

Day of Conversation Results – Questions and Action Items

What do our communities regard as indispensable about Yavapai College? What do our communities want Yavapai College to aspire to?	
<ul style="list-style-type: none"> ▪ Cultural Enrichment / YCPAC (13) ▪ JTED/Dual Enrollment Partnership with High Schools (13) ▪ Affordability (13) ▪ Community Ed/Lifelong Learning (9) ▪ Accessibility through technology and location (8) ▪ Unique and high quality programs (8) ▪ Athletics and facilities (8) ▪ Advancement in careers -locally employed (7) ▪ Internships with local businesses (6) ▪ Preparing students for life and universities (5) ▪ Summer Programs and Camps (5) ▪ Diversity of age groups served (5) ▪ Community involvement (5) ▪ Economic benefit/job skills (7) ▪ Smaller class size (5) ▪ Art Department/Sciences/CTE (4) ▪ Full time counselors and career center (4) ▪ Market the value of YC via success stories. Connect with people via direct mailers (4) ▪ Scheduling a clear, 2-yr. pathway in different modalities (3) ▪ Appealing Residence Halls with private bathrooms (4) 	<ul style="list-style-type: none"> ▪ Primary Employer of Yavapai County (3) ▪ Library and FEC / Need Childcare in PV (3) ▪ Advising for PT students, lifelong learners (2) ▪ Awesome Learning Center (2) ▪ Less Online/More Face to Face (3) ▪ Market strong return on investment (ROI) (2) ▪ Gen Ed offerings ▪ Top rated Nursing Program (2) ▪ Scenery/landscaping/views are beautiful (2) ▪ Audit classes (blended) ▪ Life Explored = no path ▪ Outreach to rural communities ▪ Make is easier for enrichment students to do enrichment and degree-seeking to do degree-seeking. ▪ More instructional budget ▪ More quick start classes ▪ Lots of Full Time Faculty ▪ Service learning partnerships ▪ Partner with public transportation ▪ Campus Career Centers ▪ Huge variety of certificate programs ▪ Clubs and Honors Programs ▪ Hands on training ▪ Helpful Faculty ▪ Blending credit/non-credit ▪ Responsive Answer Center ▪ Approachable Faculty and Staff

The Higher Education environment is changing due to influences at the national, state, and local levels. What does YC need to do to be prepared for these changes?	
<ul style="list-style-type: none"> ▪ Create a set scheduled pathway for degree –seeking students, to help them see and obtain their goals (8) ▪ Have the courage to change; be accountable for completers (5) ▪ Implement mandatory advising, to help guide students to completion/goals (6) 	<ul style="list-style-type: none"> ▪ More continuity in leadership (2) ▪ Use Quality Matters to ensure quality online (2) ▪ Charge for Dual Enrollment ▪ Paid Internships/Scholarships ▪ Provide \$\$ incentives for completion ▪ Performance \$\$ based on #completers, GPA, & Instructor effectiveness

Day of Conversation Results – Questions and Action Items

<ul style="list-style-type: none"> ▪ Redeploy funds to support initiatives (4) ▪ Hire more Advisors/Career Counselors (4) ▪ Produce thinkers not just workers (2) ▪ Offer transferable classes ▪ Offer more night classes ▪ Offer more late start classes ▪ Offer more fast track ▪ Hybrid preferred over online (2) ▪ Offer rotation classes/flexible classes (3) ▪ Engage students – more activities ▪ Offer transportation (2) ▪ Implement mandatory orientation (2) ▪ Stay ahead of regulatory requirements ▪ Provide programs to outlying areas and High Schools (4) ▪ Cultural events – bring all college and students together to get everyone’s perspective ▪ Be prepared to be a first choice school if we go FREE Community College (2) ▪ Clearly laid out/manageable plan for degree attainment (3) ▪ Be prepared to lose 1% from state of AZ 	<ul style="list-style-type: none"> ▪ Stackable certificates (2) ▪ Faculty Advisors (4) ▪ Students to select their majors prior to enrolling in classes ▪ Innovative marketing to show YC advantages/ caring faculty/long term benefit of degree/cert. (2) ▪ Look at best practices of other colleges ▪ Early contact with potential students (2) ▪ Value institutional research measuring student satisfaction (2) ▪ Improve definitions of possible student objectives at YC ▪ Expand Online/Improve Distance Delivery ▪ Create better certificates ▪ Use YC students in advertising ▪ Allow students to express opinions in a tangible way ▪ Accountability of students (do not enable) ▪ Instructor videos for online – more personalized ▪ Streamline processes ▪ Clarify mission – publicize. Improve reputation (2) ▪ Focus on mission – Give initiatives ample time to succeed or fail ▪ Tie Fin. Aid to specific programs ▪ Create a new motto, “ Experience YC...Real Teachers.....Real Experiences”
--	--

With the opportunity to hire a new VP for Instruction and Student Development, what characteristics do we value in Executive Leadership that will strengthen our institution?	
<ul style="list-style-type: none"> ▪ Internal candidate (20) ▪ Internal pathway to YC Presidency ▪ Not using position as a “Stepping stone.” Committed to staying (20) ▪ Community College Experience –Both Instructional & Student Dev. (17) ▪ Someone who will take our ideas/goals/culture seriously (12) ▪ Strong leadership: seeking cohesion and mentorship – Not a “Yes” person (15) ▪ Approachable and “Present” (15) 	<ul style="list-style-type: none"> ▪ Scott Farnsworth is perfect for the job (4) ▪ Great communicator/Advocate for the College (6) ▪ Energetic, involved in student activities (5) ▪ Helps increase student completion (2) ▪ Makes data-driven decisions ▪ Completes initiatives (6) ▪ Authentic, trustworthy and dependable (4) ▪ Real world experience/ “Big Picture” (2) ▪ Visible; willing to travel throughout district (5) ▪ Respectful (3)

Day of Conversation Results – Questions and Action Items

<ul style="list-style-type: none"> ▪ Involved with the community, state and federal level (11) ▪ Visits with students. Makes the students feel welcomed and the VP will be informed of students' needs. Accessible & Charismatic (12) ▪ Collaborative – open to input (12) ▪ Passion for Education and Student Success (11) ▪ Visionary, forward thinking (7) ▪ Hopeful, positive, motivating (5) ▪ Sense of humor (5) ▪ Integrity (3) ▪ Innovative ▪ Fearless ▪ Emotional Intelligence ▪ Adaptability ▪ Humble (3) ▪ Loyalty to students and YC (3) ▪ Team leader, delegates duties ▪ Decisive ▪ Thoughtful ▪ Resists pet passions/projects (2) ▪ Research why YC can't keep a VP Instruction ▪ PhD in higher education discipline 	<ul style="list-style-type: none"> ▪ Allows faculty & staff associations more of a voice (2) ▪ Equal backing for students, faculty, staff (Lecture/lab ratio) (4) ▪ Committed to Shared Governance (5) ▪ Servant Leader ▪ Management Experience ▪ Balances operations – operate college and serve faculty/programs in face of other VP's (6) ▪ Someone who can integrate student development and academics (2) ▪ Embraces growing leadership from within (2) ▪ Split position into two so when one VP leaves we still have continuity of leadership ▪ Master's Degree minimum requirement (4) ▪ Available Summer 2016 (2) ▪ Offer ideas to help acclimate candidate's family (2) ▪ Willing to be inclusive...reaching out to the group most impacted by decisions ▪ Good planner who makes changes in phases ▪ Proven track record of stability in a position ▪ Term contract – 5 years (2) ▪ Pick VP the college wants this time
---	--

What should YC's focus be so that our students and the College are successful?	
<ul style="list-style-type: none"> ▪ Retention (5) ▪ Faculty, staff, and other students to mentor students to help them with their questions and provide moral support (5) ▪ Pathways for degree-seeking, allowing for personalization (4) ▪ Mass Mailing course schedules as resource for students unsure of their direction or online course selection & to increase enrollments (4) ▪ Mandatory advising (3) ▪ Provide checklists from universities (2) 	<ul style="list-style-type: none"> ▪ Advisors for Full Time and Part Time (3) ▪ Provide guidance, and support so students feel prepared (3) ▪ Increase student evaluations, so that we are aware of areas of concern and areas of satisfaction ▪ "Answer Booth" to reach out and help students learn about college resources ▪ Expanded early alert system (2) ▪ Personal Counseling to deal with student needs outside of education (3) ▪ Collaboration between departments (2) ▪ Career Advisement/Job placement services

Day of Conversation Results – Questions and Action Items

<ul style="list-style-type: none"> ▪ Professors need to provide more feedback to students taking on-line classes (2) ▪ College readiness – more FYE ▪ Early Alert (3) ▪ More FT Advisors – One on every campus (2) ▪ Use Degree Works to plan coursework – semester by semester (2) ▪ Offer classes needed for graduation/articulation (3) ▪ Priority registration (2) ▪ Add “Career Enhancement” student status category at registration in addition to degree- or certificate-seeking or part-time. ▪ Feeling of excellence, culture of achievement and professionalism ▪ Track online course success ▪ Add “Transferable” to the class list ▪ Focus on instruction ▪ Offer classes in best modality to fill faster ▪ Define student success from students’ perspective 	<ul style="list-style-type: none"> ▪ Add Fall pre-session (Fin Aid and Load implications)(Jumpstart Fall 2016/Spring 2017) ▪ Offer enrichment non-credit option (3) ▪ Add support planning phase to the master planning process to ensure new program success ▪ FYE in High Schools ▪ Create cohorts so students may complete in a specific modality with same group of students (2) ▪ Reduce required YC courses which do not articulate to universities ▪ More community and school engagement ▪ Consider personalized goals ▪ Improve website – ‘Amazon’ shopping cart to choose classes first and then have it lead students to admissions, books, advisors, scholarships, etc. ▪ Boot Camp short term tutoring
---	---

From your perspective, is YC committed to meeting the educational, economic, and cultural needs of our communities? How do we improve that?	
<ul style="list-style-type: none"> ▪ Increase high school outreach (3) ▪ More events open to public/public access channel (increase visibility) (3) ▪ Update programs and website (3) ▪ Improve Marketing message (2) ▪ Orientation and FYE (2) ▪ Diverse programs & range of offerings (2) ▪ SBDC & Internship Programs (3) ▪ Expand cultural opportunities on campuses and sites (4) ▪ Better vetting of programs on the front end – before implementation ▪ Later hours and “Kids Corner” for part time working students 	<ul style="list-style-type: none"> ▪ Perseverance ▪ Strong arts community ▪ Job placement services ▪ Develop sense of alumni (2) ▪ Engagement with Community Boards (3) ▪ Support athletic teams and student events ▪ Collect more data ▪ Focus on students and academic programs ▪ Create cohorts of students assigned to specific pathway of courses to be completed every 7-8 weeks, year round, with same group of students ▪ Bring back Residential Building program ▪ International exchanges “sister cities” ▪ Offer more evening classes

Day of Conversation Results – Questions and Action Items

--	--

Do the College’s goals and efforts match the expectations of our communities? How so?	
<ul style="list-style-type: none"> ▪ Economic and Academic Success (3) ▪ Equal resources to the community (2) ▪ Survey communities for their expectations (3) ▪ Advertising – Connect the dots/full-circle communication (2) ▪ OLLI, Community Ed and Lifelong Learning ▪ CTEC ▪ Sunset courses that no longer meet needs of community and add programs to fulfill community expectations and requirements (2) 	<ul style="list-style-type: none"> ▪ Offer community engagement (2) ▪ Engage students at a very young age prior to Jr. High ▪ Engage with the Verde staff ▪ Offer face-to-face classes ▪ Partner with area high schools to ask students to define goals and ambitions (2) ▪ Academic programs ▪ The Arts and Community Events ▪ Tours (2) ▪ Allow retired students to take classes without assessments ▪ Follow through on major projects ▪ Communicate with industry members

What would you change in how you work at YC that would improve student success?	
<ul style="list-style-type: none"> ▪ Establish leadership/mentorships (4) ▪ Create a culture of communication and collaboration with smaller departments (4) ▪ Mandatory Advising (3) ▪ Faculty Advisors (3) ▪ Career testing and planning, job shadowing (3) ▪ Adding equipment to teach EMT and Paramedic classes at the Verde Valley campus. ▪ More funding and reliable budget ▪ More value on part time/adjunct ▪ More awareness of what each employee does to contribute to student success. (3) ▪ Increase connection with Faculty and Student Development ▪ Mandatory FYE ▪ Need student technology assessment ▪ Provide training for workers on phones, front lines and answer centers (2) ▪ Provide cross training with smaller 	<ul style="list-style-type: none"> ▪ Add opportunities for student internships and experiential learning at the college (2) ▪ Add volunteer coordinator in HR ▪ Add a lab space on campus ▪ More visibility of ITS department ▪ Easier purchasing/transparency (2) ▪ Fewer students per advisor ▪ Allow for time and access to Degree Works ▪ Succession planning – outgoing employees train incoming employees ▪ Faculty presence in the Learning Centers ▪ Give Faculty Association and Staff Association a voice at PLT and ELT ▪ Strategic planning /narrow priorities (2) ▪ Examine staffing levels and the methodology used to establish those levels ▪ Look at better integration – i.e. 25LIVE, Banner, Cognos, Campus CE ▪ Create a scholarship database ▪ Complete initial Dev Ed classes as advised ▪ Simplify home page on website ▪ Reach out to students on a personal level; Make students feel valued and empowered

Day of Conversation Results – Questions and Action Items

<p>departments (2)</p> <ul style="list-style-type: none"> ▪ Learn to take pride in what we do as a community at YC ▪ Offer more face to face classes 	<p>(2)</p> <ul style="list-style-type: none"> ▪ Offer more evening classes ▪ Offer shortened parts of term (2) ▪ Host Science Fair at YC
--	---

How should we at YC define and measure student success? What would it look like?	
<ul style="list-style-type: none"> ▪ Base success on capturing the student’s goals (11) ▪ Mentoring program (6) ▪ Conduct exit interviews when students stop out (6) ▪ Focus on “Community” college. Aspire to be everything to everyone. However, success is measured differently and based on students’ focus (2) ▪ Mandatory advising – Students determine goals ▪ Strategic use of technology ▪ \$\$ Incentives for completers ▪ Quantify return on investment (ROI’s) Cost per completer is low (2) ▪ Initiate multiple measurements ▪ Willingness to change and improve programs (2) ▪ GPA ▪ Productive member of society who is empowered by their own choices 	<ul style="list-style-type: none"> ▪ Students obtaining a job prior to or after graduation ▪ Engaging instruction (4) ▪ Metamajors, pathways (3) ▪ Data – track retention and graduation rates (4) ▪ Flexible scheduling (2) ▪ Return to Capstone portfolios (?) ▪ Change outlook on success from \$\$ to personal value ▪ Scholarships geared toward skill development ▪ Offer online advising ▪ Certifications ▪ Knowledgeable advising & mentoring (3) ▪ Career counseling and instruction on how to start a business (on the Verde side) ▪ A combined effort of personal exploration and academic achievement that leads to professional development ▪ Redesign student survey

What issue or questions should be included that we have not considered?	
<ul style="list-style-type: none"> ▪ More resources and outreach to Verde Valley population ▪ President and VP’s need to have a weekly presence at the Verde Valley Campus ▪ More community focused events, community outreach (2) ▪ Split disciplines for graduation so more family may attend ceremony ▪ Provide graduation pictures with President ▪ Support student from beginning to end (2) ▪ Online tutoring 	<ul style="list-style-type: none"> ▪ Conversation Day should be in January for Welcome Back Day ▪ More options for Dev Ed to complete quicker ▪ Shortening pathways ▪ Potential for block classes ▪ Stronger marketing presence (5) ▪ Career counseling (2) ▪ Travel expenses - out of control? ▪ Chain of command – Difficulty getting answers to immediate problems. Faculty/staff communication improvements are needed ▪ Include community in events –

Day of Conversation Results – Questions and Action Items

- | | |
|--|---|
| <ul style="list-style-type: none">▪ Break down Silos (2)▪ Create Student Success & Health Center – Teach basic life skills (3)▪ Need to learn hands-on skills in some programs▪ Implement different ways of teaching for different learning styles▪ Update syllabus with student resources▪ Staff mentorships▪ Use resources effectively▪ Make students aware of resources▪ Consider different outreach to various demographic groups▪ Can we educate Board Members?▪ Sunset programs that have few graduates (2)▪ Departments need to get along together | <ul style="list-style-type: none">▪ “coffeehouse” idea▪ Time to allow Faculty to receive feedback▪ We need a community van “Yavabus” that goes to the square, special events, etc., with info on YC. Take the College on the road, and share information on what great opportunities we offer (2)▪ Partner with High Schools▪ Partner with Universities to create better pathways. Narrow course options for better articulation (2)▪ Employee Passport Program▪ More Service Learning▪ Carry out initiatives (2)▪ Method for Faculty to record why students drop▪ Transportation options needed |
|--|---|