

Process Management
Steering Committee Meeting Notes
February 21, 2008
LE 145/147

Present: Christa Adams, Bruce Busby, Jane Doty, Judy Ennis, Cynthia Eschenburg, Pat Jezak, Betsy Johnson, Joanne Juan, Dave Matheny, Gail McCain, Laurene Markis, Sarah Metzger, Brian Paskvan, Tom Perin, Don Rahman, Deb Rathke, Mark Schanke, Bill Schmoekel, Pat Smith, Brent Wickham, Ruby White, and guests Gretchen Carroll, Marc Levy, Tom Perin Kevin Turner, and Tamara Williams. Tamara has recently joined Owens as the Dean of Academic Services.

Absent: Hod Doering, Gail Swartz, Paul Unger, and Jason Zielinski.

Tom Perin welcomed everyone and thanked him or her for attending.

Tom introduced Gretchen Carroll who provided a fun and engaging background on Guiding Coalition and the book Our Iceberg Is Melting by John Kotter. The book provides the base for developing a collaborative leadership model at Owens Community College. She provided information on the progress of the coalition, their goals, timeline, and the interactive Web page, which includes vocabulary, minutes, membership, presentations, and an area to leave an anonymous email.

Tom provided an update on the AQIP Portfolio. He is assembling a team of fifty to assist writing the portfolio. The portfolio is a four year process, we have finished the first year of the process. While the task is daunting, dividing the document into categories will bring the task into manageable acre fields.

Stan Jensen provided an update on Ruby White's team Educating Faculty in the use of Technology. Their project statement is: To improve faculty technical support as measured by; number of faculty using technology, attendance at training, and through an administrative support survey. There are ten members of the team and contains a cross-representation of the campus. The team has and will continue to update the Technology Committee of their progress.

Progress reports were provided for:

Course inventory: The "green sheet" has been converted to a HTML. Once the document is completed, it moves up the chain for approval. The form has smart tags if disapproved at any level the document will be sent back to the individual that created it for correction and will start the approval process again. The HTML includes the history of approvals, disapprovals, changes made, and final approval. The process is being tested with final rollout fall semester. The team requested they be retired. The final responsibility will lay with IT. **THE COMMITTEE APPROVED THE RETIREMENT OF THE COURSE INVENTORY TEAM.**

Purchasing: Brian Paskvan provided an update of the process. Approval has been granted to hire a clerk (under reviewed by the Finance Department). Training is being conducted for new employees. The NSF process has been changed to speed up the turn around. The team requested they be retired. The final responsibility will lay with Business Affairs. **THE COMMITTEE APPROVED THE RETIREMENT OF THE PURCHASING TEAM.**

Search Committee: Human Resources is conducting training sessions for hiring of new employees. Included in the training is “best practices” training, completion of the training is required before an individual is able to sit on a search committee. The team requested they be retired. The final responsibility will lay with Human Resources. **THE COMMITTEE APPROVED THE RETIREMENT OF SEARCH COMMITTEE TEAM.**

Faculty Advising & Mentoring: This team is from 2006. Another Academic & Advising team has been formed since then, absorbing the original team. Bruce Busby and Bill Ivoska are meeting with Dr. Unger to discuss ways to move forward. Extensive work will be done to ensure that faculty are kept informed of the progress as well as the faculty association. It is felt the Academic and Advising team would be able to provide an update later this spring. The original Faculty Advising & Mentoring asked to retire. **THE COMMITTEE APPROVED THE RETIRMENT OF THE FACULTY ADVISING & MENTORING TEAM**

Independent Audit: It is expected that the team will retire three parts of the process October 2008. The committee will ultimately report to the AQIP Executive Committee. The Technology Committee portion is moving forward. The sub-committees are formed and meeting on a regular basis. The RFP needs to be revisited. Need to address immediate needs as well as the needs three years out. It is possible that the AQIP Executive Committee will retire the project this summer and create a new group to move forward with the project. Stan prompted the team to provide measurable results such as student retention (increases revenue) and the automation of faculty load sheets (save Department Chairs time).

An update of the Train the Trainer process was provided. There are twenty-two participants in the training. They are learning the philosophy of continuous improvement, and aligning the philosophy with AQIP and Process Management. From the twenty-two trainers three will be selected as Master Trainers.

Tom provided a letter submitted by Lucie Shetzer and Jennifer Hazel regarding a suggestion for a new team. Their suggestion is to create a process that would better prepare students who want to take webcourses (copy of their letter is attached). It was suggested that Lucie and Jennifer contact Mark Karamol to make sure there isn't a process started. Concern was raised if the course would be mandatory for students, some students are well versed in webcourses and this would be redundant for them.

Dave Matheny stated there is a meeting of OFA next week and one of the topics is webcourses. The association will be reviewing course standards, support systems by IT, students, faculty, and staff involvement. Mark Karamol will be attending the meeting. Dave will report to this committee in April. It was requested that he involve Lucie and Jennifer. Faculty now have mandatory Blackboard training before they are permitted to teach on-line courses, there are some who have been grandfathered and are not required to complete the training as they have been teaching on-line for some time now. The committee will also look at an Advanced Blackboard training course open to anyone who wants to complete. Tom Perin will reply to Lucie and Jennifer thanking them for their suggestion and request their involvement in the committee that Dave is heading.

Tom provided an overview of the Strategic Horizons workshop that he and Cynthia Eschenburg attended recently. They were both impressed with the tour of Southwest Airlines their leadership expectations and commitment to their customers (copy of Leadership Expectations attached).

Tom thanked everyone for attending. The next meeting of the Process Management Committee will be 2:00 p.m., March 27 in AVCC 125.

Steering Committee Members, 2008

Christa Adams
Bruce Busby
Hod Doering
Jane Doty
Judy Ennis
Cynthia Eschenburg
Ryan Grebe
Pat Jezak
Betsy Johnson
Joanne Juan
Dave Matheny
Gail McCain
Laurene Markis
Sarah Metzger
Brian Paskvan
Tom Perin
Don Rahman
Deb Rathke
John Satkowski
Mark Schanke
Bill Schmoekel
Pat Smith
Gail Swartz
Paul Unger
Ruby White
Brent Wickham

February 6, 2008

Dear Process Management Committee Members:

My colleague, Jennifer Hazel, and I are interested in starting a new process management team to explore the possibility of initiating a process that would better prepare Owens students who want to take webcourses. As experienced webcourse instructors, we have noticed a real problem in this area, and feel that there needs to be a mandatory training program that students would need to attend that would culminate in a "technology proficiency test" that they would have to pass before they could register for webcourses. The purpose of this new process management team would be to gain a multidisciplinary perspective so that a curriculum could be developed that could train students in basic computer/Blackboard skills they would need, regardless of the discipline addressed by a webcourse. We are considering that training the students via a "demo" Blackboard shell would be an appropriate way to go. Once the students take the training and attain the established minimum proficiency, their record would be flagged somehow, and they could then register for webcourses.

I have participated in two process management teams, and realize that these teams are quite effective at proposing solutions to problems. Currently, I serve on another process management team, and asked Stan Jenkins this morning about establishing another for the above-described purpose. He advised me to contact Tom Perin. Jennifer and I would be happy to meet with Tom concerning our ideas, and hope that you'll assist us in establishing this new process management team.

Thanks for your time and consideration.

Best,
Lucie Shetzer

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