

AFSCME Staff Advisory Council Meeting Notes
Friday, September 12, 2008
9:30 -10:30 a.m.
TRF Campus, Room 545; EGF Campus, Room 106

All Members Present: Bobbie Bloom, Mitch Ostrom, Sue Ridley, Sandy Bratvold, Lori Johnson, Lynell Wayne, Cory Feller, Bonnie Klasen, Becky Lindseth, Kent Hanson, Anne Temte; Cindy Cedergren, Recorder. It was noted that Lori Johnson and Rosie Gustafson will rotate attendance on this Council.

Introductions and Purpose: Council members introduced themselves to the group. President Temte stated that the purpose of the Council is to have dialogue about concerns of those in each of the respective areas of the college they represent: Academic Services Support, Facilities, Fiscal Services/HR, and Student Services Support.

Aviation Program: President Temte and Kent Hanson provided an update on the status of the aviation program. They reported that it was a hard decision to suspend the program last year, and a hard decision to reinstate it over the summer. She reported that the aviation marketing campaign was paid for from special MnSCU funds, not the college's budget. She reported there are currently 11 new students, 13 second-year students, and 4 new students enrolled for spring semester. An Aviation Director position will be posted soon, which will be funded by the balance of the MnSCU grant, the sale of excess of equipment, and reserves if needed. They stated the ultimate goal is to have 150 students enrolled.

Recruitment and Retention: President Temte reported that many ideas were tried during the aviation marketing blitz that will now be used for other program marketing efforts. She asked that members share ideas that they hear from students on what they like or what makes an impact on their decisions or their level of satisfaction with the college.

Enrollment: We currently have a higher headcount over last year, but a decrease in FTE's. More students are taking less credits – probably because there are jobs available in this area.

Issues/Ideas from Council Members: President Temte asked members to share their insights about how things went during the first month of the semester, and talk about any issues that they or the students they serve have expressed to them.

- President Temte asked members if they felt that the international and refugee students were satisfied with the services they receive. Lynell Wayne stated that the students she's met in the Learning Center have not reported any problems to her; they seem to like living in Thief River Falls; they have a sense of pride that they're doing something good for themselves, and their families. She stated that language/communication is often a barrier. These students are good recruiters of other friends and families. Someone in the group asked if additional assistance could be provided through Access and Opportunity funds, such as supplemental

- instruction. A member suggested a checklist for admissions be developed, which includes an explanation of what the commonly used terms and abbreviations mean.
- Bonnie Klasen reported that she generally hears complaints about the high price of books in the Bookstore.
 - It was reported that staff are hearing complaints from students about the TRF food services. They shared complaints about the operation not being managed well; moldy bread served; prices are too high; high number of flies in the serving area; hotdog buns not served properly; one student was accused of stealing. EGF members reported that they saw an increase in prices on their campus.
 - Cory Feller reported that work study positions are not yet assigned in Facilities. He reported on various projects in progress at the TRF campus.

Standardized Business Hours: Discussion was held on whether or not the college should implement standardized business hours, as many other governmental agencies do. Various members stated what seems to work best for their respective areas: Learning Center – students frequently use their services between 7:30-8 a.m. Bookstore – sees more early morning customers than late in the day; EGF Business Office – gets frequent phone calls between 7:30-8 a.m. President Temte noted that some colleges are going to a 4-day work week. The Council will continue discussions on this topic. Members were asked to visit with their co-workers in their respective areas and bring back their observations of when the most customers (students, employees, or public) are expecting services.

Communications: President Temte stated that at each meeting, members will be encouraged to share any thoughts, concerns, or good news about the respective areas, or on any college-wide issues. She wants more insight on what members are seeing at their level of service. Cindy Cedergren will request agenda items prior to each meeting. Each member should feel free to add discussion items of their choice. Meeting notes will be posted on Virtual Office.

President Temte will be in St. Paul on October 9th, when the next meeting is scheduled. Kent Hanson and Becky Lindseth will convene that meeting.

Agenda item for future meeting: Continue discussion on Standardized business hours; Summer Work Schedules – how to make sure functions are staffed.

Meeting adjourned at 10:30 a.m.

Next Meeting: Thursday, October 9, 2008; 9:30 a.m. ; TRF Room 545; EGF Room 106.

Cindy Cedergren, Recorder