Members Present: Acting Vice President Courter, Executive Vice President Dever, Mr. Foley, Interim Vice President Gabriel, Vice President Gary, Dr. Gueverra, Dr. Hill, Dr. Hinton, Vice President Sachs, Dr. Saperstone, Dr. Tardd, and President Templin.

Dr. Butch Herod, ACE Fellow, also attended.
Guest: Dr. Sharon Robertson, Associate Vice President for Academic Services.

Student Access & Success:

- Spring Semester Enrollments
  - Dr. Gabriel distributed the Daily Enrollment Report for Spring 2008 as of January 18. Although the data indicate a 6.9% increase in FTES over the comparable date in Spring 2007, Dr. Gabriel advised that this may be somewhat inflated due to the number of Do Not Drop indicators presently in place.
  - Adhering to the proper process for deleting never attending students is critical to ensure the integrity of the data and to prevent a large drop in enrollment at the end of the semester. Dr. Gabriel will provide data from Fall 2007 as to the total number of students reported as never-attending.
  - Council members requested that yearly targets be provided to the provosts periodically.
  - It was agreed that attention needs to be given to new academic programs to ensure that instructional offerings and delivery methods align with what students need and want. A work session on this topic, in conjunction with the ongoing effort to develop a strategic plan for educational programs, will be held at an upcoming Administrative Council meeting.

- Call Center & Customer Service
  - Dr. Gabriel reported on the large volume of calls received by the College Call Center during the period January 3 through January 17, 2008, especially in the ten days prior to the beginning of classes. He also stated that the Call Center is increasingly becoming the contact point for students who are unhappy with customer service at the college.
  - During the last weeks of registration and the first week of Spring 2008 classes, the Call Center transferred approximately 40% of its received calls. This compares to 20%-30% of calls requiring transfer during non-peak times. Dr. Gabriel noted that the Call Center staff does not have the specialized information nor the appropriate access to assist with such questions as term activation, in-state and out-of-state issues, financial aid, tuition status of military students, placement tests, and updating records. In addition, many callers request transfer to faculty/counselor/advisor.
  - Dr. Gabriel advised that during this peak period, the Call Center experienced difficulties in transferring these calls to the appropriate person. He requested that all offices update the contact names and numbers provided to the Call Center, ensure that contact numbers have
rollover capability, and designate additional contacts during peak times as needed.

- Council members agreed that increasing the college’s capacity to respond to students during periods of high volume is critical to providing good customer service and enhancing student success. Empowering the Call Center to handle additional processes such as term activation, increasing the Call Center capacity, and redeploying other college personnel to assist during these high volume periods were among the suggestions for consideration.

- Dr. Gabriel has been requested to assess the situation with the help of the new director of the College Call Center and report the findings by mid-March. This data-based assessment is to provide an overview of current issues as well as possible solutions. Any process change resulting from this assessment will be closely monitored and data collected as to its effectiveness.

- It was agreed that student focus group findings should be revisited to: (1) provide insight on other methods of interaction between the college and the student; and (2) help define standards and expectations for good customer service. This information is critical to both reworking current processes and developing new ones.

Achieving the Dream:

- College Governance, Roles, Responsibilities, & Communication
  - Dr. Templin reported on his recent meeting with the Achieving the Dream Core Team. In discussing the integration of the AtD initiative at NOVA, the following topics were discussed.
    - How student success fits into the college’s strategic plan.
    - Governance.
    - Communications
    - Relationships with other student success initiatives
    - Plans for the AtD Strategy Institute
  - Based on his conversation with the Core Team and today with the Administrative Council, Dr. Templin will provide a communication to the college community further defining the various relationships and responsibilities for this initiative.

Curricular Proposals: The following curricular proposals were presented by Dr. Robertson on behalf of the Curriculum Committee:

- **Approve New GIS Career Studies Certificate**
  - The proposed program fills a need identified by federal, county, and local governments; by private employers; by local high schools; and by NOVA students. At this time enrollment does not support offering an AAS degree in GIS.
  - An expanded list of inter-disciplinary offerings including basic, intermediate, and advanced GIS, cartography, remote sensing, and GIS for
environmental science will be offered at the Reston Center. Although no new facilities or equipment will be requested in the near future, a full-time GIS faculty member has been requested to help the program reach its full potential.

- There is presently no licensure or national program to certify GIS professionals. The proposed career studies certificate is designed to provide a framework for students interested in all aspects of GIS and may lead them to seek employment or explore additional education.

The Administrative Council approved the GIS career studies certificate to be effective Fall 2008. The proposal will be forwarded to the NVCC College Board for final approval.

- Approve Discontinuance of the Information Processing Certificate
  - As this certificate met neither the VCCS Program Viability Study target for enrollment nor for number of graduates, discontinuance of the Information Processing certificate is recommended.
  - Any students interested in a program of this general nature will be advised to consider enrolling in one of the Information Technology career studies certificates.

The Administrative Council approved the discontinuance of the Information Processing certificate, to be effective Fall 2008. The recommendation will be forwarded to the NVCC College Board for final approval.

- Approve Discontinuance of the Public Management Certificate
  - As this certificate met neither the VCCS Program Viability Study target for enrollment nor for number of graduates, discontinuance of the Public Management certificate is recommended.

The Administrative Council approved the discontinuance of the Public Management certificate, to be effective Fall 2008. The recommendation will be forwarded to the NVCC College Board for final approval.

- Approve Discontinuance of the Database Specialist Career Studies Certificate at Annandale
  - The Annandale Campus Business and Public Services Division recommended that it cease to offer the Database Specialist career studies certificate. This recommendation is based on the resources available to the IST program, the local demand for it, and the Annandale Campus faculty expertise. The program will continue to be offered at the Alexandria and Manassas campuses.
The Administrative Council approved the discontinuance of the Database Specialist career studies certificate at the Annandale Campus, effective Fall 2008.

- **Approve New PLS Courses**
  - The recently completed Political Science discipline review highlighted the paucity of Political Science courses at the College. The proposed courses are similar to those offered by other colleges and have been piloted as 295 courses.
  - Although these courses will transfer, in some cases they may transfer only as electives. However, the courses are also intended to prepare students for work in local campaigns, for internships with the United States Congress, and for more informed citizenship.
  - The following courses were proposed:
    - PLS 1xx Introduction to Comparative Politics
    - PLS 2xx Political Ideologies
    - PLS 2xx Political Parties and Elections
    - PLS 2xx The American Presidency
    - PLS 2xx Congress
    - PLS 1xx Introduction to Conflict Resolution
    - PLS 1xx Introduction to Peace and Stability Operations

The Administrative Council approved the proposed PLS courses to be effective Fall 2008. These proposed courses will be forwarded to the VCCS for final approval.

- **Approve Advanced Standing for Clinical Coding Certification**
  - Health Information Management (HIM) in general and coding in particular are careers in which military spouses or Wounded Warriors can participate readily resulting in many job opportunities for our graduates. To help fill local employers’ needs, it was recommended that advanced standing be granted to students who have completed Clinical Coding Specialist (CCS) or Clinical Coding Associate (CCA) training. The Advanced Standing Committee recommended approval of the proposal to grant advanced standing to students presenting a current CCA certificate or a CCS certificate.
  - This advanced standing should enable CCA and CCS students to progress efficiently toward the 27-credit Clinical Data Coding career studies certificate. It is expected that the advanced standing will increase the number of students completing the career studies certificate by at least 10 percent and that enrollment in HIM courses will also increase.

The Administrative Council approved the awarding of credit for HIT 110 (3 credits), HIT 111 (3 credits), HIT 196 (2 credits), HIT 250 (4 credits), HIT 254 (3 credits), HIT 255 (2 credits), and HIT 260 (2 credits) to students who submit all required documents, to include current CCA or CCS certification,
and have the Assistant Dean for Health Information Management’s approval based upon a meeting with them. The assistant dean may require some students to attend Coding Boot Camp or to audit a coding course before approving the advanced standing. The advanced standing was approved to be effective immediately.

2008 Faculty Recruitment:
- Provosts, division deans, hiring committee chairs, and Human Resources representatives will meet with Drs. Templin and Dever regarding recruiting the Faculty Class of 2008. This meeting will be scheduled for early February.

Proposed IT Security Policies & Procedures:
- Dr. Sachs distributed a draft of the Proposed NVCC Security Policies and Procedures. It was noted that these will be considered interim policies to meet VCCS and Virginia audit requirements. These policies and procedures will be reviewed prior to Fall semester as to any changes that may be required or alternatives that may be available resulting from new technologies or new information.
- Included in this proposal were policies and procedures relating to
  - portable storage devices
  - loading software on college computers
  - P-14 employees who miss one pay period
- Dr. Sachs noted that the college community will be advised of these changes.
- The Administrative Council approved this proposal as presented.

Proposed VCCS Code of Ethics Statement: Discussion Deferred.

January 28 College Board Meeting:
- The College Board will meet on Monday, January 28, at the Medical Education Campus.
- Included on the agenda will be an update by Drs. Dever and Hinton on the current review of NOVA’s policies and procedures for dealing with individuals needing mental health services. The final report from the taskforce reviewing this issue is expected in February.

Vice President of Financial & Administrative Services Search Process: Discussion deferred.

Administrative Council Meeting Calendar:
- The Administrative Council meeting dates for the Spring 2008 semester were approved as presented.

The next meeting of the Administrative Council will be January 29, at 9:30 a.m. in the Large Board Room.
Tracking & Upcoming Items:
Commencement Report – January 29
Student Activities Proposal
2008 Marketing Plans
Long-Term Budget Review
Telecommuting Policy Recommendation
Analysis of faculty hiring for 2007
Policy on Firearms on Campus
College/Campus Student Success Plans
Green Idea
Issues Related to Faculty Load, Overload, Summer Session, & Reassigned Time