

# Operations Council Meeting Minutes

## September 17, 2013

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**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