MEMBERS PRESENT: Ron Carruth, Vince June, Jim Rasmus, Sheletha Champion, Fran Mohr, Julius Whitaker, Reid Christenberry, Alan Jackson

GUEST PRESENT: Nicholas Marinelli

I. CALL TO ORDER

Dr. Vince June called the meeting to order.

II. APPROVAL OF MEETING MINUTES

The April 6, 2010 meeting minutes were approved electronically on May 25, 2010.

III. STATUS OF ACTION ITEMS FROM APRIL 6, 2010 MEETING

No outstanding Action Items from April 6, 2010 meeting.

IV. DISCUSSION ITEMS

Senate Bill 308 – Ron Carruth and Nicholas Marinelli

- Senate Bill 308 was signed into law on June 8, 2010, changing regulations related to guns on USG campuses
- Guidance provided by the Legal Affairs Office of the BOR on SB 308 was reviewed and discussed
- Faculty, staff, and students will be informed on the facts of this new law at the Public Safety Forums
- While the new law specifies provisions of having a gun in a vehicle, SB 308 does not allow individuals to carry a weapon around campus, except for Georgia licensed police officers or federal agents
IT Customer Service Survey Follow-Up – Reid Christenberry

- The Office of Information Technology had a very good response to their recent Customer Service Survey
- There were 832 respondents, consisting of GPC employees; students will be surveyed in Fall 2010
- Responses to quantitative questions were very positive with the majority of individuals satisfied or very satisfied with OIT staff and services
- OIT will study the survey responses and written comments in their efforts to continuously improve customer service

Genmail Replacement “Straw Man” – Reid Christenberry

- An alternative email broadcasting strategy to current Genmail was presented in an effort to address the large number of email messages received by GPC employees and students
- The proposal involves sending a single email once a week that includes a GPC Digest of all “Genmail” messages for that week; this will involve an advance submission by the message senders
- A separate Digest will be created for employees and students; unsubscribing to the Digest is not an option
- All messages will be stored to allow new employees and students to read prior releases
- For messages that must be sent prior to the next Digest, certain members of administration will be able to send these executive critical messages
- An informational mailing list for certain departmental announcements was also suggested, involving voluntary membership

Ethics Training Status – Jim Rasmus

- Nearly 400 GPC employees have not yet completed the BOR mandated Ethics Training
- An audit will be conducted by the BOR with employment repercussions possible for those that do not complete the training

Appreciation Events – Jim Rasmus

- The team discussed collaborating with a company called Appreciation Events to offer GPC faculty, staff, students, and friends deeply discounted prices to various services, entertainment, recreation, and restaurants as a form of “appreciation”

Reclassification Update – Jim Rasmus

- Reclassification requests have been reviewed and decisions will be communicated to managers in the near future to allow sufficient time to announce any position changes by July 1
V. AREA UPDATES

Academic Affairs

- A representative from the Association of American Colleges and Universities visited GPC yesterday regarding an initiative to assist community colleges in enhancing programs that engage and guide students in their scholastic endeavors from the start of their college careers
- Representatives from the Gateway to College National Network will be doing a site visit in July in consideration of a possible Project DEgree grant that would assist students who need additional instruction prior to beginning college-level coursework

Customer Service

- As part of GPCs participation in the Great State to Serve project and in an effort to act on the recent employee satisfaction survey, Customer Service Ambassadors will be interviewing members of the GPC community to obtain feedback on ways GPC can improve workplace satisfaction
- The team was reminded that GPC’s Great Place to Serve action plan involves recognizing employees for their work and holding regular coaching sessions with employees
- Nominations for the 2010 Chancellor’s Customer Service Awards are open until June 18
- Today marks 4 months since the opening of the Contact Center; the Contact center just moved into phase II, expanding its support to GPC Online and ACRS; in response to call volume, hours of operation for the Contact Center have changed to 8:00 a.m. - 6:00 p.m.

Financial Affairs

- The 2011 budget was approved by the BOR on June 8
- Mark Gerspacher and Sheletha Champion will be scheduling meetings with administration within the next 2 weeks to discuss departmental budgets
- Solicitation of vendors will take place this summer for creation of a new Facilities Master Plan that must be updated every 10 years

Human Resources

- 233 of 735 GPC employees required to respond to a USG health insurance audit being conducted by independent contractor Chapman Kelly have answered to the request; those that fail to respond by the deadline of June 30, 2010 risk cancelation of benefits for dependents
OIT

- Preparations and transitions for Alpharetta are going smoothly
- Much work is ongoing with the Enrollment Management and Business Intelligence pieces

Student Affairs

- The Graduation Task Force presentation to the BOR last week went well; GPC’s graduation rate and retention report was submitted to the BOR; at the request of Susan Herbst, the BOR’s Chief Academic Affairs Officer, work will begin on the creation of a 3-year graduation and retention plan

VI. ANNOUNCEMENTS / OTHER

VII. MEETING ADJOURNED / NEXT MEETING DATE

Meeting adjourned at 11:15 a.m.

Next meeting will be July 13, 2010