Administrative Council  
September 13, 2011

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

Guests:
Ms. Tahann Anderson, Talent Management Specialist, Recruiter
Ms. Charlotte Calobrisi, Special Assistant for SACS Reaffirmation
Chief Dan Dusseau, Chief of Police
Ms. Cherelle Faust, Talent Management Specialist, Recruiter
Mr. Will Flagler, Director Office of Emergency Management & Planning
Dr. Beth Harper, Associate Vice President for Student Services and Enrollment
Mr. Joshua Hutton, Compensation Specialist
Ms. Shelli Jarvis, Director of Human Resources
Dr. Pat Lunt, Special Assistant for Student Mental Health and Behavior
Mr. Bob Moran, Moran Consulting
Ms. Melissa Palys, Talent Management Specialist, Recruiter
Ms. Cindy Smith, Adjunct Recruitment Specialist
Dr. Anthony Tardd, Acting Executive Vice President
Ms. Alison Thimblin, Special Assistant for the QEP
Ms. Tracy White, Compensation Specialist
Ms. Michelle Wingo, Associate Director for Talent Management

Dr. Templin convened the meeting. This is Dr. Dever’s last Administrative Council meeting. Dr. Templin thanked Dr. Dever for his significant contributions to NOVA over the past seven years.

Dr. Templin introduced the Acting Executive Vice President, Dr. Anthony Tardd. Dr. Tardd retired a little over a year ago as the provost of the Loudoun Campus. He thanked Dr. Tardd for his willingness to help us through this important transition time.

Access
- Fall Enrollment
  - The Daily Enrollment Report for Fall 2011, as of September 13, 2011, shows an increase of 2.2% above the comparable date for Fall 2010.
  - There are currently 11,023 students with Do Not Drop (DND) indicators on their records. It is important that we retain as many of these students as possible.
  - Dr. Gabriel noted that this number includes approximately 800 continuing education students.
  - Mr. Gary and Ms. Dimkova will look into this further and report back to Dr. Gabriel.
Dr. Gabriel will work with Joan Zanders regarding how many students have DND indicators on their record because it does not appear that financial aid will be awarded in time.

Dr. Templin will work with Ms. Dimkova to review the effects of the potentially reduced enrollment numbers.

**Faculty Hiring Process**

- One of the first efforts undertaken in the college-wide customer service improvement project has been in Human Resources. A project team was formed to look at process improvements in the area of faculty recruiting.
- Mr. Bob Moran, of Moran Consulting, and members NOVA's Faculty Hiring Process Improvement Team are present at today's meeting to provide an update on this process improvement effort. The team members include faculty hiring managers from each campus as well as front line HR representatives that are responsible for the hiring process.
- Dr. Hinton introduced the team members to the Administrative Council. She clarified that the goal of the team was to streamline the faculty hiring process and make it customer centered. The existing process is cumbersome and painfully slow, and too often results in the loss of desirable candidates.

- The process improvement team has learned that:
  - This is a shared process that must involve both the human resource personnel, and the people they are attempting to serve.
  - We all share the same goal – hiring the best candidates as quickly as possible.
  - The process brought the stakeholders face-to-face, and fostered relationship building.
  - Documenting the current process was an eye opening experience. The redundancies and the road blocks stood out

- The process team has done:
  - A customer satisfaction survey was conducted, and the faculty hiring process was identified as the process most in need of repair.
  - The process improvement team created a flow chart of the current process. It illuminated how convoluted and cumbersome the current process is.
  - The team then worked to identified log jams and their root causes.
  - The team researched areas where better technology might improve the process. New applicant tracking software was identified that would provide cost savings, reduce the number of steps, be more transparent, and result in a much faster process. The current 58 steps would be reduced to 14 steps (most of which are automated).

- The process improvement team recommendations:
  - Implement streamlined process reducing time and steps.
  - Purchase new technology to resolve multiple logjams.
  - Communicate a clear message about and consistent application of the hiring diversity goal.
  - Eliminate employment verification step.
  - Adapt process steps that occur on the campus to the new timeline.
Start the process earlier for newly allocated faculty positions.

Next steps:

- The Administrative Council will discuss how the recommended process changes relate to policy, and advise when this is ready to go before the College Senate and the Academic Deans Council.
- Procurement and IT will work collaboratively on a contract for the recommended applicant tracking software.
- The process improvement team will create an executive summary with a specific list of recommendations and a timeline for Administrative Council review.

Dr. Templin thanked the team for their hard work and their accomplishments. Each team member will be receiving a letter of commendation from Dr. Templin and the Administrative Council. A copy of this letter will be put in their personnel file.

**QEP Final Draft**

- Ms. Thimblin presented an updated version of the QEP, reflecting input from the August 12th meeting of the Administrative Council.
- The Administrative Council noted the job description of the Campus Coordinators of Student Success will need to be revised to include overseeing the advising specialist positions.
- The Administrative Council agreed that the pay for advising specialists will stay within the advertised range, regardless of the credentials person may possess.
- All advising specialists will be hired at same level, and then one will be selected to be the lead. Once the lead is identified, this person may reasonably expect a slightly higher salary.
- Dr. Templin cautioned that consistency across the college regarding faculty advising load will be important.
- The Administrative Council decided campus-level implementation task forces should be established, and that these groups will work collaboratively to create the processes and identify implementation issues.
- Dr. Sachs recommended that the QEP report use language that does not commit NOVA to exclusively using DegreeWorks software.
- The Administrative Council approved starting the recruitment process for the advising specialists.
- Dr. Hill and Mr. Chamberlin will provide Dr. Templin with an estimate for the temporary space needed at the Woodbridge Campus to accommodate the five advising specialists.
- Dr. Templin recommends that the advising specialists be faculty-ranked employees, using provisions of the VCCS-29. This may require a special request to the VCCS.
- The Administrative Council requested that a statement be added to the report regarding how changes will be made to the QEP, and who will make any changes and modifications.

**Key dates:**

- September 14, 2011 – Last date for feedback.
- September 23 – QEP done and sent to printing.
- September 30 – QEP sent to on-site review committee.
The Administrative Council approved moving ahead with the submission of the QEP to SACSCOC, with the revisions listed above.

**Threat Assessment Team/Campus Assessment, Response, & Evaluation (CARE) Teams**
- In February the Administrative Council approved a policy on Threat Assessment Team and Campus Assessment, Response, and Evaluation (CARE) Teams and sent it to VCCS counsel for review.
- At about the same time, the VCCS was implementing the provisions of sections B and D of §23-9.2:10 of Virginia Code, which called for two groups to be set up: (1) Violence Prevention and Education Committee; and (2) Threat Assessment Team. That meant that we needed to recast the policy statement on CARE teams to more precisely fit the requirements of the code.
- The revised policy was provided for Council review and consideration.
- The Administrative Council was given a list of all the committees and groups we have established related to Safety and Security and how they relate to one another. These include:
  - Violence Prevention and Education Committee.
  - Threat Assessment Team (and the Campus Assessment, Response, and Evaluation [CARE] Teams).
  - Advisory Committee for College Safety and Security.
  - College Emergency Planning Committee.
- Dr. Lunt noted that the processes are working well, and we are realizing results.
- Dr. Sachs is working with Dr. Lunt to add a button in an easily accessible spot on the web site for quick access to the NOVA CARES reporting system.
- The Administrative Council approved the revisions as presented.

**Grades Processing**
Discussion deferred

**September 19 College Board Meeting**
- The College Board will meet on Monday, September 19th. Mr. Dave Miller is the new Chairman of the College Board.
- Dr. Templin requested that Ms. Dimkova attend the meeting to answer questions regarding the ADA audit, and the status of NOVA's internal controls.
- There will be a proposal to increase the Board to include more representatives from Prince William County and from Loudoun County to better to represent the population growth in those areas.
- The Board Appreciation Dinner will be on October 1st. Please RSVP as soon as possible so that planning can move forward.
Other

- Dr. Templin met with Miami Dade College on Monday, September 12th. Their esteem for NOVA was notable. It is likely their president, Dr. Eduardo Padron, will visit NOVA in the near future to explore collaborative opportunities for NOVA and Miami Dade.

Tracking

- Dulles Plane Pull – Sept 24
- Developmental English Redesign and Implementation – Sept 27
- Implementation of the Recommendations on Presidential Commission on College Safety & Security – Sept 27
- Update on Keys and Card Swipes – Sept 27
- College Emergency Operations Plan Update – Sept 27
- 2011-2012 All USA Student Nominations - Oct 11
- Contagious Disease Proposed Policy – Nov 1
- Task Force on Testing – December 1 report due
- AD/PH Release Time Work Group
- Analysis of Potential Students Who Did Not Complete Registration