



College Council Minutes  
April 16, 2018  
1:30pm – 2:30pm | Library 202

Members present: Kristie Daniel-DiGregorio, Chris Jeffries (?), Rose Mahowald, Debbie Turano, Irene Graff, Tiffany Ushijima(?), Dena Maloney, David McPatchell, Ann O'Brien, Jean Shankweiler, Brian Fahnestock, Jane Miyashiro, Ross Miyashiro

1. Approval of Minutes from March 26, 2018 - Minutes are approved.
2. Board Review  
Dr. Maloney confirmed that Council members had the chance to review the Board agenda for the upcoming meeting and if there were any questions or comments. There were no questions or comments. A quick overview of the Board agenda items was conducted.
3. Process Improvement Update (Board presentation)  
Ross Miyashiro presented the Process Improvement update that will be presented at the Board meeting.
  - Services to Prospective Students
    - Implementation of *CRM Recruit* to aid in organizing, communicating and tracking students looking to attend ECC.
    - Phone Banking – reach out to offer assistance with application process, financial aid, career support and general information on college and ECC.
    - Social Media Collaboration with Marketing & Communications.
    - Redesign web page for the “Future Student”.
  - Services to Applicants
    - Offer support to completing financial aid process.
    - Simplify California residency portion of the application.
    - Real time admissions application support via phone and *Cranium Café* video conferencing.
    - Continue career exploration. “Undeclared” is not acceptable for financial aid.
  - Services to Student Registration
    - Improved HUMAN touch – in person, over the phone and *Cranium Café*.
    - Implementation *College Scheduler* to help students create a class schedule around their life schedules.
    - Better explanation of pre-requisites for classes.
    - Full implementation of *Multiple Measures* to start students at college level or just below college level English and/or math.
    - Improve *Colleague* to better meet the needs of students. Make *Colleague* “mobile ready”.

- Student Payment Process & Issues
  - Review the deadline for payment.
  - Review adding a payment plan.
  - Review the refund process (not financial aid).
  - Review how El Camino College accepts payment.
  - Review the messaging to students regarding payment and deadlines.
- Services to New Students
  - Students have access to a real person to answer questions.
  - Ensure that new students have applied for financial aid and provide support during the process.
  - Determine a process to get all new students into a support program from their first semester at ECC.
  - Humanize the Orientation process (in-person or online).
  - Improve the efficiency & clarity of communication with students.
- Other Process Improvements
  - Improve business processes in HR and Fiscal Services to increase efficiency by implementing new technologies.

#### 4. Payroll Changes from 10 months to 12 month pay cycle for faculty positions

Maria Smith provided a brief overview regarding the change in payroll cycles for faculty positions.

- Effective July 1, 2018 full time faculty will receive 1/12 of their salaries every month, rather than an adjusted salary for 10 or 11 months.
- The reason for making the change is to accommodate CalSTRS recent change in their calendar reporting.
- The process will be standardized and alleviate any issues with retirement contributions and reporting.

#### 5. Governance Structure and Making Decisions Guide

Irene Graff and Dr. Maloney presented the proposed timeline on the *Governance Structure & Making Decisions Guide* to the Council for feedback. College Council is in general agreement on the following:

- Make minor corrections to the 2015-20 Making Decisions Guide (for name changes due to reorganizations etc.)
- In 2018-19 Evaluating our current governance structure
- In 2019-20 Convening a work team to review the evaluation data and make any recommendations to our structure
- In 2020-21 Update the Making Decisions Guide to the 2020-25 edition (after accreditation)

#### 6. Adjournment

All