The Operations Council
Wednesday, March 28, 2011
Dakota Room 8:15 – 10:00 a.m.

The Operations Council met on Wednesday, March 28, 2011, at 8:15 a.m. in the Dakota Room.

Members present: Janet Dixon, Mike Dodge, Bruce Emmil, Donna Fishbeck, Mary Friesz, Carla Hixson, Rita Lindgren, Gerry Pabst (Note Taker), Don Roethler, Jane Schulz, Elmer Weigel, Shirley Wilson

Members Not Present: Tamara Barber, Lane Huber, Janelle Masters, Henry Riegler,

Donna Fishbeck called the meeting to order at 8:17 a.m.

Guests: Carla Bickert, Mary Eisenbraun, Jeff Jacobs, Jennifer Klesalek, Mark Holkup, Kevin Holstrom, Annette Martel, Katherine Messer, Brenda Nottestad, Mary Sennert, Sara Vollmer,

Old Business
Minutes from the March 14, 2012 meeting where reviewed and approved ready to be posted on the web.

Emergency Management Team-Roethler
Roethler reported that he has asked Chris Heringer from DSU and Bobbie Jo Zueger from Minot to be on the team. Lindgren will assist Roethler with putting a team together from departments across campus. The Emergency Management Plan is to move forward with table top exercises this spring.
Action Item: Roethler will announce who the team members are at the next OC meeting. The Emergency Management Plan will be a standing item on the OC agenda.

Course Substitution Policy-Fishbeck
Fishbeck did an overview of the updated Course Substitution Policy. The policy was written last summer and brought forth to the department chairs/program managers and the Faculty Senate. This also has a substitution of classes and an appeals process that the faculty senate has reviewed and approved. Wilson commented that liberal arts programs have less concerns with it because they do not substitute classes. Executive Council has asked to have it reviewed again, comments were made that it is a restrictive policy.
Action item: Fishbeck/Riegler will take back to the department chair/program managers and Faculty Senate. Emmil will take it to Energy for review.

New Business

Life Cycle of a BSC Employee-Jeff Jacobs, Jennifer Klesalek
Jeff Jacobs and Jennifer Klesalek from the Life Cycle of an Employee cross functioning team presented to the OC. Jacobs explained the project came out of the Strategic Plan 2010-12. Dr. Schulz reported, May 2011 on the Process Mapping Implementation Team with six recommendations that include:

1. Use process mapping by all departments, divisions or units to review internal process.
2. Use Mind View software to develop maps and provide training with the use of software.
3. Use CQI facilitators when needed to facilitate mapping activities.
4. Two complex, cross-departmental processes should be identified each year by the OC.
5. First year process recommendations from process mapping team are: the life cycle of a BSC employee and the life cycle of a BSC student.
6. Review the process mapping plan annually by the OC and determining continued plan.

The OC recommended the “life cycle of a BSC employee” with HR leading the group. Mary Sennert and Mark Holkup were the facilitators chosen for this cross-departmental team. The software used for this project was Mind View for process mapping, so far 70 employees have went through the Mind View software training.

Klesalek explained the process they took to create the mapping. They first identified the full time BSC employee from application to hire to employed and throughout the life of working career to retirement, etc. The team used a timeline to go through the processes of a full time staff employee. This information was entered into Mind View mapping with all the materials attached for supervisors to be able to use as an efficiency tool for all processes of an employee. So far they have 23 efficiencies they would like to improve on and have already implemented 7 improvements. Increasing communication is one that has been put into place which has greatly improved.

The team member are: Katherine Messer, Rita Lindgren, Janelle Masters, Kevin Holstrom, Carla Bickert, Mary Eisenbraun, Carla Hixson, Jeff Jacobs, Jennifer Klesalek, Annette Martel, and Sara Vollmer.

The team will be presenting to EC on April 5 and would like to communicate to campus later this spring. Training session will be planned for supervisors and mapping will be available on line for supervisors to use.

The next mapping project will be identifying the life cycle of a faculty member. Fishbeck requested to have the team come back in June to formalize in a report after they have completed the project with faculty.

Discussion from OC was suggested to taping one of the presentations to go through efficiencies for the NDUS offices. Schulz added with the title III grant the possibility to track the life of a student using the Mind View software mapping process. Fishbeck suggested getting a team together after June and start on the student processing.

**Staff Proposal-Brenda Nottestad**

Brenda Nottestad representing the Staff Senate- Staff Rights & Campus Life Committee brought a proposal for changing office hours during winter/spring break to summer hours 7:30 a.m.-4:00 p.m. with ½ hour lunch. This proposal fits into the Retention and Recruitment Plan objective of making BSC attract and retain highly qualified employees in the Mandan-Bismarck area. Research has been done on office hours across ND colleges and universities. All schools operate under a 5-day 40-hour work week, but vary in office hours. During this time we would continue flex time 7:30-4:00 pm they could stay till 5:00 if they prefer. There would be no cost to the institution. During this time the student/faculty traffic is substantially reduced on campus as well as phone and emails are decreased. Mandated that says 40 hour week. Hours will still need to be flexible and if students come in we stay to assist them beyond hours as needed.
OC put the proposal to a vote. OC supported the concept winter/spring break hour change to summer hours 7:30 a.m.-4:00 p.m. with 30 min. lunch break.

**Action Item:** Brenda Nottestad will move the proposal forward to EC for approval with recommendation and caveats. The staff turnover rate will be presented also.

**Financial Aid Disbursement**-Jeff Jacobs
Jeff communicated that 2,800 BSC students get financial aid at this time. Recent changes in Federal Regulations challenged the financial aid department to stay in compliance but yet student friendly. BSC current policy disburses aid based upon the number of credits the student is enrolled in at the census date. The census date is normally the 12th day of any given semester/term and financial aid will pay the student based upon enrollment status regardless of when classes start. BSC with this current policy has issues with students in block classes due to classes starting after the disbursement date. Financial aid fraud is what has driven the changes with short term classes. The majority of students are in Energy programs because of the block style classes starting at different dates getting excessive aid then dropping the class.
To stay in compliance with Federal Regulations, the financial aid department is changing the disbursement policy to disburse aid based on start date of each class and enrollment status. Federal student aid will only disburse at this point the student meets the half-time threshold in any given semester. Follow up with “Active Engagement” in class: Physical class attendance interaction between instructor and student, submission of academic assignment, examination, etc.

**Excellence Through Leadership**-Lindgren, Hixson
Lindgren announced that they are getting ready to roll out for nomination and encourage more staff to apply for the Excellence through Leadership program this is part of the Retention and Recruitment Plan. This is a great opportunity for staff to enhance their BSC career. Supervisors can encourage and nominate employees in their departments. This is a great opportunity for 15 staff to enroll and benefit from this leadership program. Discussion was for OC to give a recommendation to relate to BSC initiative project and have EC approve. Identify project in the summer.

**Action Items:** OC will add this to the agenda in July and assist with identifying a project for the Excellence through Leadership Team.

**Meeting adjourned at 10:08 a.m.**