

CHAMPLAIN COLLEGE COUNCIL MEETING AGENDA
September 28, 2018, 8:30-9:30 a.m.
Morgan Room, Aiken Hall

Faculty Senate

1. John Stroup (EHS)
2. JoAnn Patel (CCM)
3. ~~Narine Hall (IFS)~~
4. Ciaran Buckley (Core)
5. Tom Myers (SSB)
6. Kathy Seiler, President
7. ~~?, Champlain College Online~~

Staff Council

1. Shaylea Scribner, President
2. Pat Boera
3. Christina Erickson
4. ~~Will McCrary~~
5. ~~Melissa Carlson~~
6. ~~John Lanzetta~~
7. Lauren Bruneau

Ex-officio Members (non-voting)

1. Centers of Excellence
2. Diversity and Inclusion
3. Marketing
4. Sandy Yusen, Communications
5. ~~Nic Anderson~~, Transportation

Student Government Association

1. Denzel Nadim, President
2. Maria Morales, Vice President
3. Erin Warner, Director of Comms
4. Ryan Littleton, CCM Rep
5. Riaz Clark, EHS Rep
6. Cecilia Pohlar, ITS Rep
7. ~~Mariana Jallow~~, Academic Diversity Rep

President & Deans

1. Don Laackman
2. Scott Baker
3. ~~Laurel Bongiorno~~
4. ~~Johnna Herrick-Phelps~~
5. ~~David Mills~~
6. Scott Stevens
7. Paula Willoquet-Maricondi

College Council Roles

1. Chair
2. Vice Chair
3. Secretary - Elin Melchior

Visitors: Aiden Saunders (student)

[BY-LAWS Link](#)

AGENDA and Minutes

8:30a.m. **Welcome and Purpose of College Council – President Laackman**

Approve the [Minutes from April 2018 Meeting](#)

Ciaran Buckley moved to approve the minutes.

Passed Unanimously.

Elect the College Council Chair and Vice-Chair (1 year term)

Shaylea Scribner explained how the leadership of the council works and that it is faculty's turn to chair the council with a student vice-chair. Next year staff will chair again.

John Stroup volunteered to be the Chair to represent faculty.

SGA chose Denzel Nadim to represent them as Vice-Chair.

There was discussion that Friday mornings are difficult for multiple people. Shaylea S said that she plans to move the meetings to Wednesdays when they will fit.

Don L spoke about how the council was restructured last year to be an advisory body to the president. This is a place to share perspectives and he likes to consider this a safe space. He does recognize the power dynamic but asks people in the interest of advancing the college to be respectfully frank. He welcomes our thoughts and feedback in that spirit. Different methods of conducting meetings will be used to elicit this.

8:45a.m. **Topic: Communication Issues**

- **Formal vs. Informal**
- **Proper Channels**

- **Transparency**
- **What Works/What Needs Improvement**

Don L - Today we are going to discuss communication issues. These issues are grounded in the results from the Modern Think Survey (2014, 2016 and 2018). We took action on many of the issues brought up in the 2016 survey which was showing improvement. The 2018 results were disappointing as we did not continue our forward momentum.

As previously shared, there are three themes for focus

- communication
- vision
- senior leadership turnover

Vision was already a focus. We have put time and resources into the Community Conversation in October. We are addressing our vision and beyond 2020 square on.

Leadership Turnover - We've had departures from cabinet and additions for a wide variety of reasons. Don comes from a background with a lot of turnover. He didn't appreciate the effect this would have here but he is now cognizant of the issue.

Communication is the biggest issue here. He has worked on transparency. He has tried to engage in different ways through various venues. However, surveys are coming back saying that it isn't working, that faculty and staff say that they don't trust senior leadership.

Don's initial hypothesis is that formal communications have improved but informal lines of communication have been harmed and that is probably tied to the turnover of senior leadership and the number of people that faculty/staff can turn to and say "What did Don mean by this?"

Don asked the council to tell him what they think is going on.

Denzel N stated that he thinks that informal communication is accessible but not to the level that it needs to be. Informal communication in smaller conversational formats is easier to understand and believe.

Transparency was defined by SGA as the level to which perspectives and information are clearly stated and widely available. It is understood that there need to be boundaries on the range of perspectives. There is a problem on campus with how difficult it is for students to find even basic information such as calendar events.

Ciaran B said that he felt communication really broke down over the summer's personnel decisions. People came back to school to find that some people were gone and they didn't know why. He feels that he is already not involved in October's Community Conversation as he needs to be on campus and teach. He is bothered by it being billed as campus wide input when he can't participate. He does respect the president's ability to say this is what we are going to do when necessary. He also doesn't really care about 2050 but wants to think about right now.

JoAnn P said that sometimes big decisions are made and people feel blindsided and that they were not part of the decision when they should have been. An example is the closing of the Maker Space. A lot of students were very upset about this.

Scott S said that the prior administration was much more “closed door.” This administration has opened the door, but the more you learn, the more you know that you don’t know. Expectations have been raised and now unless the door is kicked wide open, people are upset.

Ciaran B said that the fact that Don is open about the finances is fantastic. Now though people want more. And people want to be able to email staff and faculty.

Pat B said that people are not allowed to communicate with groups of people. They can’t email groups and some people have been told that they cannot directly communicate with the President’s Office or trustees. They have to CC people and get permission from Katherine Birrow.

Paula W said that she asks people to CC her -- not to vet communications, but so that she knows what is up so that if she is talking to the recipient, they don’t think that the people in her department don’t talk to each other. She thought that email list permissions and changes were a pilot and she thinks this issue should be revisited.

Shaylea S mentioned the confusion about people leaving and who warrants a campus wide communication from Don and why some people get parties. She suggested putting something about comings and goings in the People Center newsletter, this could be very simple without details or any mention of why somebody left.

Erin W said that SGA use their webpage and facebook to communicate. They are educating students about the SGA roles and how students can work with SGA. Their first step is to communicate about how students can find their communications.

Aiden S said that students think most about communication in terms of what is going on on campus. There is a lack of centralized information on campus. The Stall Street Journal is not complete. Aiden and SGA will be working on this.

Scott B said that we need a dynamic org chart. Currently Google is faster than our internal search engine for figuring out somebody’s job. This org chart could have what people do, bios, contact information and this could be the place to find out who to talk to for what. JoAnn P added that this should be a direct link from the portal.

Denzel N said that SGA had a student town hall meeting which brought the college president, the vice-president of student affairs and the provost together to hold a discussion panel with the students. Students want a personal window to the administration. This worked well.

Champlain divides between centralized and decentralized communication. How can we intertwine the smaller decentralized groups? College council is a great example of success in this.

Ciaran B said that town hall seems old fashioned and stuffy and we need to have something more modern, something electronic.

Christina E said that Champlain really needs a calendar that works. UVM has a good calendar that is easy to use. She said that we need more spaces and places to gather to further informal communication. The IDX lunch space is a good start. Days of service are good and they are looking at ways that we can add students. She reminded people that David Provost would sometimes take his team to talk over an adult beverage.

Cecilia P said that there is a problem with students who don't want to come to events or to engage. Students don't feel like they belong to the Champlain community and the lack of a calendar exacerbates this.

Maria M said that the second years have created a Google Calendar which includes student activities. The calendar is at <https://bit.ly/2GBvJAS>. Joshua Sherman (a student) owns it and updates it.

JoAnn P said that Discord is the way game students communicate. Champlain should have a channel.

Kathy S said that there are bandwidth issues. People only have so much time and energy to focus. TLDR (too long, didn't read) is now in the dictionary. We're all moving to "just in time" communication.

Tom M said that students are talking about bringing back the student newspaper. At the Texas Positive Ed Summit, there was talk about the fact that there is no physical space for all students to come together. There are student centers at other campuses; Champlain doesn't have this. RAs talk about the fact that in the dorm all doors are closed with students inside their rooms.

Don L summarized.

- Formal communication is good but we still need org charts.
- Informal communication isn't working.
- We are all trying to balance bandwidth vs. everybody wanting to know everything always.
- It makes sense to put information about people leaving the college in the People Center newsletter.
- We have made strides around people being in the process around the budget.
- Don respects hierarchies; he will always ask students if they have talked to SGA first and faculty about Deans - but he still listens.
- We're falling short of the expectations that we have raised.
- We need a calendar.
- We need to know who does what.
- Don has asked Jeff Brown to look at some communication tools for the college to use.
- A students newsletter is something that he hadn't thought about, but he knows it's important and is interested in knowing what students would need to do this.

9:30a.m.

Adjourn