Operations Council Meeting Minutes  
September 17, 2013

Present: Faith Symmes, Chair  
Members: Jean McLean, Ken Dwyer, Stephen Zisk, Sandra England, Kevin Ritacco

Absent: Steve Marini, ex-officio, Nadine Butler Stewart, Linda Malone, Elsie Newmane, Cheryl Travers, Ricky Frazier, Ray Wisniewski, Beth Austin

Motion to accept April 16, 2013 meeting minutes  
Accepted

Vacancies on Council  
Paula Carey  
• Faith spoke with Susan Laprade  
  • A NUP from the Business office will need to replace Paula Carey  
  • Faith to speak with Steve Marini to appoint new member

Student Vacancy  
• Susan Laprade will work with Jonathan Miller to replace Samuel Baptista and appoint new student

Steering Committee  
Met April 9, 2013 & April 30, 2013 for May forum  
Discussed:  
• Forum and Moderator Descriptions and the process for voting at the forum  
• Learning Council  
  • Made changes in their description to add the following members: Transfer, Admissions, Financial Aid and Advising  
  • Special elections will be held in the Fall to populate the Council in a balance manner  
• Diversity Council voted to expand its membership to include someone from the Dean of Students office and voted on changes to the Council’s description  
• Faculty Senate voted on a proposal to allow program coordinators and departments access to timely technical assistance to create and expedite changes to their program/work area websites

Social Media Site (Facebook Webpage)  
Consultant has been hired – not Smith & Jones  
Webpage assistance in business for students, Adjunct Faculty, clubs, etc – link to Facebook  
New web person in place in marketing  
• Ken to touch base with Josh

Blackboard  
• Discussed Faculty use of Blackboard
Proposal to use Work Study students to help faculty was not approved
  - Revisit creating Work Study positions for 1 on 1 help

Turning Technologies
  - Sandra has encountered problems with the clicker technology

Need to go back to Learning Council and Faculty Senate with our concerns and questions
  - Faith to bring up subject during the Steering Council Meeting later on that day at 3:00pm

Ken expressed that students do need management
  - Especially for exams and grades
  - Students need to go through training
  - Need to explore right now available options
    - No policy to be set yet

Invite Josh Martin to meeting to see how they plan on supporting Social Media
  - What policy(ies) have been set

New Business:
  - Research standards and policies required by Social Media; such as Facebook and Tweeter
    - Also Rate my Professor, Scope, Sharepoint and Insta-Gram
  - Ken to contact Josh to research Social Media at other colleges; i.e. Mount Wachusett – who have a policy in effect
  - Does a policy currently exist or not that a QCC Facebook page is not allowed
    - Can QCC have a Facebook page – but be in total control
      - Shut off posting capabilities
      - Faith and Ken to research what has be declared a policy
        - Contact George Fitch
        - Acquire a copy of Mount Wachusett’s policy
  - Does a “General” policy for all Social Media exist?
    - Unapproved posts?
    - Foul Language
  - Have we hired consultants?
    - Not to set polices and standards
      - That should be done internally
    - But how to leverage it
    - Faith to ask Susan Laprade who the consultant firm is
      - What are the set of rules the consulting firm have to abide by
  - Ken will like Mount Wachusett’s and Worcester State University’s Facebook page to see what their pages look like
  - Ken to Google Social Media policies from other college

Send out reminder to those absent to bring ideas to next meeting

Motion to Adjourn