

## Minutes

**RACSA GCSU March 20, 2008**

**Recorded by John McElveen**

**Attendees: Barry Birckhead, SPSU; John McElveen, MGC; Kurt Keppler, VSU; Brian Haynes, Clayton State; Tonya Lam, USG; Donald Avery, EGC; Bill Schafer, GT; Mike Miller, MCG; Nancy King, KSU; Randy Gunter, SSU; Neil Aspinwall, Waycross; Darryl Holloman, Columbus State; Lisa Fowler, GPC; Terrance Smith, FVSU; Teresa Thompson, Georgia Southern; Jodi Johnson, DSC; Bruce Harshbarger, GCSU; Rodney Bennett, UGA; Ron Shade, GHC; Melanie McClellan, UWG; Vicki McNeil, AASU; Gail Dillard, ABAC; Dennis Chamberlain, Gordon; John Clower, NGCSU; Sam Miller, GSW; Jim Cottingham, SGC; Kimberly Ballard-Washington, USG; John Fuchko, USG; Joyce Jones, Augusta State; Gary Barnette, Darton.**

Barry called meeting to order at 1:07pm and called upon Bruce Harshbarger, our host, to say a few words. Bruce welcomed, and introduced Paul Yard, AVPSA at GCSU, and George Ellenburg (a visiting fellow), and brought regards from GCSU president. He thanked Gina Peevy of GCSU for assisting in setting up the meeting. Bruce gave a brief history of the area and noted that he would lead a tour of the old Governor's mansion later in the day.

Barry asked the group to introduce themselves.

Barry asked for minutes to be approved. Jim Cottingham motioned, Sam seconded, motion passed.

John Fuchko of the USG Audit Office spoke to us on the P-card audits and regulations issues. He brought greetings from Ron Stark. He presented a PowerPoint presentation on P-cards. He acknowledged that he expected feedback and said that the current policy is confusing and burdensome, and they are working with DOAS who writes the policies to revise it but they are hoping for feedback before. He briefly discussed the state audit process, where the state auditor decides what to review. They decided to look at P-Card usage at four institutions. John acknowledged that two of the institutions, Kennesaw and Georgia State did well while the other two institutions were included in the report. The bottom line is that the final report indicated that the p-card system was generally not well managed. The report talks about management and fraud. He talked about how auditors decide where to look, and acknowledged that they primarily looked in student affairs because they early on found some problems. John indicated the Governor ordered every state agency to conduct an internal audit. During that timeframe DOAS has rewritten the policy twice and is working on a third. He

discussed p-card legislation and the ramifications. Penalties include felonies and prison time, not only for violators but also for supervisors if judged to be “recklessly negligent”. John reviewed results of the audit and some of the problem areas. He discussed athletics and one of the worst areas where violations occurred was for coaches’ meals because their expenditures would be outside of normal travel audit processes. Agency accounts also presented problems. DOAS ruled that p-cards should not be used in conjunction with agency accounts. He discussed documentation, and that many transactions did not include documentation where someone reviewing the transaction could reasonably understand what the transaction was for, which is the standard that should be used. Another area was accountability for gift cards and giveaways. Sharing of the p-cards was an issue on the majority of the campuses. Under the new policy from DOAS any shared card will be discontinued. He noted the entire report is available on-line.

Rodney Bennett asked about the difficulties of student expenditures using funds raised and having to depend on checks and expressed the concern about businesses not wanting to take checks. Kurt Keppler expressed concern that the proposed process does not agree with Lean Six Sigma processes and principles. He also expressed concern about the proposal to have DOAS have to approve student travel and having to bid student entertainment. John indicated that the USG proposal takes the DOAS approval of student travel out of the proposal, and said they would discuss the entertainment bidding process. Dennis Chamberlain agreed with the concern. Melanie McClellan expressed concern about the lack of guidelines for appropriate student services guidelines for student usage and suggested this group be able to give input on guidelines. Kurt further discussed possible strategies to deal with the entertainment process including resolutions indicating student board approval of the particular entertainer.

John Fuchko indicated preapproval from DOAS is being addressed. He indicated that they would ask for input on student activities fee expenditure guidelines. He discussed the DOAS bidding requirement and the possibility of getting an exception to the DOAS rule.

Bruce discussed the importance of the students being involved in the planning and entertainment procurement processes in terms of leadership development.

John Fuchko discussed the on-going procedure manual reworking. He then reviewed some of the general guidelines and principles as they now stand. He noted that we can request a blanket for the rest of the fiscal year for p-card use. He has an indication from Donna Rayner at DOAS that these will be approved. Kurt Keppler and Nancy King discussed the issues with employee definitions, i.e. RA’s, who are students, can’t eat at student events.

He then reviewed allowable purchases under the new proposed policy including food, travel, events, etc. Kimberly Ballard Washington asked John to review student food and travel problems identified in the audit. He said the general problem was that purchases often went around the approval process and went above the per diems.

John Fuchko then reviewed prohibited purchases and services.

John then reviewed the proposed policy for food purchases for volunteers, students, prospective students and their parents, and employees. He also discussed per diems. He passed out four copies of the proposed policies which were distributed to Gail, Rodney, Kurt, and Nancy and asked for feedback within two weeks (April 4). John McElveen asked for the reviewers to share any points of concern. Melanie McClellan asked if a RACSA endorsement was desired and John Fuchko said yes.

Barry introduced Kimberly Ballard Washington who noted her experience working with Rodney Bennett during her time at UGA. She noted that she and Burns Newsome could help with student issues, and Darryl Griswold with contractual issues. She noted HB514 was introduced by the BOR but at BOR's request this bill has been withdrawn due to some legislators concerns that perhaps we were trying to sneak in something about immigration. HB1091 may make HB514 a moot point, which is moving along, and it codifies the Tuition classification policy. Because of the audit on our use of Tuition Classification policies some legislators felt we needed more stringent regulations. She did note that the bill to dissolve the BOR did not cross over and is therefore dead this year, but a study committee was formed to look at possibly combining the DTAE, BOR, and State Department of Ed. Brian asked what arguments we were making as a system against this. Kimberly said that publically we were not, but working behind the scenes by providing information. Melanie indicated that many of us are working with our own legislators to discuss our concerns.

Kimberly discussed due process. She indicated that we need to make sure we have procedures in place. She noted that faculty members do not have the right to remove students from class. They can ask the student to leave the class for the remainder of the period but it must be reported and the student does need to be heard in a due process procedure. She discussed some of the issues surrounding student and employee due process. She noted that most problems with employees resulted from the lack of due process and not following established policies. She noted that most student due process problems comes from inadequate opportunities for the student to be given explanation of the charges and the opportunity to be heard. A vigorous discussion ensued about problems that RACSA members have faced. Teresa Spires discussed the need for Student Services personnel to be involved in academic judicial processes. There was a general discussion about the difficulty of administrators such as presidents not being concerned about due process as much as minimizing PR

damage, and asked for the Regents to issue a statement of support for due process to the presidents. Kimberly agreed that the BOR needs to support due process and said that she will ask for the Regents to issue such a statement.

Tonya talked about the Judicial Affairs officers being joined through a list serve and given additional training. Melanie talked about the quality of Pavela report on-line.

John McElveen discussed the recent lockdown and listed the importance of good coordination and communication being planned before such an event.

Rodney Bennett shared with the group the progress of the Higher Ed degree issue. He talked about the need to start the degrees with a narrow rather than broad curriculum. He discussed the issue of who faculty would be in the program. He indicated that there was a meeting with the Graduate Dean who reviewed several potential faculty members from our group. He indicated those would work. Rodney indicated Fall 09 would be the starting point and stated it would be a Ph.D. in College Student Affairs administration. He asked that a group of four appointees from the group would work on a program proposal. He also asked about a decision to determine where the teaching sites would be. He asked for four volunteers to serve on the program proposal committee. Darryl Holloman, Melanie McClellan, Kurt Keppler, and Bill Shafer were the four volunteers. Rodney asked that we are consistent in calling this a student affairs administration preparation program.

Barry asked that we table Tom Walter's proposal until tomorrow.

Dr. Mary Jane Phillips was introduced by Bruce Harshbarger. She is on the student behavioral issues task force about student mental health issues which is charged with bringing recommendations to the Regents. They are pulling together information from across higher education to establish best practices and regulations about dealing with these issues. She acknowledged the need to balance safety issues with legal issues such as due process. Tonya noted that the goal is to have a report by May. Dr. Phillips noted that there is a sister group of counseling folks that has brought several issues such as shared emergency response to the forefront. She noted that the plan for shared response is close to being finished. She also noted this group is working on professional standards for the counseling centers. She said they have set up a peer review process and system self-accreditation process. John McElveen asked about what guidelines and resources are available to help administrators to make informed decisions about staffing and resource allocation. Dr. Phillips indicated that a rubric has been established by the group to use in the review process, and that we could also use national accreditation standards. Bruce Harshbarger talked about the increasing pressures upon counseling personnel. Dr. Phillips acknowledged the issues of developmental issues being pushed to the rear because of what is perceived as more

important such as mental health and safety threat issues. Rodney Bennett acknowledged a committee (BARC) on his campus to address issues related to behavioral issues. John McElveen asked Melanie McClellan to address her team approach briefly and asked how many institutions were using a team approach to behavior issue responses. It appeared that about half the group uses a team approach. Barry asked about the how many cases of high threat assessment institutions have done. Many indicated a rate of about 1 per 1000 students over the course of the academic year so far. Dr. Phillips discussed how GCSU delivered services. Sam brought up the need for counseling and health center personnel to do a joint meeting and asked whether that had happened. It has not but is still being worked upon. Barry thanks Dr. Phillips.

Melanie McClellan asked about the alcohol compliance issues. She shared her recent experience with West GA having a department of education audit. She shared that they are reviewing the review process. They are asking for not only a check-list but a report. She noted that they will be happy to share what they provided and distributed a copy of the

John McElveen asked for feedback on funding and payment for personnel to deliver alcohol education classes. All other institutions indicated that they are requiring on-line alcohol classes instead of in class instruction.

Mike Miller shared that they had a grad student killed by a city bus on a city street, a Chinese student. The driver was not charged, and there is a backlash from Asian students and faculty, and spoke of the difficulties that have arisen.

Nancy King spoke about a recent situation where the advisor of a registered student organization had opened a bank account and was depositing dues and fundraising in the account. John Fuchko told Nancy that it was a problem and the advisor was truly at risk. Melanie noted that it would be good for the guidelines to be clarified and published.

Bruce Harshbarger reviewed the location of the tour, the reception, and dinner. He also gave directions to the hotel.

Barry adjourned the meeting.

**Friday, March 21, 2008**

**Attendees: Barry Birckhead, SPSU; John McElveen, MGC; Kurt Keppler, VSU; Brian Haynes, Clayton State; Tonya Lam, USG; Donald Avery, EGC; Bill Schafer, GT; Mike Miller, MCG; Nancy King, KSU; Randy Gunter, SSU; Neil Aspinwall, Waycross; Darryl Holloman, Columbus State; Terrance Smith, FVSU; Teresa**

**Thompson, Georgia Southern; Jodi Johnson, DSC; Bruce Harshbarger, GCSU; Rodney Bennett, UGA; Ron Shade, GHC; Melanie McClellan, UWG; Gail Dillard, ABAC; Dennis Chamberlain, Gordon; John Clower, NGCSU; Sam Miller, GSW; Jim Cottingham, SGC; Joyce Jones, Augusta State; Martha Wisbey, USG; Lynn McCraney, Macon State; Bobby Olive, AMC; Melinda Spencer, USG.**

Barry called the meeting to order at 8:40am and asked the group to introduce themselves.

Tonya introduced Martha Wisbey, Director of Student Affairs for the USG. Martha expressed her appreciation for being here.

Tonya Lam discussed a possible agreement between OIIT and AT&T to offer students, the institutions, and employees a discounted cell phone service. The contract however required access to our students through emails and other means. This and some other concerns led the group to vote against endorsing this plan.

Tonya, in answer to a question from Barry, identified Mendy Spencer as the Chief of Staff for the office of academic affairs, who will oversee the academic and student affairs areas of the USG System Office, and who answers directly to Susan Herbst, Chief Academic Officer and Executive Vice Chancellor. Tonya also reviewed a list of people including herself who answer to Mendy. Tonya noted that Tonya is now overseeing the AMAC and Regents Centers for Learning Disorders. Theresa asked that Tonya help the presidents understand that the AMAC initiative and required payments are a mandate. Many of the group expressed concern about funding and presidents putting the budgetary requirements on the Student Services budgets. Tonya discussed a request before the legislature to fund a Braille library. Tonya discussed the desire to interact more with the State DOE with regard to resources for disabled and the desire to develop a model. Discussion followed on some of the existing resources and their limitations. She discussed an effort to contract our centers for learning disorders to contract with DTAE to help them but concern was discussed about the workload the centers already have.

Rodney asked Tonya to give her take on the presentation the day before on P-cards. Tonya said she thinks we should be glad that John Fuchko is the lead system auditor on this due to his experience as a student government leader at KSU. Kurt Keppler expressed concern about varying answers given from the various auditors within the system about the same subjects. Discussion followed about various aspects and frustrations of the P-card rules particularly regarding the definition of what an employee is when it comes to student employees. Bill Shafer asked if the four members of the group who are reviewing the proposed policies could meet with the auditors to communicate our assessment of the proposal. Tonya said she could commit to access

to system auditors but not necessarily other state auditors. Tonya discussed our suggestion to clear checklists and guidelines. Bobby Olive discussed the need for our group to help define rules for ourselves. Discussion ensued about the state political atmosphere and differing viewpoints even within our institutional structures, i.e. the CBOs viewpoint versus the CSAOs. There was much concern about the student fees being seen as state funds instead of student funds and the desire to have students retain self-determination and the ability to spend their fees in a pragmatic and doable way. There was some discussion that Regent Potts might be a conduit for expressing this concern to those with decision-making power. It was agreed that the four reviewers would submit their review to John Fuchko. Darryl Holloman expressed the need during the review to infuse the review with our view of how working with student fees should actually work. Kurt expressed the view that Lean Six Sigma should enter into the assessment. It was agreed that Paul from GCSU will scan the proposed policies and distribute for our comments and review.

Jim Cottingham asked our chair, past-chair, and chair-elect be authorized to meet with John Fuchko and Ron Starks. This was approved by the group.

Dr. Mendy Spencer was introduced and thanked the group for allowing her to be at our meeting. She brought greetings from Dr. Susan Herbst and told of her interest in our group and issues. Dr. Spencer noted that her first job was in Student Affairs. She reviewed that Dr. Herbst and she are looking at how to build credibility and how to overcome the recent trend of turnover and how to bring together different groups to facilitate communication and effectiveness. She noted that Tonya is an excellent leader for our group. She noted several issues would be coming down the pipe. Dr. Spencer noted that institutions are where the work gets done, and that her desire was to not be a bureaucrat, and that things not come down to the institutions that are useless. She expressed the need for the system not to try and duplicate what the institutions do. Dr. Spencer noted that Georgia supports higher ed more positively when compared with many states. She discussed intellectual diversity issues. She noted that it came from a concern expressed to the legislature and Dr. Herbst has been working with the legislators involved. Right now the intent is for her to send out a survey to students concerning this issue and pending those results the legislation has been tabled pending the results. She also noted that campus grievance procedures will be part of this survey. She did not have a good idea of the timeframe. She noted an email about the survey went out to our presidents and VPAAAs in the last couple of days. Dr. Spencer noted that she is eager to hear our concerns and her desire to provide an organized, rational approach to policy development and practices. She noted in answer to Bill Schafer's question that Tonya has informed her about the Ph.D. program in Student Services. It was agreed that Rodney Bennett would confer with her on our progress. Lynn asked whether the task force recommendation to create the position of Asst. Vice

Chancellor for Staff Development had moved forward. Dr. Spencer said she did not know. Melanie and Nancy talked about the concern that repetitive taskforces that work then were not followed through upon. Discussion ensued about the task force on advising and the student input that was given. Tonya discussed the new System Strategic Plan webpage. Dr. Spencer noted the chancellor's emphasis on accountability and measurables. Tonya discussed the Degree Works software which has been implemented at GCSU and which has been recommended by the advising task force. While there have been some interface challenges with BANNER, the software is considered the best advising software and that they have been unable to find anything comparable in other products. She noted the cost issues and that it could be in effect an unfunded mandate, and that she and Dr. Spencer are trying to address those funding concerns with the system administration. Concern was expressed from the group about a pattern of much money and time put into similar mandates like CAPP and then the system changes to a different approach or software. Dr. Spencer noted VISTA as a similar situation. Similar concerns were expressed by the group. Sam Miller asked if "Fixed for Four" was really fixed? Dr. Spencer said she would say no at this point. She noted that the system has to work more closely with the institutions to find out how it is actually being implemented and the implications thereof. She noted some of the general legislation is moving through, but more specific things must be addressed. Tonya addressed the transfer rates and the part-time rates. She noted that there is real problem with the practical implementation of the part-time rule, and that she would convening a group of us and others to address these concerns. Tonya noted that she discussed our policies with the Illinois administrator and said that they increased the rate after four years to the rate two years prior instead of the rate during the fifth year. For instance she said a student who entered in 2004-05 but didn't finish during 2008-09, they would pay in 2009-10 the 2006-07 rate. Dr. Spencer noted the difficult interface between HOPE and Fixed for Four as well as other concerns. Discussion ensued about the realities of course delivery, scheduling such that finishing in four years is doable, and student's life situations. Kurt Keppler noted the percentage decreases in HOPE eligible students and Jodi Johnson noted that apparently that is on the April president's meeting agenda. Tonya discussed briefly the issues associated with directly lending. Nancy King asked whether there may be more changes associated with the Regents Test, and the problems with venues to give the test to more people. General discussion followed about concerns about the Regents Test policy as it exists now. Dr. Spencer noted that this issue was affected somewhat by the turnover in academic leadership in the system and that it is not completely clear where it is going. She did say that Dr. Herbst is looking into the situation. John Clower asked about GA HIRE, and Tonya discussed how the software is administered. She noted that the MonsterTrack contract is going away and a new software situation will be developed and used. Right now NACELINK is the software being considered.

Kurt discussed the Leadershape Institute they are sponsoring and for which we got a flyer. He then asked about the Higher One card. The consensus was that the 19 institutions who have it would keep it and they would do it again. There was some debate whether the institutions get any fiscal benefits as opposed to just labor and materials savings. Tonya is looking into that issue. It was agreed that our group would check on that at our institution and report to the group as well as what the card replacement fee would be.

The proposal by Tom Walter for an extracurricular award was discussed briefly. It was agreed for him to push on with this proposal. John McElveen noted the fall minutes reflected that Dennis Chamberlain and Bruce Harshbarger were to work with Tom, and that Vickie McNeil from Armstrong asked to help as well.

There was discussion about the hiring and travel memo and the need to be careful and show we support the Governor's concerns, but Dr. Spencer clarified it was not a freeze.

There was a discussion concerning the possibilities of vendors attending and help fund the summer meeting. There was some discussion about how to possibly consider vendors.

Barry reviewed information about the Summer joint meeting with RACAA and RACSA. Discussion followed about the program. One speaker that was suggested was Gary Pavela. There was discussion about the possibility of break out sessions. Barry discussed the location at Lake Oconee.

Dr. Spencer noted that we should be aware that there was a relatively small amount of bad transactions in the p-card situation. Dennis noted that the rules don't reflect our business practices with regard to student affairs. Barry thanks GCSU and adjourned the meeting at 11:57am.