

**IU Northwest Council Meeting Notes**  
**Meeting Held Tuesday, May 13, 2014**

Chancellor Lowe began the meeting by introducing new member, and newly elected president of Student Government, April VanMilligan. He asked if there were comments or questions regarding the April 08, 2014 meeting notes. Hearing none, he advised Council members to contact Kathy Malone with any changes, and thanked her for doing a good job of keeping track of the proceedings.

**I. Lync 2013 Update**

Steve Fejdasz attended the meeting to provide information regarding a 2013 upgrade to the Lync phone system, which will include hardware and software upgrades, improved video capabilities, increased high definition opportunities, persistent chat rooms, adjustments to conferencing (voice and video), and enhanced collaboration with other systems. Currently the university is on a two-year upgrade cycle. The upgrade should be seamless, and the campus should not experience disruptions. Office 2013 will be included in the 2013 Lync package, and users will have the ability to place and receive calls, and do video conferencing, on iPads. The new Link 2013 client has not been released for Macintosh computers. Providing unified communications is the primary purpose for Lync 2013. Steve urged all participants to utilize the Lync desktop sharing feature, and encouraged all to call him with questions, or for more information. Chancellor Lowe thanked Steve for the update.

**II. Enrollment Management & Student Success**

**a. Enrollment Management Group Update**

Vice Chancellor Malik began by saying that, while still early, the campus is behind in enrollment compared to the same time a year ago. There are interventions planned to remind students about registering and enrolling. Reporting on Online IU, currently there are 13 online courses available, with 276 students enrolled in courses; 147 of them are IU Northwest students, and remaining are students from other campuses.

**b. Academic Advising Task Force**

Interim Vice Chancellor Beth Tyler reported that the Enrollment Management Group is continuing with advising improvements. An Academic Advising Task Force has been named, and will attend the NACADA (The National Academic Advising Association) Summer Institute in June 2014 in Portland, Oregon. She acknowledged the good work by April VanMilligan on a project to create an online resource center for students. While similar information already exists on the first-year learning experience webpage, information about the new resource center will be made more specific to various audiences. The resource center will be available by fall 2014.

**c. DemandEngine Update**

Chancellor Lowe and Beth Tyler referenced the message released to the campus community from Chancellor Lowe stating that the search process for a Vice Chancellor for Student Affairs was closed without naming someone to the position. The position description will be reexamined to ensure that enrollment management experience and expectations are integral to this important leadership role, as the right leadership, going forward, is considered. A short-term solution is being explored which involves employing someone on an interim basis, to assist with developing a more effective approach to enrollment management, while a new search is conducted.

Carol Wood attended the meeting to report on the status of work with Admissions Director, Linda Templeton, to create an online prospect student information gathering tool. The tool, which requires authentication by employees, is now available at <https://www.iun.edu/crm-frontline/>. The web address of the information gathering tool will be made available at several online locations, and those locations will be provided to employees. Student workers can log in with their employee authentication. When the online form is launched, the campus will be alerted to the availability and ongoing use of the form.

Carol also presented information about the Talisma CRM (Constituent Resource Management) tool, and reviewed opportunities to use CRM with existing programs and activities, including Athletics, Financial Aid, student club activities, etc.

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Information Technology partnered with the Office of Admissions to better understand admission processes, to determine where CRM can be utilized to better address the needs of the Admissions Office. Utilization of CRM, to more effectively monitor and maintain communication with prospective students, will ensure that all students have a consistent recruitment/enrollment experience. Carol described a program, the Admitted Student Campaign, which helps a unit reach out to students, from the time of admission, and helps guide the student through the enrollment process, providing a welcoming environment to the new student. A pilot of the Admitted Student Campaign will occur in CHHS.

Chancellor Lowe thanked Carol for her work on the Prospect Gathering Tool, and also for the update on CRM. He commented that, while there are new ways of communicating with students, effective processes for recruiting students and sustaining their enrollment through to degree completion have been in successful use elsewhere for some years.

**III. Budget Update**

**a. FY15 Budget Process – Trustee’s Approval Pending**

Chancellor Lowe referred to the data presented at the recent town hall meetings, stating that the information was a good summary of where the campus stands with regard to budgets. Even with record enrollments, the campus budget, based on anticipated revenue, will be smaller, which shows the effects of declining state appropriations and restrictions on tuition increase growth. The Board of Trustees will review/approve the university budget in June. Chancellor Lowe will provide his annual budget summary update to the IU Northwest campus in June, after the Board acts.

**b. Campus Card**

Marianne Milich updated the Council on the status of the Redhawk Campus Card. The new cards will be issued to students during the first New Student Orientation session on June 17, 2014, and the cards will be introduced to the campus community through a marketing campaign. All campus constituents will be required to obtain a new photo identification/building access card. Photos will be taken at the Security Booth in Savannah. New this year, students will receive a \$600 credit on the card, which they can use between August 11 and August 28 in the Bookstore, or for online Bookstore purchases. After August 28, book expenses placed on the card will be moved to Bursar bills for payment by the student. Funds can be added to cards, and employees will have the option of using payroll deduction to add funds. Moving forward, there is a possibility that charges at the Wellness Center can be paid with the card. April VanMilligan remarked that students are very appreciative that the \$5.00 minimum spending requirement in the Cafeteria was eliminated. The campus is subsidizing Comfort’s Catering, making it possible to eliminate the minimum spending fee. With the new card, it is unclear how the campus/Comfort’s Catering will proceed in this regard.

**IV. Update on Facilities**

**a. Arts & Sciences Building project status**

The university architects are close to finalizing a building design, as they work to fit the programming planned for the building into the budget. Once finalized, the design will be shared with the campus community, and plans are still in place to present the budget and design to the Trustees at their meeting on June 19 and 20, 2014.

**b. Sewer Connection Project – Summer 2014**

The campus sewer connection project will begin in late May 2014, with substantial completion targeted for August. During the work, the intersections of 33<sup>rd</sup> and 35<sup>th</sup> Avenues, at Broadway, will be closed, but not at the same time. Work in the north lots will be done in phases, making parking available in portions of the north lots throughout the construction. When the project is complete, the campus will be connected to the new sewer lines at 33<sup>rd</sup> and 35<sup>th</sup> Avenues, to make use of the new storm sewer recently installed east of

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Broadway (which includes a pump station at 33<sup>rd</sup> and Connecticut), and new catch basins will be located in the large parking lots at the north end of campus. The project completion should provide a significant improvement in storm water drainage from the campus. The campus community will be kept informed regarding closures as details become available.

**V. Campus Conversation on Diversity, Equity, Inclusion follow-up: Leadership role(s) for Council**

**a. One Book – One Campus – One Community Update**

**1. 2014-15 Book & Council 2014 Summer reading project: Michelle Alexander, *The New Jim Crow: Mass Incarceration in the Age of Colorblindness***

James Wallace reported on deliberations of the One Book committee, informing the Council that the committee engaged in a SWOT analysis. A strength identified was the committee structure, with representation from various departments as key committee members. It would be beneficial to the committee to add additional members, possibly faculty members. A weakness cited was the lack of faculty engagement. James informed the Council that Michelle Alexander, author of *The New Jim Crow: Mass Incarceration in the Age of Colorblindness*, is not accepting any engagements in 2014, but the One Book committee will explore the possibility of having her visit the IU Northwest campus in 2015.

Chancellor Lowe continues to urge all, particularly faculty, to get involved in the One Book initiative. He remarked that the book is powerful, challenging, really important, and a good example of appropriate university engagement. The IU Northwest Council will read the book during the summer. Dr. Rochelle Brock solicited suggestions for an approach to engage the book, and use of a chat room was offered as a way to provide comments and feedback about the book. It was also suggested that discussions take place in smaller groups to promote productive dialogue among colleagues, and to keep groups manageable. Chancellor Lowe solicited suggestions from the One Book committee at the June meeting on methods of facilitating Council discussion and involvement about the book during the summer.

**b. Diversity Programming Series**

James Wallace is working with Dr. Jack Bloom to secure Congressman John R. Lewis as a special guest to the campus for the 2015 Martin Luther King celebration. Congressman Lewis was a Freedom Rider, and was shown in the documentary featured by the campus in 2012. Several diversity events are being planned, and James solicited continued support and commitment from the Council to make the events successful.

**VI. Institutional Effectiveness Update**

**John Novak provided the following updates:**

**Peer institutions** – The Institutional Effectiveness (IE) Advisory Committee reviewed the existing list of peer institutions and determined that five of the institutions will be retained as peers, and five will be replaced. The new peers were identified using a new model from Bloomington to develop peer lists, which was very informative, and helped inform the discussions of the committee. Other sources of information were also used to confirm the new peers. A draft peer list has been submitted to IU Bloomington for review and approval.

**Campus Climate Survey** – The survey was administered in November/December 2013, and a presentation will be provided to the Council at the June 2014 meeting. There were more than 400 invitations sent to faculty and staff to complete the survey and, of that number, there was a 48% response rate, which was lower than responses to the survey the last time it was administered in 2009. The recent survey was slightly changed.

**The Higher Learning Commission (HLC)** visited the IU Northwest campus on April 22 to consider approval of the online Bachelors for Applied Science Degree, which is an online completion program for students who have an

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Associate of Applied Science. The Commission will provide a copy of their preliminary report, and then a final report. The team seemed to enjoy their visit to IU Northwest, and particularly enjoyed speaking with faculty members.

**Systems Portfolio** – In summer 2014, the focus of the IE Advisory Committee will be to review feedback from co-chairs who worked on the Systems Portfolio, with regard to the appraisal from the HLC. Based on the feedback, they will be looking to determine what types of continuous improvement projects might be identified. An HLC visit is scheduled in 2015-16. There have been major changes to the AQIP accreditation method, which includes an eight-year cycle instead of a seven-year cycle. Changes include the requirement of additional federal compliance reporting. Chancellor Lowe commented that there are a variety of opportunities to document initiatives and activities as continuous improvement projects, as the campus plans for the next visit of the HLC.

**Senior Survey** – To date, there has been a good response rate to the Senior Survey (more than 300 responses), and additional responses are anticipated.

**Degree mapping** – Work continues with efforts to complete degree mapping, which the campus is required to provide to students by fall 2014. Mary Beth Mitchell is available for consultation regarding degree maps.

**National Survey of Student Engagement (NSSE)** – There are reportedly many changes to the survey which will be administered again at IU Northwest in 2015. Deans requested that the survey data be broken down by unit.

**VII. Participation in County Fairs**

Vice Chancellor Jeri Pat Gabbert announced that, based on significant feedback received, campus participation at county fairs will change this year. The campus will no longer staff booths during the Porter County and Lake County fairs. Instead, Indiana University Northwest will sponsor a day at the fairs, on Sunday, July 20, at the Porter County Fair, and on Friday, August 8, at the Lake County Fair. Jeri Pat welcomes constructive feedback about the new fair participation structure. Support is needed from volunteers, and student assistance is welcome.

**VIII. Chancellor's Report**

**a. Framed copies of Mission, Vision and bullet-version of Strategic Priorities in classrooms and offices initiative**

The posting project is moving along, and is almost complete.

**b. Council Annual Survey**

The Council reviewed survey questions from the 2013 survey, and were asked to submit any desired changes to the survey to Kathy Malone prior to June 2014, when the survey will be released.

**c. Council Meeting Dates**

Council meeting dates, through July 2015, were added to the Council Oncourse site, and also to the meeting agenda. Members were asked to add the dates to their calendars.

**d. Chancellor Lowe confirmed that the date of the annual Council appreciation event at his home is Friday, June 20, 2014.**