

WILLIAM RAINEY HARPER COLLEGE  
BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT #512  
COUNTIES OF COOK, KANE, LAKE, AND McHENRY, STATE OF ILLINOIS

Minutes of the Board Meeting of Wednesday, December 15, 2021

CALL TO ORDER

The regular meeting of the Board of Trustees of Community College District No. 512 was called to order by Chair Stack on Wednesday, December 15, 2021 at 6:00 p.m. in the Wojcik Amphitheater.

Chair Stack reviewed the Board meeting safety procedures.

Member Kelley led the Pledge of Allegiance.

ROLL CALL

Present: Members Pat Stack, Bill Kelley, Nancy Robb, Greg Dowell, Herb Johnson, Walt Mundt, and Student Member Pahul Mal.

Absent: Diane Hill.

Also present: Nuri Akdeniz, Project Manager - Senior; Robert Allare, Faculty; Joseph Angermeier, Faculty; Pat Beach, Faculty; Laura Brown, Vice President and Chief Advancement Officer; Kathleen Canfield, Director Job Placement Resource Center; Christy Carter, Faculty; Scott Cashman, Manager Community Education; Meg Coney, Administrative Coordinator; Dr. Maria Coons, Vice President of Strategic Alliances and Innovation/Board Liaison; Dr. Kathy Coy, Director of Institutional Research; Dave Dluger, Media Technical Director; Dr. Tom Dowd, Faculty; Jim Edstrom, Faculty; Sue Egan, Executive Assistant; Rob Galick, EVP Finance and Administrative Services; Dr. John Garcia, Faculty; Bob Grapenthien, Controller; Dr. Travaris Harris, Interim Associate Provost, Academics; Dr. Mary Kay Harton, Dean of Students; Stephanie Horton, Faculty; Dr. Joanne Ivory, Dean Career and Technical Programs; Dr. Tamara Johnson, Vice President of Diversity, Equity and Inclusion; Jeff Julian, Chief of Staff; Rick Kellerman, Network Specialist; Nellie Khalil, Faculty; Andy Kidwell, Faculty; Monica Koziol, Faculty; John Kurman, Faculty; Terri Lake, Faculty; Jennifer Lau-Bond, Faculty; Jeannine Lombardi, Faculty; Dr. Claudia Mercado, Associate Provost Student Affairs; Cindy Miller, Faculty; Dr. Pardess Mitchell, Faculty; Veronica Mormino, Faculty; Dr. Kelly Page, Faculty; Bob Parzy, Associate Provost Enrollment Services; Crystal Peirce, Faculty; Steve Petersen, Campus Architect ; Kim Pohl, Director of Communications; Dr. Avis Proctor, President; Marcus Reznicek, Faculty; David Richmond, Faculty; Jaime Riewerts, Dean Liberal Arts; Dr. Michelé Smith, Vice President of Workforce Solutions; Roger Spayer, Chief Human Resources Officer; Dwain Thomas, Faculty; Steven Titus, Faculty; Bryan Wawzenek, Manager Communications; Dr. Stephanie Whalen, Faculty; Heather Zoldak, Associate Executive Director of Foundation/Major Gifts.

Guests: Phil Gerner, Robbins Schwartz; James Meyer, Citizen; Dennis Vovos, Holabird & Root; Allison White, Illinois Capital Development Board.

AGENDA APPROVAL

Member Dowell moved, Member Mundt seconded, approval of the Agenda.

Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.

Nays: None.

Motion carried. Student Member Mal advisory vote: aye.

PRESENTATION

Constituent Relationship  
Management (CRM)  
Software Update

Dr. Proctor asked Bob Parzy, Associate Provost, Enrollment Services, to provide an overview of the implementation of the Constituent Relationship Management (CRM) Software that engages students from the enrollment process and how it aids in the retention process.

Mr. Parzy began by stating he is presenting on behalf of a cross-functional team that is led by Mr. Shaw, director of the One Stop and includes individuals from Enrollment Services, Marketing Services, Information Technology, and Student Affairs. He described the CRM as an ecosystem to manage enrollment, manage relationships, and track and communicate with students through the enrollment process. He reviewed the key objectives that included streamlining processes, creating a more integrated approach, reducing the number of software solutions, coordinating communication efforts, and increasing enrollment and retention. The team selected Salesforce with an overlay product referred to as TargetX and in August 2021 the Board approved hiring a CRM coordinator.

He reviewed the completed milestones that include an event management system that enhances the student experience and a new admission application that streamlines the process and is mobile friendly. In November, a case management system was launched within Salesforce that includes a central repository for student information for better data sharing and ways to track interactions. Lastly, an enrollment dashboard was created for recruiting and tracking students in the enrollment funnel at both a macro- and micro-level. Three systems became redundant and were eliminated after the new CRM system was in place; these included the application software, 24/7 ask-a-question software, and a ticketing system used by the One Stop. Areas being considered for future improvements include the application, preparation videos, support services, key messaging, and a chatbot.

Since the launch there have been 860 views and over 3,000 appointments scheduled in the system. Students are embracing the event management system as it creates a history of their engagements, and it allows the College to better manage the student experience. An example of a dashboard was presented that can be

customized to the area or individual. The CRM also allows for centralizing communication that will help better manage what messaging and communications students receive from the College. He closed with sharing the upcoming milestones that include using predictive analytics to help students who may need additional assistance. He also thanked the CRM team who were able to complete the implementation despite the pandemic.

In response to Trustee Mundt, Mr. Parzy reported Banner will work in tandem with Salesforce. Phase one data from Salesforce was pushed into Banner and phase two data will be pulled out to create the status changes for the dashboards. TargetX works in tandem with Salesforce, and it helped to expedite the implementation. Additionally, the College plans to continue to expand and grow the tool to be able to leverage communications across different areas.

In response to Trustee Dowell, Mr. Parzy, stated the next milestone is the second phase of getting the data out of Banner into Salesforce. This will be reported to the Board as requested.

Chair Stack congratulated Mr. Parzy and the team on the implementation during the pandemic and thanked him for a detailed presentation.

#### STUDENT TRUSTEE REPORT

Student Trustee Mal shared two student events were held this past month: Snack Attack where students received snacks while studying and Winter Wonderland where students received hot chocolate in building D. Recently, he was invited to speak at Destination Harper, a virtual event for high school students to learn about Harper. He continued by sharing the Student Government Association hosted Jonathan Carroll, Illinois state representative, on December 7, 2021 where he shared his experiences with students. Lastly, he met with Chief Lawson and learned about campus security for students, staff, and faculty. He closed by stating he is looking forward to next semester and being back on campus and wishing everyone happy holidays.

#### FACULTY SENATE PRESIDENT'S REPORT

Faculty Senate President Richmond stated he was relieved that the fall 2021 semester was able to finish with students in the classroom. He thanked the faculty, staff, administration, the Board, and students for all their hard work during the past semester. Additionally, the faculty look forward to working together in the upcoming spring semester and hope for a more productive and healthier 2022. On behalf of the faculty, he wished the Board happy holidays.

#### PRESIDENT'S REPORT

Dr. Proctor echoed Mr. Richmond in terms of looking forward to 2022 with increased capacity in the classrooms and she reflected that she was pleased that the College was able to finish the fall term on campus despite the two COVID variants. The College will continue to maintain a safe environment for students, faculty, and staff, and to

monitor data related to the virus. She shared the College looks forward to welcoming more students and employees to campus in spring with the target of having 70% of classes offered on campus in a blended or face to face modality.

Community building continued at Harper with the opening of the Cultural Center, supplying of Thanksgiving meals to families in need through the Learning and Career Center's collaboration with the Prospect Heights Police department, and hosting a roundtable discussion with the Illinois Manufacturing Association's Educational Foundation.

The Strategic Plan goal teams are accelerating their work delivering proposals to address student success that remove barriers and close equity gaps.

She thanked and acknowledged the search committee for filling the role of the chief information officer and recognized Ms. Contarino for her role as interim chief information officer. She acknowledged Mr. Spayer, who is retiring, for over 10 years of service as chief human resources officer.

She closed by wishing everyone happy holidays and all the best as the College embarks on a new chapter and new year with resolve, reimagination, and resilience.

## STUDENT SUCCESS REPORT

Sector Summits: Focus on  
Technology Talent  
Development

Dr. Proctor stated the Business Strategy team was charged to reimagine the College's engagement and create a plan for industry sectors as it relates to labor market data which created the sector summit approach. She asked Dr. Michelé Smith, Vice President, Workforce Solutions, to share information about the Sector Summits: Focus on Technology Talent Development event.

Dr. Smith began by stating in February 2020 the Business Strategy team identified that the College lacked a coordinated approach to handling business outreach therefore it was necessary to create an external branding, an internal message, and a position in the community as the preferred provider. She detailed the deliverables which included developing an internal document that could be used by the campus community, accountability metrics, an events timeline, and marketing materials. Marketing materials consisted of a common PowerPoint presentation, outreach folders, and sales sheets.

She reviewed the employer engagement meetings timeline. These include annual roundtable meetings with faculty, students, and community members to review the curriculum offered and to see if there are others that could be offered. During the spring and fall semesters, advisory committee meetings occur between faculty and industry experts. Lastly, an annual sector summit is planned in fall.

The first sector summit was attended by more than 100 employers, staff and students and held on October 22, 2021 as a hybrid event. The theme was leveraging technology. The materials for the summit were reviewed and she stated the one-page sales sheets included in the folders for the summit were intentionally prepared to tell any employer about the programs and services Harper offers. The goal of the materials for the summit was to be able to tell the Harper story even if a person had not attended the summit. She acknowledged Ms. Sabella and Dr. Kaminski for organizing a successful summit. She reviewed the 11 different areas discussed during the summit from artificial intelligence in information technology to cybersecurity.

As a result of the summit, a technology think tank will be created that includes faculty and employer partners where they will begin transforming some of the ideas from the summit. Additionally, this group will complete a mini-needs assessment to see if Harper is the right place to serve as a technology hub.

In response to Trustee Mundt, Dr. Smith stated there will be an annual sector summit that could be focused on technology or other areas. Additionally, Harper could offer some type of credential for the Salesforce tool.

Chair Stack and Trustees thanked Dr. Smith for an impressive presentation and that it is wonderful to see such talent being brought together to discuss technology.

Dr. Proctor commented that the team is made up of representatives from across the College and this is only the beginning.

#### HARPER EMPLOYEE COMMENTS

Mr. Allare thanked administrators for their time and patience during the negotiation process for the adjunct faculty contract extension.

Chair Stack thanked Mr. Allare for his comment.

#### PUBLIC COMMENTS

Mr. Meyer stated he has significant experience in information technology (IT) and would be pleased to share his knowledge about different software with the College. He noted that he had 17 years' experience in IT and was CIO at HLC. He stated that based upon his involvement in investigations at HLC, he is familiar with issues of alleged unethical conduct. He then raised concerns about the stated qualifications of a recently hired administrative employee.

Chair Stack thanked Mr. Meyer for his comments.

#### CONSENT AGENDA

Member Dowell moved, Member Johnson seconded, approval of the Consent Agenda.

Upon roll call for approval of the Consent Agenda, the vote was as follows:

Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.  
 Nays: None.  
 Motion carried. Student Member Mal advisory vote: aye.

The Consent Agenda included:

The minutes for November 10, 2021 Committee of the Whole meeting, November 17, 2021 Board of Trustees meeting; accounts payable; student disbursements; payroll for October 22, 2021 and November 5, 2021; estimated payroll for November 19, 2021 and December 3, 2021; bid awards; requests for proposals; purchase orders; personnel actions; Board travel; approval of travel expense exceptions; approval of service providers; monthly financial statements; Board committee and liaison reports; grants and gifts status report for; consortium, cooperative and State of Illinois contracts purchasing status report; as outlined in Exhibits X-A.1 through X-B.4.

Minutes November 10, 2021 Committee of the Whole meeting, November 17, 2021 Board of Trustees meeting.

Fund Expenditures	Accounts Payable	\$4,530,703.34
	Student Disbursements	\$1,979,215.39

Accounts Payable Student Disbursements  
 The payroll of October 22, 2021 in the amount of \$3,137,636.71 and November 5, 2021 in the amount of \$3,110,035.11; estimated payroll of November 19, 2021 in the amount of \$3,123,835.91 and December 3, 2021 in the amount of \$3,123,835.91.

Bid Approvals Ex. X-A.3.a Accept bid and award contract for custodial supplies for the main campus, Harper Professional Center and the Learning and Career Center to Chemcraft Industries Cleaning and Staples Contract, as the lowest responsible and responsive bidder in the total amount of \$218,526.47 including Paper Products and Liners to Chemcraft Industries \$100,650.89, Cleaning Chemicals to Staples \$9,411.9, Janitorial Supplies to Chemcraft Industries \$30,544.03, PPE to Chemcraft Industries \$58,053.60, 10% volume contingency \$19,866.04 as provided in the Operations and Maintenance Fund budget.

Request for Proposals There were no requests for proposals.

Purchase Orders There were no purchase orders.

Personnel Actions Appointments  
 Brittany Barber, Supervisory/Management, Manager, Cultural Center, Diversity, Equity, and Inclusion, 11/15/2021, \$80,000/year

Kate Murphy, Supervisory/Management, Database, Technology and Advancement Services Manager, Advancement and Foundation, 12/6/2021, \$67,000/year  
 Melissa Ochwat, Professional/Technical, Academic Advisor, Center for New Students and Orientation and Women's Program, 11/22/2021, \$57,000/year  
 Tina Figarelli, Classified Staff, Receptionist/Office Assistant I, P/T, Center for New Students and Orientation and Women's Program, 11/22/2021, \$22,469/year  
 Deborah Jefferies, Classified Staff, Administrative Assistant, Resources for Learning, 11/15/2021, \$49,003/year  
 Malathi Paul, Classified Staff, Scholarship Assistant, P/T, Advancement and Foundation, 11/15/2021, \$24,960/year  
 Jeffrey Bedore, ICOPS, Community Service Officer II, Harper College Police, 11/30/2021, \$38,480/year  
 Richard Krause, Harper #512 IEA-NEA, Campus Setup Crew, Operations Services, 12/20/2021, \$32,448/year  
 Jeffrey Zabielski, Harper #512 IEA-NEA, Equipment Mechanic, Roads and Grounds, 11/29/2021, \$58,240/year

#### Position Changes

Sue Contarino, Administrator, Director, Client Systems, Client Systems, 12/16/2021, \$140,710/year

#### Separations

Elizabeth Pagenkopf, Faculty, Assistant Professor, Mathematics and Science, 7/31/2022, Retirement, 8 years  
 Ryan Weatherby, Professional/Technical, Technical Support Specialist, Client Systems, 12/3/2021, Resignation, 2 years 5 months  
 Helen Chase, Classified Staff, Accounts Payable Clerk, Accounting Services, 12/31/2021, Retirement, 14 years 5 months  
 Sloan McHugh, Classified Staff, Program Assistant, Interdisciplinary Student Success, 11/5/2021, Resignation, 1 year 9 months  
 Dana Snisko, Classified Staff, Program Assistant - Fast Track, Business and Social Science, 12/3/2021, Resignation, 3 years 5 months  
 Nicholas Abbinante, Harper #512 IEA-NEA, Campus Setup Crew, Operations Services, 11/26/2021, Resignation, 6 years 7 months  
 Employee #20728, 11/12/2021, Discharged, 2 months

Board Travel

Approval of travel related charges for the Board of Trustees, as presented in Exhibit X-A.7.

Travel Expense Exceptions

There were no Travel Expense Exceptions.

Approval of Service Providers

Approval of the service providers, as presented in Exhibit X-A.9.

Financial Statements	Review of monthly financial statement as outlined in Exhibit X-B.1.
Board Committee and Liaison Report	<p>Alumni Liaison Report: Member Mundt reported the Harper Alumni Program in partnership with Harper's Job Placement Resource Center (JPRC) and Continuing Professional Education will host the career focused webinar for alumni: Switching Gears in Your Career on Thursday, January 13 from noon to 1 p.m. Alumni will learn strategies and tips for changing careers in today's environment from the JPRC and get information on Harper's Continuing Professional Education program paths as a means to thinking of new career opportunities.</p> <p>Harper Talks: The Harper Alumni Podcast Episode 15 is now available. Mike Terson serves as Superintendent of Communication and Marketing for the Buffalo Grove Park District, and joins Harper Talks to discuss that role and his time as public address announcer for both the Chicago Wolves and Cubs, being named a Distinguished Alumni honoree, his time as a student at Harper in the 1990s and how his experience at WHCM and as a speech team student helped lay the groundwork for his future career.</p> <p>Foundation Liaison Report: Member Johnson shared the Educational Foundation Board of Directors would like to extend a Happy Holidays to the Trustees.</p> <p>The Business and Entrepreneurship Club led a crowdfunding effort in late November. Students set out with the mission of raising funds to help local children this holiday season. They partnered with Toys for Tots and the Harper College Makerspace to fundraise for materials to create 3D printed toys. The students managed the graphic design, outreach, and communication strategy to raise \$1,800 for materials. The printed toys will reach the recipient organization in early December.</p> <p>The Foundation hosted its annual Donor Appreciation celebration in conjunction with the Theater Department's production of the It's a Wonderful Life radio show. All donors contributing \$100+ this year were invited to attend the radio show. Guests received an at-home viewing kit delivered to their homes to enhance the experience of an old-fashioned holiday radio show listening party. This event was made possible by Gold Sponsor: The Beaubien Family; and Silver Sponsors: Martha Bell, Sam Oliver, Carol Pankros, and Mary Jo Willis.</p> <p>ICCTA Liaison Report: Member Kelley shared the ICCTA has not met since the last Board meeting in November and reminded the Board the ACCT is convening the National Legislative Summit in February. The meeting is at an ideal time to lobby for support of initiatives focused on workforce development and students.</p>

Grants and Gifts Status Report Current status of operational public and private grants to the College, and status of cash donations and in-kind gifts to the Educational Foundation, as outlined in Exhibit X-B.3.

Consortium, Cooperative and State of Illinois Contracts Purchasing Status Report Review of the monthly Consortium, Cooperative and State of Illinois Contract Purchasing Status Report, as outlined in Exhibit X-B.4.

NEW BUSINESS

Exhibit XI-A: Annual Financial Audit for Fiscal Year Ended June 30, 2021 Member Johnson moved, Member Robb seconded, to approve the recommendation to accept the annual financial audit for the fiscal year ending June 30, 2021, as outlined in Exhibit XI-A.

Upon roll call, the vote was as follows:  
Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.  
Nays: None.  
Motion carried. Student Member Mal advisory vote: aye.

Exhibit XI-B: Approval of Collective Bargaining Agreement for Adjunct Faculty Member Robb moved, Member Dowell seconded, to approve the collective bargaining agreement for adjunct faculty, as outlined in Exhibit XI-B.

Upon roll call, the vote was as follows:  
Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.  
Nays: None.  
Motion carried. Student Member Mal advisory vote: aye.

Exhibit XI-C: Return Administrator to Previous Position – Interim Appointment Ended Member Johnson moved, Member Kelley seconded, to approve the recommendation to return administrator to previous position, as outlined in Exhibit XI-C.

Upon roll call, the vote was as follows:  
Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.  
Nays: None.  
Motion carried. Student Member Mal advisory vote: aye.

Exhibit XI-D: Approval of the Program for the New Campus Facility Canning Center Project (Student Center, University Center, Campus Dining, Hospitality/Culinary Program) Member Robb moved, Member Dowell seconded, to approve the program prepared by Holabird & Root, LLC for the New Campus Facility (Canning Center) Project (CDB #810-032-029), as outlined in Exhibit XI-D.

Upon roll call, the vote was as follows:

Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.

Nays: None.

Motion carried. Student Member Mal advisory vote: aye.

Exhibit XI-E: Village of Palatine TIF Extension Request Intergovernmental Agreement

Member Dowell moved, Member Johnson seconded, to approve the recommended that the College support the Village of Palatine’s request for a 12-year extension of the Downtown TIF District, as outlined in Exhibit XI-E.

Upon roll call, the vote was as follows:

Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.

Nays: None.

Motion carried. Student Member Mal advisory vote: nay.

Exhibit XI-F: Approval of Collective Bargaining Agreement for IEA/NEA (Facilities Personnel)

Exhibit deleted from new business

ANNOUNCEMENTS  
BY CHAIR

Communications

There were no communications.

Calendar Dates

Calendar dates are printed on the Agenda for Board information. The next Committee of the Whole Meeting will be Wednesday, January 12, 2022 at 5:00 p.m. in the Wojcik Amphitheater. The next Board of Trustees Meeting will be Wednesday, January 19, 2022 at 6:00 p.m. in the Wojcik Amphitheater.

OTHER BUSINESS

Member Kelley motioned, Member Dowell seconded, to enter closed session to discuss collective bargaining and personnel matters at 7:04 p.m.

Upon roll call, the vote was as follows:

Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.

Nays: None.

Motion carried. Student Member Mal advisory vote: aye.

Member Dowell motioned, Member Mundt seconded, to adjourn the closed session and re-enter the regular Board meeting at 7:52 p.m.

Upon roll call, the vote was as follows:

Ayes: Members Stack, Kelley, Robb, Dowell, Johnson, and Mundt.

Nays: None.

Motion carried. Student Member Mal advisory vote: aye.

ADJOURNMENT

Member Robb moved, Member Dowell seconded, to adjourn the meeting.

In a voice vote, motion carried at 7:52 pm.

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Chair

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Secretary