



## REGULAR MEETING OF THE LEADERSHIP COUNCIL

Jackson College

Central Campus, Health Laboratory Center, Room 200

09.07.22

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The Regular Meeting of the Leadership Council of Jackson College was held on Wednesday, September 7, 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. Julie Hand, Chief Advancement Officer
- Dr. Todd Butler, Dean of Humanities and the Sciences
- Mr. Jeremy Frew, Chief Academic & Student Services Officer
- Mr. Mike Volk, Interim Chief Financial Officer
- Mr. Jason Valente, Chief Campus Operations Officer (via Teams)
- Mr. Collin Boyce, Chief Information Officer (via Teams)
- Ms. Kelly Crum, Chief Diversity Officer / Director, Diversity, Equity, and Belonging
- Dr. Daniel Phelan, President & CEO

### *Council Member Excused Absence:*

None

### *Others Present:*

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

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

## **FIRST TEAM NORMS**

LC focused on the Leadership Council's Work Together document.

## **GOOD NEWS**

Mr. Frew shared that JC is once again, for the sixth year in a row, acknowledged by the Michigan Veterans Affairs Agency as a Gold Veteran Friendly School.

Mr. Valente shared that ground was broken on the ball field concession stand.

President Phelan reported that Montcalm Community College staff / visitors expressed being strongly impressed during their recent tour of Central Campus. It was good to see our college through the eyes of others.

President Phelan noted how impressive the baseball fields look lit up at night. He also shared that Michigan Lt. Governor Garlin Gilchrist II will be coming to JC on September 27<sup>th</sup> at 3:00pm for a visit/tour.

Dr. Phelan thanked Bryan Murphy (Custodial & Event Services Member) for his excellent service and careful attention to equipment. Mr. Volk shared a strong impression made on him by JC facilities and the cleanliness of the campus.

Mr. Valente thanked the First Team for all their efforts during the power outage during the first week of the semester, with special thanks to Courtney Ivan (Executive Director, Athletics & Student Development).

### **THE QUESTION**

Dr. Phelan asked the LC to look through the LC Work Together and provide a letter grade for how the team is doing and indicate an area for improvement.

- Ms. Crum: B  
More Team building.
- Mr. Volk: A-  
Impressed with how everyone works together. Getting materials to Keith sooner for the weekly LC meetings could improve. Materials are now requested by 12pm on Mondays, and Keith will publish the agenda by that time, regardless of straggling meeting materials.
- Ms. Allen: B-  
Fanatical discipline needs to improve.
- Dr. Butler: B to B-  
Materials to Keith on time could improve.
- Frew: B-  
Fanatical discipline needs improvement.
- Ms. Hand: B  
Thinks a B is a great grade, as it can be a positive indicator of the work being a challenge.  
Fanatical discipline and getting things to Keith could also improve.
- Mr. Boyce: A-  
Everyone in the room is responsive and understanding - special thanks to Ms. Allen and Mr. Valente.
- Mr. Valente: B+  
Speaking directly to the LC member involved and the default focus of love, care, and service to others could be improved upon.
- President Phelan: B  
Fanatical discipline, asking the data and policy questions every time when dealing with an incident, and keeping eyes on the horizon could improve.

This question was in preparation for the October 17<sup>th</sup> LC Strategic Planning Session.

## **REQUIRED REPORTING:**

### **Progress on 90/80/70 Goal, Equity Gap Elimination & Strategic Agenda**

Ms. Crum reported that the Achieving The Dream (ATD) team discussed creating a cheat sheet explaining 90/80/70 and other goal terminology so that all can be on board. She described working to compare JC data with data points from ATD, IPEDS, and Aspen Award criteria. The ATD team is also putting the current 100 college initiatives into 3 strategic agenda initiative buckets. The strategic agenda will focus on the upcoming 18 months.

Dr. Phelan described how information rarely becomes relevant to people until it is needed, which is why it can be important to share as much information as often as possible, even repetitive information. He emphasized Ms. Crum's mention of the four data bands being used to compare data, so that the full picture can be seen, and we are not beating ourselves up by comparing limited data points that are not equitable.

### **Monitoring Reporting**

The LC reviewed the monitoring report schedule, which is currently on track.

### **Cyber-security and Preparedness**

Ms. Allen shared that a fulltime position in security is open and more activity in housing is taking more time from security. She shared the success of the Convocation keynote speaker. Dr. Phelan described expanding CIT tabletop discussions to at least once a month and covering topics outside of security. Ms. Allen and Dr. Phelan will look to incorporate topics like avoiding financial harm and inability to engage in ongoing operations.

Mr. Boyce reported that the IT audit has been completed. He noted that unsupported, outdated equipment is being addressed. Patching and maintaining systems will be the starting point, to be followed by enhancement initiatives. Mr. Boyce will provide updates on the audit initiatives progress for the LC meetings to Keith.

## **ACTION ITEMS**

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

Mr. Boyce shared that CampusWorks project management is underway to help provide a delivery time for the document integration and completion. The document will be broken up into small sub tasks and distributed out to those that can answer the areas properly by a certain period of time. Mr. Valente described needing to address who is responsible for which areas. Mr. Boyce will take some time in the 9/14 LC meeting to discuss who is responsible for the specific areas. Ms. Allen will act as the overall orchestrator of the document.

Mr. Boyce would like notes from the CIT tabletop to include in the Continuity Plan. Ms. Allen will get notes from Dan Sullivan of Security, to be discussed at the 9/14 LC meeting.

## **Jets Protocols**

Mr. Frew brought forth the following position for consideration by the LC:

- Student Success Navigator – JCEC – This was moved forward to posting.
- Canvas Catalog for Workforce Programming – Mr. Frew will bring back to the LC at a future date.

Dr. Butler brought forth the following positions for consideration by the LC:

- FT Library Associate – This was not moved forward to posting.
- FT English Faculty – moved forward to posting.

## **Policy & Process Review**

Ms. Allen brought forth the Travel and Mileage policy with amendments from the 8/31/22 LC meeting for review. Discussion ensued. To assist with concern about traveling employees using hotel internet, Ms. Allen will seek to secure 12 additional internet pucks to be checked out by traveling employees, possibly to be housed in the same location as loaner laptops. Ms. Allen will work with Mr. Boyce on this. This updated policy will be effective immediately.

Ms. Allen brought forth the processes for the Hunger Free Campus Coupons and the Take a Student to Lunch Program. Both will be kicked off via the 9/12 newsletter, and re-evaluate later this year.

## **Angie Morgan Session with LC – September 21, 8am – 11am**

President Phelan reminded the LC that Angie Morgan of leadstar\* will be conducting a professional development session with the LC on 9/21.

## **LC Strategic Planning Meeting**

Due to scheduling conflicts, this meeting has been rescheduled for Mon., Oct. 17<sup>th</sup>, 8am – 3pm.

## **Lt. Governor Garlin Gilchrist II - Jackson College Tour – September 27, 3pm**

President Phelan reported that the Lt. Governor will be touring the Jackson College Central Campus on September 27<sup>th</sup>. Trustee Lake will join, and LC are welcome to join as well.

## **Article: Ready or Not, Higher Ed. The Metaverse is Here**

Discussion ensued around pluses and minuses of artificial intelligence integration into our society and industry.

## **Open Pathway Year 4 Assurance Review**

Discussion ensued regarding the overall positive review and recommendation of an interim monitoring report to ensure the College has substantive documentation in preparation for the Comprehensive 10-year review.

### **Jackson College Strategy, Culture and Commitment Survey**

Dr. Wayne Rose has requested JC participate in a survey to help assist the JC LC determine an optimal working environment. The LC agreed to participate.

### **League Excellence Awards Now Option Through December 1**

President Phelan notified the LC of the League Excellence Awards deadline on December 1<sup>st</sup>. This will be discussed again in October.

### **New ATD Coach**

Ashley Van Heest introduced one of two new Achieving the Dream coaches, Dr. Jacqueline Taylor, who introduced herself and received input from each LC member regarding their role in the College and how they lead. She provided insightful responses and will be engaging in deeper dialogue with the LC via follow-up meetings and next steps to be determined.

### **CONSENT AGENDA ITEMS**

The Prior Meeting Minutes for the Regular LC Mtg. 8/31/22 were reviewed by the LC and moved into the record.

Prior to the meeting, the LC members reviewed the LC & President Score Cards.

### **DISCUSSION OF THE LEADERSHIP COUNCIL**

Mr. Frew shared that housing is at 213 residents, at the moment. The second move-in date will be in October, hopefully increasing the number in housing by 20+.

Ms. Allen described the challenges of many open positions.

Mr. Volk reported that his financial metric project is underway and internal statements are being finalized for the auditors.

Ms. Crum reminded the LC of the Hispanic Heritage celebration here on campus next week, followed by an event in the community the following Saturday.

Mr. Valente noted that the concessions building is breaking ground this week. Weather proofing / facade repairs at the Potter Center have been completed. The bat radar jamming system should continue to rectify the bat issue in Potter Center. The oversized Lego blocks for the STEAM Factory will be arriving this week. The parking lot sealing will begin soon. And fallen trees from the recent storm are in the process of being removed.

Mr. Boyce shared that some proposed service level targets will be presented at a future meeting. The POS application should be finished in the next couple of weeks. Billing processes are being refined. Two more CampusWorks employees will be starting later this month in IT.

Ms. Hand shared that the new Foundation development manager has been meeting with staff to grow her knowledge, and work continues to get visitors to campus.

Dr. Butler reported that the CEP started yesterday with the usual challenges, and James McDivitt Hall is once again a hub of activity with the start of the new semester.

### **Plus / Deltas of the Meeting**

Ms. Crum expressed excitement about the new ATD coach.

### **TALENT CONSIDERATIONS**

The LC interviewed candidates for the following roles. All candidates were moved forward in the hiring process.

- Assistant Volleyball Coach
- Theatre House Manager
- Director of Applications

### **ACTION, MEETING AND COMMUNICATION REVIEW**

1. Mr. Boyce will provide updates on the audit initiatives progress for the LC meetings to Keith.
2. Mr. Boyce will take some time in the 9/14 LC meeting to discuss who is responsible for the specific areas.
3. Ms. Allen will get notes from the CIT on 8/31 from Dan Sullivan of Security, to be discussed at the 9/14 LC meeting.
4. Mr. Frew will bring back his Canvas Catalog for Workforce Programming Jets Protocol to the LC at a future date.
5. Ms. Allen will seek to secure 12 additional internet pucks to be checked out by traveling employees, possibly to be housed in the same location as loaner laptops. Ms. Allen will work with Mr. Boyce on this.
6. Ms. Allen and Dr. Phelan will look to incorporate critical incident topics like avoiding financial harm and inability to engage in ongoing operations.
7. The League Excellence Awards deadline on December 1<sup>st</sup> will be discussed again in October.
8. 8/31/22 Mr. Volk is putting together financial metrics that should be reviewed and will share them at a future LC meeting.
9. 8/31/22 Regarding critical incidents, an incident response plan postcard with the first 5 actions to take in the occurrence of an emergency will be considered. It was agreed upon that more documentation of critical incident processes would be an improvement.
10. 8/17/22 Ms. Allen will be working with different departments to finalize the Business Continuity Plan.
11. 8/17/22 Mr. Valente and President Phelan will review what needs to be addressed from a facilities contracts standpoint with legal counsel.
12. 8/17/22 LC will share their team discussions of the League Excellence and ATD Awards at the next LC meeting.
13. 8/17/22 Mr. Boyce will develop an LC group email.

14. 8/10/22 Mr. Frew and Dr. Butler will get data on what the checkout demand has been for devices in housing and the library.
15. 6/15/22 Mr. Valente will develop a scorecard for the Foundation to be reviewed regularly.
16. President Phelan will request that the LC read Daniel Kahneman's book (Thinking, Fast and Slow) in the Fall.
17. 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.
18. 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.
19. 5/25/22 Off-site data storage space is being addressed this week as well.
20. 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.
21. 5/25/22 President Phelan will create a document to share regarding the legal counsel document review SOP. Signing SOPs for President Phelan will be reviewed as well in the document.
22. 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.
23. 5/18/22 President Phelan recommended that everyone develop a plan on how their unit could operate for at least 4 weeks during an emergency.
24. 5/4/22 Mr. Norris and Justin Gaeta will gather data for the impact of the hybrid work pilot on students.
25. 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.
26. 4/6/22: Dr. Butler will reach out to some programs regarding the participation of graduate students in JC Residence Life.
27. 3/30/22: President Phelan will be adding goals to the strategic agendas for the new members to discuss.
28. 3/30/22: Mr. Norris will assign a budget to the Lumen Christi Internship Program.
29. 3/30/22: Mr. Valente will notify Lumen Christi of JC's intent to participate.
30. 3/30/22: Ms. Hand will pen a grant application decision criteria / process for consideration.

Meeting adjourned at 12:00pm. Interviews were conducted 10:00am – 2:15pm.