Administrative Council Meeting
July 15, 2008

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

Dr. Lisa Donaldson represented Dr. Hill, and Ms. Joyce Samuels represented Dr. Tardd.

Student Access & Success:

- 2008 Summer Enrollment
  - The Daily Enrollment Report for Summer 2008 as of July 15 reflects a 7% increase in FTES over a comparable date for Summer 2007.
  - Dr. Gabriel noted the significant number of visiting students attending NOVA during the summer session. It was agreed that the process now in place to serve this population as well as the enhanced College Call Center has contributed to this enrollment increase.
  - The Daily Enrollment Report for Fall 2008 as of July 15 reflects a 6.2% increase in FTES over a comparable date for Fall 2007. Dr. Gabriel will provide council members with a copy of the letter to be sent today to students who have not yet paid their tuition. He will also provide information on automated calls to be made to students dropped during enrollment cancellation, which starts August 2. A list of students dropped during enrollment cancellation will be available daily to the campuses for use in contacting these students. This information should allow for better coordination between college-wide and campus-based efforts.

- Achieving the Dream
  - Dr. Gabriel confirmed the AtD presentation at NOVA’s Fall Convocation by Julie Phelps and others from Valencia Community College. The group will also meet with the Math Cluster.

- Customer Service: telephone response during peak registration
  - Dr. Gabriel stated that approximately 2,000 calls per day are received by the College Call Center during a 4-week peak period each semester. In order to ensure a high level of customer service to the students, he presented some recommendations for responding to this increase in telephone requests.
    - Ensure that every effort is made to answer as many calls as possible during this period and that voice mails are answered in a timely manner.
    - Each campus should designate a contact person responsible for issues relating to this telephone response. This contact person can also work with the Director of the College Call Center on responses to campus-specific questions in order to reduce the number of transfers.
    - Utilize temporary help, such as Student Ambassadors, and recruit other campus units to assist during this period.
- Confer with IT on setting up “rollover” capability within the office.
- Ensure that the campus phone tree is properly working to address student needs.
  o Dr. Gabriel stated that everything should be in place by July 28. This peak period is expected to continue through August 25.
  o It was agreed that this process should be reviewed for the long-term as well and that a consultant to focus on the interface between the Call Center and the campuses might be considered. This work could include the collection of base-line data and a pilot project on one campus that would be assessed in terms of student success.
  o The Administrative Council acknowledged the efforts of Dr. Gabriel and the College Call Center in enhancing customer service.

FY09 Budget Items Follow-up:
- Staffing Study
  o Acting Vice President Courter discussed the objectives and the time line for a proposed staffing study. This study would review staffing patterns for non-teaching support staff at NOVA as well as recommend a model to use when staffing for growth.
  o He noted the present lack of baseline data for staffing and the need to categorize the various positions within the college.
  o It was agreed that the Segal Group, presently under contract with the college, be requested to provide the parameters for a comprehensive staff study, proposals for which would be due September 1. A decision on the availability of funding for this project will be made on September 15, and if funding is available, a final report is expected by April 1. Acting Vice President Courter, after collaboration with Ms. Myrtho Blanchard and Segal, will present this pre-proposal for consideration by the Administrative Council.
  o Dr. Templin noted that managing college growth during a period of limited resources can be facilitated by re-designing and restructuring processes, deploying technology, and educating the front-line workforce. Professional development opportunities as well as clear career ladders are critical to effective staffing.
  o It was noted that the culture at NOVA is moving from an institution that simply processes and enrolls students to one that fully engages students and focuses on their success.

2008-09 College, Unit & Administrative Goals:
- Dr. Templin provided a draft of the college goals for 2008-2009.
- The Council discussed various initiatives and efforts included in this document and Dr. Templin identified areas needing more specific statements.
He noted that access for underserved populations and adult learners as well as customer service have been added to NOVA’s strategic goals. Groups will be convened to draft the framework for addressing these goals.

Planning Meeting on Implications of College Growth:
- Dr. Templin noted that three main topics will be discussed at this meeting:
  - The allocation of existing resources in the near term.
  - Proposal on how to organize and staff.
  - Where the institution is going and where we could make biggest gains.

The next meeting of the Administrative Council is Tuesday, July 22, at 9:30 a.m. in the Large Board Room.

Tracking & Upcoming Items
- Financial Analysis/Budget Study – July 22
- Coordinator for Military Services/Military Registrar – August 5
- Enhanced Instructional Support – August 19
- Testing Expenses – September 2
- Center for Excellence in Teaching & Learning (CETL) - September 23
- Telecommuting Policy Recommendation
- LRS Position Finalization
- Analysis of faculty hiring for 2007
- Professional Development Program Coordination
- Green Idea
- Issues Related to Faculty Load, Overload, Summer Session, & Reassigned Time