

CAHE ACTION TEAMS PLANNING MEETING
(Business Process Improvement, Network Planning and College Name Review)

January 19, 2006
3:00 p.m., GT 253

Members Present:

Dean Catlett, Rich Phillips, Terry Canup, Tim Nesbitt, Linda Wells, Tracy Sterling, Julie Basile, Donna Ebler, Wendy Hamilton, Greg Mullins, Kelly Allred,
PHONE: Linda Laitner, Caren Cowen (NMCGA)
POLYCOM: Rex Kirksey, Bruce Hinrichs, Barbara Sumrall

Dean Catlett Opening:

Thanked everyone for being willing to participate in these teams. He is a very result-oriented person and what the teams decide after getting input from throughout the college, he will see it gets implemented and he will clear the path for them to get the data, input, & resources they need.

Teams: Naming Review Team: Greg Mullins (Dept. Head of Plant & Environmental Sciences), Linda Laitner (represents alumni), Merrillyn Cummings (Professor with FCS), Caren Cowen (NM Cattle Growers Assoc.), Priscilla Bloomquist (Assoc. Professor with HRTM), Jeff Bader (Program Dir. CES Bernalillo), Kelly Allred (Extension Animal Sciences).

Business Improvement Team: Mary O'Connell (Regents Professor with PES), Bruce Hinrichs (Dept. Head for Eastern CES District), Wendy Hamilton (Dept. Head for CES Program Development & Accountability), Donna Ebler (Audit Budget Tech. with EPPWS).

Network Planning Team: Julie Basile (Dept. Secretary with ANSC), Rex Kirksey (Superintendent of Clovis ASC), Tracy Sterling (EPPWS Professor, Faculty Senate), Barbara Sumrall (Records Spec. CES), Carlos Rosencrans (Assoc. Professor with AXED), Linda Wells (Ext. Home Ec. & ICAN Coord.).

Rich Phillips opening:

The idea for these teams is to use a model that was introduced by Dr. Gutierrez last year for self-directed teams. The idea is that when a team is created, the initiator needs to clear the path for acquiring data and provide whatever resources are needed for the team to accomplish their goal. We have developed three teams at this time and the purpose for having all three meet together this first time is to clarify what is expected, when it is expected, and determine what information and resources they have available to them. The next step will be for the teams to meet and determine how you want to achieve the mission you have been given. Resources available are the staff in the Program Development office including Albina, Terry Canup who is helping with communication, and Daniel Kim who can help with your technology needs. We will send an email out with contact information. If you have any travel or other expenses that you feel are reasonable to ask for, submit those needs to the Program Development Office for funds.

Naming Committee:

Dr. Catlett – It is not necessary to spend a lot of time reinventing the wheel and trying to come up with

something creative. There are many land-grant schools that have gone through this and it will be simpler to take a look at their successes and come up with some suggestions. There are a lot of stakeholders in this and some feel they are not represented so please keep this in mind. There are no parameters except that a large majority of the college must be in agreement.

Rich – The process is to be completely inclusive including those inside and outside the university who have a stake and the Team needs to demonstrate as much as possible that this has been accomplished. Once the team has a few ideas, they will handle the polling process. We have also made the 1990 college name review data available to the team. When the team has determined a meeting schedule, get that information to Rich's office and let him know what else you need to accomplish your mission.

Dr. Catlett - The deadline requested for a recommendation to the Dean is March 31, but once the team has their first meeting, let the Dean know if you need to push that date back. It is being left up to the Committee to create the list of stakeholders. If there is any difficulty getting information back in a timely manner for any of the committees, let Dr. Catlett know and he will clear that path.

Bruce - He suggested that we be careful not to change the name so much that the college loses its identity.

Business Processes Committee:

Dr. Catlett - Reimbursements and grant submissions were two of the top issues. The Committee is charged with submitting suggestions for ways to streamline these processes. They are also charged with identifying other processes that could be improved.

Wendy - Is the team to take one issue at a time or tackle as many as possible?

Rich - Business Processes is a very broad area including personnel, grants & contracts, and accounting. The idea is to focus on one area and one process at a time but to assure the college that all concerns will be addressed and nothing will end up in a black hole. Polling should be done occasionally to ensure the team is addressing the concerns the college thinks are priorities. The Committee also needs to decide if the Team should be rotated with new members as new processes are addressed. Dean Catlett has already approved streamlining the reimbursement process by requiring only one signature from an immediate supervisor. The next issue on the agenda is account index numbers. The desired goal on this should be that our college will have the fastest & most efficient account index numbering system at NMSU. Then polling should be done to determine the next priority to tackle.

Bruce - He feels that the time length it takes to get bills paid should be dealt with at the same time as the indexing issue as well as additional ways to streamline the reimbursement process.

The counties have serious problems with companies not wanting to do business with them because the bills go unpaid for so long. And in addition to reducing signatures required for reimbursements, perhaps they could be processed faster if the originating office was required to ensure they are accurate so they could be sent directly to accounts/payable, bypassing the business office.

Dr. Catlett - This committee will not be disbanded after they address this current issue. It will be an ongoing committee until all concerns are dealt with. That is the reason for the suggestion to rotate members as new issues are addressed.

Tim - The Business office no longer returns incorrect reimbursements but they are now corrected in-office. Bruce's office has been very good at ensuring the accuracy of reimbursements but not all offices have been able to accomplish this. As for skipping the business office, right now it is their responsibility to ensure reimbursements are in compliance with all rules & regulations. Perhaps the committee will want to look at changing this responsibility to the originating office or somewhere else. When the visioning team report came out, Tim's office went through their processes and created a plan for addressing the issues that were listed as concerns. Tim distributed a copy of that plan to the committee members as well as a detailed description of the process currently used for proposals & securing awards & index numbers, instructions for the desk responsible, the manuals for PI's certified training program & information on how other colleges handle these processes.

Rich - April 1 is the deadline for getting back to the Dean with a streamlined process proposal for account indexing. If this happens faster, the committee can go ahead & move on to the next issue. If the committee needs to alter the deadline date, they can submit a new date to the Dean. It was suggested that the committee look at how to improve the college level of the current system before trying to change the system at the university level. .

Tracy - Can the university look at the way the university interprets the rules?

Dr. Catlett - Yes. If you can identify areas that are problems due to interpretation rather than law, he will take it to the university level.

Networking Team

Dr. Catlett - As we look at this networking issue again, we need to find a way that we can be more cohesive considering how spread out we are with CES & AES & other outlying offices. He was one who recommended to Dr. Schickedanz that the All-College be stopped because it was not effective. If the committee thinks reworking the All-College Conference would work, that would be fine but if you want to do something completely different, that is OK too. The idea is to network and create a culture that is positive & communicative. He is not putting any parameters on this team. What the team decides after getting the colleges input, he will implement.

Rich - May 1st is the suggested deadline but the committee can adjust that after they meet. Ideas for this team are wide-open as long as it is cost-effective. The committee is free to look anywhere they feel would give them good ideas. One suggestions has to do with the

administrative team that Dr. Gutierrez put together. That team is planning to bring together all of CES for some bioterrorism training in April. Perhaps the committee could take advantage of this opportunity where there will be a collective mass of college personnel and gather some input. He feels the morale at CAHE has been low for the last several years. Perhaps as the Dean gets some Team recommendations implemented that will change. He has empowered these teams to make some real changes and this is a great opportunity we have been given. Terry will be in touch with the committees on a regular basis to get progress reports to put into an email newsletter and to post on the CAHE FOCUS website to keep others in the college informed. There is also still an open forum/blog available and zoomerang is a good option for polling.

- Tracy - She has a copy of the 2004 climate survey and the CAHE portion that was separated out for reference.
- Rich - That is definitely an important source of data that needs to be mined. It was pointed out that the NMSU survey showed many felt they could trust the information that came from their department administration. But the recent Focus groups showed that many felt they were not in the loop when information was being put out by those administrations. This could just be a problem with communication networking that the committee can help solve.
- Tracy - It would be a good idea to repeat that climate survey in 2007.
- Terry - He agrees that repeating the survey would be a good idea because he is aware that the climate in Extension has greatly changed since 2004.
- Rich - His office will send out an electronic copy of the college's portion of the survey and the url for the main NMSU survey.
- Priscilla - She is interested in how students feel about changing the name of the college. If the committee wants to poll students, are they responsible to do all the legwork?
- Donna - It might be possible to look to the student organizations to help.
- Rich - Once the committee has defined the questions they want to ask and the target groups they want to poll, let him know and he will look into getting you the help you need. The committee would be responsible for any open sessions, polycom, etc. In closing, each team needs to decide a meeting schedule, re-evaluate their initial deadline and submit a new date, determine who will take the lead in each committee, and submit this information to Rich's office.