

OPERATIONS LEADERSHIP TEAM DISTRICT OFFICE – ROOM 252

NOVEMBER 1, 2016
2:00 PM – 4:00 PM

PRESENT: Loren Bender (Chair), Jennifer Page (Co-chair), Terry Allcorn (Co-chair), Kari Makepeace (OLT Coordinator), Roger Corriveau, Jasmin Cruz, Neisa Farley, Linda Herlocker, Jonathan Hernandez, Art King, Mike Lergier, Patti Riva, Paul Rooney, Drew Smith, Patti Smith, Traci Thornton, Rhonda Ulmer

ABSENT: Sonya Joseph, Joe Livingston

MEETING SUMMARY

I. DISCUSSION ITEMS

A. Changes to OLT

1. Revised Design Principals

- Establish a cross functional group that receives direction from executive leadership on prioritized priorities that will enhance success for Valencia College students.
- Coordinate that cross-functional team (including staff, faculty and students) to address new and existing campus initiatives that need to be enhanced and provide solutions to existing college wide challenges. Their charge should center on:
 - o Major operational changes
 - o Communication regarding operations changes
 - o Planning/training of operational changes that cross impact college locations

2. Group Makeup

The main group would be reduced to a more reasonable number of members (e.g. 15). There are some key persons that will be expected to be permanent members.

- Vice President – Business Operations and Finance
- Co-Chairs (2) that can come from various parts of the College
- Assistant Vice President – Operations
- Campus operations managers (6...soon to be 7)
- AVP of Academic Affairs
- Dean's representative
- Volunteers (3 – 5)

The Co-Chair's will help facilitate the meeting, check on work group progress and assist with finding opportunities for future work groups. The Co-Chairs and volunteers will rotate off after 2 years. Replacements for those rotating off the team will come be selected from College leadership or volunteer to the Co-Chairs. Work groups and those selected to lead those work groups can include persons from either those on the team or from outside the core team.

3. Meeting Process

The meeting schedule will remain on the first Tuesday of each month unless conflicts occur. Meetings will be 2 hours and will cover work group updates, work group closures and new ideas for work groups. Meetings will either be scheduled at the beginning or end of day. Locations will vary.

The work group “closures” will be discussed and brought to the senior leadership by the VP – Business Operations and Finance, if needed. This update will result in either a “go” or “no go” or “more work needed” from the leadership team. The results of the decision will be directed back to the team at the next Operations Leadership Meeting. Meeting notes will be maintained and posted to the Operations Leadership web site. Requests for areas to review can be added to the list by contacting the Vice President – Operations and Finance.

4. Work Groups

Work groups should not take longer than 6 months to be completed. A point person will be identified and the OLT will identify key personnel needed to aid success in completing the work effort. The time frame for completion will be developed by the Operations Leadership team. More information on work groups is below.

B. OLT Proposed Work Groups

1. Old furniture/property removal

There are currently options that will enhance the movement of furniture from the campuses that is no longer used and can be sold in an open market status. Can we establish cross campus procedures to use this service?

The team composition will be as follows:

- David Long
- Shaun Andrews
- Mike Favorit
- Tracey Olsen Oliver
- Drew Smith
- Roger Corriveau
- Jonathan Hernandez
- Jasmin Cruz
- Neisa Farley
- Mike Lergier
- Chris Kretchik
- Jamie Rost

2. Summer Enrollment Team

Last summer we had a promotion that increased summer enrollment up 15%. The campus presidents have asked that we try it again but add an additional program to the promotion. There are a number of execution issues that need to be resolved.

OLT approved Jackie Lasch to lead the Summer Enrollment Team. The goal will be to have a report out on February 7, 2017. The team composition will be as follows:

- Reyna Rangel
- Ali Javadi
- Reyna Rangel
- Ali Javadi
- Amy Kleeman
- Traci Thornton
- Michelle Matis
- Alex Larzabal Gomez
- Andy Oguntola
- Dean of Math (at least one)
- Dean of English (at least one)
- Dean of Students - Joe Sarrubbo

3. Student Housing

It is becoming clear that a housing solution is needed. Where, when, how, etc. will it be done.

There are already multiple sub-teams working on this. There will be an update in February to see what the teams are working on.

4. Committee Investigation

The College has a number of work groups but not all are aware of each of them. This group would identify those groups that have standing meetings and affect operational issues impacting various locations.

5. Information Management (Paper Elimination, Print Management & Record Retention)

Effort to eliminate the printing and use of all paper documents and to examine student print services. Also, across the campuses we have a number of storage areas with records. How can we establish a process that provides security for records while establishing a reoccurring cost process?

6. Traffic on campus

There are always issues with how to manage traffic. What are some solutions that we can determine to alleviate traffic issues? What decisions impact traffic?

7. Safety

How do we make sure that everyone feels safe at Valencia College? Many sub groups would come from this.

8. Disaster Preparedness

Are we prepared for hurricanes, tornados, fires? How can we combine and tie all of the activities already documented together so we have no holes?

9. Furniture Refresh

What types of changes can be made to refresh and enhance the classrooms to meet the changes for future learning?

10. Campus Beautification

What is the best way to improve the look of each of our campuses so they have a consistent, clean look?

11. No line initiatives

Opportunity to identify ways to make it easier for both our students as well as those that serve them.

II. INFORMATION ITEMS

A. Summer Enrollment Initiative – Loren Bender

1. 2016 Summer Enrollment

The 2016 summer enrollment program provided \$150 to eligible students who took MAT1033 or MAC1105. Eligible students included those who attended Valencia in prior semesters or high school students that planned on attending Valencia in the fall.

The goals of the program were to relieve pressure from traditionally full fall math classes, to provide college affordability options, and to improve on persistence and success rates.

There were 2,648 students that took advantage of the incentive which means that the Foundation provided \$397,350 to support the program. Marketing efforts cost \$172,000 leaving an increase of \$109,017 in college revenue.

2. 2017 Summer Enrollment Initiative

The design principles for the 2017 enrollment initiative are:

- Incentivize summer volume patterns that support student success, progression and affordability.
- Add capacity in specific courses that have limited capacity in the Fall by expanding summer alternatives.
- Provide reliable demand supporting summer faculty loads at sustainable class sizes.
- Create a compelling message from discounting that will enhance Valencia's reputation.

The 2017 summer enrollment program will be expanded to include a reduced tuition to eligible students that take MAC1105, ENC1101, or ENC1102 in the summer terms. Eligible students include those who have attended Valencia in prior semesters or high school students that plan on attending Valencia in the fall. There will also be a cutoff date created to enhance early enrollment.

The goals of the 2017 enrollment initiative are to create a financial summary, improve awareness of the program, make the process efficient, and complete all work by February.

III. ACTION ITEMS

A. Property Removal – *Art King*

1. Current Process and Issues with Valencia Auctions

The current process to dispose of unclaimed recovered property involves Student Development facilitating live auctions. The concerns with this process include:

- Locating sufficient space necessary to store unclaimed property for several months.
- Soliciting and training volunteers to assist with the auction.
- Manpower intensive with preparation and facilitating an auction.
- Lack of advertising and attracting buyers.
- No auction has been held since April of 2015 and there are not any scheduled.

2. Recommended Process

Given the information above, a new process is being recommended: using PropertyRoom.com. Propertyroom.com is a full service online auction company specializing in the online auction of unclaimed lost, recovered property and surplus assets. The company currently serves over 3000 law enforcement agencies, federal, state, city, and county, as well as other types of organizations.

The benefits of using PropertyRoom.com are:

- Streamlines the online auction process by offering services that include cataloging, imaging, authentication, refurbishment for high value assets and delivery to the successful bidder.
- 365 Auction days per year, 24/7

- Auctions can be attended by anyone with internet access who registers, currently 1.6 million registered bidders – resulting in increased sales.
- All items can be viewed online
- Provides an electronic manifest and reporting
- Systematic electronic payment process

The specific benefits to the College for using this new process would be:

- Help clear out unclaimed found property and sale of surplus items
- National online auctions draw more bidders 24/7/365 than local auctions
- Provides 24/7/365 status on assets
- Pick-up items from Valencia storage locations
- 50/50 split on property sold under \$1,500
- Property sold over \$1,500 - 75% to Valencia 25% to PropertyRoom.com
- Less work hours required from Valencia staff preparing and facilitating an auction

In addition, PropertyRoom.com joined forces with Copart, Inc., a leader in online vehicle and equipment auctions, and created Haul Away Auctions Platinum Auction Services. Haul Away Auctions will either arrange to dispatch their contracted towers to pick-up vehicles and equipment or Valencia can drop them off at the Copart local yard resulting in less cost for storage and towing charges. Also, there are higher returns on vehicle sales from attracting more and better bidders. Auctions are conducted weekly.

The OLT approved the recommendation and has asked Art King to convene the group and begin working on this effort. The goal will be to have an update at the February 2017 meeting.

IV. NEXT MEETING

The next Operations Leadership Team meeting will take place on December 6th, 2016 from 3:00pm – 5:00pm at the District Office in Room 252.