



REGULAR MEETING OF THE LEADERSHIP COUNCIL

Jackson College

Central Campus, Health Laboratory Center, Room 200

08.10.22

The Regular Meeting of the Leadership Council of Jackson College was held on Wednesday, August 10, 2022, 8:00am, at the Central Campus of Jackson College, Health Laboratory Center, Room 200.

Leadership Council Members Present:

- Ms. Cindy Allen, Chief Legal, Talent, Equity & Administrative Officer
- Ms. Kelly Crum, Chief Diversity Officer / Director, Diversity, Equity, and Belonging
- Ms. Julie Hand, Chief Advancement Officer
- Dr. Daniel Phelan, President & CEO
- Dr. Todd Butler, Dean of Humanities and the Sciences
- Mr. Jeremy Frew, Chief Academic & Student Services Officer
- Mr. Collin Boyce, Chief Information Officer
- Dr. E. Wayne Rose, Consulting Chief Information Officer
- Mr. Mike Volk, Consulting Chief Financial Officer (via Teams)

Council Member Excused Absence:

- Mr. Jason Valente, Chief Campus Operations Officer

Others Present:

- Keith Everett Book, Executive Assistant to the President & CEO

Dr. Phelan called the meeting to order at 8:00am.

FIRST TEAM NORMS

Dr. Phelan and the LC focused on the LC's Work Together team norms.

PRIOR MEETING REVIEW

The Prior Meeting Minutes for the Regular LC Mtg. 8/3/22 were reviewed by the LC and moved into the record.

GOOD NEWS STORIES

Mr. Frew noted that Ready Set Jet students are all passing the program. The real win will be if they are here this Fall and next Spring. 29 is the most we've ever had in the program and the most we've ever moved forward.

Appreciation of the Jackson County Fair was shared.

Dr. Phelan reported word from Senator Peters regarding the College's grant proposal for the observatory, which has been approved for the Senator's earmark list and moved on to the next step of approval in the Omnibus Spending Bill.

THE QUESTION

Dr. Phelan asked the LC to offer one prediction they would have for higher education in the next five years.

Ms. Allen – There will be a lot less individual colleges. More mergers.

Ms. Hand – The way we deliver courses today will look nothing like the way we do in 5 years. I think we will be preparing students for jobs that we don't know even exist right now.

Mr. Frew – Delivery will be customized to the individual.

Mr. Volk – The bricks and mortar side will change, challenging how much is needed.

Dr. Butler – Our work will be defined by partnerships that are not traditional colleges.

Dr. Rose – Because of the rate of technology, the curriculum change more often – perhaps each academic year.

Ms. Crum – The people are going to look different – less people but more work.

Mr. Boyce – I think there are going to be more certifications and differences in how we deliver courses. Analytics are going to be very important.

Dr. Phelan then asked, what are your thoughts about applying these themes to JC?

Dr. Rose – It could be harder to get students to a baseline before they graduate highschool. JC needs to have the quantity to assist students up to the baseline.

Ms. Crum – Our collaboration with other organizations will be important, beyond Jackson County.

Dr. Rose – I could see signature programs attracting students.

Mr. Boyce – More nano versions of learning are happening, which also makes us more lifelong learners.

Dr. Butler – I wonder about CEP. Maybe we should be preparing them for immediate employment rather than transferring into further education, gravitate toward vocational studies.

Ms. Hand – We need to be more responsive for industries, delivering the education they need.

Mr. Frew – We need to work on our systems to be able to deliver programs or eliminate programs more quickly.

Mr. Volk – Getting programs that lead to jobs into the market in 6 months was a goal we had at Davenport. How do we take advantage of what we've learned about online courses and how can those be easier to deliver? Could it be students learning from their phones even? This could make an impact on the average class size.

Mr. Boyce – There are a lot of people that would come to this facility for adult learning – who want to continue to grow in an area that they never got the chance to, while holding down their current job.

Mr. Frew – Online or in person is currently student driven, which is now 35% on campus, 65% online.

The book *The Great Upheaval* by Arthur Levine will be read by LC for the September 27th LC Strategic Agenda Retreat for Q3. Ms. Allen asked to add employee workload to the discussion in September. Mr. Frew noted the value of staff that are multi-faceted in their workload.

REQUIRED REPORTING:

Standing Reporting: Progress on 90/80/70 Goal, Equity Gap Elimination & Strategic Agenda

President Phelan noted the need for normative data from other organizations that we can benchmark against. He also shared the importance of conversations around definitions being prioritized, that data around campus will begin to reflect both the positive AND the negative about our institution (so we all can see and own it), and that we utilize multiple measures for the efficacy of our institution.

Ms. Crum noted that staff need to be clear about how 90/80/70 affects their jobs. People need to know and understand what we see. Even if we see just a 5% increase, that is a win, and we need to celebrate and acknowledge that win.

Standing Reporting: Monitoring Reporting

Dr. Phelan provided a reminder of the monitoring reports needed for September and the rest of the year.

Standing Reporting: Cyber-security and Preparedness

Dr. Rose shared that a CampusWorks employee will continue to work closely with Mr. Boyce on cyber-security.

ACTION ITEMS

Jackson College Business Continuity Plan (this stays on the agenda)

Dr. Rose will assist with bringing this business continuity plan across the finished line via a CampusWorks employee and Mr. Boyce, using multiple documents provided by Ms. Allen. Dr. Phelan noted that this is in an effort toward a necessary comprehensive approach to security. A continued escalation on concepts related to continuity will be a part of our world. The LC will continue to have simulation / critical incident trainings as well.

Jets Protocols

Mr. Frew brought forth the following position for consideration by the LC, which were moved forward to posting:

- Part Time TRIO SSS Program Coordinator
- CEP Director

ALIP Program – Replenishment Quotes

Dr. Phelan walked the LC through replenishment quotes for the ALIP Program. The effectiveness of this program is not as successful as was hoped. We currently are

trying to recover 300 laptops from those students that did meet the specifications required to keep the laptops. This program is not included in the budget. We need to understand the impact of the research and data and discontinue the program going forward, *but* keep the commitment to those that are already in the program. This has been communicated to marketing and all those promoting this program. Dr. Phelan noted that we also need to true up our ability to recover devices. Ms. Allen suggested that perhaps there could be another computer lab drop-in. Dr. Phelan shared that many students just want to use their phones. Ms. Allen also suggested that housing could possibly staff an individual in each building to check-in and out devices. Mr. Frew and Dr. Butler will get data on what the checkout demand has been for devices in housing and the library.

CONSENT AGENDA ITEMS

Prior to this LC meeting, members of the LC reviewed ID Badge Requirement / Bomb Threat Preparedness, Monkeypox Preparedness, and the LC Score Card.

Dr. Phelan emphasized that visually available ID badges must be worn by all employees as an important security measure.

Ms. Allen shared current updates from Henry Ford and the JC Health Clinic regarding Monkeypox and protocols / policies in place to avoid and manage the spread of viruses.

Dr. Rose reviewed IT's strategic project initiatives:

1. Team Dynamics – application the help desk will be using to assist with support tickets. Hopefully there will be a roll out in early September.
2. Provisioning – Phase one of the project is completed with some automation that will kick off the development of new employee approved / needed access seamlessly.
3. Canvas – We are ensuring that we have resources needed to cover the LMS project. Technical Configuration – Moodle and Canvas are still running simultaneously, with an integration into Canvas progressing.
4. Point of Sale at the Bookstore is in process.
5. Eric Watson from CampusWorks will not be working with IT on campus moving forward.

Mr. Frew shared that as of August 1st, 231 housing applications had been received with 156 of those completed with background checks. A Residence Life report will be brought by Mr. Frew at the next LC meeting.

Dr. Phelan asked that the category of Fall 2023 be included in the LC Scorecard reporting by Justin Gaeta. The budget target for BCH Fall should be reached and perhaps exceeded. Discussing goals compared to pre-COVID, in 2019, will be the practice going forward. Dual enrollment is up drastically. Housing and the Correctional Education Program are the areas that are the most down from 2019, currently.

Dr. Phelan noted that starting in the Fall, nearly all higher education institutions will have the ability to offer Correctional Education Programs.

Mr. Volk inquired about how we monitor where we need to be regarding revenue standards, as students have different pricing and count differently toward meeting the budget. Discussion ensued about how each student has a different cost to recruit and enroll, along with many other difficult-to-track variables that come into play.

DISCUSSION OF THE LEADERSHIP COUNCIL

Dr. Rose shared that he will still be supporting IT in the coming days sorting through a backlog of invoices.

Ms. Allen shared that the Spooktacular event is in the works for October 29th.

Dr. Butler reported that Taste of JC garnered 1 student that completed the class and got credit for it. Much was benefited by all 8 participants and the staff. Students moved significantly forward in the short time period available. This will be offered on the non-credit side of the house next year with significant modifications.

Mr. Volk thanked the staff for their thorough and warm welcome. He noted that he and Ms. Kim Abbott are working well together.

TALENT CONSIDERATIONS

LC interviewed candidates for the following positions, which were all moved forward in the interviewing process:

- Director of Development
- Barista

ACTION, MEETING AND COMMUNICATION REVIEW

1. Dr. Rose will assist with bringing this business continuity plan across the finished line via a CampusWorks employee and Mr. Boyce, using multiple documents provided by Ms. Allen.
2. Mr. Frew and Dr. Butler will get data on what the checkout demand has been for devices in housing and the library.
3. A Residence Life report will be brought by Mr. Frew at the next LC meeting.
4. The book *The Great Upheaval* by Arthur Levin will be provided by late August for the LC to read prior to the September 27th LC Q3 Strategic Planning Session.
5. 6/15/22 Mr. Valente will develop a scorecard for the Foundation to be reviewed regularly.
6. Dr. Phelan will request that the LC read Daniel Kahneman's book (Thinking, Fast and Slow) in the Fall.
7. 5/25/22 Dr. Rose will provide an update to the LC on the completion of personal contact information collection campus-wide. Email addresses of previous employees, students, and retirees are being double checked to ensure they have been properly handled / deactivated, and the process of offboarding was reviewed.

8. 5/25/22 Forms and telephone tree formats shared by Jeremy Frew with the LC at this meeting will be used across the institution and then sent to Keith. Once we have 100% completion, the information will be held in a separate system and parceled out hardcopy.
9. 5/25/22 Off-site data storage space is being addressed this week as well.
10. 5/25/22 IT team will meet with every department to assess the calendar, to work around hotspots when support is needed, and when shutdowns should be avoided. Payroll will also be consulted.
11. 5/25/22 Dr. Phelan will create a document to share regarding the legal counsel document review SOP. Signing SOPs for Dr. Phelan will be reviewed as well in the document.
12. 5/18/22 Dr. Rose requested that staff in the President's office help to confirm a conference call number for the LC and verify the functionality of the CIT system in the President's conference room.
13. 5/18/22 Dr. Phelan recommended that everyone develop a plan on how their unit could operate for at least 4 weeks during an emergency.
14. 5/4/22 Mr. Norris and Justin Gaeta will gather data for the impact of the hybrid work pilot on students.
15. 5/4/22 Mr. Norris will canvas the LC to find a group to focus on the strategic continuity action plan.
16. 4/20/22 Ms. Crum to investigate what other schools are doing in the way of expanding ceremonies like the Kente Ceremony to other affinity groups.
17. 4/6/22: Dr. Butler will reach out to some programs regarding the participation of graduate students in JC Residence Life.
18. 3/30/22: President Phelan will be adding goals to the strategic agendas for the new members to discuss.
19. 3/30/22: Mr. Frew will check with his team to determine who might be best to champion the Lumen Christi Internship Program.
20. 3/30/22: Mr. Norris will assign a budget to the Lumen Christi Internship Program.
21. 3/30/22: Mr. Valente will notify Lumen Christi of JC's intent to participate.
22. 3/30/22: Ms. Hand will pen a grant application decision criteria / process for consideration.
23. 3/16/22 – Ms. Allen to cultivate an in-housing interest page on the website.

Meeting adjourned at 10:00am. Interviews were held from 10:00am to 11:30am.