

CALL TO ORDER

President Moore called College Council to session at 2:04 p.m.

ATTENDEES

Council Members Present: Mary-Rita Moore, Ernest Davis, Purva DeVol, Michael Flaherty, Hector Hernandez, Joe Klinger, Hilary Meyer, Ty Perkins, Colleen Rockafellow, Maria Solorio, Kurian Tharakunnel, Shelley Tiwari.

Council Members Absent: Journey Manuel, Mary Wink.

Also Attending: Jeanette Bartley, Susan Campos, Denise Jones, Mary Casey-Incardone, Humberto Espino, Frances Figg, Lorena Gasca, Jodi Koslow Martin, Jason Lemberg, Carina Santoyo, Brenda Jones Watkins.

APPROVAL OF MINUTES

Ms. Meyer made a motion to approve the minutes from the Regular College Council meeting of May 15, 2023, seconded by Mr. Klinger. Voice vote carried the motion unanimously.

HOT TOPICS

None.

OPERATIONAL ASSEMBLY

Ms. Meyer reported that Dean of Students Julia Willis attended Operational Assembly in September to present on “keeping students on the path” as part of Guided Pathways. This included new student initiatives, including Troy Ride – which offers students free rides up to three times a week to home, work, or a clinical assignment; and Troy Mart – an expanded food pantry planned to open in September, offering greater food options than just “grab and go” items. Student Affairs reported that enrollment exceeded the goal of 10,000 students, with an increase in retention for both first-time, full-time students and for part-time students. FAFSA workshops will be held in September, as will the annual Corn Roast. Mental Health training is being offered by the PDC.

Business & Facilities reported an increase in the number of Trustee Honors students. Fall Family Fun Fest will be held September 30. The FY 24 Budget and the FY 23 Audit are going to the Board of Trustees for approval this month, and the FY 25 Budget process has begun. Facilities is busy in the H building with construction for the Barbering and Respiratory Therapy programs, and parking lot/roadway resurfacing projects are underway. Human Resources reported that annual Sexual Harassment training instructions have been emailed to employees recently for completion this month, and the annual insurance committee meeting to discuss co-premiums is coming up. Information Technology is working on projects including Dual Credit admission, the refund process, and the requisition process. Hispanic Heritage month kicked off

on Friday, and events and resources are available on the website. Research has submitted end-of-year data to ICCB and the college is in full compliance.

Operational Assembly set the following goals for FY 24: 1) Lead the process design for automating degree completion; 2) Facilitate the implementation of relevant College Council recommendations relating to improving the student experience on campus; and 3) Assist in emerging infrastructure upgrades and institutional compliance, as applicable.

ACADEMIC SENATE

Dr. Flaherty reported that Senate met last week and most committees are in the planning stages as we are at the beginning of the academic year. Curriculum is in discussion about Dual Credit courses and also looking at courses no longer running. Academic Standards Committee has a new Chair, Dennis McNamara, and that group is in discussion about Artificial Intelligence (AI). Student Development is planning a blood drive for next year, and they are also following up on the neurodiversity topic presented at Faculty Workshop. Professional Development continues their work on the Faculty Observation Form and rubric. Online Education & Technology is also talking about AI. Council discussed AI and how there is a lot to learn about how it can be used in different disciplines and departments.

STUDENT SUCCESS

Lorena Gasca, Director of Career Services, shared how the department is aligning its goals with Guided Pathways. Career Services serves students, community, and alumni, offering 1:1 meetings, workshops, Career Cube, internships, and job placement. These resources and knowledge gained empowers individuals to find jobs. Ms. Gasca discussed the revitalization of Career Services, with 118 appointments and 27 workshops held so far this academic year, and good feedback received. Employer partnerships and community partnerships are being expanded and strengthened, as are student resources. Transition is being made to a new online job portal – *Handshake*. A Career Fair is planned in October, with 57 employers involved so far, including Mr. Klinger from Triton. There was discussion about the collaboration needed to track students' employment, including information from surveys, advisory committees, and faculty.

OLD BUSINESS

None.

NEW BUSINESS

COLLEGE COUNCIL GOAL 3 IMPLEMENTATION

Dr. DeVol asked for Council's input on Goal 3, which states: *Council will provide feedback on improving the student experience on campus*, and has a focus on student communication.

Outcomes for the goal include engaging with students to learn what programs and services they are not aware of and providing suggestions for improving communication. Council members made many suggestions and comments, including:

- Giving something tangible, an item or raffle, to incentivize student participation.
- Student focus groups.
- Create survey questions, keeping in mind what data we already have.
- Look at the Student Satisfaction Survey.
- Student Engagement Survey happens in the spring, and questions can be added.
- Survey staff and adjunct faculty to ensure that everyone knows about services available.
- Use a simple classroom survey.
- Add info to syllabus.
- It was pointed out that communication and getting information to students is a long-term issue and there is a great deal of competition to get information noticed.
- A solution is needed for the student who does not read a syllabus or email.
- Check best practices at other institutions.
- Better utilize word of mouth or students telling students.
- Be aware of cultural barriers to asking for help.
- Meeting students “where they are” in the hallway asking one simple question.
- Use technology, such as QR codes for student to scan for info on services.
- Use QR Code or pop-up in Blackboard.
- Put information in Student Handbook.

Dr. DeVol thanked everyone for the discussion and mentioned she will have further conversations as a plan of action and timeline for this goal are created.

ENROLLMENT ACTION PLAN

Vice President Jodi Koslow Martin reported on the Enrollment Action Plan and its connections to Guided Pathways. She discussed the enrollment funnel, which is a student’s journey from interest to matriculation. Triton’s current rate for getting a student through that funnel is about 30 percent. The funnel starts with Inquiry, then contact, appointment, enrollment (registration), deposit, and start, and the idea of the funnel frames what we want to improve to heighten the student experience. For Guided Pathways Pillar 1: Clarify Pathways to End Goals, this includes creating clear enrollment steps and enhancing the admission acceptance package, having inclusive events for students and families, and maximizing pathways to free community college. For Pillar 2: Help Students Choose and Enter Pathways, this includes increasing opportunities through accurate information in Degree Audit, creating clear refund dates, updating online orientation, and simplification of the FAFSA. For Pillar 3: Help Students Stay on Path, improvements are planned to centralize data acquisition of student intervention efforts in

CRM Advise, operationalizing the previously mentioned Troy-Mart and Troy-Ride, increase neurodiversity programming, remove barriers to technology by rebranding the ETRC, and increase usage of the academic planning tool. For Pillar 4: Ensure Students are Learning, maximizing student usage of tutoring services and exploring the removal of barriers to completion is taking place.

NEXT MEETING

The next College Council meeting will be held on Monday, October 16, 2023.

OTHER

None.

ADJOURNMENT

Dr. Flaherty made a motion, seconded by Ms. Tiwari to adjourn the meeting. Voice vote carried unanimously. College Council adjourned 3:27 p.m.