Business Operations Leadership Team
March 21, 2024
Frontier Community College

Minutes

1. The meeting convened at 9:00 am in Boyle's Hall at FCC.
   a. Present were Chris Simpson, Mary Johnston, Jamie Henry, Doug Shipman, Lyn Huey, and Bonnie Chaplin.
   b. The minutes from the February 15, 2024, meeting was reviewed and approved and the agenda for the meeting was discussed.
   c. For the development of the monthly meeting agenda, the following processes were decided.
      i. Two weeks prior to each monthly meeting, there would be a call for agenda items so that members of the Business Operations Leadership Team can submit relevant topics.
      ii. Each agenda will include a review of the division's goals for the year and an assessment of progress towards each goal.

2. Information for the Business Operations Teams and email groups was discussed. There are four different groups established within the Business Operations Division. Those groups are:
   a. Business Operations Leadership Team – boleadership@iecc.edu
   b. Business Operations Division – bodivision@iecc.edu
   c. Business Operations Bookstores – bobookstores@iecc.edu
   d. Business Operations Food Service – bofoodservice@iecc.edu

3. There was a lengthy discussion as the Business Operations 3-Year Hiring Plan was finalized. Aspects of the 3-Year Hiring Plan include:
   a. Measurable objectives from each campus business office
      i. Improve efficiency for agency billing for waivers.
      ii. Cross-training of office assistants to better be able to fill in as necessary.
   b. Measurable objectives from auxiliary units
      i. Food Service
         1. Purchasing from one vendor to achieve better pricing.
         2. FCC analysis of vending receipts prior to establishment of micro markets.
         3. Continue research on food options on campuses with limited access for students.
      ii. Bookstores
         1. Develop consistent textbook adoption procedures for IECC bookstores.
         2. Explore district bookstore model with an outlet on each campus.
         3. Efficient distribution of textbooks for online and synchronous classes.

4. As a carryover from the previous meeting, the number of Key Performance Indicators (KPIs) was narrowed to a smaller number. The various KPIs are listed below.
   a. Instructional cost per student by meta major
   b. Cost per student by field of study
   c. Revenue sources
      i. Tuition

        ii. Fees
       iii. Credit hour generation
       iv. Grants
        v. Foundations
    d. Auxiliary units
        i. Expense/revenue data
       ii. Student satisfaction survey data

5. A meeting for bookstore managers will be scheduled for the early part of April. This meeting will be to finalize procedures for the upcoming new academic year.

6. Following the main part of the meeting, business directors met to review procedures related specifically to their offices. The topics discussed and decisions are listed below.
   a. When applying exemptions for courses, does it need to be separated out by tuition and fees? If not, no need to build some contracts around waivers. (Testing required)
   b. Move waivered club courses to non-credit courses.
   c. Create timeline that includes Business, Financial Aid, and Records.
   d. Request IT assistance with a MAP report to upload to GAP as well as a report to Upload results into Banner.
   e. Contract assignments effective Fall 2024 (202530):
   f. Doug – CEFS, WADI, Upward Bound
   g. Jamie – Voc Rehab, IVG, ING, MIA/POW, GoArmy, Chapter 33, Americorp (create universal contract for Americorp)
   h. Lyn – DORS, DCFS
   i. Mary – MAP
   j. Scholarships on RPAAWRD – Create a list of scholarship categories.
   k. Scan voucher documents into Xtender on TSACONT and scholarship documents into Xtender on RPAAWRD.
   l. Adjoining, Surrounding, Senior waiver reports to be ran by FCC and applied by FCC.

7. The next BOLT meeting will be held on Thursday, April 18th at Lincoln Trail College.