MINUTES OF THE MEETING
STAFF SENATE
Thursday, November 8, 2012
Kimbrell Campus, KCC 203
Prepared by: Melanie Hoyle

Members Present: Sherry Carpenter, Josh Crisp, Joyce Crumpton, Harriet Dameron, Adele Earls, Melanie Hoyle, Dr. Karen Less, Stephanie Lutz, Nichole Malloy

Members Absent: Joy Armour, Doug Bradley, Ben Dungan, Jeannie Horton, Dr. Linda Greer, Beverly Murphy and Christian Smith

I. CALL TO ORDER

• The meeting was called to order at 10:02 a.m.

II. REVIEW/APPROVE MINUTES FROM PREVIOUS MEETING

• The October minutes were approved as written

III. STANDING COMMITTEE REPORTS

• New Staff Member Welcome
  o No report

• Calendar Committee
  o No report

• Staff Senate Social Committee
  o No report

• Gaston College Social Committee
  o No report

• Mini-Grant
  o No report

• Altrusa Award
  o No report
• **Staff Excellence Award**
  
  o The committee has a timeline for the 2013 Staff Excellence Award. The initial email with forms for nominations will be sent out February 4. Nominations will be due March 1. The Staff Senate will interview winners at the March 14th meeting. This should give the president’s office time to get plaques done by the April 5 Employee Appreciation event when they will be presented to the winners.

• **Staff Development and Training Needs**
  
  o Jennifer Phillips and Amy Dellinger provided excellent training on travel paperwork
  o Communications/Netiquette was held in October
  o Committee will work on getting more training for employees in the coming months.
  o There was a request for more Outlook training

• **Health Promotion Committee**
  
  o Every Step Counts is in full swing. There are over 150 participants. This initiative will run through December.
  o Total Wellness week was October 15-19 and was a success.
  o Managing Stress program from Sue Shellman is about to wrap up.

• **Nomination Committee**
  
  o Adele requested that we keep our eye out for staff that might be interested in joining Staff Senate next June when we have elections.

• **Marketing Committee**
  
  o Committee will work on information to put in Inside Gaston to promote Staff Senate.

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**V. SPECIAL & AD HOC COMMITTEE REPORTS**

• **Executive Council Update**
  
  No report

• **President’s Cabinet Meeting Update**
  
  1. Dr. Dellinger presented the agenda for the Achieving the Dream Student Success Summit. He briefly reviewed the objectives of Achieving the Dream and informed the group of the data progress made. The summit will be an opportunity to engage a majority of the campus in feedback and planning for the next Achieving the Dream phase.
2. Todd Baney presented the emergency preparedness film and procedures booklet to the group. It will be rolled out to the entire campus in the upcoming months. He also reviewed the Student Code of Conduct flow chart.

3. Mr. John Erickson updated the group about Persistence and Retention. The Student Academic Assistance Program has awarded approx. $2900 for tuition, books and supplies during Fall 2012. Over 400 early alert SPSPs were submitted during fall 2012. Staff and faculty are working to assist our students in a variety of capacities.

4. Ms. Julia Allen spoke about fundraising via the Friends of Gaston College. She asked us to consider donating to assist with the Student Academic Assistance Program to help students in need or to give as unrestricted to help support the College’s greatest needs. Campaign goal is $20K.

5. A new format for the President’s Cabinet was initiated. Each attendee submits updates from their Division for all to take back and review at a later time. A few highlights include form the handouts include:
   • Textures and Tones 2nd Annual festival planned for April 15-20, 2013. It has been selected as a signature event for the 50th anniversary for the NCCCS.
   • Start with your Heart – NC Heart Disease and Stroke Prevention Program grant given to Health Education to incorporate programs on healthy eating, stress management and walking programs.
   • Minority Male Mentoring Program received a grant of $24,656 to support their initiatives and students.
   • The name of the BioNetwork BioEd Center has been changed to (bionetwork) Learning Solutions Center (LSC) to reflect its new scope and focus.
   • Registration for Spring 2013 will be a continuous open format with registration ending on January 7, 2012.

Holiday Luncheon, December 7th, 11:30 am – 1:30 pm, Rauch Gallery
FAFSA Day, February 24th, 9:00am – 12:00 pm
Faculty/Staff Meeting, March 14, 3:00 – 5:00 pm, MC Auditorium
Run for the Money, April 20th

• Board of Trustees Meeting

1. Early College High School presentation by Kim Wyont. Located in Lena Sue beam, the ECHS gives students a chance to complete their high school education as well as earn an associate’s degree in just 5 years. All rising 9th graders in the assigned area limits can enter the lottery for the limited spaces available to incoming freshmen. IN ECHS, the students begin to take college classes in their first 9th grade semester. Several ECHS students presented their perspectives on ECHS as well.

2. Updates on Grants: EMS received $120,000 to revise EMS curriculum and course to incorporate the new education standard and align with accreditation standards

3. Therapeutic massage students has 100% pass rate on their certification exams.
4. The Achieving the Dream Student Success Summit is planned for October 30th. As of Sept. 24th, 9 BOT members plan to attend and there are 201 RSVPs. The event will be held in the Gastonia Conference Center.

5. The NCCCS will have their 50th anniversary gala in June 5, 2013. GC is requested to have a signature event to help commemorate the anniversary. Textures and Tones will be expanded to address this need.

6. Pending projects for completion- The Boiler Building (off the quad) will be completed by the end of October. Lean Sue Beam is in the mechanical inspection stage. Last inspection scheduled for October 3, 2012.

7. A priority list was presented for funding by Dr. Skinner including renovating the Myers Center cafeteria; rehabbing the Myers Center elevators; main boiler house repair; renovating the Myers Center former testing area; updating building automation controls; energy conservation; and maintenance reserve.

- **Achieving the Dream**

The Student Success Summit was the kick off to our new Achieving the Dream initiative. Achieving the dream is a national reform network designed to help community college students be successful. Over 200 students, faculty, and staff attended.

The overarching goal of the program is to remove barriers to student success and completion. Criteria includes:

- Successful completion of remedial or developmental classes and advance to gateway courses
- Enroll in and successfully complete entry level and gateway courses.
- Completion of all classes with “C” or better.
- Persistence from one semester to the next
- Attainment of a certificate, diploma, or degree

Nearly 200 colleges in 16 states

Four principles:

Committed leadership

1. Use of evidence to improve programs and services
   a. Extremely data driven

2. Broad engagement
   a. Involvement of people that include or are not limited to faculty and staff
      i. Employers
      ii. Community groups
      iii. Policymakers
      iv. K-12

3. Systemic institutional improvement
   a. “…create a culture where student outcomes drive decisions—even when that means changing whole systems.”
Local components include a core team and a data team

College is provided with assistance from a Coach (Dr. David Hartlieb) and a Data Coach (Ms. Nancy Showers)

Student Success Summit included remarks from Dr. Skinner, presentations from Dr. Hartlieb, Ms. Showers, and Dr. Dellinger, plus a keynote from Dr. Scott Ralls. Participants were then assigned to breakout sessions to begin brainstorming on the implications of baseline data for each of the five criteria.

Achieving the Dream will lead to numerous positive changes at Gaston College, so stay tuned….

- VP Update

1. Evaluations for training needs are being compiled. We will have an update coming soon
2. Joyce will be representing Staff Senate at the Veteran’s Day event
3. Staff Senate Budget – Money has been spent on various projects that Staff Senate is undertaking. A full update will be given when all pending receipts are in.

VI. UNFINISHED BUSINESS

A. Veteran’s Day

Veteran’s Day event will be November 9 from 10 – 11. Joyce will be representing Staff Senate at this event. She will be introducing Jill Coy.

B. Goals and Objectives Update

1. Customer Service Campaign
   Update from Sherry Carpenter, Chair
   
   Purpose: To recognize employees who provide consistent exceptional service with a positive attitude while serving internal and/or external customers.
   
   Why: Customer service is an integral part of our job and should not be seen as an extension of it. Gaston College’s most vital asset is its customers. Without them, we could not exist in business. Not only will our customers consider us for future educational needs, but also recommend us to friends and associates.
   
   Our internal customer service should foster a community of appreciation and boost morale on a continuous basis.
   
   About the program: This recognition program is meant to be an informal recognition process by peers. The recognition process should be fair, consistent and user friendly so that it can be applied on all campuses of Gaston College.
   
   Who should be recognized: Some of the possible characteristics of someone who should be recognized are:
   
   - Positively represents Gaston College
   - Demonstrates superior customer service
   - Approaches serving the customer innovatively
   - Exceeds the customer’s expectations
- Shows high quality work performance by being efficient and productive
- Is reliable, dependable, effective, trustworthy
- Engages in committees, additional projects, assignments, activities, community organizations
- Goes above and beyond the call of duty while still accomplishing their normal job responsibilities

How: The employee will complete the recognition form on the intranet. The recognition will be delivered electronically to the one being recognized and their immediate supervisor. More questions will have to be answered and the process is being refined but overall the committee is off to a good start.

2. New Staff Mentoring Program
Update from Melanie Hoyle
Committee Chair: Christian Smith
Action Items:
- Harriet will contact Faculty Senate to see what there mentoring program process is
- Melanie will check with HR to get an estimate of how many staff are hired each year
- Everyone will think about information that should be in a packet to give to the new staff member

Suggestions:
- Give an information packet to the new staff member – Possible information could include:
  - Restaurant’s that give discounts to GC employees
  - Welding shop giving free blade sharpening
  - Staff senate information
  - Latest edition of Inside Gaston
  - Latest phone book (if HR doesn’t give it)
  - Menu from cafeteria, information about cafeteria charging / call in orders for faster service
  - Information of fitness center
  - Cosmetology program,
  - List of upcoming events (faculty/staff appreciation day, staff meetings, etc.)
  - List of staff holiday’s and summer work schedule
- Get volunteers from each division that would be willing to be a mentor for the new person in that division. Mentors would not have to be on Staff Senate
- Take new staff member to lunch – possible funds could come from VP’s discretionary fund, foundation money, or mini grant
- Decide on what staff would be included in the mentoring program – would it be appropriate for a VP or Dean or should it be at director level and down?
- Decide on timeframe for mentoring to take place – On first day of work new staff normally have a full day of meeting with HR and their VP. May want to send welcome email but wait a day or two before setting up a mentoring meeting
- Will the mentoring program be for full-time and part-time staff or just full-time staff
- Decide on a time frame in which we to start the staff mentoring program

Committee plans to meet with Heather Woodson to see how the faculty mentoring program is organized.

3. Open House for Faculty/Staff
Update from Joyce Crumpton, Chair
- Feedback from the Faculty Senate indicated they would like to see it spread over at least a week, with a few things each day. Breaking the campus into segments was also mentioned. Faculty indicated their best time to participate would be afternoons. The suggestion was made to do an area with faculty and one with only staff each day. Faculty Senate is on board and willing to assist with the open house.
- The question was raised concerning who else would need to be involved to make this event successful? What are people expecting and who would be impacted? We need to bring others on board.
- We are looking at February/March 2013 for the time frame.
- The question was asked if people would participate and a discussion was held regarding our expectations and whether we wanted to operate on a smaller scale or do spotlights via email or Inside Gaston instead of a full-fledged event.
- The statement was made that it not just about what we do but who people are, since we many times don’t get to meet face to face even when we are working together. So this could also be a networking opportunity.
- We might want the open house to be the kick off to a series of spotlights that could become a regular feature of Inside Gaston.
- We could divide the campus by buildings. There are 12 buildings on campus so we may be able to highlight 2 buildings on the same day that are in close proximity to one another and maybe spread the event over 2 or more weeks.
- Some departments are very limited on what they could do so far as “freebies” and food is concerned, so we would have to stress that the priorities would be meeting people and the exchange of information, not necessarily the “food and freebies.”
- Further details discussed were to offer the sessions Monday through Thursday afternoons over three weeks, highlighting one building per day or Tuesday through Thursday afternoons highlighting two buildings per day over the same three week period. The need for David Belk Cannon to be on its own day due to the number of programs housed there was mentioned. Myers Center is another building that may need to have its own day. Other buildings in close proximity, such as Craig and Dalpiaz or Albright and Pearson, could be done on the same day.

4. Faculty/Staff Relations

- We are working on the following events/goals with Faculty Senate:
  - Veteran’s Day Event
  - Open House for Faculty/Staff
  - Looking at doing some type of teambuilding with Faculty, Staff and Students

5. Centralized Training Calendar

Committee met with Dr. Dellinger. He was onboard and fully supportive of the idea of a Centralized Training Calendar. It was suggested that SharePoint could be used. Tech Services would support the program but members from Staff/Faculty Senate would be able to update the training information for all to see. Committee is looking at available of calendar around early spring 2013.

C. Thank You’s

- A thank you letter and Gaston College t-shirt was taken to Sandra Hall at Dairy Queen to thank her for Dairy Queen’s support of Gaston College staff. Dairy Queen gives a free cone of ice cream to all newly hired Gaston College staff.
A Gaston College golf shirt and thank you card signed by all Staff Senate members was taken to Bob Maier. We wanted to thank Mr. Maier for his support of our “thank you” video to the Executive Council and Dr. Skinner. His time and efforts were greatly appreciated by Staff Senate.

D. Email Distribution List

There is some concern over the GC Faculty and GC Staff email distribution list. Some people are not on the correct list. It was suggested that everyone use GC Campus when sending out information until the problem can be corrected. Employees can use the following instructions to see if they are on the correct email distribution list:

   Open Outlook
   Go to “Home” tab
   Click on “Address Book”
   Find your name
   Double Click your name to open your profile
   Click “Member Of” tab to see what distribution list you are under

If you are not under the correct distribution list submit a tech services Help Desk Ticket to get this corrected.

VII. NEW BUSINESS

A. Retirees

Adele received an email from a recent Gaston College retiree stating a concern about there not being enough communication between retirees and Gaston College. This retiree was feeling a little left out of the loop on what is going on around campus. There was a request to see if Staff Senate could do anything about this. It was discussed that retirees are allowed to keep their Gaston College email and so they should be able to receive notices and newsletters. Adele has agreed to take the retirees concern to HR to see if anything else can be done.

VIII. ANNOUNCEMENTS

A. Faculty/Staff Meeting – November 8, 2012 (3pm-5pm)
B. Employee Holiday Event – December 7, 2012 (11:30am – 1:30pm)
C. Staff Senate Meeting – December 13, 2012 (10:00am)
D. College will be closed for the Holidays from December 20, 2012 through January 2, 2012

VIII. ADJOURNMENT

The meeting was adjourned at 11:08 a.m.