AQIP Project Team on Cultural / Behavioral Readiness

Notes for April 6, 2011

In Attendance: Robert Matthews, Scott Jenkins, Steve Robinson, Brian Ivory, Lori Hancock (Guest). Elizabeth Connelly, Delores Deen, Chris Engle, Sheila Swyrtek, Candice Pickens, Terrence Stewart


2. “What are you hearing around campus?” – comments on positive changes in Bear Bistro regarding “eating only” hours; Scott noted that public safety and Sgt. Nickleson are working to reduce two non-student groups that frequent the Bistro: (a) local H.S. students skipping classes, and (b) members of the community; Steve mentioned incivility incident that occurred in area of President’s office.

3. Notes / Communications
   a. Notes: AQIP Team Meeting on February 16, 2011 – reviewed, no changes.
   b. Counselors Input Re: Civility Concerns – Brian Ivory – reviewed.

4. New Business

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<td>Identify area for improvement</td>
<td>Define current situation</td>
<td>Analyze current situation</td>
<td>Develop an improvement theory</td>
<td>Implement best strategies</td>
<td>Monitor results</td>
<td>Adjust, standardize, or plan further</td>
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a. Activity: Begin to Develop an Improvement Theory (AQIP Step Four)
   1. Review: Appendix A: Summary of artifacts, surveys, input collected – reviewed, no changes.
   2. Review: Appendix B: Summary of quantitative data collected & key cross sections – reviewed, no changes.
   3. Review: Appendix C: Summary of qualitative analysis and categories of behaviors – reviewed, no changes.
   5. Review: What is an Improvement Theory? This is the “doing” portion of the 7-step CQI Process. This is the real ACTIVE (doing) part of the process—stakeholders with various perspectives on the process use the information gathered in the previous steps to formulate a theory of what will make things better. (source: MCC website)
b. **Brainstorm**: Plus / Delta / Other Activity toward Improvement Theory – brainstorming session occurred to identify areas MCC performs well at, and areas where there is a need for improvement. Sheila also distributed "resources for consultation and referral" sheet from the University of Utah, which will be copied for the next meeting. Scott also noted that EC would be open to a committee toward defining behaviors / values toward civility.

*Note*: see attached notes from this Plus / Delta brainstorming session.

5. **Set Next Meeting Time and Date** – **Wednesday, May 11 at 12 noon. Lunch will be provided.**

6. **Adjournment** – **adjourned at 5:40 pm.**