Members Present: Executive Vice President Dever, Brian Foley, Dr. Gabriel, Vice President Garcia, Vice President Gary, Dr. Hill, Dr. Hinton, Dr. Leidig, Dr. Maphumulo, Dr. Sachs, Dr. Saperstone, Dr. Templin.

Guests:
Mr. Bill Chamberlain, Director, Facilities Planning and Support Services
Mr. Randall Edwards, Special Assistant to the President
Mr. Bob Moran, Moran Consulting, presented by telephone

Dr. Templin convened the meeting and expressed his appreciation to the Annandale and Medical Education Campuses for their participation and input at recent Town Hall meetings. The meetings were very constructive. Dr. Templin is looking forward to visiting the other campuses for their Town Hall Meetings in the next few weeks.

Student Access

- The Daily Enrollment Report for Spring 2011, as of November 30, shows an increase in FTES of 2.6% above the comparable date for Spring 2010.
- The enrollment numbers at the Annandale and Loudoun Campuses are lower than anticipated. Dr. Gabriel noted that the Woodbridge and Alexandria Campuses have been calling students. He recommended Dr. Saperstone and Dr. Leidig have their staffs begin contacting students as well.
- The Spring 2011 tuition deadline notice will be sent to students on December 9 advising that class cancellations will start at 5 p.m. on Friday, December 17, if payment has not been received. A copy of the notice was provided to the Council.

SACS Reaffirmation of Accreditation

- Faculty Evaluations
  - The audit of 2009-10 evaluations for faculty (9-month, 12-month, and adjunct) has been completed.
  - Dr. Dever has shared the results with the provosts for their campus.
  - The focus is now on 2010-11, with the goal of completing evaluations by January 31 for all faculty teaching or working in Fall 2010.
  - Provosts are asked to work with their deans to ensure 100% compliance.
  - A follow-up audit will be conducted.
- Missing Transcripts
  - The review of faculty files by HR has shown that some transcripts are missing for adjunct faculty.
  - Dr. Dever will be sending each provost a report on this matter for their campuses.
  - Directions will be provided regarding the procedures for obtaining and filing the transcripts.
  - Provosts are asked to work with their deans to ensure that all of the needed transcripts are secured.
- Justification Requests Needed
  - The review of faculty files by HR has also shown that some needed Justification Requests have not been prepared.
  - Dr. Dever will send a list of the JRIs that were identified as missing from the files to the provosts.
Dr. Dever noted that during her recent visit to NOVA, SACS Vice President Cheryl Cardell indicated our JR process appears to be sound and meets SACS requirements.

Dr. Saperstone requested that the next report of missing JRs indicate which situations are new, and which are on-going.

Unit Planning Survey Results

- Dr. Gabriel has been conducting a survey of the Administrative Council members regarding the processes for unit planning. He has received responses from all Council members and his staff is working to compile the results. Dr. Gabriel will report back on this at a future Administrative Council meeting.
- Dr. Gabriel added that five of his staff members and four other college employees will be attending the Integrated Planning and Resource Allocation Conference in San Antonio, TX, January 24-26, 2011. This conference will provide valuable information and training regarding unit planning. Dr. Gabriel noted that it is important that each campus have a representative attend.
- Dr. Gabriel will send the conference information to the Council members. He asked that they inform him by early next week who from their campus will attend.
- Dr. Templin encouraged the Council to carefully consider who they will send to the training. This is an excellent opportunity to enhance planning at the unit level.

Linking Budget to College Planning

- Dr. Gabriel and his staff have researched the processes for linking budget and college planning at other colleges and universities, identified best practices, and developed a plan for NOVA.
- He distributed a handout listing the M&O Allocation for College Initiatives for FY 2008 to FY 2011. A detailed listing of FY 2011 initiatives under both recurring and non-recurring funds was also provided.
- Dr. Gabriel also distributed an Annual Planning, Allocation and Evaluation Report for the Administrative Council members to complete and return to his office. He is asking that Council members take three of their initiatives, and for each initiative complete the form for FY 2008, FY 2009, and FY 2010. Dr. Gabriel will distribute the form in electronic format, and he will also send a sample completed form for guidance.
- Dr. Gabriel will send the three-year initiative data to Council members by Friday December 3.
- Dr. Gabriel’s staff will assist as needed.
- The completed evaluation reports are due back to Dr. Gabriel by December 21.

DHRM Workplace and Employee Health Audits

- Notifications have been received from Department of Human Resource Management. They will be coming back to review areas deemed deficient during the 2006 audit.
  - Mr. Chamberlain noted that they will look at OSHA health place safety, and fire code. He added that the provosts should review what the Fire Marshall identified during recent inspections, such as: cluttered hallways, blocked fire extinguishers, items stacked too close to the ceiling, bleach and ammonia stored together, power strips plugged into each other, and extension cords used as permanent wiring.
• This audit is different from the Fire Marshall’s inspection, but addressing any issues identified by the Fire Marshall would be a good first step in preparing for this audit.
• Mr. Chamberlain offered Derek Hodge, Associate Director of Operations, and Mike Marshall, Facilities Manager, to be available to help the provosts.
• Mr. Chamberlain will send the DHRM Workplace and Employee Health Audit dates, and a list of the leading issues to the provosts.
• The provosts will share this information with their staff and instruct them to identify any areas where these issues exist on their campus.
• Dr. Hill noted that the science lab assistants should be included in this process.
• Dr. Hinton suggested the provosts use their campus Health and Safety Committee to help with feedback and monitoring.

**PeopleSoft HR System Implementation Committee**

• Vice President Garcia presented the proposed committee membership list and charge for the VCCS PeopleSoft HR System Implementation Committee. Members were selected from recommendations provided by the provosts.
• The committee will work to develop a transition approach that takes into consideration the different processes currently used at the individual campuses.
• Dr. Templin noted that we have not been using the full potential of PeopleSoft, and that adding the HR system is intended to help us fully use the software.
• Dr. Sachs added that the VCCS will handle training. They have asked us to put together this committee to help ensure we consider and address how the transition will affect all levels of staff and faculty at NOVA.
• Dr. Templin stated that the implementation process must be very clear, and conscious of compliance. We must be vigilant and take ownership of all steps in this process. He charged the committee to answer these critical questions:
  o How do we define the new work process?
  o How do we develop the policies around the new work process?
  o What are the procedures around the new policies?
  o What training is required for those who implement the new system?
  o How will we test for compliance with the policies and procedures of the new system?
• Dr. Templin will follow up with Vice President Garcia and Dr. Sachs throughout this process.

**Customer Service Definition**

• Mr. Bob Moran of Moran Consulting provided the results of the Moran Consulting survey regarding NOVA’s definition of customer service.
• The survey was given to provosts, executives, deans, staff, and students.
• As a result of the survey responses, the following areas were identified as critical in defining who we are at NOVA:
  o Open enrollment
  o Growing and high volume
  o An important part of the community
• Based on these findings, the following were identified as key factors in defining customer service at NOVA:
o Easy access
o Welcoming and courteous
o Empathetic and understanding of needs
o Responsive and timely
o Accurate information
o Simple processes

The Administrative Council reached the following conclusions:

o More than 400 students responded to the survey. The Council would like to hear more of the student voices. Mr. Moran was asked to extract student responses and send these data to the Administrative Council.

o Mr. Moran was asked to revise the draft definition to include the following:
  ▪ Recognition of NOVA as an institution of higher learning
  ▪ NOVA’s role on a national level
  ▪ Diversity at NOVA
  ▪ A statement reflecting a proactive approach to customer service

o Mr. Moran will send the revised draft definition to Vice President Garcia to share with the Council.

o The Council will work to finalize the definition and decide how it will be used and communicated.

Allocation of Non-Teaching Positions Round 3

- Dr. Templin distributed a list of the allocation of non-teaching positions. The list was compiled using input received from Council members. Dr. Templin asked the Council members to review the list and advise him if changes are needed. Requests should be listed in priority order. Input is due back to Dr. Templin by Friday, December 3.

- Dr. Templin noted that the requests for non-teaching resource needs can be grouped into the following college-wide themes:
  - Campus/Finance & Administration Interface:
    ▪ Dr. Hill will take the lead in working with the provosts to define the six campus interface positions reserved under college-wide initiatives.
    ▪ Dr. Hill will also work with McGladrey Group to help coordinate these needs with their current initiatives.
    ▪ Dr. Templin cautioned that the scope of work currently listed as desirable for this new position may not be realistic.
    ▪ Dr. Dever noted that the preliminary description includes an emergency planning and management function which may already have been addressed by the new structure being implemented by Will Flagler, Director, Emergency Planning and Management.
    ▪ Dr. Templin asked for Dr. Hill to report back to the Council in the mid January.
  - Centralized Adjunct Recruitment and File Processing:
    ▪ Adjunct recruitment and file processing may be a candidate for re-design. A complete re-design could lessen workloads and increase efficiency.
    ▪ We need a college-wide focus on recruiting for excellence and nurturing diversity.
    ▪ Adjunct faculty serve as a major pool for recruitment for full-time faculty.
    ▪ We need to use technology better to centralize processes and records.
    ▪ Dr. Templin and Dr. Dever will work on a re-design approach and bring back their recommendation to the Council for review.
Enhancing Building and Grounds:
- Dr. Templin stated that although a need for additional building and grounds staff has been mentioned by Council members, he did not receive any position requests in this area.
- Dr. Templin and Vice President Garcia will review this further after the McGladrey assessment work is complete.

Marketing and communications:
- Dr. Templin stated that the Council needs to re-visit this and strengthen our commitment to enhancing marketing and communications at NOVA. He requested Dr. Gabriel bring back to the Council the previous plan for review, to include the establishment of a unit for Institutional Advancement.

Engaging students by organizing student volunteers:
- Needed here is a systematic way or organize volunteers to work with students, coordination of the role of student ambassadors, development of a student success specialist position to provide case management for incoming students, and broader use of enrollment support specialists in paraprofessional roles.
- Dr. Templin charged Dr. Saperstone with developing a pilot program demonstrating the use of student volunteers.

Workforce Development:
- Vice President Gary had a proposal for the reorganization of workforce development that he will be presenting to the Council at a future meeting.
  - Dr. Hill noted that he sees the need for a college-wide position for new program development, similar to what is done at Valencia Community College.

Other
The Administrative Council will not meet during the week of December 6. The next meeting will be on December 14. The December 14 meeting will begin at 9:00 a.m. to allow additional time for the McGladrey Group’s presentation.

Tracking
- McGladrey briefing on Internal Controls & ARMICS - Dec 14
- Summer Stipends – Dec 14
- Analysis of Potential Students Who Did Not Complete Registration – Dec 14
- Update on Keys and Card Swipes
- Ad Hoc Budget Crisis Committee Release Time Report
- Ad Hoc Budget Crisis Committee Recommendations Follow Up