COLLEGE CABINET MEETING MINUTES
Tuesday, March 24, 2015
8:30am

1. Attendance
   Dr. Wesley Payne  Charlotte Eubank  Dr. Mary Lou Brown
   Dr. Brenda Russell  Ann Matthews  Dr. Maribeth Payne
   Kristina McDaniel  Teresa Johnson  Steve Atwood
   Bill Hampton  Janine Heath

2. Spring Semester Debrief Meeting for External Locations
   • Attendees
     ▪ Missy Marshall
     ▪ Kathy Ballard
     ▪ Connie Hampton
     ▪ Scott Williamson
     ▪ Claudia Horn
   • Dr. Wesley Payne opened the meeting. He encouraged the directors to review the
     operations of the locations and to determine what is working for students and what is not.
     For those things that are challenging, he requested that the directors work through the
     process in order for the students to benefit.
   • Budget:
     ▪ Charlotte Eubank explained that the salaries and benefits for existing personnel have
       been entered into the FY16 budget. The managers should not change these salaries. If
       there is a question regarding any of these salaries the managers should contact Charlotte
       for discussion.
     ▪ New positions should be part of the planning process with justifications for hiring. These
       requests will be reviewed during budget meetings and the managers will be notified if
       they are approved.
     ▪ Dr. Wesley Payne informed the group that a complete plan includes an assessment plan
       for each of the objectives. Plans and budgets are not to be turned into the President’s
       Office until the assessment plan is completed.
   • Communications:
     ▪ Teresa Johnson updated the group on the marketing efforts for Spring registration:
       a. TV Ads – “I Chose 3R”
       b. Postcard direct mail
       c. Social Media Advertising
       d. Media Link
       e. Posters and other printed materials
     ▪ Ms. Johnson explained some of the upcoming opportunities:
       a. There is a focus on career/technical programs. The communications department is
          putting together a new ad for the fall semester.
       b. Evening Advantage is being promoted locally since it is only offered at the main
          campus. Newspaper ads are running and radio spots are being considered.
Teresa asked the directors if the recent updating schedule for Media Link was helpful. All of the directors responded that the feedback has been very positive and they appreciate the efforts.

Some general comments regarding communication were:

a. Sikeston: Pleased with the flow of the marketing efforts in her market. The message is expansion as a result of the new building. Updates to media link are working. Very pleased with the technical support at the centers. Maintenance efforts have improved greatly.

b. Malden: Students are responding to the updates on Medial Link. Ms. Hampton asked if there was a possibility of sound in addition to the visual. She is a little concerned about the timeliness of getting posters to the centers for upcoming events.

c. Willow Springs: Communication has improved. The web site is a little confusing. Students are having trouble finding classes that are offered in Willow Springs. Requested that the college consider and “easy button” on the home page directing prospective and current students to the correct place.

d. Kennett: Communications are improved. Ms. Ballard asked if there was a way we could publicize locally classes being offered at the center. She also requested that the signage be more prominent. Individuals wanting to visit the facility are having a difficult time seeing the current signs.

e. Piedmont: The newspaper ads listing the class offerings have been very helpful. Ms. Horn stated that some of her students were reluctant to come to the facility since they did not want to feel as if they were returning to high school.

f. Dexter: Mr. Hampton agreed with the improvements to the overall communications. He and his staff encourage perspective students to come to the center for assistance in finding classes and completing paperwork.

g. Dr. Payne asked if registration posters displayed within the community would assist in positive results during registration. Ms. Marshall stated that very few businesses in Sikeston allows posters to be hung. She suggested that we identify marques instead. Ms. Hampton asked for banners to be hung during the registration process. Yard signs were discussed. Teresa Johnson was asked to provide pricing for yard signs and banners.

- **Custodial service/Maintenance**
  - Missy Marshall reported that 4M hired new personnel for the center. All is going well with the staff changing their hours to 4pm. This gives the staff an opportunity to communicate and direct the efforts of the cleaning and maintenance. The staff in Sikeston is struggling to get the appropriate supplies. Charlotte Eubank asked Ms. Marshall to let Cammy Halcumb know the details and that it would be addressed.
  - Ms. Marshall indicated that since the center had started using the maintenance ticket system the response from the maintenance department has improved.
  - Ms. Eubank stated that if the maintenance department had an equivalent to the offsite IT person the response from the department would be greatly improved.

- **Parking/Snow Days:**
  - All centers except Sikeston reported that the snow removal went well this winter. Ms. Marshall explained with the new building, the wind is creating a drifting issue. She is working with her company to improve the removal.
• Main campus purchased a truck with a plow which allowed for the in house maintenance personnel to perform the snow removal this winter. It went well even though there was a learning curve.
• Dr. Wesley Payne explained to the directors and cabinet that the college is going to monitor road conditions, talk with the highway patrol and local police when deciding to close the college during weather events. There will be a safety evaluation and the determination will be made at that time.

• **Registration/Advising/Financial Aid**
  ▪ Missy Marshall reported that there were no major issues. Financial Aid was very involved in the process.
  ▪ Connie Hampton reported that each year the registration process improves. This year the timeliness of communication improved.
  ▪ Scott Williamson explained that registration and advising at the Willow Springs facility is different due to the programs that are offered.
  ▪ Kathy Ballard outlined the testing and registration schedule in Kennett. Testing is conducted on Tuesday and Thursday. Friday is registration orientation. Zack provides support in the orientation process. A question was raised regarding the need for students to have an ID for the testing. Previously the prospective student could use their social security numbers however with the change to the system, they are now required to have ID numbers. Chris Adams explained that his department is working through the process and is planning on having the students entered into the system as prospective students. They will be assigned an ID during this process. He will keep the directors updated on the progress.
  ▪ Ms. Ballard expressed her concern with the facilities in Caruthersville. The students and staff are very unhappy with the technical tools that are being provided. Dr. Wesley Payne asked that Ms. Ballard sit with JJ Bullington (principal) and discuss the situation to determine if there was a solution. As an alternative, there is room in the new building that the college occupies and with some remodeling we could potentially provide classes in that building rather than at the high school.
  ▪ Open discussion on the orientation class (GST 090). This is the initial touch point with the student. It is a one credit hour class and is required for all students.
  ▪ Dr. Brown announced that the college is going to hire a liaison for the fall in Doniphan and Van Buren. Training for these individuals will be scheduled on the main campus and will involve all departments relating to registration. The college will provide registration assistance to Piedmont, Van Buren, Doniphan, Caruthersville, Portageville and New Madrid for fall.
  ▪ Bill Hampton announced that there was a counselor meeting in Dexter scheduled for Friday March 27. The topic will be how Three Rivers can provide assistance to the high schools in the area.
  ▪ Dr. Wesley Payne asked how the transcript process is going. In the past there were recurring issues with paperwork getting lost. The directors all responded that the process had changed and that they were using the system to provide the documentation to the registrar and it seems to have mitigated the issue. Melanie Hamann has been proactive with the counselors and this communication has addressed a number of the issues.
  ▪ Laura Milligan led the discussion on verification notification to the students. When we receive the notification we email the student. This is followed up by post cards sent to
their address on record. If the student is not responding, the mailing is followed up by a telephone call. For students in the off-site locations, a list is sent to the directors and they will follow up as well.

- Ms. Milligan also addressed the potential changes to the loan process. She is proposing that we require students to attend a loan counseling session prior to completing the loan process. This would include filling out the paperwork and preparing a budget to ensure that the student understands that they will be required to pay the loan back. Karen Beers will go to each center and train the staff on the process. Details need to be reviewed and presented for final approval.
- The college is combining the admission and scholarship application. For all students that register there will be an opportunity to qualify for scholarships offered. Ms. Milligan reminded the directors that April 1 is the deadline for the high school counselors to submit their recommendations for scholarships.

- **College Store/Text Book Delivery & Process for Book Return**
  - The directors all reported that the distribution of books was improved. Ms. Horn asked if there was a way that books could be delivered to Piedmont instead of having to drive to the main campus. Ms. Eubank told her that they could be mailed.
  - Bob Janson discussed the book return process and informed the group that changes have been made due to research on the issue. The fines for not returning the books have been delayed as well as putting book charges on the students account. The bookstore personnel are working with Financial Aid and Student Financial Services to improve the communication with the students in order for the registration process for the following semester to be easier.
  - Mr. Jansen gave an update on the meal plan cards. He will be expanding the network to include off-site locations. Harps is on board with all communities that they are in; Subway is open to exploring the possibility and he is pursuing other businesses in the communities that the college serves.

- **Security**
  - Sikeston: Ms. Marshall reported that the cameras are being installed. After the system is completely installed, the Sikeston police will monitor the system. Currently the new building has been placed on regular patrols.
  - Willow Springs: Mr. Williamson stated that the students and faculty address any issues with full back up from the police department.
  -Kennett: Ms. Ballard expressed her concerns with the lack of alarms on the doors leading into the building. The new janitor is assisting by escorting employees and students to their cars in the evening but Ms. Ballard would like to have the door alarmed allowing the staff to know when someone exits the building.
  - Piedmont: Ms. Horn has no issues. The high school has janitorial staff in the evening and the police department monitors the facility.
  - Dexter: Mr. Hampton is concerned that the security cameras/system as not been installed.
  - Dr. Wesley Payne stated that all of the sites/campus depend on local law enforcement to assist in the security of the facilities. He discussed the agreement with the city of Poplar Bluff and outlined the services that will be offered on the School Resource Program. He also announced that the college would have a permanent liaison with the police
The center directors were dismissed and the cabinet remained to continue the cabinet meeting.

3. President’s Remarks/Discussion

- Dr. Wesley Payne updated the cabinet on the search for the Executive Vice President. The successful applicant must have teaching experience in order to be considered. The largest part of this position will be dealing with the instructional side of the college. Dr. Payne would like to make an offer before graduation with a start date of July 1. He asked the cabinet to encourage the faculty and staff to be involved in the process.
- There was an open discussion regarding the Employee Appreciation Event. The following was decided:
May 1, 2015
Lunch at noon
Attendance voluntary
Held in the BAC
Close the college at noon for the day
Close the centers at 11am to give employees enough time to arrive on campus
Give away for the employees
Recognize achievements of the college
All full time, part time and adjuncts

4. Follow-up Items

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<tr>
<th>Item</th>
<th>Responsible Party</th>
<th>Status</th>
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<tbody>
<tr>
<td>On Line Directory Coordination</td>
<td>Teresa Johnson/Steve Atwood/Kristina McDaniel</td>
<td>Kristina has sent out the PAF for final review. Provide feedback to her prior to the next cabinet meeting</td>
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<tr>
<td>Facilities Usage</td>
<td>Janine Heath/Tim Thompson</td>
<td>Draft provided to the cabinet. Read and provide feedback for the next cabinet meeting</td>
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<tr>
<td>Facilities Review</td>
<td>Janine Heath</td>
<td>The documentation has been given to Janine. Results are being typed and will review with Rob Tomlinson</td>
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5. Student Services
   - Ann Matthews will send the Housing Handbook to the cabinet members for review and discussion at the next cabinet meeting

6. Academic Instruction
   - Dr. Brown will send out the updated Adjunct Handbook to the cabinet members for review and discussion at the next cabinet meeting.

7. Career Education and Workforce Development
   - Dr. Russell informed the cabinet that the Big Bang Theory for Girls was taking place on campus. 130 high school girls are in attendance. Working with the career and technical departments to receive hands on experience in the fields of study available to them.

8. Communications
   - Teresa Johnson informed the cabinet that there will be a commercial shot on campus, Thursday, March 26. This is for registration ads.

9. Human Resources
   - Kristina McDaniel reviewed the training requirements. All employees including adjuncts must participate in the Title IX training.
• Ms. McDaniel announced that Melissa Woolard has accepted the position of AP Clerk and will be moving to Financial Services in the near future.

10. Information Technology
• Steve Atwood announced that the necessary system maintenance performed over spring break caused issues with SEMO instruction. This problem needs to be addressed with the college.

11. Institutional Effectiveness
• Dr. Maribeth Payne reviewed the policy and regulation #2210 – Admissions requirements. The only change is the reference to the required TB screening.
• GAR1001 – Policy and Regulation Development: Dr. Maribeth Payne explained that this is the process for new policy and regulation development. Will be taken to the board as an information item.