

Chancellor's Memo
Eastern Iowa Community College District
February 1, 2009

Welcome Back!



By now everyone should have recuperated from the holiday break and be fully involved again in fulfilling our community college mission. I hope everyone had a fantastic holiday. I did very little ... babysitting “the darling,” reading, exercising, going to movies and out to dinner with family and friends, and –oh, yes – shoveling snow and chipping away at ice. I did manage, however, to also fit in a little vacation to San Diego where I stayed with friends who live about four blocks from Pacific Beach. Getting away from the

cold and snow really inspired me to plunge back in top productive work.

I did very much enjoy my time off, but one thing I tend to rediscover every time that I have an extended break is that I’m not ready to retire yet! It’s wonderful to be back at work with all of you reaching out to and serving our students and communities.

EICCD's Budget Situation



I’ve been writing regularly about how we have been gearing up to sustain the quality of our instruction and service in the face of recent enrollment declines and more recent and to be expected cuts from the State. Over the holiday break, the Governor announced an across-the-board cut of 1.5% for all state agencies; that included us. Partly because we had reserved a bit of funding in this year’s budget just in case we experienced an enrollment decline, and because we had just instituted an out-of-state travel freeze and position vacancy freeze, we should be

able to absorb the mid-year cut with a minimal impact on our mission and activities. There is, unfortunately, a rumor of yet another cut from this year’s budget. We are working to identify strategies to absorb a second cut, in the middle of a semester, as well.

Of most concern is next year. At this point, the Governor’s budget cuts our general fund budget by an additional 6.5%, and a number of the other separate budgets that support our work have been similarly cut. Because no one is predicting anything but a tough budget year for the state and educational institutions for the next two or three years, all of us need to start now to cut back on unnecessary

expenses and to choose cost-reduction strategies which allow us a balanced budget next year and the year to come. As EICCD moves forward, we will be counting on the spirit of collaboration, student-centeredness, and sharing the load which has characterized our culture since its inception. Together, by sharing the load, we can emerge successfully through these hard times.

Various groups, and in particular the Cabinet, have been working on thinking through various approaches to reducing our district's expenditures – and we have already instituted a number of cost-savings measures. On February 18, what we call the “expanded Cabinet” and the Chancellor's Advisory Council will come together for a full day to survey various budget scenarios and to talk through the pro's and con's of a wide variety of budget balancing measures. The goal of this event is to come to agreement on a prioritized set of actions we can take given various budget-reduction scenarios. We can then hope that we will not have to implement most of them! No matter how difficult (or not-so-bad) situation we find ourselves in, our guiding principle is to absorb cuts in an atmosphere of student learning and student success, fairness to individual employees and sites, and sustaining our capacity to grow and serve our communities when the economy turns around. Identifying a variety of approaches, even contemplating affecting some sacred cows, is the first step!

In March, I will be setting up another round of *Chats with Pat* to talk primarily about district budget cutting strategies that emerge out of these various deliberations and to gather ideas and feedback. By then, we should have a somewhat clearer picture of Iowa's finances and our own enrollment. In the meantime, if you want to politely e-mail local legislators to emphasize how important it is to fund community colleges in hard times, please do.

If you have any suggestions now about how we can move our district through these challenging financial times, please let me know.

◆ [How the District Can Save Money](#)



Chancellor Joins Students at Legislative Summit in Des Moines

Here is a picture of me, with an assembled group of students from SCC, MCC, and CCC at a student legislative summit held in Des Moines last week. This event does two things: speakers are brought in to talk to the students about how the legislature works and what the major issues are facing

community colleges in the session and then students go to “the hill” to connect with their legislators to urge them to place the needs of community college students high on their list of priorities. This year, Representative **Jeff Kaufmann**, who is also a faculty member at MCC, spoke to all of the students, and his honest assessment of how politics works kept the crowd both riveted and amused. Joining the students at the event were me, **Gary Mohr**, **John Dabeet** from MCC, **Mardell Mommsen** from CCC, and **Lisa Brown** from SCC. For me, this was a great chance to talk to students and mingle with our wonderful student advisors.

Please Start to Save Paper and Printing Cartridges Now! Reduce!!! Reuse! Recycle!

Guess how much the district spent on paper from July 1, 2007 through June 30, 2008? \$51,054. And guess how much the district spent on printer toner during that same time? \$36,353.

If we could cut back half on the copies we produce over a year, we could save almost \$44,000 --- and make a very positive impact on our ecological footprint.



A super-team of paper/printing cut-back specialists have, after extensive research, provided the following procedures we’d like you to institute immediately to save paper and printing cartridge costs.

Present at the most recent meeting were team members: **Pat Keir**, **Robin Blount**, **Lynn Summers**, **Jim Gekas**, **Stephanie Newell**, **Doris Swanson**, **Mark Shaw**, **Deb Richter**, **Roxanne Otto**, **Suteesh Tandon**, **Ann Gray**, **Sharon Hafner (by phone)**, **Chris Legel (by phone)**, and **Jane Campagna**.

Here are the guidelines and actions that were approved at that meeting:

- Use double-sided printing whenever possible and use the smallest margins possible.
- Scan hard copies to electronic for distribution rather than copying them.
- Tutor employees on how to duplex, draft mode and scanning access and use.
- Unless color is critical to understanding, print black and white copies instead of color whenever possible. When printing drafts that will eventually be color, use black and white.
- Require future printer purchases to include duplexing capabilities.
- For faculty, use electronic coursepaks when possible. (SCC is currently reviewing copyright issues regarding this).
- Don’t use a course pack to substitute for a textbook.

- Purchase print cartridges and toners centrally.
- Establish a team to develop paperless teaching guidelines.
- Encourage new faculty to explore paperless teaching.
- Use email and campus cruiser for distribution of meeting information prior to the meeting.
- Use jump drives and audio-visual for materials review in meetings rather than printing copies for everyone.
- Laminate long-term posted materials rather than re-printing.
- Explore addressing the whole area of student printing by allowing a certain number of prints and then charging for prints over that number.

The team noted several issues that required further action or consideration by campuses or the district. They included:

- Students continue to need to print term papers single sided.
- Clarifying and publicizing copyright issues for electronic coursepaks.
- Providing simple, user-friendly copiers for student copiers.
- Centralizing printers requires safeguarding confidentiality.
- Lack of duplexing capabilities on many current printers.

Our IT Department has already stepped up to the paper/printing saving plate by creating a website which provides instruction on how to work with your computers and printers to reduce use. Thanks to Gary Olson for creating these instructions – just click on one of the links, or visit the website itself -- to find out how your computer can be your eco-friend.

How can I reduce the amount of paper and toner (ink) I use when I print?

In the continuing effort to create a more environmentally sustainable work place, EICCD is seeking to reduce the amount of paper and toner (ink) that is consumed in printing. With this in mind, here are ways to print in draft mode which will reduce the amount of consumables used; how to print on both sides of the paper; and other ways of reducing your use of paper or toner (ink).

- [How do I set print options in PowerPoint?](#)
- [How do print multiple slides to one sheet in PowerPoint?](#)
- [How do I change how the calendar prints in Outlook to reduce the number of pages?](#)
- [How do I change the print quality or print resolution to reduce ink consumption when I print in Excel?](#)
- [How do I get my chart or table to print to one or more pages wide in Excel?](#)
- [How do I print only a portion of a table in Excel?](#)

- [How do I set up duplex printing \(both sides of the paper\) in Microsoft Word?](#)
- [How do I set up to do draft printing in Microsoft Word?](#)
- [What are some additional resources for printing from Microsoft Word?](#)

The Paper/Printing Reduction team and I would like everyone to begin working within these guidelines immediately to the extent possible and feasible. Help us meet our sustainability goals, and save money in these hard times, by reducing paper and printer usage!

◆ [How to Save Paper and Print Cartridges](#)

September Chats with Pat To-Do List Results Reviewed



In a previous memo, I shared with you the list of issues and suggestions for improvement that emerged as common themes from the *Chats with Pat* held in September. I have asked those who were working on responding to provide an update. In many cases, remedial action has occurred!

- **Explore the feasibility of hiring a mental health professional on campus(es) to assist students in crisis, and to provide assistance to faculty and staff in dealing with students in crisis.**

Pat Keir:

After a discussion at Cabinet, the need for providing assistance to students in crisis was validated. However, since we are in a hiring freeze, this has been tabled until funding issues have been resolved.

- **Undertake an inventory of adaptive equipment provided at all sites to students with disabilities and develop a plan to keep our equipment adequate and up to date.**

Karen Vickers:

The ADA liaisons from each campus have assembled a listing of current equipment as well as desired equipment needed. A prioritization of the equipment will be completed.

- **Expand the availability of Student ID cards to all students and put student id numbers on those cards.**

Carol Hall:

Work is in progress with the vendor to formalize the description of the required interface with Datatel. Price quotes for equipment have been sent to all locations.

- Sharing of equipment is not recommended as ALL locations will have high volumes at virtually the same times and ditto on low volumes
- The printers are very hard to move and heavy so moving the printing equipment is probably not feasible
- Solution for portable system has been priced and presented to appropriate requestors.

- **Explore ways to better support students and staff at off-campus sites.**

Tom Coley:

A meeting was held in December 2008 between BTC staff and SCC bookstore staff to review and ensure that the process for ordering textbooks is working for students and faculty.

- **Make sure that all students are made aware of various childcare options that are available to them in the vicinity of their attendance site.**

Karen Vickers:

A listing of child care options is being updated and, when complete, will be distributed to students.

- **Contact the local bus companies to see if there is a possibility of a student discount on bus passes.**

Nancy Kothenbeutel :

After discussion, the CAC instructors rethought this. Students currently get discounts, but it is in a specific time frame (I forget what that is). They decided that the bus station would think we were asking for something we already have so they were comfortable taking this off the list.

- **Introduce both customer service and stress reduction for our front-line staff in order to create an exceptionally welcoming and helpful climate for students.**

Cabinet:

One of our new Enrollment Development Strategies is to beef up our customer service training for all who work in the district. Providing stress reduction techniques for front-line staff will be suggested to the Professional Development Council. Customer Service has been selected for one of our AQIP Strategy Forum topics. Some campus have already instituted new customer service recognition program.

- **Find solutions to reduce the noise of HVAC systems in our reconstructed and new buildings so that that noise does not impact effective teaching and learning.**

Vic McAvoy and Kirk Barkdoll:

With all new facility building projects one of the main concerns is doing everything we can to insure that the teaching/learning environment is as quiet as possible. According to established standards, we try to maintain noise levels of mechanical units within the instructional environment at 50db or less and would prefer that the db level be at 40db or less. This can be challenging with the new air quality standards that have been implemented which increases the number of air exchanges per hour in typical classroom spaces and the number of air exchanges per hour is even higher in lab settings. The one thing that we know is that mechanical equipment and air movement directly relates to noise levels. This is even compounded more when we try to apply LEED design standards to our new facilities. In response to this issue, we have worked very hard with our architects and engineers to control noise levels by 1) Isolating the mechanical equipment in equipment rooms or over non instructional areas if roof top units are employed, 2) we have installed VAV (Variable air Volume) technology in all of our new facilities and have tried to isolate the VAV boxes in areas away from our customers, 3) we have incorporated sound absorbing materials in the ceilings to make the environment quieter and 4) we have incorporated acoustical ceiling panels and acoustical wall panels to absorb sound. Once our instructional areas and mechanical systems are finished and balanced, we will be doing some testing to determine noise levels and implement additional systems to quiet the areas if necessary.

- **Do an analysis of the prospective impact of adding additional space and sites to our district's footprint on staffing, student support and maintenance demands.**

Cabinet:

Cabinet will begin a formal analysis and action plan in this area this semester.

- **Make the toilet at the CAC a self-flushing one.**

Kirk Barkdoll:

The installation of the automated flush valves has not been as easy a fix as anticipated as there was not enough water supply to the restrooms to actuate the flush valves. As such we are waiting receiving our competitive quotes for installation of new water lines and flush valves and will schedule the work as to not impact the activities at the CAC.

- **Analyze the effectiveness of evening maintenance at the SCC campus.**

Tom Coley:

A revised maintenance contract was entered into this year with KIMCO. The college will work with the maintenance company to ensure improved services, including that restrooms are stocked and cleaned before the start of evening classes.

- **Explore adding another automatic door opener to an outside door on the first floor of SCC.**

Tom Coley:

Two separate handicap openers will be installed on the ground level of the new Science Addition.

- **Convene a task-force to review master plan for parking at SCC in the future.**

Tom Coley:

A team of administrative staff met to coordinate plans to provide adequate parking during construction of Science Addition and renovation of Applied Technologies Building. Architects are meeting to coordinate parking plans for those two projects. The administrative staff will be meeting in February 2009 to discuss the overall college parking plan now that construction designs for the new building additions are completed and given the near completion of the Project 3A roadway and the pending reconstruction of the existing roadway in 2009.

- **Purchase and install podiums, floor mats, higher chairs for podiums, larger font sizes, etc. for baby boomer employees.**

Presidents and Executive Directors:

All presidents committed to adding to the comfort of teaching faculty in the classroom. As furniture and computers are purchased, "boomer friendly" criteria will be considered.

- **Tom Coley will meet with the truck driving faculty to discuss finding larger driving practice areas.**

Tom Coley:

This meeting was held.

- **Convene a task force to study the extent to which the external security firm servicing the Urban Center is meeting our needs.**

Mark Kapfer:

Over the past few weeks, Julie Aye, Nancy Kothenbeutel and Mark have discussed the security situation at the Urban Center in relation to Per Mar's services. They met with Steve Jackson with the company and he will upgrade the current alarm panel and keypad for additional system capabilities upon our request. This will be done at no cost to the District. After submitting a proposal for adding cameras and an access control system to the Urban Center, it was noted that SCC is exploring similar equipment for the Kahl and SCC. Mark and Tom will merge their recommendations and provide a cost-analysis.

- **Clarify the differences between Campus Cruiser and E-companion and provide guidance and make decisions which are necessary to move us forward with less confusion.**

Carol Hall:

- Training sessions and discussions have been held at each campus and the District Office with about 150 people trained or in attendance to listen including all faculty leadership at each campus.
- 2 meetings held with Online Learning, Student Services, Registration and Deans to discuss processing of online enrollments and the implementation of the online interface. During those two meetings discussion of new procedures and processes (either in place or needed) were discussed and identified.
- Comparison grid created and posted to the IT website for faculty so they can see the capabilities of each tool.
- Additional meeting held with Online Learning last week when it was determined that the newly implemented ICCOC interface was forcing the students to the campus cruiser student email. Issues identified and worked out. Online Learning will communicate with online faculty and students.
- 2 Campus Cruiser Advisory Committee meetings have been held which include faculty from all three campus locations.

- **Make sure that leadership acknowledges the strong contribution made by our staff on a regular basis. We need to make sure that people feel valued and supported, particularly when times are tough and students are worried and demanding.**

Everyone in Cabinet committed to doing a better job of thanking and supporting our own employees on a regular basis.

- **Explore instituting a program where retiring part-time employees can be recognized and thanked.**

Lana Dettbarn:

As part-time staff retire from EICCD, the primary work location of the individual will select a time and place to recognize their service to the college/district. Part of the recognition will include a certificate of appreciation for their contributions to the district.

- **Explore ways to see if students could be incentivized to register earlier and/or to provide assistance to registrars and advisors during the rush times.**

Karen Vickers:

Work is being done to see what might be done to incentivize students to register early. MCC and SCC are trying some drawings, and other colleges are being contacted to see what they are doing to address this challenge.

- **Make all people who purchase supplies and/or service aware of the availability of using “preferred suppliers” known to the district to access discounts.**

Lana Dettbarn:

This has been reviewed and currently, bidding out our needs continue to be cheaper.

- **Analyze the need to increase petty cash limits.**

Lana Dettbarn:

Petty cash has been increased to \$35.

Make it possible to take personal leave in less than four-hour increments.

Lana Dettbarn:

Personal leave can now be taken in one-hour increments.

- **Review the relevance of the Technical Studies Degree.**

Nancy Kothenbeutel and Jeff Armstrong will develop a brief proposal on why and how this degree should be updated and submit it to Instructional Council.

Even though it drives some people crazy, it is important to me to be sure that commitments to explore, act, and improve are honored and publicized. I want to thank all of the people mentioned above who worked so hard on my latest “to-do” list. See you at the *Chats with Pat* in March.



Topic for AQIP Strategy Forum is Improving Customer Service throughout District

In the spirit of continuous improvement and as a requirement of our AQIP Accreditation, our district has chosen to work on improving customer service at all levels in the district as the primary focus for our team’s work at the AQIP Strategy Forum in Lisle, Illinois. I’ve asked **Laurie Hanson** to write a brief description of the project and team who will address it:

EICCD’s Accreditation with the Higher Learning Commission Activity:

An EICCD team of 8 people will be going to Lisle, Illinois, to represent EICCD at an Academic Quality Improvement Program (AQIP) Strategy Forum, February 5-7.

The event satisfies an important requirement in the AQIP cycle, and includes a team-based agenda to focus on a key institutional area. The area the EICCD team will focus on is customer service: student and internal customer satisfaction, and possible strategies to improve the EICCD experience for these customers.

EICCD has a great deal of data and information about its students' satisfaction with its services: the Noel Levitz Student Satisfaction Inventory (conducted biannually since 2006); graduate survey data; Career and Technology Education program current student satisfaction data; and the Community College Student Engagement Survey (CCSSE). Staff perceptions have been tracked using the Organizational Environment Survey since 1994; it was most recently administered spring 2008.

The team will use this information to focus discussions and are asked by AQIP to outline a plan to increase customer service satisfaction with EICCD. The plan will be refined and implemented in the next year as an AQIP Action Project. The staff members attending the Strategy Forum are Pat Keir, Tom Coley, Vic McAvoy, Karen Vickers, Lisa Brown, Jane Marlow, Bill Parli, and Laurie Hanson.

Here is a reminder of EICCD's AQIP cycle:

AQIP accreditation is a 7 year cycle that includes –

- *An official letter of Reaffirmation of accreditation (EICCD's latest is 2007-2008; its next one is 2014-2015)*
- *Participation at a Strategy Forum (one every 4 years – EICCD's next one is Feb. 2009)*
- *Updating and an external appraisal of the EICCD System Portfolio (EICCD next one is due in 2010-2011)*
- *An onsite Quality Check-up visit (EICCD had one in spring 2007, will again in spring 2012)*
- *Action Project Updates (an annual process in September)*
- *An annual Institutional Data Report each spring (date varies).*

Once we return from the forum, we will be sharing with everyone the fruits of our labor. If you have any suggestions at this time about how we can provide even better service to our students and to ourselves, please let me know. I'll bring them along and introduce them into our discussion. I've also included a link to EICCD's current 2005-2010 Strategic Action Plan, with its 49 action projects, both on our website and Campus Cruiser.

◆ [Ideas to Improve EICCD Customer Service](#)

◆ [Strategic Plan on Campus Cruiser](#) (then click on the "EICCD Strategic Plan")

◆ [Strategic Plan on EICCD Website](#) (then scroll to the bottom of the page and click on the file “Entire 2005-2010 Strategic Plan”)



Chancellor to Run Fifth B-rrry Scurry!

Yes, I plan to run/walk the B-rrry Scurry again this winter, and I'm so excited about the prospect that I've decided to feature it as the topic of this month's

InFocus Podcast . . . interviewing Anne Schmidt from CCC who is the primary organizer of the event.

Click on the link and listen to the two of us talk about my favorite race! It's not too late to sign up! See you Saturday?

◆ [Interview with CCC's Anne Schmidt about B-rrry Scurry](#)

January, 2009 CQI Training Class Receives High Marks in Teamwork



As almost always occurs, George Varchola and his hearty group of trainers conducted CQI Training over the break. I've asked George to provide a description

of the experience:

Nineteen new employees completed CQI Training during January 5th -8th. During the four days the group learning focused on: (1) exceeding student/stakeholder needs and expectations; (2) the use of CQI tools and the use of data in decision making; and (3) teamwork and process improvement. In CQI's final teamwork exercise, all four teams did well and two teams received "excellent scores" with one team, including—**Thea Holmon-Ellis, Howard Kietzman, Richard Boyer, Barb Nichol and Joy Sayles**, setting the "**all time lowest (best) score of 10!**" **Wayne Cole, SCC, Jim Elias, MCC and George Varchola, DO/KEC** served as facilitators for the CQI learning session.

Attached is the graduation photo of the January CQI class. Pictured are:

Front Row: **Eric Hayes, DO, Joy Sayles, SCC, Jason Larche, MCC, Diane Stanley, SCC, Catarina Pena, KEC, Richard Boyer, MCC**

Middle Row: **Howard Kietzman, KEC, Gina Bauswell, CCC, Kristina Koch, MCC, Christine Klingamon, MCC, Gabe Knight, KEC, Dawn Deem, SCC, Christine Whipple, SCC, Barb Nichol, SCC, Stefanie Dietrick, CCC, Mary Hildebrandt, DO, Barb Erwin, SCC**

Back Row: **Wayne Cole, Facilitator, SCC, Jim Elias, Facilitator, MCC, Dennis Seaman, BTC, Thea Holman-Ellis, CE, George Varchola, Facilitator, DO/KEC.**

Instructional Technology Services Projects - 2009 Prioritizations

After gathering input from a large number of constituents, Carol Hall has provided me with a final list of priority projects for 2009. If you have any questions about them (and they are not in ranked order), or suggestions, don't hesitate to contact [Carol Hall](#).

1. Continue Campus Cruiser enhancements.
2. Continue to enhance the ICCOC interface to automatically transfer and update enrollment information between Datatel and eCollege.
3. Implement the eCommerce server modules for Datatel to allow for secure and web-based transactions for:
 - a. Activate the 11 hour rule for online registration
 - b. Online enrollment and registration for ALL students (credit and non-credit)
 - c. Develop and implement an online application
 - d. Implement online tuition payment for credit and non-credit
 - e. Continued development of online advising tools
4. Complete the interface between SCC ID card system and Datatel.
5. Implement digital modules to Datatel in support of:
 - a. Electronic HR forms
 - b. Electronic Purchase Orders
 - c. Electronic Time Cards and Leave Reporting

- d. Electronic eDeposit Transaction Receipts
 6. Begin implementation of Network Upgrade.
 - a. Virtualization components
 - b. Disaster Recovery
 - c. Convert to Exchange 2009
 7. Support construction projects through network infrastructure, phone system and classroom technology design and installation.
 8. Complete the single sign-on setup to enhance:
 - a. Datatel
 - b. ICCOC
 - c. Campus Cruiser
 - d. iTunes University
 9. Plan implementation of Datatel Advancement for Foundations.
 10. Review and plan for implementation of Colleague eAdvising, Retention Alert and Integrated Electronic Gradebook.
 11. Support Marketing in replacement of Serena software.
 12. Continue to improve the services of the Help Desk and the communication from Information Technology Services to the District.
 13. Maintenance, security and stability of all existing systems and data.
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Inauguration Day



No matter what one's political leanings, I think everyone was excited by the spirit and sense of promise embodied in the recent inauguration of **Barack Obama** as our new president. Seeing so many people from all over the nation enthusiastically participating in the festivities on the National Mall and, in our case, huddled around the ancient television dragged out of a closet for the occasion at the Urban Center, reminded me of what a wonderful nation and people we have. As we go through hard financial times as a nation, and, perhaps even more important, move into a new sustainable and global world, community colleges will play a critical role. All of us working in the community college movement are in for quite a ride. But we are most certainly *on board!*

Pat