

Chancellor's Advisory Council Meeting Minutes

Date: Tuesday, June 25, 2019

Time: 2:30-4:30 p.m.

Place: Kōpiko 127B/128

Chancellor's Advisory Council Members: Lisa Aganon, Craig Spurrier for Kevin Andreshak, Karen Boyer, Kelli Brandvold, Candy Branson, Sarah Bremser, Laure Burke, Martin Chong, Christopher Edmonds, Jerilynn Enokawa, Dave Evans, Bob Franco, Shirl Fujihara, Brian Furuto, Carl Hefner, Carol Hoshiko, Grant Itomitsu, Brenda Ivelisse, Lisa Kanae, Elaine Chang for Justin Kashiwaeda, Anne Matute for Deneen Kawamoto, Susan Kazama, No'eau Keopuhiwa, Sheila Kitamura, Kapulani Landgraf, Karl Naito, Nāwa`a Napoleon, Veronica Ogata, Joe Overton, Louise Pagotto, John Richards, Shannon Sakaue, Annie Thomas, Jan Thurman, Dessa Lyn Millon, Cathy Wehman, Don Westover, Joanne Whitaker, Amy Patz Yamashiro, and Jeff Zuckernick.

Members Absent: Maria Bautista, Bob Franco, Lisa Kanae, Nāwa`a Napoleon, Veronica Ogata, John Richards, Annie Thomas, and Don Westover

Guests: Kara Plamann-Wagoner, Anne Matute, Michi Atkinson, Michelle Bonilla, Jamie Sickel, Lisa Yamamoto

Call to Order

Chancellor Pagotto called the meeting to order at 2:30pm.

Spotlight – Nursing Mini Job Fairs – Lisa Aganon

Nursing Job Fairs are hosted by the Employment Prep Center every semester. 14-15 clinical agencies come to the campus. Students attend with an updated résumé and leave with 1-2 interviews.

Nursing options:

- Nurse Assistant is an 8-week, 6-credit program with 18 students per cohort. 36 students graduate every 8 weeks.
- Practical Nurse (PN) is a 1-year program
- Registered Nurse (AND) is 2-years
- Bachelor of Science in Nursing (BSN) is 4 years
- Master of Science (MS)
- Advanced Practice Registered Nurse (APRN)

The Nursing department invites the other Health Sciences such as Rad Tech and they also invite students who may be interested in the nursing field.

Approval of CAC Minutes from May 14, 2019

Karl Naito motioned to approve, Angela Coloretti-McGough seconded.

Action: The minutes were unanimously approved with one abstention.

Student Congress Updates

Student Congress – Dessa Lyn Millon, President

- Dessa Lyn Millon is the newly elected president and Michelle Bonilla is the vice president.
- Spring survey (OFIE administered the survey). The survey included questions about
 - Vending machines – different food options and/or non-food supplies?
 - Health clinic?
 - Food waste – separating solid food and liquid?
 - Food insecurity
 - Computers
- 913 students responded to the survey.
- 91% of respondents would separate their food waste.
- 45% said they would pay a \$20 fee to have a health clinic on campus. The majority did not want a clinic.

Budget Committee – Shannon Sakaue, Spokesperson

- The Budget committee reviewed the list of suggestions on generating more revenue or cutting the budget. Each member was asked to identify 3 suggestions that s/he thought were important. At the next meeting, the members divided into smaller groups. They voted with color post-its.
- Even though the budget allocation is not distributed by the UH system until fall, the Vice Chancellor for Administrative Services' goal is to distribute tentative departmental budget allocations to the campus in the summer (target July/August).
- The committee is also reviewing 1) KOP 1.112, Participation in College Decision-Making Processes (policy date March 2014), and 2) the current ARF form.

Kūpono and Ask Me Anything (AMA) Results – Louise Pagotto

- The Chancellor did 27 AMA sessions with one more to do. She will do AMA sessions every other year, not next year. During the interim years, any outstanding issues can be brought to CAC.
- Kūpono Sessions by Consultant Linda Colburn – 6 focus groups with the campus community and one with the Executive Leadership Team (ELT) were convened. The consultant developed a process to talk about the issues and about what might be solutions to the issues. Summaries were distributed to the CAC.

Now what?

What we are already doing:

- Suggestion: New employees should get important HR policies. Response: HR has a list of personnel policies and procedures that are given to new employees. HR does a briefing at the New Employee Orientation (NEO).
- Suggestion: Mentoring program for new faculty. Response: There are discussions starting now on a mentoring program for new faculty.
- Suggestion: Guidebook for Deans to inform them of their responsibilities. Response: Dean John Richards is working with his Department Chairs on this guidebook. In addition, Susan Kazama

was working on a Department Chair guidebook. The new interim Vice Chancellor for Academic Affairs will continue the work. Thirty years ago, a 2-volume Department Chair guidebook was created. One volume was for procedures and the other for the forms.

- Suggestion: Addressing student behavior and clarity about procedures. Response: The Interim Vice Chancellor for Student Affairs (VCSA) has begun that work.
- Suggestion: Meeting facilitation or how to run meetings effectively. Response: The interim VCSA will be addressing meeting facilitation at a CAC meeting in August.

What we need to do?

- Focus on a campus culture of professionalism. Some guidelines will be created such as how to structure all our committees or work groups. Each will create a charter. The Councils and AGOs already have created charters.
- The Chancellor will go through the executive summary of the AMA and will address each item.
- Improve procedures on campus such as the curriculum review process. The Curriculum Committee has discussed streamlining the process. Transactions and procedures in HR and Business Office (BO) are more substantive. ELT will work with BO and HR to identify and improve the procedures. It was acknowledged that the transactions are sometimes difficult. They need to be smoother for all: HR, BO and the users.

Question: What keeps you awake at night? What are your priorities?

Chancellor's Response: Residual mistrust from the campus culture of the past. People are afraid and don't have positive professional relationships. Campus culture impacts everything. The culture is very ingrained. There needs to be an acceptance on how things are today. There are budget considerations and renovations but it's the culture of this institution that is the most painful. You see it in the Kūpono responses. People get a small piece of information, and they make assumptions about what happened and why.

Question: Who was invited to the Kūpono sessions? This was started at the 2018 fall convocation. A survey was taken. It was open to the campus to participate in the sessions.

Suggestion: Continue face-to-face meetings with faculty. Come to department meetings. More communication is better than less communication especially with the Deans.

Marketing – Joanne Whitaker

Mini Marketing Campaign – Culinary Team Competition

- The purpose of the campaign is to promote pride in the institution and create a buzz at the campus and the community. Ultimately, to draw attention to the College.
- The competition is on August 6, 2019
- Multiple marketing strategies – the purpose is to drive people to the college's website
 - Dedicated webpage – Kapiolani.hawaii.edu/teamhawaii
 - CELTT videos
 - Social media placement
 - UH News and other media coverage
 - HI Now segment

- iHeart radio spot on July 25th
- The main focus
 - The highly competitive, coveted national competition.
 - The commitment of the team. They have prepared for one year. They have 110 minutes to prepare 4 dishes for the judges
 - The quality of the training the students receive. Not only the opportunity to compete on a national level. They work with world-renowned guest chefs and develop food products that are used by Kings Hawaiian and 711.

Marketing 2019-2020

- More videos
- A visual element to re-energize the brand for print collateral
- Continue social media
- College Website
- Marketing Advisory Group

Accreditation Update – Jamie Sickel, Kara Plamann-Wagoner, David Uedoi from the Accreditation Work Group

Recommendation 1 – Continuous Improvement – Jamie Sickel and Kara Plamann-Wagoner

- Continuous Improvement Plan is being developed focusing on 4 areas:
 - Planning Effectiveness – long-term plans and operational plans
 - Organizational Effectiveness – AGOs and Councils
 - Policy Effectiveness – Campus policy review
 - Instructional Effectiveness – Course, program and institutional outcomes assessment
- 3 Issues to address
 - Evaluation, widely communicate and data-informed decision making used as a basis for making improvements
- A [Continuous Improvement webpage](#) has been created to monitor progress
- [Accreditation Update webpage](#) for updates on the accreditation process
- 2 policy revisions in the fall
- Plans for SMART Goals and Strategies
 - August 12 – meeting with plan administrators
 - August 15 – meeting with AGOs and Councils
- Execute
 - Fall to spring – AGOs and Councils
 - Fall, spring and summer – Campus Plans
- Analyze
 - End of spring – AGOs and Councils
 - End of summer and start of fall – Campus Plans
- Reflect – Fall 2019 and Fall 2020
 - Use data to inform future planning. Share successes and struggles with the campus after internal reflection.

Recommendation 2 – David Uedoi

- Recommendation 2 Update - Improve integration and documentation of SLO data. Revised Course Learning Reports (CLRs) and Learning and Assessment Schedule Report (LASRs).
- CLRs are now on google sheets so they are easily updated and are accessible.
- Where does this data go? Are we using the data to make changes at the course, program and college level? Do we check it?
- Tools – we are revisiting the process “to do” flow and documentation.
- Summer fun session on June 12 was to reintroduce the CLRs and LASRs to Deans and Department Chairs
- Dean John Richards is working on an Annual Report of Program Data (ARPD) template. This is to tie what is happening in course assessments to improve the program. This will be documented in the ARPD and Comprehensive Program Reviews (CPRs).

What’s next?

- At fall convocation, departments will work with the new CLR and LASR.
- Don Westover will create workshops to improve SLO assessments.

Chancellor Updates:

- Administrator Recruitments
 - August 1st – new Dean for Health Lisa Radak officially starts. She’s from Michigan and has done similar work on 9 campuses as an administrator.
 - Fall 2019 - recruiting for the Vice Chancellor for Student Affairs position. The position description and ad will be going out shortly.
 - Spring 2020 – recruiting for Vice Chancellor for Academic Affairs (VCAA) position. The ad will be out late fall to complete the process by May. Creating a new search committee for the VCAA, which will be named in the fall.

Announcements

- Enrollment: Returning adults – 1,200 students. Students who stopped out and are returning – 350. Dual enrolled – 250. First year students – 1,600. For Fall to date, 2,662 students total. We are waiting for documents from 360 students. New Student Orientations (NSO) are happening now. Disenrollment is August 15. Full payment for the total amount is needed for the students to keep their schedules. Students will get an e-statement with the payment amount. Financial aid is dispersed on August 16. It was suggested that the Chief Student Affairs officers request a note on STAR informing the students that they must pay in full to keep their classes.
- System emails are going to students. VCSA will send follow-up emails.
- On July 7, we will get a list of the students who may be impacted. Plans are being made to contact them.
- Jamie Sickel has accepted a position as a faculty member in instructional design in CELTT.
- Physical Therapist Assistant (PTA) accreditation Is July 14-17
- New CAAC chair is Anne Matute