

**REPORT OF MINUTES**

**BOARD OF TRUSTEES  
REGULAR MEETING**

**BAY de NOC COMMUNITY COLLEGE  
Catherine Bonifas Board Room (201D)  
Escanaba, MI**

**April 18, 2018**

- I CALL TO ORDER:** The meeting was called to order at 6 p.m. ET by Chair, Joy Hopkins.
- II ROLL CALL:** Roll call was taken by Laura Johnson, Assistant Board Secretary.
- Members present: Tom Butch, Bill Lake, Terri Mileski, Eric Lundin, Philip Strom, Steve Davis, Joy Hopkins
- Members absent: None
- Administration: Travis Blume, Kevin Carlson, Laura Coleman, Penny Pavlat, Christine Williams
- Faculty: Molly Campbell
- Guest: Jordan Beck, *Daily Press*
- Recorder: Laura Johnson, Assistant Board Secretary
- III CITIZEN INTRODUCTIONS AND COMMENTS:** There were no citizen introductions or comments.
- IV APPROVAL OF AGENDA:** The agenda stood as presented.
- V DECLARATION OF INTEREST:** There were no declarations of interest.
- VI APPROVAL OF MINUTES:** Minutes from the open and closed sessions of the Special Meeting on March 20, the Special Meeting on March 21, and the Regular Meeting on March 21, were presented for approval. The closed session minutes were provided to trustees at the meeting.

It was motioned by Bill Lake and seconded by Terri Mileski to:

**“Approve the Minutes from the open and closed sessions of the Special Meeting on March 20, the Special Meeting on March 21, and the Regular Meeting on March 21 as presented.”** No discussion. Motion carried unanimously.

## VII PRESENTATIONS:

### A Five-Year

#### Trustee Service:

Dr. Coleman presented a service pin to trustee, Joy Hopkins, for five years of service on the Board of Trustees. Dr. Coleman and trustees extended their appreciation for her years of service.

### B Community Satisfaction

#### Survey Results:

Penny Pavlat, Director of Institutional Research & Reporting, reviewed survey results from the Community Satisfaction Survey.

The presentation slides are attached.

Overall comments were favorable, with an improved satisfaction rate and average mean above goal.

- Results of Very Satisfied/Satisfied for 2017 were 94% when removing Not Applicable Responses. This result was 93% when last administered in 2016.
- Calculated Mean was 4.4; the goal was to increase Community Success to 4.0 by 2018.

Discussion was held about opportunities for evening/weekend and short-term, flexible course offerings based on the results.

Steve Davis suggested filtering respondents who had never been on campus from the 0-5 times on campus response.

The survey was open for five weeks compared to two months the last time it was administered. Fewer respondents participated this year. The next survey will be open for two months.

## VIII ADMINISTRATIVE REPORTS:

### A President’s Report:

President Coleman reported:

#### *Celebrations:*

The Athletic Banquet was held on April 10. The evening was filled with emotion and enthusiasm exhibited by the coaches and players as the first year of Athletics was celebrated.

The Awards Banquet was held on April 17. The event celebrated our exceptional students, faculty, and staff and reminded all of the important role each plays at the College.

TRiO's 25<sup>th</sup> anniversary reception will be held on April 20 at 5:30 p.m. to recognize TRiO's accomplishments over the past 25 years on campus.

These events remind us of the hard work and accomplishments of all.

**B Academic Affairs:** Matt Barron, VP of Academic Affairs, was absent.

**C Student Services:** Travis Blume, VP of Student Services, reported:

***Summer Enrollment:*** The availability of summer Pell Grant monies is reflected in higher summer 1 and 2 enrollments compared to last year. This information was provided to students by the Financial Aid Office early.

- Combined Headcount: up 17%
- Combined Credits: up 31%
- Combined Contact Hours: up 43%

**D Operations:** Christine Williams, VP of Operations, had nothing to add to her report.

**E College Advancement:** Kim Carne, VP of College Advancement, was absent.

Joy Hopkins extended kudos to Kim and her staff for a very well done Awards Banquet and offering the Switchback Concert, which was enjoyed by many.

**F Finance, Training & Development:** Kevin Carlson, VP of Finance, Training & Development, reported:

Renée Lundberg, Business Development Manager, and Mark Kinney, Dean of Business & Technology, are working together to implement a 60-hour non-credit Medical First Responders (MFR) program. A short-term medical office program is also being considered.

**IX BOARD COMMITTEE REPORT & REQUIRED ACTION:**

None

**X BOARD ACTION:**

**A Transaction Report:**

Kevin Carlson called attention to the transaction of \$335,000 for the ORS 3% healthcare reimbursements paid over two payrolls. He extended kudos to the Payroll staff for their work in completing the refunds.

On a motion made by Bill Lake and seconded by Steve Davis:

**“The Financial Transactions for the month ending March 31, 2018, stand approved as presented to place on file.”**

**Roll Call:**

**Ayes:** Bill Lake, Terri Mileski, Eric Lundin, Phil Strom, Steve Davis, Tom Butch, Joy Hopkins  
**Nays:** None  
**Abstentions:** None

No discussion. Motion carried unanimously.

**B First Reading of Revisions**

**BOT Policy**  
**1040 Safety &**  
**Security:**

Joy Hopkins advised Administration made revisions to Board of Trustees General Administration Policy 1040 Safety and Security to bring the policy and procedures up to date and consolidate existing language in the Student Handbook. The revisions were presented for first reading approval.

It was motioned by Phil Strom and seconded by Eric Lundin to:

**“Approve first reading of the revisions to Board of Trustees Policy 1040 Safety and Security as presented.”**

Joy commented that having Joe Pacheco as the Safety Officer on campus has made a noticeable difference.

No discussion. Motion carried unanimously.

**XI UNFINISHED**  
**BUSINESS:**

None

**XII NEW BUSINESS:**

None

**XIII MCCA UPDATE:**

Phil Strom reported he and Dr. Coleman attended the MCCA Spring Board of Directors meeting at Glen Oaks Community College on March 22 and 23.

Their campus' remote location in the southwest part of the state reiterates the purpose of community colleges. Good discussion was held about their programs and utilization of Early College.

Lee Adams, Director of the Southcentral Michigan Planning Council at Upjohn Institute, presented an economic forecast for enrollment planning. He was very knowledgeable about what community colleges look forward to.

Legislative activity updates informed that the campus free speech resolution is expected to pass in the House, and the sexual assault legislation, in the wake of the MSU case, that will change the statute of limitations in holding schools and public institutions accountable, is expected to pass.

Dr. Coleman reported that David Blaine from ACCT contacted MCCA and Michigan presidents about a bill Sen. Shirkey sponsored that would require students on Medicaid, who are not enrolled in specific occupational programs, to work 29 hours a week and be full time to continue qualifying for Medicaid. He introduced the bill last week and was going to get it through his Senate Michigan Competitiveness Committee before the legislature left for a two-week break. Area legislators were contacted to slow the bill down. Adjustments have since been made to the bill, which Shirkey plans to take back up in committee after the legislative break.

The appropriations process and personal property tax reimbursements were discussed. Bay College is expecting a .4 % increase in state appropriations.

The acceptance of community college transfer credits was also discussed at the meeting.

**XIV OTHER:**

None

**XV ADJOURNMENT:**

It was motioned by Tom Butch and seconded by Terri Mileski to:

**“Adjourn the meeting.”** No discussion. Motion carried unanimously. The meeting adjourned at 6:46 p.m. ET.

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Laura L. Johnson Assistant Board Secretary	Completion Date	Approval Date
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Joy Hopkins Chair	Approval Date
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# 2017 Community Satisfaction Survey Bay College



Presented by Institutional Research and Reporting – April 18, 2018



# Agenda

- ▶ Purpose and Methodology
  - ▶ Results Summary
  - ▶ Demographics
  - ▶ Individual Question Results
  - ▶ Conclusion
  - ▶ Questions
- 





# Purpose



- ▶ Student and community success are central to the mission and vision of Bay College. We are committed to the development of our communities through the education of our students and through the cultural and social benefits we provide. Thus, it is important that we invite the community to participate in the evaluation of our efforts to meet community needs.




# Methodology

- ▶ Survey Description
  - ▶ 20 question survey - 75% completion rate -Estimated 7 minutes to complete
- ▶ Method of Administration - Melissa VanBrocklin, Community Events/Marketing Coordinator
  - ▶ Social Media (Twitter, Facebook)
  - ▶ Digital Road Signs
  - ▶ Campus Reach Screens
  - ▶ Press Release to TV, radio, news
  - ▶ Delta County Chamber of Commerce
  - ▶ Mass Email through constant contact to 3,537 community members
- ▶ Sample Size
  - ▶ Goal: 200 responses
  - ▶ Actual: 96 responses



# Changes in Survey from Past:

- ▶ Survey was shared with ILT for input on questions
- ▶ Additional questions were added from past administrations
  - ▶ Course Times
  - ▶ Course Locations
  - ▶ Programs Offered
  - ▶ Diversity

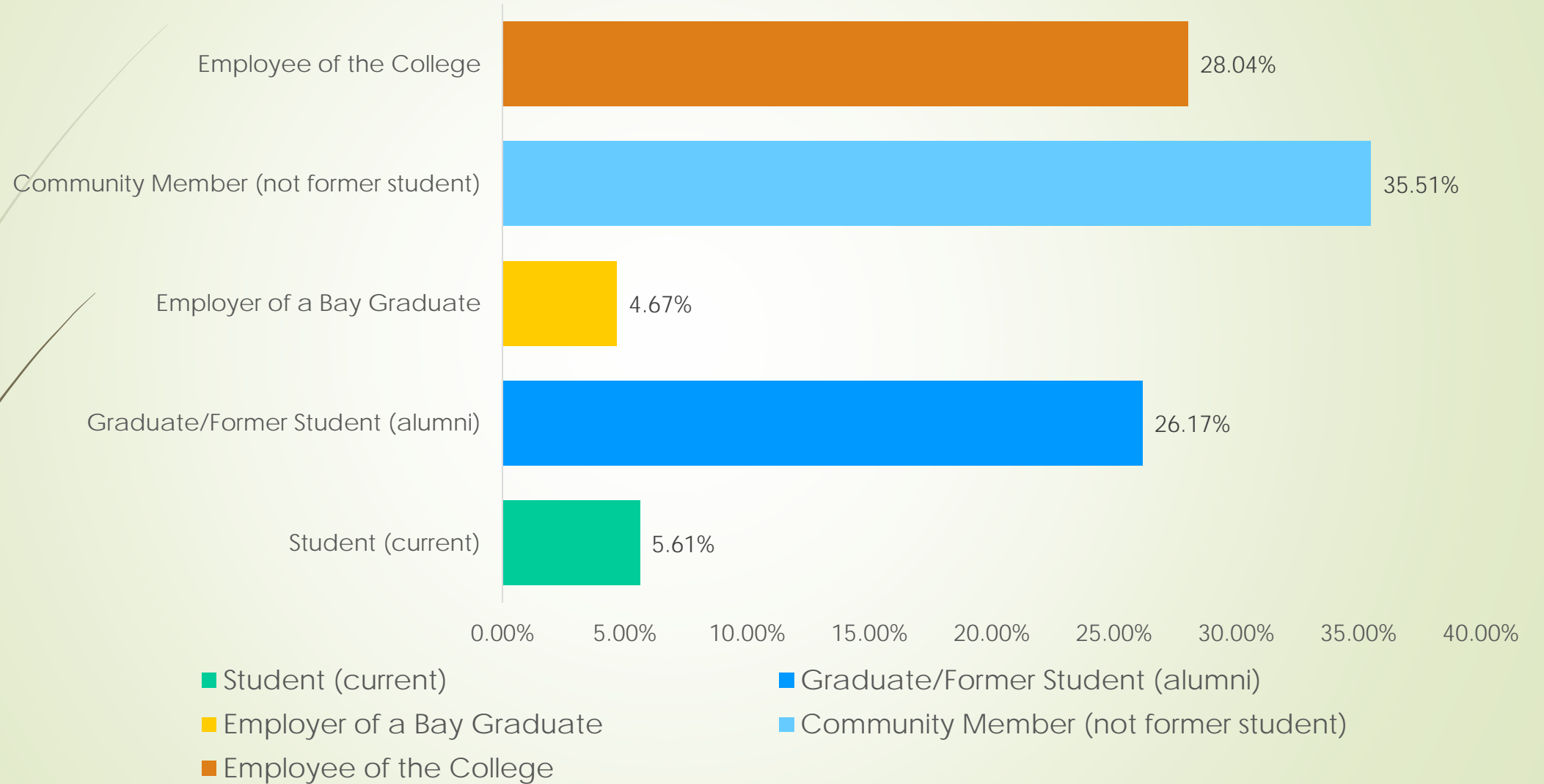



# Results Summary:

- ▶ Survey conducted January 22, 2018 to March 1, 2018.
- ▶ 96 responses
- ▶ Satisfied/Highly Satisfied Results
  - ▶ 94% of Responses (when removing Not Applicable Responses)
  - ▶ 65% of All Responses
- ▶ Overall Satisfaction Mean:
  - ▶ 4.4
    - ▶ Mean calculation done assigning values to responses
      - ▶ Very Satisfied – 5
      - ▶ Satisfied -4
      - ▶ Dissatisfied – 2
      - ▶ Very Dissatisfied – 1

# Demographics:


**What** is your relationship to Bay College? (Choose all that apply)





What county do you live in?

<b>County</b>	<b>n=</b>	<b>%</b>
Delta	50	75.76%
Dickinson	14	21.21%
Schoolcraft	0	0.00%
Marquette	1	1.52%
Menominee	0	0.00%
Alger	0	0.00%
Iron	1	1.52%



## What is your age?

<b>Age Range</b>	<b>n=</b>	<b>Percent</b>
Under 18	1	1.45%
18 to 24	2	2.90%
25 to 34	5	7.25%
35 to 44	10	14.49%
45 to 54	15	21.74%
55 to 64	21	30.43%
65 to 74	9	13.04%
75 or older	6	8.70%



# Question Results:

How satisfied are you with the range of academic programs preparing students for associate degrees, baccalaureate degrees and beyond.

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Percent Satisfied by Campus / Mean	Overall
Escanaba Campus	1	1	21	36	10	96.61% Mean 4.5	<b>91.46%</b>
Iron Mountain Campus	0	5	11	7	34	78.26% Mean 3.9	<b>Mean 4.3</b>



How satisfied are you with the range of Career Technical Education (welding, automotive, nursing, computer systems, etc.) programs offered through Bay College that prepare students for work to meet the employment needs of the community?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Percent Satisfied by Campus	Overall
Escanaba Campus	0	4	17	36	9	92.98% Mean 4.5	<b>90.00%</b>
Iron Mountain Campus	0	4	11	8	28	82.61% Mean 4.0	<b>Mean 4.4</b>



How satisfied are you with the non-credit training offered through Bay College?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Overall
Non-credit training offered through Bay	1	1	17	16	23	<b>94.29%</b> <b>Mean 4.3</b>



## How satisfied are you with the Testing and Certification Services offered through Bay College?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Overall
Testing and Certification Services offered through Bay College	2	1	14	19	32	<b>91.67%</b> <b>Mean 4.3</b>

## How satisfied are you with the diversity and cultural programming provided by Bay College?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Percent Satisfied by Program Area	Overall
Besse Theater Performances	2	2	22	29	14	92.72% Mean 4.3	<b>95.75%</b> <b>Mean 4.4</b>
Art Exhibits	0	0	23	32	13	100.00% Mean 4.6	
Cultural Enrichment Activities	0	2	26	28	14	96.43% Mean 4.4	
Academic Lectures	0	3	28	15	22	93.48% Mean 4.2	



## What diversity programming are you looking for?

"A unified plan"

"Activities for all ages (child - adult)"

"Autism"


"I feel that the West Campus could have an event highlighting the rich mining history, as well as the Kingsford Ford plant."

"More guest lecturers"

"Motivational speakers, professional speakers, authors, CEOs and their experience in their field, dancers, concerts, cultural

"need more for/on Native Americans"

"Speakers and lectures"




## How satisfied are you with the overall quality of education provided by Bay College?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Percent Satisfied by Campus	Overall
Escanaba Campus	1	0	19	39	7	98.31% Mean 4.6	<b>98.85%</b>
Iron Mountain Campus	0	0	11	17	26	100.00% Mean 4.6	<b>Mean 4.6</b>

How satisfied are you with the overall quality of our facilities and services (space, community events, customer service, etc.) provided by Bay College?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Percent Satisfied by Campus	Overall
Escanaba Campus	1	1	12	46	6	96.67% Mean 4.7	<b>97.78%</b>
Iron Mountain Campus	0	0	6	24	25	100.00% Mean 4.8	<b>Mean 4.7</b>





## How many times per year do you attend Bay College events?

0 to 5	48	67.67%
6 to 10	16	22.54%
More than 10	7	9.86%

## How often do you use Bay College facilities during the year?

0 to 5	40	57.14%
6 to 10	9	12.86%
More than 10	21	30.00%






## How satisfied are you with Bay College's catering services?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A	Overall
Escanaba Campus	2	3	22	12	32	<b>87.18%</b> <b>Mean 4.0</b>




Are you interested in taking classes at Bay College in the future?

	<b>n=</b>	<b>Percent</b>
Yes	12	17.14%
No	22	31.43%
Maybe – unsure	32	45.71%




If you were to enroll in classes at Bay College, when would you be more likely to take classes (Mornings, Evenings, Weekends, etc.) (Check all that apply)

	n=	Percent
Morning (between 8 am and 11 am)	15	22.73%
Noon (between 11 am and 1 pm)	3	4.55%
Afternoon (between 1 pm and 5 pm)	8	12.12%
Evening (between 5 pm and 9 pm)	28	42.42%



If you were to enroll in classes at Bay College, what campus would you like to take classes on?  
(Escanaba, West, Online, Other - please specify)

	n =	Percent
Escanaba (Main Campus)	39	59.09%
Iron Mountain (West Campus)	11	16.67%
Online	11	16.67%



Are there different kinds of programs you are interested in? How about asking about accelerated programs? Or flexible programs, come and go as you have time.

	n=	Percent
Accelerated Programs	5	9.09%
Flexible Programs	12	21.82%
Evening programs	7	12.73%
Weekend programs	5	9.09%
Non-Credit Programs (Short-term Training/Workshops, etc.)	18	32.73%

## If you were to enroll in classes at Bay College, what program would you like to study?

Anything that furthers my knowledge in any given subject, so essentially anything that broadens my horizons.

As I will obtain my bachelor's degree in the fall, I wouldn't necessarily need to retake an entire program. I feel that computer certification courses could be an opportunity for the college, as we have the Microsoft Technical Associate program. We would just need to explore what we would need to do to make it available to the public; could certification courses (non-credit, they would just teach the exam) be offered?

Automotive computers and scanner testers

Business

business or Health Informatics if it was offered

Computer

current affairs

Current events, world issues, interesting happenings world wide.

Education

Environmental studies

flexible computing classes

Graphic Design

Management. Economics

mechatronics

Office and other computer applications

Social work

Specific software - Quickbooks for example; Leadership; Team development

Theatre. Marketing. Public Relations.

Would like to take some art classes

Would not pursue a degree, but might be interested in some welding or trade classes



Bay College offers a variety of programs and courses (visit: [www.baycollege.edu](http://www.baycollege.edu) for a complete listing). Are there programs, offerings or activities that you would like to see at Bay College that not currently available?

associates degree in welding technology.

Computer classes for seniors or inexperienced computer users offered in a format of meeting 1-4 times.

I would like to see the personal enrichment welding courses offered here. I would also be interested in wood working classes.

Programs geared towards the older adult learner who is perhaps launching a "second act" career or wanting to continue their education with necessarily pursuing a degree to use towards a career

Programs that senior citizens can take part in to continue learning even as they age. Maybe certificates of completion could be issued for those who finish various courses. Some people are interested in learning and the learning environment even if they are older. Maybe they didn't have the opportunity to finish their education in previous years for whatever reasons and would be interested in classes pertinent to their issues. Recognizing them upon completion would be a feather in their caps and also a nice publicity avenue for the community. Classes could be shorter in length or duration, more interactive, held at convenient times for elderly. I think there are many possibilities to explore.

Theatre for, and by, students.



# Conclusion:

- ▶ Results of Very Satisfied/Satisfied for 2017 were 94% when removing Not Applicable Responses
  - ▶ This result was 93% when last administered (2016)
- ▶ Calculated Mean = 4.4
  - ▶ Goal to increase Community Success to 4.0 by 2018
- ▶ Overall comments were favorable, with an improved satisfaction rate and average mean above goal.
- ▶ Comments and recommendations will be shared with the campus community at large, and suggestions shared with appropriate groups/areas





Questions?