

**ACADEMIC LEADERSHIP COUNCIL**  
(a.k.a. Chair's Council)  
December 14<sup>th</sup>, 2010  
Rankin Center – Centennial Room  
RAN 252  
8:30 am – 10:00 am

Agenda

1. Group to Meet with Purchasing – Brian & Andy (5 min.)
2. On-line Textbook Ordering – Karen (15 min.)
3. Draft Student Complaints Policy Discussion – Robbie (20 min.)
4. Performance Counseling – Andy (25 min.)
  - Starting the conversation/setting the tone
  - Reviewing poor student ratings/negative observations
  - Reinforcing what is working
5. Updates from Colleges/Schools/Departments (5 min.)
6. HLC Student Videos (5 min.)
5. Open Forum

**Academic Leadership Council**  
**(previously Chairs' Council)**  
**14 December 2010**  
**8:30 – 10:00 am - Centennial Room RAN-252**

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**Membership**

Paul Blake, Michael Bouthillier, Robert Buckingham, Cheryl Cluchey, Julie Coon, Michael Cooper, Debra Cox, Brian Craig, Adnan Dakkuri, Deborah Dawson, Stephen Durst, Van Edgerton, David Frank, Nathan Garrelts, Sharon Hamel, Susan Hastings-Bishop, Tom Hollen, Liza Ing, Joseph Karafa (Chair), Gregory Key, Pat Klarecki, Leah Monger, Matt Pinter, Tracy Powers, Theresa Raglin, Nancy Reddy, Steven Reifert, Randall Schroeder, Larry Schult, Grant Snider, Todd Stanislav, David Steenstra, Karen Strasser, Deb Thalner, Kirk Weller, Greg Wellman, Jim Woolen, Helen Woodman, Fred Wyman, Gregory Zimmerman

Guests: Robbie Teahen, Don Flickenger

**Agenda**

- Purchasing
- Online Textbook Ordering
- Student Complaints Policy Discussion
- Performance Counseling
- Updates from Colleges/Schools/Departments
- HLC Student Videos
- Open Forum

**Handouts**

- Draft of Student Complaint Policy

**Minutes - DRAFT**

***Purchasing***

Brian Craig had initially thought it would be worthwhile to have someone from Purchasing address the concerns of ALC members during a regular ALC meeting, but perhaps a small group meeting them in the Purchasing Department would be a better solution. They could then report back to the full membership. Grant Snider offered to be a part of this group, as did Lisa Ing, Deb Cox, Brian Craig and Andy Karafa.

***Online Textbook Ordering***

Karen Strasser outlined the current process for online textbook ordering and discussion was held over likes/dislikes with the current process. Karen would like feedback from members on their thoughts and suggestions for improvement in the process. She will then meet with Karen Bohren and her Barnes & Noble manager to discuss. It was shared that the Criminal Justice program had training and all use the online ordering system. Suggestions included: ability to generate report showing what books are ordered in spreadsheet fashion so it can be sorted, Kindle versions of textbooks, textbook rental possibility, site to post lists of books ordered that departments can share and use to review previous orders.

***Student Complaint Policy***

Robbie Teahen reviewed the Academic Affairs Policy Letter - Student Complaint Policy that is under revision and was circulated to members prior to the meeting. She is also sharing with

other groups, such as the Academic Senate and Academic Standards and Policies committee. Some of the revision concerns language clean-up but a new section on administrative complaints has been included with the language being very close to that for faculty complaints. Previously individual colleges developed their own policy. We need a campus wide policy. Once adopted the college policies will no longer apply. She requests members send comments to her via email regarding the current draft and she will forward to committee.

Robbie also gave an update on the HLC accreditation visit coming up in April and the status of efforts underway to be ready for the visits. Current areas of focus are student authentication policy/procedures, credit hour definition, student learning outcomes and verification of outcomes completion and importance of putting these into TracDat, offering our degrees via online learning to students in other states and effect pending policy may have on this process.

Robbie shared the Transfer Policy group has reconvened to review the current policy. Improvements and a clear policy are needed. More information will be forthcoming.

### ***Performance Counseling***

Andy Karafa led discussion by asking members for tips they have learned work well when discussing performance evaluations with faculty. While discussions will be different for each person common dos and don'ts apply. Important to not judge or condemn and goal is to have a formative vs confrontational meeting. Asking "what do you need help with" can lead to matching the new faculty member with a mentor who excels in a particular area. If complacency is the issue, encourage engagement in something new and challenging. Members gave several examples of things that work well for them. Always reinforce what works well.

### ***HLC Student Video***

Robbie Teahen gave background on the student competition to make an HLC video. While there was not a large response those submitted were creative, informative and entertaining. Concept may be taken forward to use for general education or diversity. The winning video was show. While students retain rights to the videos Ferris has permission to use them. All top videos are available online for viewing.

### ***Items from the Floor – Open Discussion***

- Grant Snider announced newest Art Gallery exhibit
- Brian Craig reminded members of upcoming Michigan Energy Conference

Meeting was adjourned at 10:00 am

Minutes submitted by: Gayle Driggers