

TALC: ENHANCING SYSTEMS AND PROCESSES (ESP)

Mission:

- look at institutional processes and their support of our learning initiative
- improve on policies, procedures, and guidelines that are supportive of learning
- guide institutional priorities through informed change
- enhance systems and processes

Other Guidelines:

- strengthen independence of students
- remove barriers to student success
- identify/prioritize/correct institutional practices or policies that reduce staff effectiveness

Committee Activities March 1999 - 2003:

(Items that were addressed as a result of ACA focus groups are indicated with *)

Student Feedback:

- established interest in the “real” students’ viewpoint
- implemented a process to conduct focus groups in ACA class to explore the students’ perspective of the College
- established a plan to utilize feedback in enhancing systems and processes

Marketing:

Telephone

- established the committee’s view that the telephone system is a major marketing obstacle for the College
- collected ideas from throughout the College for the improvement of the telephone system
- submitted ideas and a summary of important points to the administration
- received a favorable response that played a role in the replacement of the current telephone system

Marketing & Advertising

- reviewed PIO marketing plan and Continuing Education marketing strategies
- discussed a list of ideas
- played a role in the development of integrated marketing materials including brochures and a view book as well as new covers for the student handbook and catalog
- established a plan for the replacement of exterior signage college-wide and implementation is complete *
- assisted in the development of ICC posters to promote the College
- brainstormed about the placement of ICC framed prints to best promote the College in the community
- reviewed the pros and cons of the development of a brochure in Spanish to promote ICC programs in a format that is accessible to the Spanish speaking population and a brochure was developed. (from survey of ESL students)

Final Exam Schedule

- evaluated the final exam schedule in terms of viability for students and faculty and implemented a new schedule that is more “user friendly” for students. (suggested by faculty)

Bookstore Policies

- explored alternatives to current textbook purchase schedule, and return/exchange policies

and implemented improvements that reduce bookstore lines during peak times and provide more flexibility to students who need to return or exchange books *

Distribution of Information to Students

- established a system to disseminate important information, e.g., student handbook, to students, faculty, and staff to ensure students receive all consumer information

Academic Advising

- worked with Information Technology staff to allow advisors “read” access to information regarding registration flags (suggested by faculty)

Academic Fresh Start Policy

- established and facilitated the implementation of an academic fresh start policy that benefits students with prior academic records that are detrimental to their academic progress (suggested as a result of student concerns)

Tuition Refund Process

- implemented a revised tuition refund process that is more user friendly for students and more effective in identifying students who are due a tuition refund (suggested as a result of student concerns)

Student Information Kiosk

- played a role in the implementation of a student information kiosk on campus

Administrative Withdrawal Policy

- established and facilitated the implementation of an administrative withdrawal policy

Clock Synchronization Across Campus

- cultivated ideas for time synchronization across campus resulting in the installation of atomic clocks on college computers and the replacement of old clocks with atomic wall clocks *

Employee Orientation Process

- developed new guidelines for the orientation of new College employees
- received a favorable response from Management Team which adopted process for use across the campus

Transfer Credit

- evaluated the guidelines for awarding college credit from outside institutions and transfer of credit within the institution and implemented an improved policy and processes (suggested as a result of student concerns)

Student Scholarships

- evaluated possibilities for expanding scholarship opportunities for area high school graduates and presented a related vision to the College administration *
- received a favorable response from the administration and the vision for the New Century Scholars program evolved from this initial effort

Intranet

- evaluated the idea of using an intranet for internal forms and documents and established a library for documents through GroupWise.
- established a subcommittee to recommend forms for inclusion in the documents library
- refined format to be more user friendly

Voice Mail

- evaluated weaknesses in employee usages of the voice mail system *

- provided the impetus for voice mail workshops and e-mail tips offered to staff to improve skills in utilizing voice mail

Campus Map

- discussed the need for a revised campus map with new building names, color coded parking lots, and information regarding handicapped accessibility *
- recommended that along with the introduction of the map in fall 2002 the building information on class schedules (SUN system) should be updated to reflect the shift from using building numbers to names *
- recommended the use of a crosswalk in schedule book and Student Handbook to ease the transition from building numbers to names *

Smoking at Building Entrances

- discussed the problem of smoking at building entrances on campus *
- suggested that this problem may best be solved through informal approaches involving specific buildings and their occupants. As a result, most buildings have designated smoking areas.

“Who Moved My Cheese”

- discussed the potential of “Who Moved My Cheese Workshops” in diffusing tension related to coping with change, e.g., new CIS system, etc.

Professional Certifications

- explored the pros and cons of becoming a testing center for professional certifications

Sexual Assault Response Team

- developed a Sexual Assault Response Team to produce procedures needed in the event of a sexual assault on campus as well as to meet federal compliance standards
- received approval from Management Team to implement sexual assault procedures

Purge Processes

- explored how refined purge process could result in more accurate FTE reporting. This is an ongoing process

Automatic External Defibrillators

- explored issues related to the placement of Automatic External Defibrillators (AED) on campus
- submitted suggestions to College president regarding AEDs on campus in terms of liability/protocol, location/priority, training, responsibility for equipment, etc.

2003 – 2004

ACA Focus Group Responses, 2003

- discussed and responded to a number of concerns and suggestions made by students (parking, roads, sidewalks, lighting, security; avoid use of social security number as ID; food services; bookstore/book costs; coordinate building names/numbers; ATM)

Parking, Roads, Sidewalks, Lighting, Signs

- identified additional handicapped parking places to be allocated as part of ADA project *
- explored resurfacing of parking area near Cosmetology; no funds available at this time
- checked on repairs of ICC Loop Road and sidewalks; these are ongoing *
- explored concerns for lighting at ICC Loop/Piney Ridge Rd; lighting project is ongoing *
- checked into potential visibility hazard of new signs and whether they may be moved

Telephone, Time, Security

- completed college-wide survey for input on telephone issues
- determined that more frequent resetting of telephone system clock cannot be done due to system constraints; currently reset on three month schedule
- contacted maintenance to manage wall clocks; they will develop schedule to routinely reset and change batteries
- explored a server solution to maintain computer clock accuracy
- shared security procedures and availability of new security cell phone number through e-mail to everyone and fliers (with Campus Life Taskforce) *
- confirmed that computer generated ID will be used in place of social security number with Datatel *

Food Services

- discussed issues of inviting fast food outlets to campus and rejected this idea *
- proposed renovation of College Café dining area as SGA project; explored other options for removing/replacing carpet after determining that SGA does not have funds

Bookstore/Book Costs

- reviewed textbook rentals again and discussed advantages and challenges (costs, personnel, storage); received no response to e-mails to admissions officers in other community colleges to determine extent of practice and solutions *
- added PTK used bookstore to publications and explored other marketing options *
- contacted bookstore regarding suggestions from students; bookstore has improved signage and improved services in response *

Distribution of Information

- verified that college buildings number/name conversion chart is printed in course schedule and is posted on the college web page *
- explored better use of message board in amphitheatre; pursued idea of permanent campus map, possibly to be completed as student project
- approached SGA regarding management and maintenance of student information in Student Center
- discussed placing information newsletters inside bathroom stalls; coordinated and implemented through Campus Life taskforce
- developed and proposed a meetings calendar similar to events calendar

ATM

- discussed issues of providing ATM on campus and contacted BB&T for information *
- discussed related issue of needing change machines; will pursue this possibility

Automatic External Defibrillators

- The Foundation has purchased one and has trained personnel in its use.

Personnel Evaluation Process

- planned for review and revision of evaluation forms for non-faculty positions

Curriculum Waiting List

- explored procedures used by other institutions; determined that continued communication is needed between Student Affairs and those managing the lists

Curriculum Course Prerequisites

- identified need of having a policy to address this for NCCCS Program Audits
- developed procedures including a form that must be completed for exceptions, a printout

- after registration to check compliance, and educating advisors
- sent concerns about issue to VP Council where Deans/Directors were asked to encourage faculty to be aware of importance of students meeting all prerequisites

College Internet and Network Use Policy

- revised policy to allow for a presenter or guest to connect temporarily to the campus network; passed by Management Team and new policy made available to everyone through GroupWise document library

* Items that were addressed as a result of ACA focus groups