

MINUTES
Forum Council Meeting
21 February 2020
12:30 pm to 2:30 pm

Attendees: *Vanessa Díaz, Twyla Jones, Annette Haggray, Beth Lanthier, Teba Aljumaili, Nakul Kumar, Maggie Emblom-Callahan, Stacy Slaten, Marilyn Odaka, Jax Arnett*

Guests: *Janet Giannotti, Sherri Anna Brown, Cristina Saunders*

- Meeting started at 12:35 pm
- Process for Netherton Awards - Janet Giannotti
 - Netherton Award is the campus award which recognizes employees for outstanding service to the campus.
 - Award categories include: classified staff member, teaching faculty member, administrative or professional faculty member, and adjunct faculty member on the Alexandria Campus.
 - Award winners are announced at the Fall Campus Convocation.
 - Timeline:
 - i. Spring semester
 - February 25: Solicit nominations via e-mail. Need to update the application. Janet has provided copy of last year's.
 - March 26: Due date for nominations.
 - March 27: save all PDF nomination packets in Forum Council shared drive for council members to access for review.
 - April. Hold special meeting to vote Members unable to attend meeting should assign proxy
 - ii. During the summer
 - Order Lucite award, work with Anne Anderson on plaque inscription
 - Notify nominators, colleagues, and supervisor. Ask them to contact family and friends, but to keep the award of SURPRISE.
 - Prepare award recipient introductions taking excerpts from nominations.
 - iii. After the ceremony
 - Consider submitting an announcement to the Daily Flyer with the recipients.
- Discussion regarding student services - Sherri Anna Brown and Cristina Saunders
 - Raised concerns about the third course-repeat process, which is unclear and differs between divisions.
 - i. Must be initiated at the division
 - ii. Registrar needs to complete the process
 - iii. Closed section form

- Question was asked if the form can be e-mailed to the Registrar instead of asking student to return it. Niki/Cristina will e-mail the six associate deans about the agreed upon change to the process
- Another issue that was discussed is miscoding of course prefixes. In some instances, the CRO does not notice the error initially. There is not CRO representative on campus, and even Enrollment Services cannot contact the CRO directly. That adds to the problem of trying to correct these errors. Could the CRO be asked to run an error report?
- Sherri Anna described the NOVAQ process. NOVAQ is the electronic queue program used by Student Services Center and Financial Aid to manage walk-ins and appointments. Students check in at the front desk or at a kiosk, then they can track their place in line by computer, text message or by calling the automated phone line. It is not promoted as a remote sign-in system to preclude signing in for the wrong service.
- Students are triaged at the front desk to determine the service they need to see. Since they can track their place in line, students could leave the SSC while they wait. However, most prefer to stay in 194 while they wait to be called.
- Sherri Anna shared data on recent months NOVAQ wait times, and they were quite moderate/positive.
- It was asked if associate deans could be on-call during peak times to assist with the increase in walk-in volume in SSC. It was explained that the variability of available time makes it a challenge for SSC to rely on this type of assistance, particularly if the AD is not situated in the SSC during those hours.
 - i. Alternatively, it was suggested that new faculty could shadow experienced advisors. Sherri Anna offered the division advisor cubicle which is still available in the SSC.
 - ii. It was also suggested to offer a workshop on the most common student concerns, such as SAP, withdrawals, substitutions. Nakul offered to follow up on this as a CETL program in collaboration with FAMs.
 - iii. Another suggestion is that divisions advocate for the use of Navigate by faculty advisors. This is a fairly robust tool for proactive advising, communication, planning, and nudges.
- Senate Updates
 - Council openings for next year have been determined by the changes in the constitution.
 - Dr. Kress will need to approve if associate dean will be hired
 - President's office is developing a Chief Diversity Officer position. Currently drafting EWP. Has solicited input from the campus diversity committees and the College DEI Council. The timeline is to complete the EWP by March and hire by January 2021.
 - Another position, Director of Professional Development, is also being considered.
- Revisited suggestion made by Ivy during fall semester for setting a weekly NOVA Day. Promote one day weekly to wear NOVA gear. It was suggested that B&N Bookstore may offer a discount.

- Teba asked about plans for advising week. Efforts coordinated between the divisions are more effective. She will reach out to FAMs & KV White. Beth also suggested preparing a “cheat sheet” or flowchart to assist faculty advisors, particularly for the more nuanced programs of study.
- Smoking on campus – tabled for next meeting
- Action items
 - Netherton Awards process
 - Faculty advisor workshop
 - Coordinated programs and flyer for advising week
- Adjourn at 2:35 pm