

Process Management  
Steering Committee Meeting Notes  
November 2, 2006  
Findlay #111 ABC

Welcome

Dr. Stan Jensen opened the meeting and welcomed all members. He announced that Owens representatives will be traveling to Orlando, Florida to make presentations at Strategic Horizons, November 5-7, 2006. Dr. Jensen said that he made a presentation to the Board of Trustees about the process improvement initiative on October 30, 2006.

Implementation/Progress Reports

Dr. Jensen requested that the champions of the implementing teams report any problems or victories that their teams are having.

Sarah Metzger reported that the **Culture** team is meeting with renewed energy. The team is close to making a recommendation of the composition of the proposed Culture Committee to Dr. Adams.

Cynthia Eschenburg reported that the **New Employee Orientation** team has scheduled Dr. Adams to be videotaped about her remarks on the Mission and Vision. This videotape will be shown to all new employees during their orientation at Human Resources. The new employee checklist form has been completed. The new employees will receive this information at the time that an offer has been accepted. This will help with the arrangements for the new employee, so that most of the forms and sign-on's etc., are in place by the start date. New employee orientation will be conducted in phases.

Dr. Jensen mentioned that **Human Resources** implemented three micro-process improvement teams for their own processes. Dr. Jensen said that he also trained **Bursar's Office and Procurement Office staff** on process improvement and that a retreat is being planned in March for them.

Judy Ennis reported on the **Student Recruitment** team. There is an article in this date's Findlay Courier that Owens has teamed up with the Area Office on Aging to recruit baby boomers.

Paul Unger reported that the **Student Course Evaluation** team is moving forward on scheduling the implementation to automate this process through Banner 7 for the Spring Semester 2007.

Connie Buhr reported that the **Search Committee Training** team is coming along very well. They used information from the last team and Human Resources staff is helping them out. Dr. Jensen commented that it is instrumental when the team members are cross

functional. Good results are obtained through implementation and relationships are being built.

Sarah Metzger reported on the **Communication** team. They are making further discoveries on some of their recommendations and are proceeding with caution, therefore, final determinations may change. The electronic format of the Bulletin Board is completed. Distribution of EGEN's will cease on December 1<sup>st</sup>.

Gail Swartz reported that the **Purchasing** team has not made progress on their recommendations. The Banner 7 training has addressed some of the issues. There is a question of who in the Procurement Office will write the piece that will go on the Intranet. Jackie Dieter, Procurement Manager, is working on part, but she is also very busy with the on-line Office Max purchasing and with purchasing the furniture for Findlay Phase II building. She said that priorities need to be made. Dr. Unger suggested that she meet with Brian Paskvan, Vice President, Administration, to set priorities. Dr. Jensen also suggested that he be included in the meeting with Gail Swartz and Brian Paskvan.

Ruby White reported that the **Faculty Advising and Mentoring** team may be having a communication glitch with champion, Bill Ivoska, with regard to the team reporting out. Joanne Juan requested that Ruby contact her to get connected with Bill Ivoska.

Brent Wickham reported that the **New Performance Evaluation** team will start training for the new process in 2007.

Sarah Metzger said that she will be requesting updated status reports on all the teams to be due at the end of November. Need to begin aligning the process management teams with the AQIP projects.

#### Overview of AQIP, Strategic Horizons and Financial Considerations – Seed Money for Process Management Teams

Dr. Jensen stated that with Owens acceptance into the Academic Quality Improvement Program (AQIP), representatives will be attending a Strategy Forum in Chicago, November 14 – 17, 2006. Dr. Unger provided the Steering Committee members with an overview of the AQIP and Strategic Horizons projects and what they mean to the College, as follows.

Owens has been moving toward a culture that involves more people in the decision making process. As a reflection of this culture, the College is also transitioning from the old model of accreditation, the PEAK method that involved a self-study to be done every 10 years and followed up by a site visit and recommendations for improvement from the Higher Learning Commission. The accreditation process did not permeate the entire institution.

Our first step toward change actually began with our getting involved with Strategic Horizons. This is a cooperative project through the University of Michigan, involving 13 colleges, located across the country. Owens participated in a needs assessment that showed strengths that could be shared with others and ambitions that could be mentored by others. As noted earlier by Dr. Jensen, presentations will be made in Orlando, FL. Strategic Horizons has not involved a lot of Owens people, although this is how we met Dr. Jensen and began the process management initiative, in order to involve people, break down silos and change processes. We are already receiving the fruits of the labor from the process management team members. We can see the difference that process management has made in one year and as we begin the transition to the new accreditation process, AQIP. We have been learning tools on analyzing, reducing duplication and data gathering. Process management is a tool to drive the College forward.

AQIP is a new accreditation process that will involve college-wide participation. It has many of the same principles as process management.

1. Continuous improvement
2. Timely – every semester/every year
3. Aligned with our Strategic Plan objectives

The AQIP Strategy Forum is the first part of the beginning cycle. We will learn about the time frames, and this forum will involve 7 other institutions. We have put together a response on HLC's questions, including our mission, the unique aspects of our institution and enrollment. The big part of this forum will be to identify big fields; we will choose 3 to 4 strategic initiatives to focus on. Some of these "10,000 acre" fields or initiatives that are being considered include: Assessing Student Learning; Student Retention; and, Aligning Budget Priorities with the Strategic Plan.

It is important that we communicate these initiatives to faculty and staff. Let your department members know that process management projects will continue because these recommendations feed into the 10,000 acre fields of AQIP, as well as, improve our daily operations. Any department on campus can use these tools to solve their issues. For Spring Semester 2007 process management, we will align the new team projects with the AQIP strategies. We need to reinforce the communications piece. The academic deans did a good job on presenting the strategic initiatives to the academic schools. Dr. Unger suggested that a series of open meetings on both campuses be set up to communicate the AQIP initiative to everyone. Dr. Unger said, "Once we get our budget aligned with our strategic priorities, it'll be like we've died and gone to heaven!" Other ideas are to copy Dr. Unger's Powerpoint presentation onto a CD and make available in the adjunct faculty packets, to place on the web, and even create a brochure. Pat Jezak mentioned that the initiatives were also introduced by Dr. Adams at the All Campus Meetings in Spring 2006 and Fall 2006.

Dr. Unger addressed that some of the process management teams may need some "seed" money to overcome incidental barriers to completing their recommendations. For example, money to produce brochures, posters, etc. We need to provide a mechanism to

issue funds as a contingency. We need to determine a pool of funding. Suggestions were requested.

Sarah Metzger said that there is a budget for process management, but it is limited to training and printing expenses. The teams must be responsible and include estimated costs in their recommendations. They will need to get “buy-in” from the areas that will be affected by the improvements. Dr. Unger said that the teams should also publicize any costs savings that may be impacted by the improvements, as this would also impact the budget. Some of the costs savings could be time/labor savings; not necessarily dollar savings. Dr. Jensen mentioned that a percentage of the cost savings could be calculated and then set aside for use as seed money. Joanne Juan suggested that in the Foundation Giving Campaign that we have a check box for “college continuous improvements” to raise the seed money.

Dr. Jensen mentioned that next year the internal trainers for the College will be trained. In two years, Spring 2008, master trainers will coordinate this PM process, and then the training funds could be converted into seed money. Dr. Unger said that AQIP responsibilities will be associated to a Planner position.

#### Report Out Schedule

Dr. Jensen advised that the account for the Copy Center to print the team booklets can be charged to the general institutional account and code set up for Process Management. There should be 33 booklets copied plus the copies needed for team members.

Discussion was held to invite all interested to observe the team presentations.

November 30, 2006 – AVCC 125-128

- Search Committee Training Team at 9 a.m.
- Military Credits Team at 10 a.m.
- Career Placement/Internships Team at 11 a.m.
- Lunch at noon
- Succession Planning at 1 p.m.
- Job Contingency Planning at 2 p.m.

#### Decision-Making Schedule

December 1, 2006 – AVCC 125-128

- 8 a.m. to Noon - Review Team Recommendations, Plan for Spring 2007
- Noon – Lunch with Teams

### Spring 2007 Schedule of Dates to be Determined

Bruce Busby suggested categorizing the current teams with the AQIP priorities and to then think of new teams that will be aligned under the AQIP priorities. This might be the best time to get all the teams' recommendations fully implemented. Paul Unger asked about two levels of projects with process management, those projects that will take a semester to complete and more in-depth projects that will take longer than a semester to complete. Dr. Jensen said that once the College has 10 trainers in place, then the project times can be more flexible. You can have three levels of teams, the fast track that would take 3 to 4 weeks; the traditional teams that take 10 weeks; and the AQIP teams that take longer than 10 weeks. Then report outs could be every month. Dr. Unger asked what the structure of the Steering Committee would be once we get to the point of having many trainers. Dr. Jensen responded that Steering Committee would probably meet twice a month and have monthly report outs on the fast track teams. Steering Committee will serve as a clearing house so that teams do not bump into each other.

Bruce Busby suggested that once the College gets to the point of compiling a 100-page systems portfolio that all the process management team booklets be accessible on the website.

Dr. Jensen offered his website address so that anyone at the College can see samples of the AQIP systems portfolios.

<http://drstanjensen.com/>

Dr. Jensen requested that all champions advise their implementing teams and the Fall 2006 teams that he will be available to meet with them to discuss the status of their recommendations, to close out or to get started on implementing. Dates available are January 22, 2007 in the morning or January 23, 2007. Please have teams schedule through Sarah Metzger.

Joanne Juan suggested that there is an underlying attitude that once a staff member is trained that they are done, but this is not the case, we will have a continuous need for these trained staff members to participate and be involved on bigger projects.

The following are the dates that Dr. Jensen will be on our campus to meet with Steering Committee (once a month) and the Teams. Please mark your calendars to hold these Spring 2007 dates.

- January 22 – 2 pm to 5 pm Steering Committee to determine teams. (January 23<sup>rd</sup>, Dr. Jensen can meet with implementing teams.)
- February 8 & 9, 2007
- February 22 & 23, 2007
- March 5 & 6, 2007
- March 22 & 23, 2007
- April 2 & 3, 2007
- May 3, 2007 – Teams Report Out
- May 4, 2007 – Steering Committee Decisions & Lunch with Teams

#### Next Meetings

Team report outs will be on November 30, 2006, 9 a.m. to 3 p.m. in AVCC 125-128.  
Decision Making and Lunch with Teams on December 1, 2006, 8 a.m. to 1:30 p.m. in AVCC 125-128.

11-27-06 pj