

March 16, 2026
2:00-4:00 p.m.
AC 217 and Zoom

Present: Holley Shafer, Mary Kesler, Nicole McIntyre, Kathleen Antokhin

Absent: Eresa Puch, Hector Saez, Julian Solis, Kai McCarthy, Kahtara Harris, Laura Cooper, Brier Welch, Emily Fox

Review Agenda – Agenda approved

2/2/26 and 3/2/26 Minutes: no quorum – review at next meeting

Strategic Priority: Be a Great Place to Work and Grow

Goal 1. Cultivate a culture of engagement, collaboration, and accountability.

Steward: President/CEO - Jonathan Eldridge

Strengthening Participatory Governance (PGS)

- Short-Term Wins: Constituent groups will name committee members before the end of Spring 2026 for the following Academic Year
- Rationale: Allows new members to attend final meetings and participate in Flex Week training, ensuring committees are fully staffed and productive from day one.
- Long-Term Plan: A structured review of the 25-year-old PGS system will begin in Spring 2026, led by an external facilitator (e.g., from the CCLC).
- GRC will be conducting a yearly assessment completed by each committee

Addressing Transparency & Decision-Making

- Problem: A persistent perception of non-transparency, despite formal processes like the PRAC recommendation cycle.
 - Communication Breakdown: Information is not consistently disseminated from meetings (e.g., College Council, Deans & Directors) to the broader community.
 - Fragmented Information: The college website may be perceived as unreliable, and information is scattered across multiple newsletters and platforms.
 - Cultural Barriers: Power dynamics and territorialism create an environment where staff feel unable to speak up or ask for help.

Year 2 Proposed strategy revision:

Reframe the strategy from "foster an environment where employees feel safe" to "foster an environment that empowers employees."

Clarify and communicate institutional priorities:

- Integrate Plan 2030 goals into the performance review process.
 - Rationale: The current review cycle is the first opportunity to align individual goals with the plan, which was approved in September 2025.
 - Making employees aware of the strategic plan goals and making sure that employees feel that their jobs relate to the goals
- Building Plan 2030 into our culture – clarifying how our roles connect with goals
- Community level – elevate the connection of Plan 2030

Strengthen data-informed assessment and decision-making:

- AI Community of Practice has convened
 - Next step is to develop procedures and training in AI
- Noninstructional program review process – new IT Director and PRIE will work together
- Strengthening the link between Program Review and PRAC

Strategic Priority: Be a Great Place to Work and Grow

Goal 2. Expand systemic support for employee effectiveness via operational efficiencies designed to minimize transactional and maximize relational work.

Stewards: VP of Finance and Operations- Eresa Puch and Dean of Instruction - Cari Torres-Benavides

Optimize technology and operational processes

- Fiscal Services: ~80% of operational processes are documented, creating a foundation for automation.
- Information Technology (IT):
 - Initiated the mandatory, multi-year Ellucian Banner SAS migration.
 - Challenge: Progress is severely limited by a 40% staff vacancy rate.

Strengthen onboarding and training support

- Human Resources (HR):
 - Selecting new software to automate recruitment and onboarding.
 - Launched an improved new employee onboarding checklist.
 - Hosting monthly "HR Huddles" for process clarity.
- New Faculty Academies for training have been implemented
- Improving use of ProLearning with addition of mandatory & optional trainings
- Improvements in ACCM on COM website, hiring the SR. Designer will hopefully help improve
- Org chart is on President's Office website

Improving communication channels and support collaboration

- College Operations launched "Operational Insights," a monthly COM Hour series featuring different departments: IT, Fiscal Services, M&O, Community Education
- Caring Campus - Cross-departmental awareness

ConexEd Platform Expansion

- Function: A modern student services management system replacing SARS.
- Benefit: Provides a holistic view of student engagement across services (counseling, tutoring, etc.).
- New Use Case: Enrollment Services is adopting ConexEd for a case management approach, assigning students to a single point of contact.
- Future Potential: Track student (and employee) attendance at events to measure engagement and predict enrollment success.

Year 2 goals:

- Implementation of all forms on MyCOM
 - Update of process documentations are 80% complete
- HR processes are difficult to find: updating the website would be helpful

EPC Debrief:

- Discussion of how to improve communication of how decisions get made.
- There are many opportunities for employees to get information: Operational Insights, HR Huddles & VP Connects meetings, but not everyone can attend every meeting. Need a variety of methods of getting information out.
- COM Website: Provides a lot of information, but it is difficult to navigate
 - After new Senior Designer is hired, website navigation/revamp can be addressed
- Year 2 strategies: EPC will discuss these at the end of the semester

Wrap up

Next meeting: April 6, 2026

Meeting Adjourned