

Chancellor's Memo

Eastern Iowa Community College District

October 15, 2006

Fall Finally Arrives



During the first weekend of October, a group of my old friends from Illinois drove over to spend the weekend with me, and our itinerary was "dinking around" the Quad Cities. What an enjoyable weekend it was, and how impressed they were with how much there is to do within a ten mile radius. In addition to eating out several times, we visited the John Deere Museum, the Quad Cities Botanical Center, downtown Rock Island (well, ok, that went quickly), Pioneer Village, Le Claire during its Autumn Fest, the Boat House, Arsenal Island (visiting the locks, Davenport House, and two cemeteries) and, to top it all off, an old-fashioned lunch at Lagomarchino's in downtown Moline. The weather was fantastic, and my friends were very enthusiastic about the interesting local experiences our town had to offer.

It's very possible that last weekend was the last one where such a tour would be maximally enjoyable since we have experienced light snow, cold temperatures, and gloomy skies this week.

Six Chats with Pat Completed



I want to thank the many EICCD employees and students who took the time to join in on one of the six "Chats with Pat" I held over the past six or so weeks. I really enjoyed the opportunity to sit down with so many of you and to hear your concerns, suggestions, and questions about District doings. I also want to thank the staff at each of the Chat sites (MCC, CCC, SCC, the Career Assistance Center, the John Blong Technology Center, and the downtown Urban Center/District Office), for providing the settings and, often delicious refreshments.

Along with [Robin Blount](#), I took careful notes of all points of discussion in each conversation, and I am placing a better understanding of the issues and seeking out solutions to problems at the top of my "to-do" list. I am not able to list every single topic that we discussed at the six sessions, but I would like to list the major themes that emerged after a review of notes of all six sessions. In my next memo, once I have had some time to continue to look into these and the more individual concerns, I will provide a description of what we hope to do to improve in these areas or, if we can't do anything substantive, let you know why. (By the way, please note that Tom Coley, Vice Chancellor of Technology, will be visiting the sites to delve further into how IT can best serve our district. Please take the time to attend those sessions, if at all possible. See below.)

■ Technology



Many in these sessions expressed concern about the ability of our current district hardware and software infrastructure to support adequately the teaching, learning, and work we do faced with such rapidly changing and expanding technological demands and, in particular, EICCD's current emphasis on expanding online instruction and services, next tier Datatel processes, and an expanded web presence. In addition, at some sites, faculty expressed the need for additional lab computers for student and class use; almost all agreed that our network bogs down at busy times, resulting in slow software downloads and web connections. Suggestions were made about more systematically and quickly upgrading to new software versions on student and staff computers and a wish to have a faster response in installation of new software and hardware at various sites. Most were interested in how we maintain a balance between allowing staff access to more web based content while still maintaining adequate filtering to keep our experiences with "spam" as minimal as possible. Lastly, people would like to know when and if the district will be able to provide students with e-mail addresses.

While stepping up our technology was a common theme in these talks, people definitely did acknowledge that they had experienced considerable improvements in the district's Help Desk services and recognized that IT staff were working exceptionally hard and long -- particularly as they assisted the district in implementing Datatel while maintaining all other services.

■ Room temperature



Many of those who attended the sessions -- at all sites -- discussed uncomfortable variations in room temperatures in the buildings they inhabited (too cold, or too hot, and unpredictable.) Most agreed that when complaints were lodged, maintenance staff did

attempt to remedy the problem and that the district continuously attempts to provide better temperature control.

- **Job Titles and Classifications**



Several staff suggested that the district engage in a systematic review of staff job titles, duties, and classifications since the last formal review was undertaken quite a few years ago.

- **Enrollment Concerns**



A common thread of discussion in some of the sessions was enrollment . . . with many interesting suggestions of what we could do, district-wide and at individual sites, to boost enrollment in the near and far future. Suggestions were made about adding additional residence halls in the district, continuing to work to build the SCC road to 67, adding or expanding certain programs, modernizing and refurbishing our facilities, adding more athletic programs to the district, increasing our marketing and recruiting, holding events to draw the community to our campuses, particularly young people, and many more.

- **Parking**



Everywhere else I have worked, parking has always been a major concern of both students and staff. This topic was much less prevalent throughout the Chats with Pat. However, it was clearly an important issue for those working or taking classes in downtown Davenport.

- **Support for "Satellite Sites"**



Having worked myself at "satellite sites" at a physical distance from the "main campus," I understood concerns expressed by those who deliver instruction and services at the satellite sites of CCC, MCC, and SCC main campuses. Employees at the satellite sites clearly expressed a desire for more systematic delivery of financial aid, maintenance support, tutoring support, testing, computer support, and administrative presence at these sites.

- **Availability of Copy Machines**



Quite a few people at several sites expressed the need for backup Xerox machines or printers (in addition to the larger models recently installed) for last-minute copying, single copy tasks, and to be used when the major copier goes "down."

- **Commendations for colleagues and ambience at work site**



As I moved around the district chatting with a wide range of staff, I was very happy to sense that most appear to enjoy working at their particular site and placed high value on the warmth, devotion, and student-centeredness of their colleagues. There was clearly a sense of pride in our district, in each college, and each site that translated in the caring and interest in students that is our hallmark.

While I have summed some of the most often discussed themes here, please don't think that the less common points made are not receiving attention! Again, thanks for attending these events in my next memo, I will address these from a more solution-oriented perspective.

Viva Quad Cities



[Erin Snyder](#) provided me with this picture of a group of EICCD representatives to this year's Viva Quad Cities Festival, including MCC Student Ambassador [Modesta Matos](#), Co-Chair of the EICCD Diversity Committee [Jeanette Thomas](#), and EICCD/SCC recruiter, [Quinn Moreno](#). .. Erin provided this description of our

participation in this annual festival:

This year, we tried something new by providing students an opportunity to try a hands-on science experiment. We appreciated Jeanette's assistance in coordinating the science activity. It was also very nice to have one of our young Hispanic students with us for this effort. Although, the event had some challenges with weather and the location of our table, it was still a successful minority recruitment effort.

The new Student Ambassadors have been a great addition to our recruitment efforts. We have been able to use them at some area minority events including Viva and the Unity Fest as well as Non-traditional recruitment efforts.

Thanks again to Jeanette, Quinn and Modesta for helping with this event.

Erin

District-wide Meeting About EICCD's IDEAS Project: Expanding EICCD Online Courses and Services



On Thursday evening, September 28, 2006, a group of faculty, administrators, and staff met at the Kahl Education Facility to hear a briefing from the IDEAS Project Leadership Team and to share concerns, ideas, and hopes for the future of this project. The meeting was exceptionally informative and interesting, and I believe that by the end of the evening we all shared a commitment to EICCD becoming a leader in providing the best quality online instruction and services in Iowa and in our region. Building on what the district has already accomplished through our continuing membership in the Iowa Community College Online Consortium, we hope to expand our online offerings and to make each course, online service, and instructional experience that we offer of exceptional quality to our students.

After a welcome and description of the challenges related to online instruction and services facing educational institutions in general and EICCD in particular, [Erin Snyder](#) reviewed excellent data on the current involvement of our students in online courses, data which

clearly shows a strong expansion of interest and enrollment in online courses by students in all age groups. Then faculty [Steve Holland](#) and [Beth Wood](#), both district leaders in the development and teaching of online courses and currently serving as faculty trainers, took the group on brief virtual tours of their model online courses. Then IDEAS Team Leader [Ellen Kabat Lensch](#) provided a briefing on the online project – past, present, and future. Once we opened up the floor to questions and comments, we had a rich discussion of the rewards, challenges, and issues related to expanding online courses and services – which resulted in a “to-do” list for several constituencies and, I think, a far improved common ground upon which we can all build.

I want to thank everyone who took the time to attend this critical meeting and to share their ideas, expertise, and enthusiasm:

[Steve Holland](#), [Nancy Keel](#), [Jim Compton](#), [Barb Foster](#), [Jerry Wilkerson](#), [Chris Eichmeier](#), [Peggy Garrison](#), [Jim Clark](#), [Alan Campbell](#), [Karen Vickers](#), [Vic McAvoy](#), [Cindy Bottrell](#), [Ron Serpliss](#), [Nancy Kothenbeutel](#), [John Bonte](#), [Heidi Hilbert](#), [Pam Teymer](#), [Beth Wood](#), [Paul Mayes](#), [Chris Legel](#), [Pam Bass](#), [Tom Coley](#), [Teresa Paper](#), [George Varchola](#), [Donna Collentine](#), [Cindy Plansky](#), [Tim Hunter](#), [Monica Kurth](#), [Stephanie Whitmer](#), [Eileen Shull](#), [Ellen Kabat Lensch](#), [Erin Snyder](#), [Gary Olson](#), [Bob Majchrzak](#), [Rhonda Anderson-Paxston](#), [Kathleen Conway](#), [Jane Campagna](#), [Janelle Torres y Torres](#), [Nancy Luikart](#), [Robin Blount](#), and [Pat Keir](#).

Concerns or Suggestions about EICCD Information Technology Services? Take an hour and “Talk Technology with Tom.”



As I mentioned above in my summary of the major themes that emerged from the Chats with Pat, many participants expressed concerns, asked questions, and made suggestions about the district’s technology infrastructure and systems. In order to learn more about how our IT Department can serve you, and to better understand our IT resources and ongoing plans to bolster them, Vice Chancellor of Technology [Tom Coley](#) will be coming to the Kahl, CCC, SCC, and MCC for a frank discussion. Please take the time to join Tom when he comes to a site near you.

Here is Tom’s description of the purposes and dates of the upcoming sessions:

I will host a series of "Talk Technology with Tom" (excuse the poor attempt at alliteration---I could have rhymed like Chat with Pat). These sessions will be open to everyone at each site. I am aware that there are many concerns about the status of technology in the district while at the same time there are several opportunities emerging such as wireless with WiMax and on-line course development. The dates and times for the "Talk Technology with Tom" forums are:

Oct. 26:	3:10 p.m. at Kahl Ed. Center, room 1006
Oct. 30:	3:15 p.m. at CCC, room 154
Oct. 31:	3:10 p.m. at SCC, SLC
Nov. 2:	3:15 p.m. at MCC, Larson Conference Room

Please feel free to contact me directly if you can not attend one of the sessions. I am looking forward to our discussions.

Chancellor's Future Focus Initiatives Blue Ribbon Commission Meets to Review Progress



On Tuesday, October 3, 2006, a group of community business, community, and economic development leaders gathered together at the Kahl Educational Center a second time, to hear reports from the team leaders of the six Chancellor's Initiatives about the concrete results that have been achieved in the year since this group first provided guidance and ideas when they

first met. In the picture, you can see Chancellor's Initiative Team Leader [Ellen Kabat Lensch](#) chatting with [Duncan Cameron](#), business leader and President of the SCC Foundation, engaged in discussion at this event.

Present at the lunchtime briefing event were [Sylvia Banes](#), [Duncan Cameron](#), [Gary Carlson](#), [Stacy Driscoll](#), [Rosa Knapp](#), [Hugh LaMont](#), [Mark Newsome](#), [John](#)



Stavnes, LaMetta Wynn along with EICCD presenters and staff. Robin Blount, Karen Vickers, Vic McAvoy, Gary Mohr, Ellen Kabat Lensch, Gary Olson, Jeanette Thomas, Heidi Hilbert, Gail Spies, and Board members Joe D'Souza, John Frampton, and Mary Lou Engler Thanks so

much to Robin Blount for the fantastic job she did planning and implementing this event and to all who attended.

New Task Force to Review Annual Chancellor's Award Process

As I'm sure you are aware, it is always a highlight of my autumn to acknowledge the winners of the Chancellor's Award, EICCD staff who have made memorable and exceptional contributions to our district, programs and students. Since the process for choosing the awardees has been in place for several years, I have asked a small group of people to review it and, if they deem it appropriate, make suggestions for change that could make the award and honoring events even more meaningful. Members of the task force include: [Robin Blount \(Chair\)](#), [Billie DeKeyrel](#), [Nita Ellingson](#), [Anne Schmidt](#); [Jim Schneider](#), [Jim Compton](#) and [George Varchola](#). If you have any ideas about the Chancellor's Award, whether to keep things as they are or make some changes, don't hesitate to share them with any of this high-powered group.

New Board Member for Eastern Iowa Community College District



In a recent memo, I shared the sad news that [Kirby Kleffmann](#), longtime EICCD Board member, had resigned. In this memo, I am glad to tell you that [Bill Phelan](#), Manager of Government, Education, and Institutional Business at Allsteel Corporation in Muscatine, was selected by the Board to fill Kirby's vacant slot. Bill is a MCC graduate who has had a long relationship with community colleges, in particular through service on the American Association of Community Colleges Corporate Council. He is very excited about serving on our Board, and I know that we will all benefit from his strong leadership skills and expertise.



Grandmother Achieves Goal



It has long been my wish to be able to baby-sit my now almost three year old granddaughter for an extended period of time (in other words, to have her **all to myself!**) and that is exactly what I achieved this past weekend. After returning from Orlando where I was attending the American Association of Community College Trustees

Conference with Board members, I hopped in my car, arrived at my daughter's house, wished her and her husband a cheery goodbye, and took over care of my darling Hailey for almost twenty four hours straight. There is nothing as humbling as catering to every wish, desire, demand, and imaginative flight of fancy of a small child, reading the same story seven times in a row, making up stories about

raccoons and, to her delight, the mishaps her mother got into as a child, waiting for some action during potty time, cuddling with her while watching Dora, and attempting to play "airplane" without too much groaning. I can hardly wait to do it again!

Pat