



Workforce Solutions Governance Committee Minutes

CORRECTED: 10/16/17

Date: September 18, 2017

Time: 1pm

Location: Center for Workforce Solutions

Attendance:

In attendance: Corey McCray (Ex Officio), Lisa Peterson (Ex Officio), Todd Estes (Ex Officio), Emily Richardson (Ex Officio), Batanya Gipson (Chair), Leona Davis-Daniels, Christopher Fairbanks, Sylvia Ross, Thomas Stout, Laura Burnham

Absent: Leslie Boughton (Ex Officio), Heather Kitsis, Calvin Scheidt, Richard James, David Lee, William Pearsall, Michael Lyle, Matthew Woods

I. Call to order

Meeting was called to order 1:12 pm by Batanya Gipson

II. Minutes

Meeting Minutes for the May 22nd meeting will be published and disseminated at a later date for approval by the committee.

III. Reports

- A. Officer Reports: No report
- B. Committees: No report
- C. Report from Subcommittees:
 - ✚ Laura Burnham: Advanced Standing Policy needs to be updated in accordance with the college's goals for the Pathway & Associate Deans; recommends that the policy be carefully weighed, and plans to draft a proposal that refers to future goals to be presented to Dr. DeMarte for review.
- D. Other:
 - ✚ Dr. McCray: New brand for "Workforce Credential Grant!" (WCG). WCG is in its 2nd year, and has been renamed, "**FastForward Credentials.**" Workforce Solutions has hired a new staff member to accommodate the objectives to help students obtain "**FastForward Credentials to a Career that Matters.**" Diana Duparl, FastForward Career Coach, supports all credential programs, and will work with students in making the connection from education through to a career opportunity.

- ✚ Dr. McCray: It is anticipated that FANTIC (Financial Aid for Noncredit Training leading to an Industry Credential) also will change depending on the case load. An increased case load would require Workforce to hire additional staff as needed.
- ✚ TCC is changing its language as well. Across the college, noncredit is no longer being used. The current phrase is ***“Workforce Credit.”***

IV. Open business

- A. Calendar of Marketing Events (See attached)
 - 1. WSC Marketing Event Calendar: A Marketing Event Calendar was started that provides some dates and contact information of events for a Workforce representative to attend.
 - 2. There are still some blanks remaining that needs to be filled in. Leona Davis-Daniels will reach out to as many contacts as possible to update the information.
 - 3. Sylvia Ross added the Student Engagement Fair, Norfolk Campus for 9/26/17; Codie Singleton, point of contact.
- B. Member List:
 - 1. All members previously listed were contacted to confirm their intentions to stay on the committee or to vacant the spot. The current member list is being updated, and was forwarded on to the PAPC.
- C. Meeting Attendance:
 - 1. Meeting attendance is imperative to the voting process.
 - 2. Face to face meeting is preferred, but conference calls will be allowed on occasion.
 - 3. Plans to follow the guidelines of the Bylaws.
- D. Website Updates:
 - 1. All website changes and updates goes through Web Communications via an electronic HelpDesk ticket.

V. New business

- A. 2017-2018 WGC Charges
 - 1. Develop a base of knowledge for Workforce Solutions student intake and a knowledge management plan and procedure for student advising of Workforce Solutions offerings and initiatives.
 - 2. Work with the Workforce Solutions team to develop procedures to cross-walk noncredit courses and training into advance standing (credit for non-credit training) opportunities for Workforce Solutions students and ensure adherence to SACSCOC Principles of Accreditation; in particular Comprehensive Standard 3.4.8 – Noncredit to Credit.
 - a) The goal is to determine who the subject matter expert is for the incoming call, and how to properly handoff the call to the appropriate point of contact.
 - b) Have a team in place to properly guide the student.

- c) Identify long-term and short-term credentials as needed.
- d) Everyone should be able to provide an appropriate answer to a student, whether that person is front desk support, staff, faculty, or an administrator.
- e) The website should be updated with current information, and other methods should be used to publish updates as well.
- f) Get with Sarah Swager, Info Center Manager, to request a copy of the spreadsheet that the Info Center uses to respond to incoming inquiries to be used as a guide/template to follow. For instance, the spreadsheet lists the colleges programs offered, the campus location, and whether the program is eligible for Financial Aid.
- g) Get an update from Jen Perkinson, Prospect Team, on the most recent status of the CRM.
- h) Workforce credit to Credit courses: Courses such as Welding, CMA, Medical Billing & Coding, OSHA 10, CDL-B and/or CDL-CSC will go through ASSET, an evaluation tool for review to receive credit.
 - (1) Once Workforce identifies specific programs, Laura Burnham's office will assist with providing data from the database that aligns the Workforce credit programs geared towards a credit program for review.

VI. Other

Dr. McCray provided a one-page handout, Workforce Solutions Student Intake – Planning Questions, and asked the members to provide input by responding to the questions.

VII. Next meeting

Monday, October 16, 2017 @ 1pm; Workforce Solutions, Conference Rm #105

VIII. Adjournment

The meeting was adjourned at 3:32 pm.

Submitted by

Leona Davis-Daniels, Secretary