

FULL BOARD MEETING

JUNE 13, 2018

SUMMARY

TRUSTEES PRESENT: Sue Mailman, Jennifer Davis Carey, Linda Cavaioni, Lucille DiLeo, Geraldine Herlihy, John Lafleche, Edward Moore, Tammy Murray, Kimberly Roy, Benjamin Aryeh

TRUSTEES ABSENT: Juan Gomez

OTHERS PRESENT: President Pedraja, VP Steve Marini, Interim VP Nancy Schoenfeld, Assistant VP Deb LaFlash, Interim Executive Director of HR Beth Austin, Asst. VP Kathy Rentsch, Dean Ingrid Skadberg, Dean Pat Schmohl, Dean Michelle Tufau Afriyie, Beth Fullerton, Professors Betsy Zuegg, Susan McPherson; Patrick Printz; Selina Boria, Board Secretary

1. Meeting commenced at 5:05pm by Chair Mailman

Intro of Benjamin Aryeh, new Student Trustee.

2. Board Meeting Calendar 18-19:

On September 12th, a Board Retreat will be scheduled in place of the committee meetings. Potentially in Southbridge and it will be final review of the strategic plan with final numbers to approve for BHE. Ken Tashjy, legal counsel and Matt Noyes, DHE Trustee Relations Representative will be invited. Timeframe for retreat is 4 to 8pm.

Upon a motion duly made, the 18-19 Board Calendar of Meetings was approved with revision to Sept. 12th as a retreat.

3. Minutes of the May 14, 2018 Meeting

Upon a motion duly made, the Minutes of the May 14, 2018 Special Board Meeting were approved.

4. Standing Committee Reports:

A. Audit and Oversight

Trustees Cavaioni (Chair), DiLeo, Gomez, Herlihy, and Moore

1. Trust Fund Budget Report for Current Period ~ VP Marini and Asst VP LaFlash

Report represents 92% of the FY. Trustee Cavaioni reported the College is on track to be over revenue by \$500K with additional expenditures due to retirements of \$200K. Net overall will be in the positive. VP Marini noted the % goal in enrollment was exceeded by 1%. The mix of full-time to part-time is on a sliding scale relative to fees. Chair Mailman inquired about the decrease in grant awards, currently showing a decline from last year. President Pedraja noted that some grants have ended, such as DOL and Perkins funding, but it could be timing of

grants awarded as well. The full \$800K capital is expected to be expended. Luis discussed the proposed state budget, noting the conference committee is in session. He highlighted areas in which Trustee support to advocate the legislatures would be beneficial. Two areas he highlighted are PACE and collective bargaining.

Upon a motion duly made, the Trust Fund Report for the period ending 5/31/18 was accepted.

2. Year-End Projection

Enrollment projections are trending on track for the budget at a 3% decline. Currently at 3.6% but has been trending down toward 3%. Luis shared that with Pell aid being available in the summer, students may be spreading credits out more and lightening the Fall load by taking summer courses. Previously, Pell was not available to students in the summer. You can now start the year in the summer and have full access to Pell. Awarded over 1100 students over the summer and 213 are new Pell students. Overall Pell allotment to individual students has only increased by \$75. This may lead to lower credits in the fall.

3. Phone System Replacement/Upgrade for Customer Service Initiative

Steve introduced Patrick Printz, Associate Director of Network Infrastructure. They reviewed the phone system comparison- Windstream vs. Carousel. Windstream is more functional, allows opportunity for a call center. Many issues in the current Carousel system, concerns with the vendor. Windstream has better interface, usability and cleaner and easier to work with. Both supply analytics and reporting. New phones will make implementation cleaner, plus new hardware. It is a Cloud based, VOIP system. There will be a back-up system on campus as well. Target implementation of October for first phase. It covers all campuses.

Trustee Lafleche noted an error in the calculations for the Carousel 3 year contract. The annual costs are correct – errors in the monthly break down. Adjustments to the document were made and re-issued. Adjustments to the worksheet for Carousel: Subscriptions \$11,070, contact center \$2246.25, hardware \$300, analytics \$274.90, Miscellaneous \$0, phone line and minutes \$2802.79 = \$16,693.94.

Additionally, Trustees inquired about whether the Windstream discount is for 1 year or does it carry on? It is a 1 time, upfront discount. Trustee Cavaioli reviewed that the expenses for the project will be paid out of the IT projects and IT budget. Trustee Lafleche asked if MHEC was consulted for contracts and other vendors for comparable systems. Patrick got references from the vendor which included 2 colleges and 1 retail vendor in the state. Similar in size. Implementation smooth, outages minimal. Many schools have own systems still in place.

Upon a Motion duly made the Trustees approved awarding the phone system contract to Windstream Systems.

B. Strategic Planning, Education, and Student Success (No Meeting)

Trustees Lafleche (Chair), Davis Carey, Murray, Roy, and Aryeh

1. Feedback from BHE Strategic Planning Committee Meeting 6/12/18 ~

President Pedraja, Assistant VP Kathy Rentsch & Dean Ingrid Skadberg

President Pedraja shared feedback on the draft strategic plan presented to the BHE. The BHE gave positive feedback on our process and work done so far. They commented on ensuring the final plan includes numbers and metrics, plus any programs additions, including workforce development – looking for more narrative. Dr. Pedraja mentioned the BHE talked about having a template statewide for future use by all colleges. Overall, feedback was positive and QCC is in good shape. QCC's presentation lasted about 15 to 20 minutes.

Ingrid updated the group on internal work done since last meeting. Refined action items and deliverables, established budget impact, not specific dollar amounts and assigned project leaders. The measures are included but not actual metric numbers yet. There will be a baseline – where we are before the plan, where want to be and this will be updated throughout the plan. By September 12th (for the tentative Board Retreat) all numbers will be inserted plus increased specificity of language, BHE feedback incorporated, areas without leaders identified, and metric numbers inserted. The Trustees asked for clarity on the no budget impact column – clarify word 'yes'. If there are any academic programs that may be launched in the future, put it in the plan as it may fast track its approval. Certificates and options don't have to go to BHE.

The team was commended for the work and hours put into the plan and work done so far.

2. Enrollment ~ Dean Michelle Tufau-Afriyie

Summer 1 had a 5% increase in enrollment from last year. 2126 headcount vs. 2015 last year. Trustee Davis Carey asked about what programs or courses bring in most enrollment for summer. *Michelle will look into it and report at next meeting.* Updates - This year 3500 financial aid files have been reviewed vs. last year at this point it was only 1000. Have pushed the needle to get aid to students much quicker. Helps push enrollment needle too. Michelle shared information about improvements to students in poor standing and more captures prior to scrub. (only 650 on list vs. 1200 last year). Trustee Mailman asked Michelle what worries her the most – meeting the 3%, the budget and credit loads. Student loads are less due to students working. Linda requested enrollment report be incorporated into A&O as well since it drives the budget. Additionally, Trustees requested a summary vs day to day report for Trustees? The summary is shared each semester as final BOT enrollment report. Student Trustee Ben asked about the 650 students we lose and creating a program to retain them. Michelle discussed satisfactory academic progress and the multiple programs and processes in place to support and offer remediation. Supports are built into academic plans. Also working to increased communication with students and working to teach students how to look for help. How to help themselves.

3. Curriculum Proposals ~ VP Nancy Schoenfeld

Closing 3 accounting certificates and rolling them all into 1 certificate to streamline. Easier for students to feed into the business associates degree. Material still being covered in courses, but more efficient and focused.

Upon a motion duly made the Trustees approved the closing of three certificate programs – Accounting Assistant/Finance Assistant (AF), Accounts Payable/Accounts Receivable (APAR), and Full Charge Bookkeeper (FCBK) effective Fall 2019 and approved a new Accounting Certificate which incorporates all three closed program.

C. Executive

Trustees Mailman, Cavaialioli, Lafleche, and Murray

1. President's Dashboard / Report:

Chair Mailman requested the Trustees use the President's Report as a reference in the evaluation process plus additional document to come from Luis. Evaluations are due back by July 15th. Assessments will be sent electronically to complete.

The report aligns with the President's original goals established when he started, plus it includes outcomes, metrics, charts and measurements. This is a new format from previous years- Dr. Pedraja is seeking feedback on the report to make changes for the future. Will be discussed further at the retreat as well.

2. President's Evaluation – due back July 15th.

5. Other Business

No Other Business

6. President's Report

- 1. Informational Personnel Items** – standard report distributed with personnel changes, hires, leaves etc. Change of rank list distributed.
- 2. President's Out-of-State Travel** – Excelencia in Education in Washington, DC and AACC in Texas for conference and new president's academy.
- 3. President's Leave Time**- No leave during this period.
- 4. Ongoing Initiatives:**

Telegram Headline – QCC Launching a Police Academy: a workforce development program, doesn't require Board approval. Very few academies around the state. Supports budget, but not in the headcount or credits.

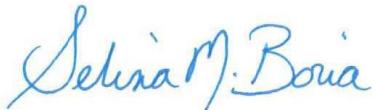
Integrating student services with Student Success Center in the HLC. Dr Pedraja is holding a meeting with campus community next week to update campus on the project and Phase 1. Integrate advising, admissions, financial aid, and co-locating services to support student success. Tutoring in proximity

as well. Library being condensed to one floor in the HLC, creating new student study areas etc.

Next full board meeting is September 19th with a Board Retreat tentatively scheduled for September 12th in Southbridge.

Upon a motion duly made, and with no further business to be presented to the Board, the meeting was adjourned at 6:25pm.

Respectfully submitted,



Selina M. Boria
QCC Board Secretary