work and result in lower productivity. It was pointed out that SWOT would occur on a three year (or perhaps five year) cycle, to spread out the workload. Student Support and Success VP K. Christensen remarked that a 5-year planning cycle would be preferable for planning and evaluation.
- Dean K. White noted that Continuing Education has already performed several of the steps in the SSR process including a SWOT analysis, and surveyed stakeholders for assessment purposes.

Decisions/Actions:

Agenda Item 2: AEC Endorsement of *Support Services Review for Educational and Support Services Fiscal Year 2008-09*

Presenter: M. McCarthy

Discussion: AEC Facilitator M. McCarthy asked for a motion to advance the SSR Overview for additional consideration and input in the Shared Governance Process

Decisions: Following a discussion, the decision to approve the SSR document was tabled until the next meeting.

Follow Up Items and Responsible person: M. McCarthy will work to incorporate suggested changes to the SSR Overview before the February 20 meeting.

The meeting was adjourned at 3:30 p.m.

Next meeting: February 20, 2009