



**Executive Council Meeting
September 12, 2018
1:30-3:30 pm in E-518
Minutes**

Present: Paul Arcario, Janet Corcoran, Shahir Erfan, Susan Lyddon, Robert Jaffe, Henry Saltiel, Nireata Seals, Mark Healy and Jessica Mendoza

Guest: Bart Grachan

Absent: Gail O. Mellow

Starting time 1:35 pm

1. Update from the Weekly Check-In Group

P. Arcario stated that he thought the weekly check-in group meetings were very helpful in giving feedback to the group, instead of having to do it when the project is over. N. Seals thought it was a useful process. It provided great feedback and helped with narrowing issues. Bart Grachan agreed that the meetings were helpful, especially in phase I.

2. Presentation and Discussion of the Scheduling and Communications Plan

B. Grachan presented the Operational Effectiveness Framework on behalf of the planning team. The planning team identified key performance indicators to achieve the target goal of increasing the numbers of new first time incoming students who complete 30 credits in their first year from a percent of 11 to 36. The planning team focused on scheduling and communications. B. Grachan handed out the communications and scheduling KPI. B. Grachan then discussed and reviewed each KPI with the Executive Council. The Executive Council decided that in the language for KPI 3 communications, the Center for Teaching and Learning should be removed as one of the priority areas for training. The Executive Council also decided that the Planning Team should combine KPI's 1 and 2 Communications into one KPI. P. Arcario stated that he would only like to move forward with Scheduling KPI's 1 and 3 and hold off for now on Scheduling KPI 2 due to not wanting to increase classroom sizes and increase sections due to fiscal implications. He proposed holding off and revisiting KPI2 later in the year. Robert and Henry provided feedback on the proposed KPIs and asked B. Grachan to focus them on registration and make sure that they are leading indicators.

ACTION: B. Grachan to combine KPI's 1 and 2 for communications and send an updated version to the Executive Council.

ACTION: KPI 2 Scheduling will be revisited later in the year, maybe by spring.

3. Framework Reflections

J. Corcoran gave out two handouts, one that stated the five cross cutting challenges to the Operational Effectiveness project and the other was a reflection worksheet for the Executive Council to complete. J. Corcoran asked that B. Grachan share this worksheet with the planning team, stated that it would be a good exercise for team member to also share their reflections about how they felt about working on the Planning team and their recommendations for possible areas of improvement. She stated since this project was a prototype it would be helpful to look back and see what worked and where they encountered challenges, to help inform the Executive Council's next projects.

The Executive Council praised B. Grachan for his amazing work on this project. S. Lyddon thinks that Executive Council's successes include having a plan and setting some good clear goals, as well as our looking at data but stated that sometimes the Executive Council makes things a bit complicated. P. Arcario agreed and believes that one of the biggest challenges is the Executive Council itself. The Executive Council is constantly changing things at the last minute. Figuring out who is the project manager is also a big issue, who is accountable for the next steps. P. Arcario believes that B. Grachan should be the project manager. Hopes to discuss at the September 28th Executive Council meeting who is the project manager. H. Saltiel noted that there are excellent project managers in his division and that they should be considered as potential resources. The Executive Council decided that Bart should share Scheduling KPI's 1 and 3 with the Red Team now, and let them know them that the Communications KPIs will follow shortly. The Red Team has been directed to give their individual feedback on each of the KPI's.