Administrative Council  
November 8, 2011

Members Present: Dr. Anthony Tardd, Ms. Barbara Holt, Dr. Barbara Saperstone, Mr. Brian Foley, Ms. Dimitrina Dimkova, Mr. Edward Mellon, Dr. George Gabriel, Dr. Julie Leidig, Dr. Peter Maphumulo, Dr. Robert Templin, Dr. Sam Hill, Dr. Steven Sachs, and Mr. William Gary

Mr. Mellon represented Mr. Chamberlin

Guests:  
Dr. Susannah Givens and Mr. Ray Orkwis

Access

- The Daily Enrollment Report for Fall 2011, as of November 8, 2011, is estimated to be approximately 2.7%. This is a 2.5% increase over this time last year.
- As of midnight November 7, 2011, an estimated 700 students have registered for Spring 2012.
- Dr. Templin noted that as a result of lower than projected enrollment for the Fall term, the budget may have to be adjusted downward.

Student Success

Developmental English Redesign and Implementation

- Dr. Givens and Mr. Orvis explained that this redesign and the guidelines are being mandated by the VCCS. This redesign will function under the sponsorship of Achieving the Dream. This presentation is an update on the process, and further details will be provided in spring semester.
- The main focus and objective of this redesign is to get students through the pipeline faster, by eliminating a level. This could potentially mean a 50% reduction of instruction time for some students, depending on their level.
- Most students entered on a ninth or tenth grade reading level; however, the Nelson-Denny Reading assessment also demonstrated that some students are reading at a fourth-grade level.
- The Learning and Studies Strategies Inventory (LASSI) assessment demonstrated that students scored below the 50 percentile.
- The concern was raised that NOVA’s students are not homogeneous. Is the college adequately prepared to accommodate the students’ unique characteristics and needs in developmental courses? Various issues and concerns were discussed in being able to successfully move students through this Developmental Redesign.
- Miami-Dade College served as another model for promising practices for Developmental English Redesign. Dr. Templin urged presenters to review data on other initiatives from Washington State. A review of promising practices would be helpful for the Administrative Council to make informed decisions.
- Developmental English Redesign is scheduled to pilot for Spring 2012. College-wide implementation will occur Fall 2012.
- Redesign Evaluators worked with OIR and Achieving the Dream staff to gather data on student success. The Developmental English Working Group and the Achieving the Dream Developmental English Team collaborated to improve the process.
• The Administrative Council addressed these additional factors for review and discussion:
  o Constraints and concerns about campus space;
  o The number of placement tests students are required to take;
  o The number of classes and sections that students will need;
  o The number of instructors and professors who require technology training; and
  o Developmental English and credit-course English faculty perceptions of the
developmental English redesign.
• Dr. Templin asked Dr. Gabriel to examine the critical issues in tracking all college-wide
implications.

Financial Aid Support Center
• Blackboard Student Services has been contracted by NOVA to work with Ms. Joan Zanders and
the Financial Aid office to help students to have access 24 hours a day, 7 days per week to get
answers and feedback regarding their financial aid status.
• Three representatives from Blackboard attended the meeting. Mr. Craig Chanoff, Senior VP and
General Manager, Mr. Scott Klene, Financial Aid Director and Ms. Kim Lutz, Director of
Blackboard Student Services. They began the presentation by stating that the culture of today’s
students and parents is very much structured around the use of technology.
• The new Financial Aid Support Center reduced the number of student complaints regarding long
lines and dropped calls concerning student services.
• Expected Results of the Financial Aid Call Center were detailed as follows:
  o Improved financial aid outreach to the community;
  o Increased FAFSA consistency for students;
  o Enhanced outreach via email and cell phone;
  o Increased total aid packages awarded and disbursed in 12 months; and
  o High customer satisfaction ratings.
• Recorded messages and emails informed students of tasks they must complete in order to
expedite financial aid.
• Students received a response and/or solution to their financial aid issues and other concerns on
the first contact 90% of the time. 24% of Northern Virginia Community College students chose
to live chat.
• First call resolution rate increased from 20% in 2008-2009 to 91% in 2009-2010. FAFSA
applications increased by nearly 10,000 applications. Pell Grant awards also increased by 5,000
awarded students.
• Advantages to the Financial Aid Call Center are listed below.
  o face-to-face contact;
  o timely submission of financial aid applications; and
  o increased in the number of students who receive financial aid awards
• Response to students occurs in a timely fashion. Primary calls and serious concerns would be
handled over the phone. Minor issues would be handled through Blackboard.
• The percentage of students receiving financial aid increased to 80% from 2007-2011.
• Presenters confirmed that counselors were well-trained. Policies and procedures are
documented. Monthly meetings consistently informed and updated personnel. Additionally,
there are two scheduled days of professional development and training for staff.
• Campuses will continue to accept walk-ins and support students. However, there will be one telephone number for most student issues.

Faculty Position Allocations
• The 2012-2013 faculty allocation was reviewed. Dr. Gabriel provided the Council with the formula that is used to generate the faculty allocation model for the campuses. There are currently 41 vacant full-time faculty positions that were allocated through the formula. He stated that six of the 41 positions were held for Presidential discretion. The President also received 5 discretionary faculty allocations via ELI.
• Allocations are dependent upon size of campus and campus growth. This formula also reflects the need for an adequate balance of full-time to part-time faculty members.
• Dr. Gabriel explained that the full-time faculty ratio has been decreasing. This is a factor that needs to be addressed. He stated that the Woodbridge and Alexandria campuses have the highest number of part-time/adjunct faculty.
• Faculty members that are Restricted Hires are considered in the full-time numbers formula.
• The Provosts were asked to provide their discipline requests based on allocated numbers prior to the November 22 Administrative Council meeting.

Curriculum Committee Update
• Dr. Robertson presented the following items to the Administrative Council that were reviewed and approved by the Curriculum Committee at the October 27, 2011 meeting:
  • Photography and Media AAS Proposal
    • The Alexandria Campus for 20 years has offered an Associate of Applied Science degree in Photography. The Administrative Council approved last year changing the name of the Photography AAS, to Photography and Media, in recognition of the transformation of the discipline to embrace digital image capture, including video. When this proposal was reviewed by SCHEV staff, it was discovered that NOVA never received final approval to offer this degree. SCHEV staff advised Dr. Robertson that a complete program proposal was required. Curriculum Committee recommends approval.
  • The Administrative Council approved the proposal to officially offer the Photography and Media AAS degree program, effective with State Board and SCHEV approval.
• Health Sciences Career Studies Certificate
  • The Medical Education Campus proposes that NOVA offer a Health Science career studies certificate. This program would be designed to improve student persistence in allied health programs and to help students select the best program for them based on their career goals. This would be the only Health Science Career Studies Certificate in the VCCS, but several other colleges offer a full certificate with the same title.
  • The large number of students applying for admission to allied health programs is an indication that the career studies certificate would be productive.
  • The Administrative Council approved the initiation of the Health Sciences career studies certificate, to be effective Fall 2012.
Approval of 2012 Working Calendar
- The Administrative Council approved the 2012-13 General Working Calendar as presented.

SACS Reaffirmation Visit
- Dr. Hinton, Special Assistant to the President, as SACS Liaison, reported that most of the Provosts have already scheduled their Town Hall Meetings, to prepare the campuses for the SACS reaffirmation visit.
- The concerns regarding the visit to some of the off-campus sites were addressed. Dr. Hinton did state that the visiting team will want to see some of the sites even if there are not any classes scheduled during the day at those sites.

FY 2012 Budget
- Dr. Templin stated that Mr. Pittman sent the revised budget, based on the November 1, Administrative Council discussion. The 2012 budget is formally approved, by the Administrative Council.

Summer Session Pay Policy:
- Dr. Errico, Chair of the Personnel Services Committee (PSC), recommended the committee proposal to increase summer pay from 7 to 8 hours of equivalent pay.
- The Personnel Services committee addressed multiple concerns including structured advising.
- Dr. Templin asked the PSC if the preference for faculty would be to place the financial resources into summer pay or base salaries.
- Dr. Templin stated that he will be meeting with the College Senate at the November 17 meeting regarding this topic.
- Dr. Templin will then bring this back to the Administrative Council.

2011-2012 ALL USA Student Nominations
- Dr. Templin reminded the Council that NOVA is eligible to nominate 2 students per campus. He asked the Provost’s to have their nominations to the President’s office, by November 15.

Honorary Degree Nominations
- Dr. Templin also requested nominations for the Honorary Associate Degree in Humane Letters. The nominations are due by January 6, 2012.
- Dr. Templin stated that Ms. Hurst will send out the criteria for this nomination.

Upcoming Administrative Council Meetings
- The schedule for Administrative Council meetings from November 2011 through May 2012 was circulated.
- The two Administrative Council meetings in December will be held on a Thursday; December 8 and December 15.

Tracking:
Pathway to the Baccalaureate – November 22
Internal/External Customer Satisfaction Survey - November 22
Continuity of Operations in Instruction – November 22
Task Force on Testing – December 1
Contagious Disease Proposal Policy – December 1
AD/PH Release Time Work Group - TBA