

**MMA/MAPE COM. PLAN Advisory Council Meeting Notes**  
**Thursday, October 9, 2008**  
**11 a.m. – 12 Noon**  
**TRF Campus, Room 545; EGF Campus, Room 106; Roseau Site**

Members Present: Dave Olsen, Karla Anderson, Kirsten Michalke, Susy Dowers, Nicole Hagen, Becky Lindseth, Kent Hanson, Cindy Cedergren, Recorder.  
Absent: Pam Schorsch, Kristi Lane, Michelle Benitt, Anne Temte

**Issues/Ideas Submitted by Council Members:**       None

**Standardized Business Hours:** Discussion was held on the idea of standardized business hours for all college operations. The best hours of operation vary from department to department, so it's difficult to evaluate if one standard beginning and ending time would be beneficial for the college. Various members reported on their hours and how they accommodate their internal and external customers with their existing staff. Becky Lindseth suggested that maybe the college could establish a parameter of 7:30 a.m. – 5 p.m. as the standard range of hours, with departments still having the ability to set their opening and closing times within this timeframe.

**Summer Work Schedules:** This topic is tied closely to the topic of standardized business hours. Kent Hanson expressed concerns that offices are not being staffed every day during the summer month, due to varying office hours, in addition to vacation schedules. Again, hours and days of the week that offices are staffed vary from department to department, so it's difficult to know when services are available. Currently each department develops their own summer schedules, with the supervisors having the responsibility of maintaining their operations with varying work schedules. Discussion was also held on the idea of having a 4-day work week during the summer, to reduce AC costs, gas to travel to and from campus, etc. Karla Anderson noted that MSCTC-Detroit Lakes has developed that summer schedule, with the campus closed on Fridays. Kent expressed concern about a 9-10 hour work day, and believes that productivity is often diminished at the 9<sup>th</sup> or 10<sup>th</sup> hour of the day.

Susy Dowers stated that some employers may be in favor of a 4-day class schedule, allowing students to work for them all day on Fridays. It was noted that Utah has developed a 4-day work week for all state government offices.

Becky Lindseth has been asked to research what other colleges are doing for summer schedules, as well as regular hours of operation.

Karla Anderson encouraged the increased use of the college website to keep students informed of important information and changes taking place that may affect their schedules, charges, etc. Susy Dowers suggested a help desk that may be manned by students. Dave Olsen explained the concept of a "live chat" window that could address student concerns on a timely basis.

Nicole Hagen expressed concerns about having a contact person at the other campuses during the evening hours when ITV classes are in session at the Roseau site. Discussion was held on methods to relieve some of the issues needing attention by having the faculty use more of the technology available to them, instead of relying on staff to handle the arrangements – ie., capability to pdf documents, etc. ITV faculty for the Roseau site may need training or more information on the technology available to them, and what is working well at the other campus' ITV sites.

**Budget:** Kent Hanson reported he was not overly optimistic about the funding in the next biennium. He stated that decreased spending by consumers equates to decreased tax revenue, and ultimately, decreased funding for colleges. We won't know more until November when the state's budget is released.

**Other:** Members were encouraged to submit agenda items for the next meeting to Cindy Cedergren at any time.

Meeting adjourned at 11:45 a.m.

**Next Meeting:** Friday, November 14, 2008 at 11 a.m.; TRF Room 545; EGF Room 106; Roseau Site

Cindy Cedergren, Recorder