

**Minutes of Monthly KPI/QEP Review
(Data as of January 31, 2009)**

**(February 24, 2009)
(1:30 p.m. – 4:30 p.m.)**

In Attendance: PCAB Members: Barth Loe for Mary Darin, Bruce Anderson- Financial Aid (Student Development Council), Zarina Blankenbaker, Darrell Cain, David Canine, Cindy Castañeda (Academic Council), Maria Chobany, Bill Dial, Kay Eggleston, David Henry, Bonnie Hueston, Eddie Hueston, Bao Huynh, Janet James, Sue Jones, Steve Mittelstet, Whitney Rosenbalm, Barry Smith (Adjunct Faculty), Tony Summers, Greg Thomas, Andy Tubbs (Administrators Council), JoAnne Vallaincourt (Crime Stats), Finney Varghese, Fonda Vera, Melinda Weaver, Student Government Rep/Josh Dowsey

Unable to Attend: Robert Baker, Alfred Banks, Kyle Barron (PSSA), Pat Bollin, Ron Clark, Mary Darin, Mary Frances Gibbons, Ray Sandoval (Faculty Council), Donna Walker

Kay called the meeting to order with an invitation to focus on the ThunderValue of the Week – Fairness. Several attendees shared their accounts of Fairness being exhibited at Richland.

Thunion Report

College Dashboard

The overall score was 9.5, no change from the previous score.

Strategic Planning Priorities

Identify and Meet Community Educational Needs – 9.2 (a decrease of .1 from the previous score)
Enable All Students to Succeed – 9.7 (the same as the previous score; rollover info from previous)
Enable All Employees to Succeed – 9.5 (an increase of .1 from the previous score)
Ensure Institutional Effectiveness – 9.6 (a decrease of .1 from the previous score)

Areas of interest/concern are:

KPI 1.4 Provide Business and Industry Workforce Training – This KPI is well below the range of tolerance due to low contact hours generated through corporate services and is not expected to meet year-end target.

KPI 3.5 Provide a Safe and Healthy Working Environment – This KPI is again within the range of tolerance due to no more days lost due to injury.

1.2.2 % of local service area (lsa) market enrolled as students – The pro-rating factor was increased to 80% for the year and this measure fell just below the range of tolerance. Spring flex enrollment and summer sessions should add positively to this measure.

1.3.1 % of local service area historically underserved population enrolled as students - same rationale as 1.2.2

1.4.3 Contact hours from Corporate Services – Due to the poor economy and corporate spending on training disappearing, this measure will not meet year-end targets. Agreement with Richardson Chamber of Commerce to share a key staff member, similar to agreement with Garland Chamber, is in final stages. Business professor Chip Izard will work 60% with the intl. program and 40% with the Richardson Chamber to identify training opportunities for Richardson and Garland.

1.5.2 # contact hours for classes that are other than semester length – Spring flex enrollment and summer enrollment should bring this measure closer to meeting targets

SPP # 2-- Will be updated once new data is available end of Spring 2009 term.

3.4.1 % of employee turnover rate (sub-measure segment by reason) – 13 turnovers to date with 5 in January, including 1 retirement. There were 16 year-to-date turnovers in 2008.

3.4.3 % of ft employees hired within the academic year as % of target by emp. Group and ethnicity – 12 Faculty, 3 Administrators, 34 PSS.

3.5.2 Days lost in the top six work-related injury categories per year compared to possible # of work days for the full-time work force – No new work days lost; holding steady at 61 days.

4.1.6 Reimbursable contact hour \$ amount difference between current year and previous year – We are in the positive in regards to academic contact hours but in the negative by approximately 20,000 contact hours for 1st quarter CE.

4.2.2 Maintenance of standards for college facilities and grounds – Current performance is 9.15. Although comfort complaints are still higher than targeted and grounds equipment is at 70%, the drop in the number of comfort complaints since the last report has returned this measure back to within the range of tolerance.

4.2.3 # of crimes/criminal incidents/FTSE annually – 104 crimes to-date compared with 107 crimes to-date for AY0708.

4.2.4 % compliance with internal requirements – Loan Default on extended payment on tuition decreased. This is most probably due to beginning of new semester and students resolving accounts to be able to enroll.

4.3.2 # of kBtus per square foot (natural gas) -- Utilities cost are trending upward from recent months, putting this measure just inside the range of tolerance.

4.3.5 % of eligible students using e-connect for credit registration – Performance for Spring 2009 is 71% putting us behind only TeleCollege (77%).

Pending Action Items

Item 11 – Extended tuition payment default rate – Finney reported that DSC has sent out emails but that the nature of the process is such that it is impossible to trace any effect on the default rate back to the emails. The default rate is within the range of tolerance for the month. This item is closed.

Item 15 – Posting RLC 5-year SACs report on intranet – The Fifth-Year Report has been posted to the intranet. This item is closed.

NEW

Item 21 – Placing Adjuncts into RLC-wide email group – Andy Tubbs will check on possibility of adding all RLC adjuncts into Groupwise so they will receive emails addressed to “RLC”. Some adjuncts do not due to their primary college in the District being other than Richland.

PIIP Status Report

In Progress:

#65 – Pre-Screen Students Selected for Verification
#67 – QEP TOLI Participant Intake
#69 – Employee Internal Transfers – DUE end of February; Bill Dial reports process completed and will submit completed form by end of week.

#70 – Employee E-mail Addresses
#72 – Telephone Stipend Implementation Process

QEP Updates

Mary Frances Gibbons reported that the SACS Fifth-Year report has been posted to the intranet on the Office of Planning and Research for Institutional Effectiveness (OPRIE) website. There are still some layout issues that Mary Frances will work with the webteam to resolve.

The THECB has issued a strong recommendation for a “Best Practices” website especially for the areas of Assessment, Evaluation, or Program Review. Steve recommended the use of the term “Featured Practice”. ThunderTeam will be the final arbiter of what should be a “Featured Practice”.

Mary Frances reminded everyone that Weaveonline is transparent to everyone with access. SACS reviewers would be able to see all data elements in Weaveonline.

SACS response to the Fifth-Year Report arrived during the meeting. QEP portion of report accepted by SACS with no further action required. A monitoring report on student complaints is required and Janet James and Mary Frances will gather the necessary information.

Sustainability Report

David Henry distributed a listing of upcoming sustainability related events. David will work on proposal of sustainability related measures to track at an institutional level.

ModernThink Survey

Kay Eggleston shared the District-level analysis of the survey by Rich Boyer of ModernThink, who will meet with the DCCCD Board on March 3. Fonda discussed the Richland’s college specific report, highlighting three areas for improvement – communication, fairness, and employee recognition. Discussion ensued about appropriateness of survey instrument as it is tailored to business and does not allow for customization of language for educational institutions. Also, some questions are unclear as to whether they reference the district office or the individual colleges.