

College Staff Forum Council Meeting

March 26, 2020

Minutes

Members Present: Alex Case, Rob Johnson, Shelli Jarvis, Julio Mondoñedo, Jack Zegeer, Kristin Balbuena, Jason Burton, Amanda Wilder, Kristin Hagan, Joan Zanders, Nicole Evans, Shannon Nieves, Christiane Silva

Members Absent: Stephen Brunelle

Guests: Dana Reilly

Agenda:

- Meeting Minutes
- Senate Updates

The February meeting minutes were approved (with edits) unanimously.

Previous meeting minutes are available on the “minutes” tab here - <https://www.nvcc.edu/about/leadership/collegeforum/college-staff-forum-council.html>.

Senate updates:

The March Senate meeting discussed the constitutional amendments, the elections process, and the current remote operations. Of note, the PSC and ISSC discussed the availability of College committees’ agendas (prior to the meetings) and minutes (post-meeting) as it seems not all committees are following the requirements.

Current Status

The committee discussed the current state of remote operations and the idea of a “new normal.” In light of the communications plan associated with the Continuity of Operations Plan (COOP), the committee discussed what appeared to be operational discussions or decisions that conflicted with each other.

Given the changing information, guidance, and direction, the committee acknowledged that these were difficult decisions to make, but the communication process should be clearer. The committee discussed the idea of reviewing the COOP and the steps taken during the current situation, especially reviewing the communication plan. The committee also discuss reviewing the overall process to standing up the Emergency Operations Center (EOC) and providing feedback and evaluation of procedures.

The members discussed the importance of understanding what emails or other communications are going to students. Often, student services’ personnel were getting questions from students based on these communications with no idea what was being communicated to students.

Similarly, there was a brief discussion of the need for an understanding or consideration of decision impacts. For example, the pass/no-pass decision has significant Financial Aid impacts. It is not clear whether those impacts were considered prior to the decision. Of note, the G3 initiative timeline has not been delayed and appears to be going forward as designed. There is also emerging Federal emergency funding in addition to what has already been publicized (<https://www.nvcc.edu/news/press-releases/2020/covid19-emergency-student-aid.html>).

It was recommended that feedback about the communications process and plan go to NOVA’s PIO. Some items to consider:

- Common / central messages from Campus Provosts to everyone.
- How to best share information
- A need for more frequent communication in the beginning of a crisis or event, even if there is no new information (e.g., see how Dr. Lynch communicated with her campus)
- Identify best practices from individual campuses and/or identify what questions are being asked that front-line staff should be prepared for.
- Students attending classes at multiple campuses that may receive conflicting information. (There was a brief discussion about identifying these students through a College-wide registrar, but NOVA does not have one; we have a College records office. If there were a registrar, the process could be centralized through the Chief Academic Officer (CAO).

The members discussed the emerging Task Force and Work Groups in light of current events:

Overview: In preparation for NOVA’s extended remote learning period, seven student service areas have been identified that require immediate assessment and review of current processes and procedures that are impacting student success and

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institutional efficiency. In certain areas, there is inconsistency with procedures, practices, policy-adherence and resources. If these issues are not addressed with a sense of urgency, NOVA will be faced with a significant decline in enrollment.

Goals:

- Strengthen Admissions Support for Prospective/Entering Students
- Increase College and Career Readiness Support
- Incentivize Successful Student Behaviors and Engagement Opportunities
- Align Resources with a Student Equity Lens

Timeline:

March 25-April 2: taskforce convenes and meets daily

April 3: taskforce report out to Admin Council

Taskforces:

1. Outreach-Relationship Management
2. High School Recruitment and DE Conversion
3. Admission process for GPS and Adult Learners
4. Placement Testing and Multiple Measures
5. Advising
6. "How To" Guides for Processes
7. Culture of Care

Closing comments

In the context of current events, it was recommended that supervisors review their employees' EWP's to ensure that they include the correct and desired language, tasks, and responsibilities.

Members should consider future Brown Bag topics and share ideas at the next meeting.

The April meeting is moved to April 17th to elect new Senators with new committee members. (this was changed after the meeting as the new Senators' names had to be in to Senate by 4/16 for the 4/23 Senate organizational meeting).

A special meeting was held on April 8th to elect CSFC Senators for 2020-2021 committee year – they are:

College Staff

Nicole Evans
Mike Blackwell
Ghul Zadran

Administrative Faculty

Joan Ehrlich

Professional Faculty

Kristin Balbuena

Upcoming proposed Brown Bags:

- April / May – TBD
- Workforce?

The meeting adjourned at 2:20 pm.

The next meeting is scheduled for April 17, 2019, from 1:00 – 3:00 pm, via Zoom. This will be for current and new Senators and effectively the "CSFC Organizational meeting" for the upcoming year – a hand-off from current members to new members.

Agenda items for next meeting:

- Approve March meeting minutes
- Senate updates