IDEA Team Minutes
March 4, 2014
2:00 p.m.

The Committee reviewed the Campus Quality Survey results.

The gaps decreased in the major categories of the CQS survey. The committee felt that the impact of the recent AQIP action projects was reflected in the results.

The committee deduced that Evaluation and Communication, although improving, is still a priority for the College. This is very similar with other community colleges across the state according to the CQI’s comparative data.

New gaps that made the top ten:
   - Each department or work unit has up to date service expectations
   - Written procedures clearly define who is responsible for each operation and service
   - ADA accessibility standards are met throughout the campus.

The group speculates that the ADA gap is from the bond issue construction when many of the handicapped parking spaces and walkways were unavailable. The bond issue construction project included the installation of two ADA doors, and the new parking lot dedicated to accessible parking should be completed over the summer.

The Human Resources office will include a job audit function annually to ensure that job descriptions match the perceptions of employees and their supervisors. This should lead to the reduction in the two gaps.

The three gaps that left the top ten from the prior year include:
   - This institution has "user-friendly" computer systems to assist employees and students
   - The institution analyzes all relevant data before making decisions
   - Our services to students are "user-friendly"

Predictions for CQS for next year:
Gap for communication and those related to adjunct faculty should improve due to revisions to the orientation program. The committee suggested conducting focus groups to assist with the gathering of information.

Results of the Student Survey Analysis:

All 25 ratings continue to be above average. After dropping from 4.11 to 3.99 from FY2012, this year the overall score increased from 4.11 to 4.43 with all 25 categories continuing to rate above the national average. The IDEA committee members expressed that the College’s rating with the question “responding to students with special needs” reflected the expectation as the resources devoted to accessibility remains a priority. The College does have some room for improvement with practical work experiences related to the students major, however the score
still is a 3.59 out of 5.00, but it dropped from 4.21 in FY2013. The administration plans to revisit this process in FY2014.

President’s KPIs:

The IDEA team reviewed the results from FY2013. The main topics derived from discussion were a need for more presenters at the MCCA conference and a team review of the benchmarks at a future meeting.

Several committee members expressed that it was unexpected that employee satisfaction increased from a year ago. However, several employees expressed that the newer employees are grateful for their positions given the current economic climate.

The HR director stated that vacation availability improved due to more employees reaching the five-year status, which enables additional vacation days to be earned annually. In addition, many senior administrators lost vacation days due to the bond issue construction. The MOBIUS ratio dropped due to the reduction in the number of collections as a result of the renovation of the library. The committee felt that the indicator should be revised with the accessibility of online publications.