Administrative Council Meeting  
May 29, 2007

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

Dr. Howard Kelley represented Mr. Foley.

Guests:
Dr. Patricia Lunt, Interim Director, Call Center.
Ms. Myrtho Blanchard, Director, Human Resources.

Enrollment Management & Student Success:
• Summer Enrollment
  o Dr. Gabriel provided the Daily Enrollment Report for Summer 2007 as of May 29, 2007. The data show an increase in FTES of 6.2% over the comparable date for Summer 2006.
  o He noted that promotions for the second six-week session will focus on the university students from the area who are home for summer.
• Fall registration
  o Postcards announcing registration for Fall 2007 are scheduled to be distributed by 1 June. The Fall 2007 Schedule of Classes is expected to be distributed by mid-June.
  o Provosts should advise Dr. Gabriel if materials reinforcing fall registration are needed.
• Student drops for non attendance
  o Dr. Dever reported on the following revision to Section 5.6.0 (Grading System for Credit Classes) in the VCCS Policy Manual.
    “In order to receive any letter grade, a student must have attended a minimum of one class meeting or the equivalent in the case of a distance learning course. In a distance learning course, initial student attendance is determined by course participation as measured by accessing and using course materials, completion of a class assignment, participation in a course discussion, or other evidence of participation. Students who enroll in a course but do not attend a minimum of one class meeting or the distance learning equivalent by the census date or earlier date as defined and published by the institution must be administratively deleted from the course by the college. Existing college policies regarding tuition refund shall remain in effect.”
  o As a result of this change, a letter grade cannot be assigned to a student who never attends class or participates in a distance learning
class. In order to support this policy, an appropriate administrative process and SIS function must be in place to delete a student from the class.

- As the college will lose the FTES for students who are administratively deleted, Dr. Gabriel provided data on the impact on enrollment of this policy change. He stated that correctly coding classes as on-campus or off-campus classes is critical to maintaining accurate data.
- As it appears that the new policy will have the greatest impact on ELI, Dr. Sachs noted that a strategy for aligning ELI’s business processes with the VCCS requirements is being developed.
- Dr. Dever stated that NOVA already has a process in place that, with appropriate modifications, should accommodate this change. He noted that Section 3.1315 (Taking Roll) in the Faculty Handbook outlines the procedure for maintaining an accurate roll and withdrawing students for non-attendance.
- For the start of the fall semester, particular attention will need to be given this matter by provosts, deans, faculty, and staff.

- Call Center Report:
  - Dr. Lunt reported to the Administrative Council on the status of the Call Center.
    - The general information number for each campus is now being answered by the Call Center.
    - In addition to offering first call resolution, the Call Center is also tasked with providing support to enhance college outreach and marketing. These duties include fulfillment and data base management, monitoring the college webmaster email, and responding to the college tax line from January to April 15.
    - Best practices from numerous college call centers have been incorporated into the protocols and processes of NOVA’s center.
    - The Call Center staff continues to undergo extensive training in customer service as well as in areas such as admissions, financial aid, SIS registration, etc. The staff is also scheduled to visit each campus in June.
    - The present staff can offer assistance in Spanish, Farsi, Vietnamese, and Portuguese.
    - The Call Center maintains a communication list with a contact number for each college office.
    - Incoming calls are logged. Approximately 3,000 calls a week will be answered by the Call Center staff.
    - Development of a website for the Call Center is expected to be completed in June. A live chat option is being developed, and planning is also underway for podcasting.
    - An upgrade to the phone system is expected soon.
  - Dr. Gabriel noted that the re-organization of the Call Center is still in its initial stage with its focus on first call resolution. The next stage will add
marketing and communication functions such as outbound calling, and the final stage will incorporate areas such as comprehensive college event information.

- The Call Center will also play a critical role in an emergency situation. These emergency response functions, and the required training, are presently being addressed.
- The Administrative Council acknowledged the success of Dr. Lunt and her staff in creating an efficient and customer friendly call center.

- Communications & Identity Report
  - Dr. Templin stated that the college and the community are increasingly adopting the “NOVA” identity.
  - The NOVA signature will gradually replace the present college logo. A new college logo will be addressed at a later time. The college seal will be utilized for formal communications.
  - There was consensus to move forward with the webpage design utilizing the NOVA signature for its key identity.

2007-08 Budget Planning:
- Review of recurring & nonrecurring funds
  - Vice President Baker reported that final figures are expected from VCCS soon, and that the next draft of the proposed FY 08 budget could be presented to the Administrative Council on June 12.
  - She advised that the impact of the expected state deficit on carry over funds is still unclear.
  - Dr. Templin stated that a budget strategy should be developed for handling this shortfall and should take into consideration salaries and recurring and non-recurring funds.
- Review of faculty positions budgeted. Discussion deferred.
- Review of faculty & staff salaries. Discussion deferred.

Faculty Handbook Revisions:
- Dr. Dever presented the proposed revisions to the Faculty Handbook, which had previously been reviewed by the College Senate. Several editorial changes and updates were noted and will be included in the final draft.
- The Administrative Council agreed that the same information that is on the college website regarding “Inclement Weather and Other Closing Information” will be included in the Faculty Handbook. This will include the FAQs.
- Hiring Procedures for Teaching Faculty
  - Dr. Dever stated that the College Senate had reviewed this document and proposed several revisions. He noted that the basic framework of the procedures was not changed, and it continues to reflect the institutional goals for maintaining a faculty of superior quality who increasingly reflect the diversity of students served by the college.
  - Dr. Dever, Dr. Tardd, and Ms. Blanchard addressed the revisions proposed by the College Senate. The Administrative Council approved a number of them.
There was consensus that the role of the provost is very important to this process and should be maintained at the level specified in the current version.

Council members agreed with the College Senate’s recommendation that continuing attention needs to be given to expediting the hiring process. To that end, Dr. Dever will convene a work group to continue a review of the process and to suggest operational improvements.

Inclement Weather – Revision to FAQ:
- The Administrative Council agreed that the following clarification should be made to the Frequently Asked Questions (FAQ) on the “Inclement Weather and Other Closing Information” webpage:

  9. If my class starts before the late opening time, but continues afterward, should I come to campus?

    When the college announces a delayed opening, all classes with at least 45 minutes of class time remaining at the end of the opening will be held. For example, in the event of a 10 a.m. opening, a 9:30-10:45 a.m. class will be held. This procedure applies to all credit classes.

Follow up on Commencement:
- Any concerns or suggestions regarding Commencement should be given to Dr. Dever in preparation for a discussion of the event at a later meeting.

2007-08 College, Campus & Administrative Goals: Discussion deferred.
- Draft 2007-08 college goals
- Draft 2007-08 campus and administrative unit goals
- 2007-08 indicators of institutional effectiveness
- Unit-level assessment results & indicators of effectiveness

Northern Virginia Regional Commission Follow up: Discussion deferred.

Federal Career Day Follow-up: Discussion deferred.

The next meeting of the Administrative Council will be Tuesday, June 12, at 9:30 a.m. in the Large Board Room.

Tracking & Upcoming Items:
- Telecommuting Policy Recommendation
- Curriculum Committee Recommendation on Degree Requirements (June 12)
- May Curriculum Committee Recommendations (June 12)
- International Travel Processes & Procedures
- Assistant Provost Position (June 12)
- Follow-up on College Board topic on mental illness & campus security
  - Ad Hoc Committee on Issues of Student Conduct & Mental Health