Administrative Council  
August 12, 2011

Members Present: Mr. Chamberlin, Dr. Dever, Ms. Dimkova, Dr. Edwards, Mr. Foley, Dr. Gabriel, Dr. Hill, Dr. Hinton, Dr. Leidig, Dr. Sachs, Dr. Saperstone, and Dr. Templin.

Dr. Maphumulo was represented by Dr. Scott

Guests:
Mr. Joe Agnich, Professor of Mathematics, Loudoun Campus
Ms. Charlotte Calobrisci, Special Assistant for SACS Reaffirmation
Ms. Alison Thimblin, Special Assistant for the QEP

Access
- Summer Enrollment
  - The Daily Enrollment Report for Summer 2011, as of August 12, 2011, shows an increase of 5.1% above the comparable date for Summer 2010.

- Fall Enrollment
  - The Daily Enrollment Report for Fall 2011, as of August 12, 2011, shows an increase of 2.8% above the comparable date for Fall 2010.
  - 13,000 students have do-not-drop (DND) indicators on their record. Approximately 7,000 of the DNDs were entered by the Business Offices, and 6,000 by Financial Aid.
  - The Business Offices will protect enrollment with a DND indicator if a student has made acceptable financial arrangements. This includes third party payments such as 523 education funds from different states, and veterans’ program payments.
  - DNDs entered by the Financial Aid Office are mainly for students who are eligible for award but who have not been totally processed.
  - DNDs may also be entered for Pathway students still in process.
  - Dr. Templin noted that the 2.8% increase represents a significant gain since the fall enrollment number provided at the August 2nd Administrative Council meeting. He thanked the Administrative Council, the Business Offices, and the campus staff for their hard work to turn the enrollment numbers around.

QEP – Progress Report
- Ms. Thimblin provided the following update:
  - QEP Objective working draft: The GPS for Success will target first-time-to-college, recent high school graduates with a consistent and comprehensive advising experience. Through advising, students will learn how to plan in order to complete their academic program.
  - QEP Purpose Statement: The goal of the QEP is to improve students’ academic planning skills through early and continued engagement with academic advisors.
  - Student Learning Outcomes:
    - New students will identify their academic goals, identify a program of study aligned with their academic goals, and develop an academic semester-by-semester plan to reach their goals.
    - Continuing students will evaluate their academic performance and revise their educational timelines when academic goals, past academic performance, or other influences affect it.
Components of the QEP:

- Early engagement with an advising specialist.
- Continued engagement with faculty advisors.
- Use of an electronic academic planning tool.

Advising research suggests the following hierarchy:

- Goal setting.
- Program placement.
- Course selection.
- Class scheduling.
- Reflection on performance.

The advising specialist will be responsible for the student’s early engagement, including setting their academic goal, course selection, academic planning, assigning a faculty advisor, and following up with the student.

The faculty advisor will be responsible for proactive advising, reflection on academic performance, and adjustment of plans and goals.

Actions to be implemented:

- Creation of an advising mission statement.
- Creation of a Council on Academic Planning, Advising, and Completion.
- Clearly define roles and responsibilities.
- Software selection and implementation.
- Develop consistent advisor assignment process.
- Develop reward/recognition system.
- Hire personnel.

Implementation will be piloted at the Loudoun and Woodbridge Campuses.

Proposed advising structure includes a Director of Academic Planning, Advising, and Completion who would report directly to the Executive Vice President, Academic and Student Services.

Timeline for QEP submission:

- August 26 – first draft distributed for feedback.
- September 7 – Revised draft distributed for approval.
- September 14 – Last chance for feedback.
- September 23 – Final draft complete.
- September 30 – Submission to SACS COC.

- The Administrative Council discussed the QEP and how it will work with NOVA’s Student Success Agenda.
- Dr. Templin proposed viewing the QEP (early and continued engagement with academic advisors) as an ongoing part of the student experience at NOVA, accompanying them as they traverse through more specialized activities (e.g., New Student Orientation, SOAR, First Year Experience) designed to promote and support student success at specific stages of their NOVA career.
- The QEP has major implications for current processes in campus Student Services Centers, to include counseling. Attention needs be given to anticipating what the differences will be and making sure that all involved are well prepared for the change.
- Dr. Sachs noted that implementation of a revised registration process for new students and the necessary changes to PeopleSoft will involve working with the VCCS. This must be in place before the pilots take place.
The Council discussed the reporting structure of the advising specialists. The Administrative Council suggests each campus repurposing a counseling role to supervise the advising specialists.

- It is imperative that the campus supervision of advising specialist be done in close consultation and coordination with the proposed college Director of Academic Planning, Advising, and Completion. The QEP must be implemented consistently across all campuses.
- Some sort of college council will need to be established for governance of the advising process.
- The Administrative Council recommended a conversation with the academic deans regarding the proposed reporting structure of the faculty advisors.
- Dr. Templin advised that the Administrative Council will need a follow-up presentation on the QEP before the September 14th final draft date.
- Dr. Templin noted that we need to think carefully about resources as we are building this out. We need to consider the full scale and what resources will be needed, so we know if it will be scalable and sustainable.

**Student Success – Follow-Up From Administrative Council Retreat**

- **Student Success Agenda**
  - Dr. Templin distributed a revised draft of the Student Success Agenda.
  - The Administrative Council agreed to replace the last bullet under Encouraging NOVA faculty, staff and administrator behaviors that are linked to student success with the following: Commitment to meeting internal high service standards that result in excellent service to students.
  - Dr. Templin requested that any additional input be emailed to him. He will hold the document until end of next week and then issue as final.
  - The provosts can share the Student Success Agenda at their convocation.
- **Organization for NOVA’s Student Success agenda**
  - Dr. Templin distributed a draft of the organization of the Student Success Agenda for Administrative Council review and feedback.
  - This item will continue on the Administrative Council agenda and be re-visited at a future meeting.

**Convocation**

- Dr. Gabriel distributed a proof copy of the program for the Fall Convocation, Partners in Students’ Success, for Administrative Council review.

**Communicating the Customer Service Message**

- Dr. Templin presented the Customer Service Message for Orientation from Mr. Bob Moran.
  - This is a college-wide movement geared at improving processes and strengthening relationships with each other, our students, and our community.
  - The We Are NOVA statement: Through excellence in teaching and commitment to outstanding service, we help our students create brighter futures, and make vital contributions to economic prosperity and quality of life in our community.
  - The NOVA quality service definition:
    - Professional and informative.
Demonstrate a spirit of service.
Provide accurate information.
Take responsibility.

- Respectful and welcoming.
  - Be helpful.
  - Listen attentively.
  - Be responsive.
- Open and accessible.
  - Demonstrate teamwork.
  - Be approachable.
  - Provide solutions.

**Follow Up From The Chancellor’s Planning Retreat**

- The Council members who attended the Chancellor’s Planning Retreat reported that it was a good retreat. They would have liked more time for the breakout sessions, but hopefully the presenters’ materials will be shared.

**2011-2012 All USA Student Nominations**

- Phi Theta Kappa has requested that the campus nominators be identified for the 2012 All-USA Community College Academic Team and the Coca-Cola Community College Academic Team
- It was agreed that the provosts will be the nominators for each campus. The President’s Office will notify PTK of this designation for all six campuses.
- One of the college’s objectives under the strategic goal for excellence is to “lead the nation in the number of students recognized nationally for outstanding achievement.” The PTK awards are a prime way of doing this.
- Each campus is eligible to nominate two students. Each should see that it does so.
- Nominations are due by December 1. Administrative Council will track the status of nominations at a meeting in late October or early November.

**SCHEV Meeting at NOVA – Sept 20**

- On September 20, 2011, the State Council of Higher Education for Virginia will be meeting at NOVA, more than likely at the Annandale Campus.

**Dulles Plane Pull – Sept 24**

- NOVA Board Chair David Miller has requested that NOVA participate in the Dulles Plane Pull on September 24, 2011. This is a fund-raising event for Special Olympics.
- We need NOVA to field a team of 25. We will need three participants from each campus. The provosts are asked to help identify their three participants. The Education Foundation will also participate.

**Other**

- On August 9 Dr. Templin was a guest on *Washington Journal* on C-Span. Dr. Templin talked about the relationship between federal job training programs and community college education. He also discussed federal money that goes into programs at community colleges, as well as those specifically offered at NOVA, and he responded to telephone calls and electronic communications.
Among the calls received were ones from students who expressed anger because after they graduated from community college they were not able to find a job. Dr. Templin noted that there is increased public questioning about the value of higher education. With increasing tuition, the benefits of higher education are under scrutiny. This is a subject that Dr. Templin would like the Administrative Council to discuss in more detail at a future meeting.

- Dr. Tony Carnevale of Georgetown University is working with Dr. Templin and Dr. Gabriel, and will be coming with some of his staff to spend a few days on the Annandale Campus.
- The Administrative Council expressed the desire to have Dr. Carnevale as a guest speaker at the college.

**Tracking**
- Customer Service Baseline Data Survey – Aug 30
- AD/PH Release Time Work Group
- 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