Administrative Council Minutes  
November 28, 2006

Members Present: Vice President Baker, Executive Vice President Dever, Associate Vice President Gabriel, Vice President Gary, Ms. Graves, Dr. Hill, Dr. Hinton, Vice President Sachs, Dr. Saperstone, Dr. Tardd, President Templin, and Ms. Wilhelmi.

Ms. Diane Wilson represented Mr. Foley.  
Dr. Athos Brewer, ACE Fellow, also attended.

Miscellaneous Items:
- On November 28, Governor Kaine held a cabinet meeting at the Loudoun campus and a reception at the Medical Education Campus. Dr. Templin noted that both these events provided an excellent opportunity to highlight NOVA’s leadership role in providing health care training for the region as well as NOVA’s critical lack of capacity.
- Ms. Graves announced that the Alexandria Campus will host a post-election analysis on December 12 from 8:30 a.m. - 1:00 p.m. Participants include James Carville, Congressman Tom Davis, and Charlie Cook of the National Review. National media coverage is expected. Ms. Graves will provide the Administrative Council with additional information on this event. All attendees must pre-register.
- Dr. Templin recently addressed the Facilities Committee of the State Board about various innovative approaches being considered for funding NOVA’s critical needs for capital construction. The presentation was favorably received.
- Dr. Templin discussed the visit by a NOVA delegation to the Institut of Professional DuocUC de la Pontificia Universidad Catolica de Chile (DuocUC). This institution has 8 campuses, offers industrial and vocational programs, and is comparable in size to NOVA. Areas identified for possible cooperation between the two institutions are design, health information management, tourism, construction, and ESL. Dr. Templin noted the value of such partnerships in providing opportunities for faculty and students as well as promoting the college’s image in the international community.

Enrollment Management & Student Success
- Update on College Marketing Efforts. Dr. Gabriel stated that the marketing process continues to be improved. The following activities are among those promoting Spring 2007 enrollment:
  - As of November 21, approximately 5,200 admit packets have been sent to new NOVA applicants; packets will continue to be sent until January 5, 2007. In the future, more communication will be done electronically. The focus on financial aid and FACTS is being increased.
  - A letter has been sent from the President to all currently enrolled students encouraging them to register for the Spring 2007 semester. Postcards have been sent promoting the Arlington and Reston Centers to residents in these service areas.
  - Posters announcing registration, promoting financial aid and FACTS, and stating NOVA’s payment policies have been distributed.
  - A letter will be sent out on December 4, 2006, to all students who have registered but not paid their tuition, reminding them of the December 19, 2006, payment deadline.
  - Various revisions have been made to the website to enhance ease
of navigation and to facilitate the registration process. Ripple Effects Interactive, recently retained by the college for overhaul of the website, will conduct discovery meetings with representatives from various areas of the college community on December 6 and 7. The Administrative Council will be provided with a listing of the meeting participants. Dr. Gabriel noted that Kukovich and Associates will address issues associated with the visual identity of the college.

- Dr. Pat Lunt will serve as the interim director of the Call Center for a period of nine months, effective December 1, 2006. During this period, the following will be completed:
  - Hire and train new staff on customer service
  - Negotiate and establish protocols between the call center, campuses, and relevant units
  - Assemble and archive NOVA information for the call center
  - Use technology to improve services

Dr. Lunt will visit call centers at several institutions as a means to determine best practices. Dr. Gabriel stated that this center should function as a call center, information center, and customer service center.

Updates on Campus Student Success Initiatives:
- Dr. Tardd will report on the Achieving the Dream project at the Administrative Council meeting on December 19. He noted that this project’s foundation in a culture of evidence aligns it with the Community College Survey of Student Engagement (CCSSE). Dr. Gabriel reported that NOVA’s 2005 CCSSE report will soon be available and requested that this report be shared with appropriate campus and college groups. A summary of the current data as well as a comparison of major trends will be provided for discussion of the CCSSE report at the Administrative Council meeting on December 5.
- A report on the academic advising pilot at the Loudoun Campus is expected in May.
- The status of the student success initiatives was discussed. Dr. Templin noted that the funding for these projects is non-recurring.

Update on SIS 8.9 Functionality & Performance
- Dr. Sachs discussed the recent problems that occurred at the beginning of Spring 2007 registration. He stated that these problems were the result of hardware issues and that there are a few software issues still needing resolution.
- Dr. Sachs noted that the decision to reduce the phone lines for IVR registration was validated by the IVR demand experienced during this period.
- Vice President Baker reported on payment problems that had resulted in some students receiving multiple charges for the same class. She advised that students reporting this problem should be directed to a business office and that the college will provide refunds as well as assistance with reimbursement of bank or credit card fees.
- Council members expressed concern that students continue to encounter various problems in the registration process and that more serious problems could develop in January when the system is under the greatest stress. The NovaConnect Operations Group will develop a communication regarding system problems and their implications. A plan identifying ways in which NOVA can assist in dealing with these problems will also be developed for presentation to the VCCS.

Catalog Availability & Distribution
- Dr. Dever presented a proposal for the availability and distribution
of the Catalog. This proposal, which was developed by a work group, focuses on making catalogs readily available to those who request them and assures that new editions are distributed in a timely manner to specified constituent groups.

- According to this proposal, the Student Services Centers will be the point of general availability on the campuses. This statement will be clarified to explain that this will be the usual place for students to go to obtain a catalog. The SSCs will also be responsible for providing catalogs to the high schools in their service areas.
- The Office of Academic Services will have responsibility for distribution of catalogs to college-wide offices not located on the campuses. Distribution to community groups is the responsibility of the campus office responsible for community relations.
- The Information Center will be the point of referral for phone, email, or web requests for catalogs. The Information Center will provide fulfillment services in mailing catalogs as requested.
- The catalog will no longer be sold in campus bookstores. As of FY 2008, funding for production of the catalog will shift from the Revenue Fund to the regular college budget.
- For 2006-2007, the oversight for monitoring the inventory and disbursement of the catalog will continue with the office of College Enterprises. Beginning with the 2007-2008 edition, this oversight will shift to the office of Marketing and Communication.
- It was agreed that the proposal should include a reference to the importance of the catalog in the program completion and graduation process.

The Administrative Council approved the proposal in concept. Dr. Dever will incorporate the suggested clarifications in the final document. He requested that this final document be distributed by council members to the appropriate offices.

Final Review & Approval of 2007-08 Working Calendar:
- Dr. Dever discussed the revisions made to the draft 2007-2008 General Information Working Calendar that had been distributed in September. He noted that the priority and regular registration dates for Fall 2008 may be revisited after the outcomes of the registration schedule for Fall 2007 have been reviewed.
- In reviewing the College Senate’s recommendation that the cross-campus days be scheduled on days other than Friday and recognizing that the demand for advising and other services will be high on the Monday and Tuesday before classes start on Wednesday, the Administrative Council agreed that Thursday, August 16, 2007, would be the best date for the Convocation. If the Ernst Center is available at that time, the calendar will reflect this change.

The Administrative Council approved the 2007-2008 General Information Working Calendar.

Faculty Recruitment for 2007-08:
- Review of Proposed New Faculty Positions for 2007-08
  - The list of positions is expected to be finalized this week.
- Review of Faculty Hiring Procedures
The Faculty Hiring Procedures have been discussed with the Academic Deans Group and the College Senate.

The College Senate has designated a subcommittee to review these procedures in greater detail. As the committee’s final report is not expected to be available in time for this year’s search, the upcoming recruitment round will be conducted under the present policy.

Drs. Dever and Tardd were asked to meet with Dr. Tony Stanzo, Ms. Myrtho Blanchard, and Vice President Baker to ensure that any immediate operational concerns with the hiring process are addressed in the interim and to discuss ways to improve communications between everyone involved in this process.

2006 Annual Evaluation Process & Schedule:
- The evaluation schedule for members of the Administrative Council was distributed.

Use of College-wide & Campus-wide Email:
- A proposal regarding the use of college-wide and campus email distribution list was presented by Dr. Sachs.
  - Email primarily of interest to a particular campus should use the individual campus distribution list.
  - Announcements of fitness center schedules, art shows, music performances, etc. should be sent to the individual campus distribution list.
  - If distribution on other campuses is desired, the request should be sent to the Provost of the other campus(es) who will decide whether or not to send it to their Campus list.

The Administrative Council approved this proposal as presented. Guidelines for access to the college-wide email distribution lists and for access to the individual campus-wide email distribution lists were also endorsed.

Information Technology Committee Recommendations:
- Student Organization Web Sites
  - Dr. Sachs reported that some NVCC student organizations have developed official websites with .com addresses that are hosted on a wide variety of commercial ISPs. These sites are usually paid for with college funds. He stated that there are numerous problems and liability issues associated with having these sites hosted outside the college.
  - The Information Technology Committee has recommended the following policy on Student Organization Websites:
    “Student organization websites must be hosted on college servers. Students may serve as the webmaster(s) and have appropriate access to manage their sites. Approval for creation of a site comes from the Campus Student Activities Coordinator with approval of the Associate Vice President for Student Services/Enrollment Management. Student Organization Websites must meet College and VCCS Website requirements.”

In instances of existing websites at commercial ISPs, arrangements will be made to move the websites to college servers and redirect traffic to the new location.
The Administrative Council approved this policy as presented.

- **Acceptable Computer Use Agreements**
  - A new agreement, revised by the VCCS, will be distributed electronically in January for all college employees.
  - Dr. Sachs addressed the need to ensure that all adjuncts complete this requirement.

- **IT Awareness Training**
  - Dr. Sachs emphasized the criticality of all staff members, including adjuncts, completing this requirement and requested provosts consider running the short training presentation during meetings with adjuncts in January. The presentation and materials will be distributed in December. When the security awareness training was presented online over the past two years, many faculty and staff did not complete it—even after many reminders.

**Policy on Reimbursing Travel Expenses for Administrative & Professional Faculty Candidates:**

- At the present time, there is not a college policy for reimbursing candidates interviewing for administrative or professional faculty positions. Vice President Baker will draft a proposal for such a policy to be considered by the Administrative Council. Funding for this could initially come from salary savings.
- The committee reviewing the hiring process for teaching faculty will evaluate the reimbursement provisions. Use of video conferencing may be one way to reduce travel costs.
- It was agreed that there should be a consistent college-wide approach to the reimbursement process.

**Congressional Earmark Proposals:**

- An updated listing of the proposals was distributed.

The next meeting of the Administrative Council will be Tuesday, December 5, at 9:30 a.m. in the Large Board Room.

**Tracking & Upcoming Items:**

- National Center for Academic Transformation – Redesign Alliance – Dec 5
- Additional Resource Distribution – Dec 5
- Global Studies & International Programs- Dec 5
- Faculty & Staff Salary Study – December 19
- Recommendation on Achieving the Dream membership – Dec 19
- Proposal for a Center for Culture and Language - TBA