Staff Council

MEETING MINUTES Friday, February 14, 2020   3:00 - 5:00 p.m.   CYC Rm. 120

Members Present (√):

√	Andrews, Linda	√	Head, Kimberly	√	Nixon, Jana
√	Andrews, Shayla	X	Heitz, Tiffany	√	Northup, Genevieve
√	Apple, Shane	X	Heliste, Pam	√	Peeples, Jinger
X	Barron, Monica	√	Helm, Colin	√	Richardson, Casey
√	Campbell, Andrew	√	Hines, John	√	Rossato, Kelly
√	Carpenter, Deidra	X	Holmes, Melody	€	Stewart, Gregory
√	Chavez, Ana	√	Howard, Elizabeth		Guests:
X	Duckworth, Andy	√	Khedairy, Nadia		May Ukiri (New HR Rep)
√	Dunn, Debbie	√	Long, Renee		
√	Faircloth, Ross	√	Morman, Lisa		
√	Gray, Arianna				
√	Guerra, Rosa	√	Present		
		X	Not present	√	Langford, Jackie – Past SC
		€	Excused	X	West, Aaron – Faculty Council liaison

Call to Order:	Meeting called to order by Liz Howard at 3:04pm
Approval of Minutes:	Colin H. motioned to accept the minutes of the December meeting. Kimberly H. seconded. (There was no meeting in January due to All College Day reschedule)
Welcome:	Liz welcomed everyone back to the new year.
Updates Announcements:	**Liz:** • **Celina Groundbreaking:** Liz attended the groundbreaking ceremony January 16, 2020 and volunteered • **Lift-Up Campaign**: Staff Council has a square on the 35th Anniversary flag that will fly at CHEC • **Website is live**: Have had a positive response. Have had a proposal submitted already
Treasurer's Report:	Current Balance: $ 4,680.00 (unchanged) • No charges as of yet
Other Reports:	**President's Report:** Nothing in addition to the above updates **Shane (VP)**: Voting locations at some of the campuses have been moved to the conference center or other location. Some have remained where they were. **Ari (Recorder):** Nothing at this time

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Service Committees:

Rose Award: (Debbie) The committee's next meeting is scheduled for next week. Nominations are open and the committee has received 9 nominations for 7 nominees so far.

SEOTY: (Ana) Nominations close this weekend. The committee received 20 nominations. Ana will check with HR on Monday to ensure all nominees eligible. The committee will schedule a meeting to review them. Ana still needs to review the food proposal.

Silent Auction: Have not met yet. Foundation focusing on Stetsons and Stilettos right now.

Meals on Wheels: Will start collecting food on 2/24 and will end on 4/3. The MOW's people said they would pick up the food at campuses this year on 4/3. Will save the committee cost of renting trucks to deliver. Committee needs to meet after the SC meeting.

Research Committees:

Full-Time Staff Retention: (Nadia) Nadia, went over a 2-page handout that summarized Phase 1, Phase 2 and Phase 3 of the Employee & Dependents Educational Benefits Proposal. (See attached)
Phase 1: In-County tuition waiver for dependents (employees already get this)
Phase 2: Annual increase of (employee) tuition reimbursement allotments
Phase 3: If any monies remaining from employee allotment, can be used for dependents.

The handout also showed FT Staff Dependent benefits at other local institutions. Nadia also defined "dependent" as spouse, or children unmarried, 26 yrs. or younger and whose name appears on tax return. Also, a grade of C or higher would be required to be eligible for the reimbursement. Benefit could take the form of a scholarship, waiver, or actual reimbursement of monies.

Nadia recommended that we do not go beyond Phase 1 at this time. Possibly bring up Phase 2 and 3 next year.

Shane A asked at what point in the year would we look at "remaining funds"?
Nadia felt after the Fall and Spring semesters would be the best/right time.

Colin asked why we couldn't roll over unused funds from year to year?
Both Liz and Kim commented that no budgets roll over. Everything is budgeted for use within a year.

John H made a motion that we bring the proposal forward to Executive Leadership. Colin seconded the motion.

Liz took a vote: 23 voted Yay
1 noted No
0 abstained
The vote passed; the proposal will be brought to Executive Leadership

Professional Development: (Kimberly) The committee has met a few times now. They decided to take a look at the survey Gen did last year so they can get an idea of training needs. During their next meeting, they'll pick the top 2 to pursue.

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	District-wide communication: (Colin) Colin review all the questions on the survey on the big screen. (See attached) Explained what information was being asked in each section.
	Genevieve stated that generally, Dr. Matkin is opposed to surveys without the requirement of the person's name. (i.e., anonymous)
	Colin raised the question as to whether employees feel "safe" sharing their opinions and leaving their name. The committee felt that employees don't, which is why it was left off of the survey
	Liz stated that the President had approved some anonymous surveys in the past. Staff Council would just have to really explain why we were doing it; possibly make the name field an optional one. She also reminded us that EL would make suggestions overall anyway, which might include the name field.
	Lisa M asked if the purpose of Staff Council was to make the environment better for staff? How are we making it better if people are afraid to bring up issues or answer surveys truthfully?
	Colin stated that the committee agreed, but wasn't sure how to address it.
	Kimberly H. thought it was a good idea to bring Lisa's statement to the El and impress that employees want to feel safe when answering questions/surveys.
	Liz commented that there had been some type of assessment previously and there was a low score in the area of communications. She mentioned that Floyd may present that assessment to the Staff Council at next month's meeting.
	Gen also stated she was concerned that the survey was just too long. May affect the response ratio and asked if it could be cut down. The survey is currently 13 pages, with 7 sections and approximately 99 questions.
	Colin asked for suggestions about the length.
	Nadia suggested putting the 20 most important questions at the front, then give people the option to continue or end there.
	Casey suggested splitting the survey up into multiple, smaller surveys.
	Deidra suggested sending out the section titles and asking people's opinions on what they felt were the most important ones.
	Colin felt that would really delay results.
	Renee asked if we could save it (while taking it) and come back to it later.
	Colin said that would require a sign-in to do that, which eliminates the anonymity.
	Kelly stated that Dr. Johnson had done an online survey that hadn't gone through IR.
	Colin stated that was brought up, but it was suggested we use IR.
	Colin asked what a good timeframe for sending out the survey would be?
	Ana suggested before summer.
	Liz stated that it would be good if it went out in May. That way we would have it back June/July.

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	Kelly asked if Staff Council could take the survey? Everyone agree this was a good idea. Colin said he would send it out Monday.
	Ad-Hoc Committees:
	Unsung Hero: (Deidra) Committee met in January and February. Came up with the framework for an Unsung Hero award that could be given out at the Spring All College Day so as not to interfere with the Rose Award. The gist is that departments at each campus would choose an unsung hero/heroine from their ranks 3 times a year and honor them, for example, at the Friday morning staff meeting. We could provide certificates to the departments. Nominations much simpler than Rose. At the end of the year, departments would choose 1 of their winners to put forth for the campus Unsung Hero award. Staff Council committee would choose from that list for each campus. Possible awards include a parking space for the year, plaque, swag, etc.
	Deidra asked if we should move forward with the idea?
	Ana asked about the CHEC campus? As well as Courtyard and the Career Counselors out in the high schools.
	Deidra said the career counselors are assigned a campus so would be included in that. CYC would do it as well. And CHEC; though we would have to speak with Dr. Matkin about CHEC and get his thoughts.
	Casey suggested we take headshots of winners and send out on distribution list.
	Nadia inquired why the SC committee would decide instead of the Provosts?
	Kelly and Deidra said because it would be unbiased if SC did it.
	Renee asked us to clarify when SC gets involved?
	Ari stated that only for the annual winners at each campus. The departments/divisions would handle all the ones during the year.
	Kimberly head commented that 3 times a year is a lot of times to nominate people. The form for nominations should be simpler than Rose/Rose is very cumbersome.
	Deidra and Ari stated yes, it would be much simpler. It would not have all the requirements of Rose. The committee does not want it to feel like it's competing with Rose, so would be a much simpler process; which is why it's at the campus department level.
	Deidra made a motion that we continue on developing the idea.
	Genevieve seconded the motion

	Vote was taken: 24 in favor
	                            0 opposed
	                            0 abstained

	Vote passed. The committee will move forward.
	Telecommuting: (Kimberly) The committee is still gathering information. Genevieve put together a list of peer institutions and the committee is putting together a list of questions to ask them.
	By-Laws: (Colin) No Update

Old Business	• None
New Business & Announcements:	**New Proposal**: Suggested a stipend for bilingual employees. Submitted by Jessica Mitchell; one of the College and Career Counselors. (proposal attached)

Liz read the proposal and then shared with SC how often she works on translations and such for the college, PR, etc. She also suggested we get statistics of current bi-lingual speakers per campus and possibly statistics for Collin County population by race/culture. She asked if SC thought we should move forward with this.

Deidra said she was not opposed. However, she felt if the translating was within the employee's role, it was not "extra" and should not get a stipend. But if it was outside the person's normal role, it should be considered extra.

Shayla commented that we would need to see if people were being offered more when they were hired for being bilingual. Would they then get a stipend in addition?

Colin felt there would need to be a metric.

Ana stated that she didn't get paid extra, even within her role because it wasn't a part of her job description.

Nadia stated that she is only bilingual verbally; not in reading and writing.

Andrew reminded us we were just deciding today if we wanted to take this proposal on and move forward; not come up with all the particulars of it.

Liz agree with Andrew.

Collin asked if there wasn't an outside contract for that for faculty? And couldn't there be the same for staff?

Nadia stated it was very expensive to bring in outside translators.

Liz asked if we should move forward?

Colin made a motion to move forward.
Deidra seconded it and asked if it should be an ad-hoc committee?

Vote   24 in favor
                0 opposed
                0 abstained

Vote passed. We'll move forward.

Ad-hoc committee volunteers:
        Andrew – Chair
        Ana
        Deidra
        Ari
        Shayla
        Rosa

You Make a Difference Coin: Genevieve gave the coin to Nadia for always being enthusiastic about Staff Council and having done such a fabulous job with the Retention Committee. |

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Roundtable:	**Genevieve**: Nominations currently being accepted for the NISOD Excellence Awards. If you know someone who has made a difference, please email HR and nominate that person. Gen also introduced the new HR Generalist, May Ukiri. **Ari:** Veterans Resource Fair at the Plano Campus atrium on Thursday, February 20th from 10am to 2pm. Open to everyone. **Kelly:** We created a perpetual food drive with a different food item each month at the Plano campus. **Deidra:** Informed everyone she no longer works as a Dual Credit Advisor. She's now a College and Career Coach. **Nadia:** Same as Deidra. Now a College and Career Coach.
Adjourn:	Motion to adjourn – Colin. Motion seconded – Ana. 4:35pm **Next meeting**: Friday, March 20, 2020 @ 3:00 – 5:00pm – Plano room TBD

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Employee and Dependents Educational Benefits Proposal

Staff Council would like to propose a revision of staff, faculty, and dependent tuition reimbursement policies. These revisions or additions are designed for implementation in phases for employees and their dependents:

Phase 1: (In county tuition for staff dependents)

Phase 2: (An annual increase of tuition reimbursement allotments)

A) Staff Council would also like to encourage our employees to utilize tuition reimbursement through better advertisement of this employee perk.

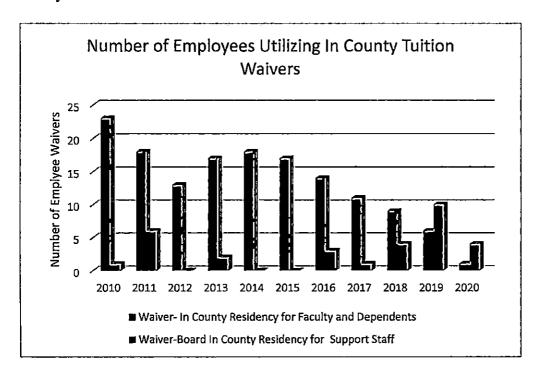B) Increase tuition reimbursement allotments to $1200 per academic year (adjust for inflation).

Phase 3: (Based on Phase 2 and the utilization of employee tuition reimbursement allotments)

Use of remaining employee tuition reimbursement funds for faculty and staff dependents.

Phase 1: (upon approval)

Staff Council recognizes that many of our new campuses will be along Collin County's borders with two new campuses fall 2020 (Wylie and Allen Technical Center) and two centers fall 2021 (Celina and Farmersville). Collin College's impending expansion across the edges of the county will likely attract talent from across the metroplex. We expect to see an influx of full-time staff members who reside outside of the county or along the county's borders [potential and existing employees may live in Denton, Rockwall, or Dallas County].

Presently, faculty and their dependents are covered by TEC 54.211 which provides a waiver for all out of county tuition and fees. Staff Council would like to request the same privilege for staff dependents. As shown in the table below, current data trends suggest that more support staff are utilizing the in-county tuition waiver for their own schooling at Collin College. We can only assume that their dependents are also residing outside of county lines as well.

Number of Employees Utilizing In County Tuition Waivers

■ Waiver- In County Residency for Faculty and Dependents
■ Waiver-Board In County Residency for Support Staff

Moreover, many community college districts in the state provide in county tuition for their employees and dependents. They also provide tuition discounts to faculty and staff dependents. The following table provides full-time staff dependent benefits at Texas Community Colleges. Seven of eleven community college districts provide in county tuition for staff dependents.

Community College	FT Staff Dependent Benefits	
	Credit Courses Only	
	In County Tuition	Tuition Discounts
Alamo Comm. College	✓	75% of tuition up to $1700
Austin Comm. College	X	X
Dallas County	✓	X
El Paso Comm. College	✓	9 credits a semester
Grayson County	X	X
Howard College	✓	if funds available/ or employee allotment
Lone Star College	✓	X
North Central TX College	✓	9 credits a semester
San Jacinto	X	X
Tarrant County	✓	8 credits a semester
Tyler Junior College	X	8-15 credits a semester

1. Dependent as defined in most districts: Spouse or children- unmarried, 26 years of age or younger, and whose name appears on the employees tax return.

2. Tuition Free could mean a scholarship, waiver, or reimbursement provided by the school.

3. A grade of "C" or better is required or the student will be responsible for all fees/charges for the class.

Staff Council Communications Survey

At work, people spend a great deal of time communicating with each other. Therefore, the objective of this Staff Council survey is to seek opinions of Collin employees regarding the effectiveness of communication within Collin's work environment. Effectiveness of communication means being able to send messages across the college that are clear, timely and easy to understand. This survey focuses on all internal communication, i.e., from (1) top to bottom, (2) bottom to top, and (3) horizontally (i.e., between colleagues). The survey also seeks employees' preferences regarding various communication channels used within Collin.

Your insights and opinions as a Collin employee are very important in identifying the strengths and weaknesses of Collin's internal communication and the information obtained will be used to make the communication within Collin more effective. **Your responses will be confidential, so please give your candid opinion.**

(Red asterisks (*) indicate required questions.)

*Are you in a supervisory role?
- ○ Yes
- ○ No

*Indicate your <u>current</u> employment status:
- ○ Full-time administrator
- ○ FT Faculty
- ○ FT Staff
- ○ PT Faculty
- ○ PT Staff
- ○ Other
- ○ Choose not to respond

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COLLIN COLLEGE™ — Staff Council Communications Survey

Section 1. Channels of Communication (Use of preferred channels of communication within and between departments)

Please answer in the context AY2019.

Indicate the frequency with which you received information via following means/channels of communications.

Static Electronic Channels:

	Daily	Weekly	Monthly	Yearly	Never	Don't know about this channel	Not applicable
Collin College website	○	○	○	○	○	○	○
CougarWeb	○	○	○	○	○	○	○
Email (Collin's Outlook)	○	○	○	○	○	○	○
Real-time Internal Electronic Channels:							
Jabber (instant messaging)	○	○	○	○	○	○	○
Video conference (GoToMeeting, WebX, Zoom etc.)	○	○	○	○	○	○	○
Yammer (social network service within an organization)	○	○	○	○	○	○	○
Social Media Channels:							
Facebook posts	○	○	○	○	○	○	○
Instagram	○	○	○	○	○	○	○
Twitter	○	○	○	○	○	○	○
Other Channels:							
Mail (letters)	○	○	○	○	○	○	○
Phone Calls	○	○	○	○	○	○	○
Printed medium (flyers, handouts, etc.)	○	○	○	○	○	○	○
Speakers (campus events, seminars, etc.)	○	○	○	○	○	○	○
Town hall meetings to pass information	○	○	○	○	○	○	○
Any other?	○	○	○	○	○	○	○

Staff Council Communications Survey

Section 1...continued

Please answer in the context of last year (AY2019).

How frequently have you used the following means/channels of communication for work at Collin College?

	Daily	Weekly	Monthly	Yearly	Never	Don't know about this product	Not applicable
Any Office 365 Product (such as Planner and SharePoint, *but not Office Outlook*)	○	○	○	○	○	○	○
Collin College Email (Office Outlook)	○	○	○	○	○	○	○
Your Personal Email	○	○	○	○	○	○	○
CougarWeb	○	○	○	○	○	○	○
Jabber	○	○	○	○	○	○	○
Mail (letters)	○	○	○	○	○	○	○
Phone Calls	○	○	○	○	○	○	○
Social Media (Facebook, Instagram, Twitter, etc.)	○	○	○	○	○	○	○
Video Conference (GoToMeeting, WebX, Zoom, etc.)	○	○	○	○	○	○	○
Other	○	○	○	○	○	○	○

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Section 1...continued

Please answer in the context of last year (AY2019).

How frequently have you <u>used</u> the following means/channels of communication for work at Collin College?

	Daily	Weekly	Monthly	Yearly	Never	Don't know about this product	Not applicable
Any Office 365 Product (such as Planner and SharePoint, *but not Office Outlook*)	●	○	○	○	○	○	○
Collin College Email (Office Outlook)	○	○	○	○	○	○	○
Your Personal Email	○	○	○	○	○	○	○
CougarWeb	○	○	○	○	○	○	○
Jabber	○	○	○	○	○	○	○
Mail (letters)	○	○	○	○	○	○	○
Phone Calls	○	○	○	○	○	○	○
Social Media (Facebook, Instagram, Twitter, etc.)	○	○	○	○	○	○	○
Video Conference (GoToMeeting, WebX, Zoom, etc.)	○	○	○	○	○	○	○
Other	○	○	○	○	○	○	○

You mentioned above that you use Office 365 Products. Other than Outlook Email, how frequently have you used the following Office 365 communication products?

	Daily	Weekly	Monthly	Yearly	Never	Don't know about this product	Not applicable
Kaizala (work management and mobile messaging)	○	○	○	○	○	○	○
Microsoft Stream	○	○	○	○	○	○	○
Office 365 Video	○	○	○	○	○	○	○
OneDrive	○	○	○	○	○	○	○
OneNote	○	○	○	○	○	○	○
Planner	○	○	○	○	○	○	○
SharePoint	○	○	○	○	○	○	○
Sway	○	○	○	○	○	○	○
Teams	○	○	○	○	○	○	○
Yammer (social network within an organization)	○	○	○	○	○	○	○

Section 1...continued (2)

Select your top three preferred mean/channels to receive news/updates/information from Collin College:
Only three selections are allowed.

- ☐ Activity Streams/News Feeds
- ☐ Email
- ☐ Facebook
- ☐ Instagram
- ☐ Jabber
- ☐ Mail
- ☐ Office 365 Products
- ☐ Twitter
- ☐ Video
- ☐ Other

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Section 1...continued (3)

Please answer in the context of last year (AY2019).

On a 5-point scale, how satisfied are you with the listed aspects of communication with respect to:

a. Campus events/College updates

	1 = Very dissatisfied	2	3	4	5= Very satisfied
Frequency of communication	○	○	○	○	○
Clarity of communication	○	○	○	○	○
Timeliness of communication	○	○	○	○	○

b. Your department

	1 = Very dissatisfied	2	3	4	5 = Very satisfied
Frequency of communication	○	○	○	○	○
Clarity of communication	○	○	○	○	○
Timeliness of communication	○	○	○	○	○

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Section 2. Communication Flow *(Upwards, downwards, and horizontally)*
Please answer in the context of last year (AY2019).

On a 5-point scale, indicate the extent you agree or disagree with each of the following statements with respect to:

a. Receiving communication

	1 = Strongly disagree	2	3	4	5 = Strongly agree
Most of the communication I receive on a daily basis is from my supervisor.	○	○	○	○	○
Most of the communication I receive on a daily basis is from my co-workers.	○	○	○	○	○
Most of the communication I receive on a daily basis is from my subordinates.	○	○	○	○	○
I feel comfortable sharing ideas directly with my supervisor.	○	○	○	○	○
I feel comfortable sharing ideas with my subordinates.	○	○	○	○	○
I feel comfortable conveying my ideas to Collin's Leadership Team.	○	○	○	○	○
Overall, I am satisfied with the communication of information within my department.	○	○	○	○	○

b. Sending communication

	1 = Strongly disagree	2	3	4	5 = Strongly agree
Most of the communication I make on a daily basis is with my supervisor.	○	○	○	○	○
Most of the communication I make on a daily basis is with my co-workers.	○	○	○	○	○
Most of the communication I make on a daily basis is with my subordinates.	○	○	○	○	○
I have communicated with Collin's Leadership Team.	○	○	○	○	○
I feel comfortable communicating with Collin's Leadership Team.	○	○	○	○	○
Overall, I feel the lines of communication at Collin are open all the way to the top.	○	○	○	○	○

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Section 2. Communication Flow *(Upwards, downwards, and horizontally)*
Please answer in the context of last year (AY2019).

On a 5-point scale, indicate the extent you agree or disagree with each of the following statements with respect to:

a. Receiving communication

	1 = Strongly disagree	2	3	4	5 = Strongly agree
Most of the communication I receive on a daily basis is from my supervisor.	○	○	○	○	○
Most of the communication I receive on a daily basis is from my co-workers.	○	○	○	○	○
I feel comfortable sharing ideas directly with my supervisor.	○	○	○	○	○
I feel comfortable conveying my ideas to Collin's Leadership Team.	○	○	○	○	○
Overall, I am satisfied with the communication of information within my department.	○	○	○	○	○

b. Sending communication

	1 = Strongly disagree	2	3	4	5 = Strongly agree
Most of the communication I make on a daily basis is with my supervisor.	○	○	○	○	○
Most of the communication I make on a daily basis is with my co-workers.	○	○	○	○	○
I have communicated with Collin's Leadership Team.	○	○	○	○	○
I feel comfortable communicating with Collin's Leadership Team.	○	○	○	○	○
Overall, I feel the lines of communication at Collin are open all the way to the top.	○	○	○	○	○

Section 3. Knowledge Sharing *(Between employees and departments)*
Please answer in the context of last year (AY2019).

On a 5-point scale, indicate the extent you agree or disagree with each of the following statements.

	1 = Strongly disagree	2	3	4	5 = Strongly agree	Not applicable
I have had no problem obtaining work-related information from other departments in a timely manner.	○	○	○	○	○	○
In most instances, I receive the work-related information through informal channels	○	○	○	○	○	○
Overall, I can obtain the requisite work-related information to effectively perform my job.	○	○	○	○	○	○
My co-workers and I openly share work-related information.	○	○	○	○	○	○
My department shares requisite work-related information with other departments.	○	○	○	○	○	○
Most of intradepartmental meetings I attend are informative.	○	○	○	○	○	○
Most of the inter-departmental meetings I attend are informative.	○	○	○	○	○	○

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Section 4. Barriers to Effective Communication *(Aspects preventing effective flow of communication)*

Please answer in the context of last year (AY2019).

On a 5-point scale, indicate the extent you agree or disagree with each of the following statements.

	1 = Strongly disagree	2	3	4	5 = Strongly agree	Not applicable
I must go through my supervisor to communicate/share ideas/information with Collin's top leadership.	○	○	○	○	○	○
I have come across people who hoarded information that impeded me from performing my job effectively.	○	○	○	○	○	○
At the College, there appears to be cliques of individuals who control the flow of important information.	○	○	○	○	○	○
There are too many "gatekeepers" in the college that hinder the flow of information.	○	○	○	○	○	○
I often experience technical barriers to access work-related information.	○	○	○	○	○	○
I often have had to travel 15 or more miles to have face-to-face communication.	○	○	○	○	○	○
In most instances, the wait time to obtain the requisite work-related information is too long.	○	○	○	○	○	○
Other barriers.	○	○	○	○	○	○

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![Collin College logo]

Section 5. Effectiveness of Communication *(Information is detailed and clear.)*

Please answer in the context of last year (AY2019).

On a 5-point scale indicate the extent you agree or disagree with each statement about the:

a. Effectiveness of communication in terms of detail

	1 = Strongly disagree	2	3	4	5 = Strongly agree
1. Most of the work-related information I receive from Collin College is detailed enough to communicate effectively.	○	○	○	○	○
2. Most of the work-related information I receive from my supervisor is detailed enough to communicate effectively.	○	○	○	○	○
3. Most of the work-related information I receive from my co-workers is detailed enough to communicate effectively.	○	○	○	○	○
4. Most of the work-related information communicated to me from other departments is detailed enough to communicate effectively.	○	○	○	○	○
5. Most of the work-related information from Collin's Executive Leadership Team is detailed enough to communicate effectively.	○	○	○	○	○

b. Effectiveness of communication in terms of clarity

	1 = Strongly disagree	2	3	4	5 = Strongly agree
1. Most of the work-related information I receive from Collin College is clear enough to communicate effectively.	○	○	○	○	○
2. Most of the work-related information I receive from my supervisor is clear enough to communicate effectively.	○	○	○	○	○
3. Most of the work-related information I receive from my co-workers is clear enough to communicate effectively.	○	○	○	○	○
4. Most of the work-related information communicated to me from other departments is clear enough to communicate effectively.	○	○	○	○	○
5. Most of the work-related information from Collin's Executive Leadership Team is clear enough to communicate effectively.	○	○	○	○	○

Section 6. Reliability and Timeliness *(Information shared is reliable, consistent, timely, and accurate.)*

Please answer in the context of last year (AY2019).

On a 5-point scale, indicate the extent you agree or disagree with each of the following statements in terms of:

a. Reliability of information

	1 = Strongly disagree	2	3	4	5= Strongly agree	Not applicable
I rarely receive unreliable work-related information from my supervisor.	○	○	○	○	○	○
Different members of Collin's Executive Leadership Team conveyed the same message.	○	○	○	○	○	○
My co-workers rarely share unreliable work-related information with me.	○	○	○	○	○	○
I feel comfortable sharing work-related information from my supervisor with my co-workers.	○	○	○	○	○	○
The work-related information I receive from other departments is consistently trustworthy.	○	○	○	○	○	○

b. Timeliness of information

My work is often delayed because the information I need is not made available in a timely manner.	○	○	○	○	○	○
Collin College releases school news (Collin College News, Cougar Alerts, etc.) in a timely manner.	○	○	○	○	○	○
I feel that I am the last one to find out what is happening at Collin College.	○	○	○	○	○	○

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Section 7. Suggestions and Comments

What improvements would you like to see in the...

intradepartmental communications (i.e., within your department)?

interdepartmental communications (i.e., between your department and other departments)?

Any other comments or suggestions?

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Section. Demographics

(Red asterisks (*) indicate required questions.)

*Your age group:
- ○ 29 or under
- ○ 30-39
- ○ 40-49
- ○ 50-59
- ○ 60 or over
- ○ Choose not to reply

Please specify your department (optional):

[   ]

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Stipend for Bilingual Staff

First_Name : Jessica
Last_Name : Mitchell
Department : P-12 Partnerships
Short_Summary_Of_Proposal : Good afternoon. I would like to propose that bilingual staff receive a stipend for their skill of speaking a second language. I would like to emphasize that speaking another language is indeed a career-related skill and not merely a hobby or interest. Dallas County Community College staff members reportedly receive a stipend for being bilingual.
Census predictions indicate significant growth in Collin County's ethnic diversity. It is evident by the current construction of new campuses at Collin College that the College foresees the impact this growth will have on the institution. Yet, the number of staff members that are able to assist non-English speaking students in their native language remains low. As an example, I have attached current data for Spanish-speaking staff. However, it should be noted that Collin has many students from the Middle East, Asia, and Southeast Asia.
The low number of bilingual staff often forces these people to work double-duty by translating a document (both internal and external), translating a conversation (often times in a department unrelated to their position/role), or attending an outreach event (often after typical work hours).
Also to be considered is the time it takes to locate a bilingual staff member. Again, the attached data reflects the number of Spanish speakers across Collin College's 3 main campuses. Therefore, there have been reported instances in which a faculty member has had to assist.
Having attended the customer service workshop presented by Disney, I believe that offering bilingual staff a stipend for the additional time and assistance they provide students and staff would be an effective way to further demonstrate "Students first. No excuses."

Title : Stipend for Bilingual Staff

Percentage_affect : 50

Upload_reasearch : proposal stats.docx

date : 01/14/2020 12:21:21

email : jymitchell@collin.edu

Attachment

Collin County Demographic Statistics:
https://datausa.io/profile/geo/collin-county-tx#demographics

Spanish speaking employees (within Frisco, Plano, and McKinney campuses):

Student Enrollment Services
- Financial Aid/Veteran Affairs: 3
- Admissions: 0
- Advising: 1

P-12 Partnerships
- Dual Credit: 1
- College & Career Counselors: 2
- Outreach: 1

Counseling Department: 1

Career Services: 1