Administrative Council
June 14, 2011

Members Present: Ms. Dimkova, Mr. Foley, Dr. Gabriel, Mr. Gary, Dr. Hill, Dr. Hinton, Dr. Leidig, Dr. Maphumulo, Dr. Sachs, and Dr. Templin.

Dr. Dever was represented by Ms. Charlotte Calobrisi
Dr. Saperstone was represented by Ms. Christine Holt

Guest:
Mr. Bob Moran, Moran Consulting
Mr. Mark Bumgarner, Coordinator of Counseling, Woodbridge Campus
Ms. Shelli Jarvis, Director of Human Resources

Access

- Summer Enrollment
  - The Daily Enrollment Report for Summer 2011, as of June 14, 2011, shows an increase of 5.4% above the comparable date for Summer 2010.

- Fall Enrollment
  - The Daily Enrollment Report for Fall 2011, as of June 14, 2011, shows an increase of 2.5% above the comparable date for Fall 2010.

Student Success

- Gainful Employment
  - The Federal Department of Education is asking public, nonprofit, and for profit higher education institutions to report and disclose data about their gainful employment programs and the students who enroll in them starting October 1, 2011.
  - Institutions are asked to submit:
    - Data identifying students who begin, complete, or remain enrolled in gainful employment programs during the academic year.
    - Data on the specific occupations for which the programs provide training.
    - Financial aid data for students who complete these programs.
    - Data on whether the students who complete these programs go on to enroll in higher-level programs.
  - Institutions will be submitting these data on a yearly basis, but for the first round of reporting we have been asked to submit four years of data (2006-2010).
  - The Department of Education is also requiring that all public, nonprofit, and for profit higher education institutions disclose financial information and student outcomes data on their web sites and in their promotional materials. The disclosure requirements include:
    - The total cost of attendance for students completing programs within the normal timeframe.
    - The median loan debt incurred by students completing programs.
    - Job placement rates for students completing programs.
    - On-time graduation rates.
Tentative timeline:
- June 15, 2011 – OIR will provide files to the financial aid office with the following:
  - Student SSN.
  - Student name (first, middle, last).
  - Student date of birth.
  - Program name.
  - Program CIP code.
  - Semester the student first attended NOVA.
  - Semester the student was program placed.
  - Date the student completed the program.
- October 1, 2011 – 2006-2010 data prepared by financial aid office and submitted to the Department of Education.
- June 20, 2011 – Cost of attendance data prepared for disclosure by financial aid office.
- June 30, 2011 – OIR prepares on-time graduation and job placement data for disclosure.
- September 1, 2011 – OIR prepares data regarding students who completed programs on the academic years between 2006-2010 for submission (whether they moved into higher credentialed program at NOVA, or transferred to a higher credentialed program at another institution).

Ms. Tiffany Johnson will be the point of contact in OIR for Gainful Employment.

Status Report on SACSCOC Off-Site Report
- Out of responses to some eighty requirements and standards in the Compliance Certification, seven items were identified as being out of compliance:
  - CR 2.2 Governing Board – The quorum is set at seven members, which is less than a majority.
  - CR 2.11.1 Financial Resources – We need to provide a statement of financial position of unrestricted net assets, exclusive of plant assets and plant-related debt.
  - CS 3.2.8 Qualified Administrative/Academic Officers – We need to clarify for the on-site committee the position qualifications that are being applied to the Dean of Educational Support Services (now Dean of Learning and Technology Resources).
  - CS 3.2.13 Institutional-Related Foundations – A Memorandum of Understanding with the Real Estate Foundation is needed or an inclusion of the Real Estate Foundation in the MOU with the Educational Foundation.
  - CS 3.7.1 Faculty Competence - There are 83 citations of faculty where the justification was considered to be insufficient. In some instances, the college will provide additional detail. In other instances, individuals will have to be removed from teaching courses. There are several situations where a person was hired in one discipline but then began teaching in another discipline.
  - CS 3.10.4 Control of Finances – The 2010 fiscal year audit results need to be provided to the on-site committee.
  - CS 3.11.3 Physical Facilities – By Virginia standards, and standards of comparable institutions, NOVA is considerably short of adequate space. NOVA has taken major steps in renovation and construction to improve facilities over the past five years, but
the Commonwealth of Virginia must fund the proposed Six Year Capital Plan, and
the committee noted that the Commonwealth is experiencing financial difficulties.

- Next steps:
  - Prepare the Focused Report which will address the seven items identified by the off-
    site committee. The Focused Report will be submitted at end of September with the
    QEP.
  - Begin preparations for the on-site visit scheduled for November 15-17, 2011.

2011-2012 Compensation Plan Communications
- Dr. Templin distributed a draft email outlining the college’s plan for enhancing
  compensation over the next year.
- The Administrative Council approved the communication.
- Questions should be directed to Ms. Shelli Jarvis, Director of Human Resources.

2011-2012 Technology Plan
- Dr. Sachs distributed the draft 2011-2012 NOVA Technology Plan.
- The Administrative Council approved the Plan.

Draft Cell Phone Plan
- Dr. Sachs distributed the draft revised Cell Phone Plan.
- The original cell phone stipend plan has had to undergo major revisions to meet audit
  requirements:
  - Stipends – these are limited to senior administrators (AVP, VP, Provost, President)
    who frequently travel off campus and must carry and answer their phone whenever it
    rings. The stipend amounts are lower than in the original plan and there is no stipend
    for the phone.
  - Other employees may qualify for a college cell phone if:
    - travel on college business or are frequently off campus and utilize a significant
      number of voice minutes or data to conduct college business while out of the
      office, or
    - have major infrastructure, policy or facilities responsibility that requires use the
      phone while out of the office, or
    - receive a large number of calls that must be returned promptly from non-campus
      callers while out of the office.
- Most cell phone users may use the phone for college calls only, no personal calls. All
  personal calls must be reimbursed to the college monthly whether it involves an extra
  charge or not. ITSS will select the appropriate phone or communication device. The
  phone and monthly plan are non-taxable. High volume users who must generally carry
  the phone and answer their phone whenever it rings—especially after hours—and who
  send or receive a small number of personal calls may choose a taxable cell phone. Part of
  the cost of the phone and monthly plan will be treated as a taxable benefit. All college
  cell phone users must review itemized bills monthly. Cell phone numbers will be posted
  on appropriate lists. ITSS will monitor cell phone usage.
- Approval will be required from the Administrative Council member for the individual
  unit, all cell phone and stipend costs are the responsibility of the unit.
- The Administrative Council approved moving forward with the plan.
Customer Service Pilots Update

- Mr. Moran provided an update of the progress of the pilots underway.
- The HR Recruitment Process Improvement Team has created a flow chart to demonstrate the current processes, identified and prioritized logjams, identified segmented technology and non-technology issues, performed a root cause analysis for non-technology items, researched and benchmarked technology solutions, and started to analyze and challenge steps in the process.
- The Student Bounce Process Improvement Team created a cross functional process improvement team to brainstorm why students get bounced around. The team identified four major themes among the root causes, and is working to identify potential solutions.
- Woodbridge Pilot – Organization-Wide Approach to Creating the Desired Customer Service Culture: Interviews have been conducted to help identify issues and concerns. Senior management sessions have taken place to clarify roles, discuss dealing with resistance, and plan the initiative. A Train-the-Trainer session has been held.
- Annandale Pilot – Student Services Training: All Student Services employees participated and the employee reactions were very positive.
- We are in the process of selecting survey measurement system technology that will provide feedback for the campuses and units. The data currently reside with Moran Consulting, but will be migrated to a NOVA system. Once the data are in-house, we can link the data to our database for internal processes.

Process Improvements: When do we need to be the same?

- Mr. Moran directed an activity during which the Administrative Council members were asked to identify in what circumstances the campuses should be the same, and in what circumstances the campuses should be different.
- The Council identified the following as instances when the campuses needed to be the same:
  o Policies/programs/regulations.
  o Basic organizational structure.
  o Services, technology, and support.
- Instances when the campuses need to different were identified as:
  o Program offerings.
  o Local community needs.
  o Student activities.
- The Administrative Council will compare this information with the front-line survey data being collected, and review the data at a future meeting.

Summer Administrative Council Calendar

- Dr. Templin distributed the meeting schedule for the Administrative Council through October 25, 2011.

Tracking

- Curriculum Committee Items
- AD/PH Release Time Work Group
- College Board Relationships
- Six-Year Capital Outlay Plan – State Board Approval
- Adjunct Faculty Transcripts
• Analysis of Potential Students Who Did Not Complete Registration
• Update on Keys and Card Swipes
• Implementation of the Recommendations on Presidential Commission on College Safety & Security
• Ad Hoc Budget Crisis Committee