

AO Autumn 2007 Conference Call
November 28, 2007
2:00 to 3:00pm

Committee Members Attending: Melissa Brooks, Indra Canagarantna, Marilyn Jones, Wendy Lampner, Connie Molnar, Cynthia Potteiger, Gloria Powell, and Nancy Thibeault.

OLN Staff: Kate Carey, Nancy Ragias, Gail Peters and George Steele.

Regrets: Mary-Beth Aust-Keefer, Melody Clark, Denise Price and Amy Sues

1. Continuing to offer the CENTSS Audits to Ohio institutions was supported by AO members. The CENTSS Audits help institutions' assess their Web-based student services. Those institutions that participated in either the pilot program or the October workshop agreed it was a valuable exercise. Offering the CENTSS workshops again was strongly indorsed by those institutions that did not participated in either of the two earlier opportunities. They hope to participate in a future offering. One concern expressed was that several institutions did not have all the critical people with student services participating in the workshop.

Action: After considering several possible dates, a mid- to late April date was identified as the most convenient time to hold another workshop. George will contact WCET to assess if a date can be arranged for their participation.

It was also proposed that we convene a one-day workshop or summit for those institutions that have taken the CENTSS Audits, so they can exchange ideas for best practices and discuss issues related to implementation.

Action: It is proposed this one-day workshop or summit be held in January 2008, so as to provide institutions sufficient time to review and propose items for their budgets. It was proposed that we consider addressing Change Management Techniques at this meeting. Wendy, Nancy, Cindy, and Marilyn volunteered to assist with developing an agenda. George will set up a conference call with them in early December 2007.

It was also suggested that a CENTSS special interest group might be assembled and meet at the ODCE conference in March 2008.

Likewise, it was also suggested that we may want to hold a Spring 2008 AO meeting around one of these events.

2. Kate reviewed issues related to University Systems of Ohio and referred the committee to the Web site: <http://universitysystem.ohio.gov/>

3. Kate reported that progress on the Regents Degree is being made. A MOU document is being approved, a draft of advisor handbook is being assembled, and common marketing plans are being developed. The degree awarded will have all four institutions' name on it. Fall 2008 is the planned launch date.

4. Kate informed AO that OLN received a \$522,200 grant from the Lumina Foundation, to develop a different way to recruit adults with lower income and lower educational attainment to higher education. To help prepare them, the use of a common orientation course, testing in Math and English along with tutoring support is being developed. Institutions participating in the program are Owens State Community College, Zane State, and Rhodes State.

5. OLN held a Customer Relationship Management Day Workshop in July 2007. This workshop was held at Columbus State with 3 vendors and 7 institutions attended. From this meeting, OLN decided to proceed with the purchase of a CRM system for itself, since it appeared there was no consensus at this time for a state-wide collaborative buy. OLN will seek approval from its Governing Board in December 2007 to implement this. OLN will seek a contract which would take into consideration a collaborative state-wide buy, if that eventuality develops.

6. Kate informed AO that \$150,000 for Innovation Grants will be available next year through the Regional Centers, if approved by our Governing Board in December of 2007.

7. In general, members of AO who attended this meeting liked the use of the teleconference format. It was suggested we also consider using a Webinar format. Consensus seems to suggest that we meet once a year face-to-face and other times through use of technologies that permit us to meet at a distance.

8 The AO committee sends its best wishes to Sheryl Hansen as she remains in Spain on a family emergency.