

**DELTA COLLEGE DISTRICT
BOARD OF TRUSTEES
DINNER MEETING
October 14, 2008**

Board Present: K. Higgs, T. Lane, K. Lawrence-Webster, J. MacKenzie, E. Selby, R. Stafford, D. Wacksman

Board Absent: R. Emrich, K. Houston-Philpot

Others Present: J. Goodnow, D. Lutz, L. Myles-Sanders, B. Baker, P. Clark, M. Cooper, L. Govitz, P. Graves, T. Kubatzke, J. Mahoney, J. Miller, S. Montesi, P. Seidel, J. Stahl, A. Ursuy, B. Webb, K. Wilson, K. Wolf, M. Ybanez

Press Present: P. Brandt

Chairperson Earl Selby called the meeting to order at 6:00 p.m.

Trevor Kubatzke presented the results of the Winter 2008 survey of student satisfaction which used the Noel Levitz Student Satisfaction Inventory (SSI). Our results compare the responses of Delta students to the responses of thousands of other students at 272 other community colleges. In this it is similar to the Community College Survey of Student Engagement (CCSSE) which measures actual behaviors correlated to academic success and also allows benchmarking against results at other community colleges, which Delta administered in 2007.

In addition to comparing to results of other students, the SSI also identifies “performance gaps” between our students’ rating of an item, and the importance they give to that item. The study rates Delta on 12 scales: teaching effectiveness, registration effectiveness, concern for the individual, academic advising and counseling, safety and security, academic services, student centeredness, admissions and financial aid, campus climate, service excellence, campus support services, and responsiveness to diverse populations.

Overall, instruction, career services, the library, tutoring and the bookstore received high marks, whereas students rated Delta lower than students at other institutions in access to computer labs, parking, counseling and advising services, and availability of financial aid. The staff has already initiated improved processes to address the areas of concern and looks forward to a future survey to see how well the improvements have satisfied students.

Bob Stafford inquired about seeming contradictions in some of the data and Earl Selby asked what we know from review of this information. Trevor Kubatzke responded that we need to dig into the details using focus groups of students. He also pointed out that some areas identified as problems, such as parking and the lighting of the parking lots, and counseling and advising issues, have been addressed since the survey was completed. Students also did not feel the college was sufficiently concerned about commuters, and Jean Goodnow pointed out that course offerings are being increased in all three off campus centers.

Trevor Kubatzke and Judy Miller also presented a new initiative, MyConnection, which matches students with faculty and staff coaches who meet with them and help connect them with resources at the college. They described coaching as a powerful alliance designed to enhance learning, effectiveness and fulfillment, unlocking a person's potential to maximize his own performance, helping a person identify obstacles to improved performance, helping a person to learn rather than teaching them, and giving people a chance to examine what they are doing in light of their intentions. Coaching is not about right or wrong or judgment - it's about choice; it is rooted in a basic belief about human potential.

Trevor Kubatzke and Judy Miller called on Barb Webb, Sue Montesi and Karen Wilson to describe their experiences as coaches. Bob Stafford inquired about how the program matches students and coaches, and Judy Miller explained that it is minimal and random since the students are not asked to give very much information about themselves. Tom Lane inquired about reaching a critical mass and the possibility of meetings among coaches to share and build upon their experiences. Judy Miller explained that the program is still small. From a beginning with 25 trained coaches and 7 matches in Winter 2008, 35 more coaches and 21 more matches were made in Fall 2008. Word of mouth is expected to help the program grow.

There being no further business, the dinner meeting was adjourned at 7:00 p.m.

Respectfully submitted,

Leslie Myles-Sanders, Board Secretary