

NORTHWEST LEADERSHIP FORUM
September 29, 2023

The Northwest Leadership Forum met on Friday, September 29, 2023 at 1:30 p.m. in the Board Dining of the Haraway Center.

Dr. Michael Heindl, President

Mr. Jeff Horton	Dr. Andrew Dale
Dr. Tonyalle Rush	Dr. Matthew Domas

Mr. Dwayne Casey	Mrs. Kristin Davis
Dr. Don Jones	Ms. Patti Gordon
Angel Nickens	Dr. Keith Reed

Leslie Legendre

Mary Ayers	Steven Bennett	Dr. Blake Bostick	Joel Boyles
Katie Broadway	Terry Buckler	Lauren Carlini	Michael Carson
Jennifer Corbin	Jennifer Casey	Brie Corlew	Jeff Covington
Dr. Emily Davis	Angela Dortch	Chief Free	Betty Ginn
Jake Gordon	Betsy Grubbs	Josh Guest	Lee Lee Haraway
Jere Herrington	Harvey Hill	Dr. Parker Jones	Connie Joseph
Todd Latham	Brian Lentz	Isaac Lias	Austin Mabry
Cooper McCachren	Beth Morgan	Lillian Morris-Hilson	Dr. Laquita Parker
Gracie Perry	Charlie Powell	Robin Robison	Brad Roe
Lt. Mark Sansom	Jay Sarver	Erika Stanford	Jeff Triplett
Lesley Thweatt	Candace Umberger	Jennifer Williams	Denise Willis
Dr. Melissa Wright			

I. CALL TO ORDER/REVIEW OF AGENDA

Dr. Heindl called the meeting to order.

Ms. Candace Umberger made a motion that the agenda of the Northwest Leadership Forum meeting dated September 29, 2023 be approved. The motion was seconded Ms. Brie Corlew and carried unanimously.

II. APPROVAL OF NORTHWEST LEADERSHIP FORUM MINUTES

Ms. Candace Umberger made a motion that the minutes of the Northwest Leadership Forum meeting dated August 25, 2023 be approved. The motion was seconded by Ms. Brie Corlew and carried unanimously.

III. AGENDA ITEMS –Leadership - Dr. Michael Heindl, President

Dr. Heindl welcomed everyone to the Northwest Leadership Forum.

Dr. Heindl shared that he wanted to review some of the information that was discussed at the summer retreat as he referred to the podcast that was watched during the summer. This podcast was about Chick-fil-A and centered on being competitive vs. having a competitive advantage. This podcast answered the question, “why is CFA so successful?”

Questions reviewed:

1. What do we want our college culture to be?
 - Open, Accessible, Inviting, Welcoming, Warm, Enriched. Caring
 - Culture, service, and success
 - We care about their instructional success
 - Developing young adults
 - People matter & kindness matters
 - Welcoming & Inviting
 - Environment
 - Our Culture is one of service.
 - Inviting, engaging, and inclusive in all aspects of instruction across all campuses.
 - Obtainable
 - Approachable
 - Inviting
 - Affordable
 - Quality
 - Successful start to career & contribution to society
 - Like a family
 - Accepting
 - Friendly
 - Kind
 - Informative
 - Trusting
 - Helpful
 - Make their day!
 - Student engagement
 - Student centered
 - Visibility/access

2. What is the “Northwest Way?”
 - Student Ready - Student First
 - Extra Mile for students
 - Buy in for students
 - #ALL In
 - A part of any and everything for students
 - Compassion/Engagement
 - Approachable
 - Treat others the way you want to be treated. The Golden Rule
 - Helpful
 - Going the extra mile to Nurture & Prepare
 - Transform students lives and community through quality instruction and services.
 - We are Northwest, we are Family!

- You become part of our family!
 - Meeting students where they are
 - Provide a successful path
 - Options for success
 - Having the right resources and tools
 - Satisfaction with a smile
 - Good, pleasant attitude
 - Remember why we are here
 - Serve others
 - Transform students' lives
 - Enrich our communities
 - Strive for excellence in programs and services
 - Connecting, networking, and serving
 - We don't walk we run
3. How can we better help our existing college family better understand, live out and contribute to the "Northwest Way"?
- Share student success stories with faculty, staff, donors, alumni.
 - Student meet & greet; day of giving scholarship recipients.
 - Meet student where they are
 - Communication w/students: text, social media
 - Consistent system-wide
 - Online application for admissions
 - Phone: Customer service; CFA Service
 - Help Existing College family: Reinforcing mission and vision
 - Provide instructional support (technology, facilities, counselors, Police, etc.
 - Instructors don't just teach they also impact student lives
 - Be the example and coach up new people
 - Communicate (repeat, repeat, repeat)
 - Lead by example: Model behavior and coach
 - Engagement & Interaction F2F
 - Engagement by walking around; Get out of your office
 - Human Capital
 - Resources- Counseling services
 - Accessibility/Orientation & Training
 - Funding for resources
 - More faculty to student ratio
 - Facilities
 - Improve communication, Improve Training
 - Hear to listen, not to respond
 - Marketing slogans & taglines
 - When presenting to community partners, always reflect on vision, mission, & values
 - Stay positive when addressing comments
 - Consistency through all interactions
 - Branding the NW Way!

- Eat, breathe, and live the NW Way
 - Make it genuine to who you are.
 - Top to bottom servant leadership
 - Creating student opps
4. How can we better help our new college family better understand, live out and contribute to the “Northwest Way”?
- Utilize success stories at new employee orientation to share the “Why?”
 - Encourage a shared value on e-mail signature lines
 - Build in a campus tour to new employee orientation
 - All Brand Ambassadors
 - Transfer call- Call Center
 - Manage Chatbox/ Communication
 - Student Ambassadors for engagement
 - Make it known when hired
 - Ongoing training support and communication
 - Model, Coach, and Encourage to get involved; be a part of the community
 - Build relationships
 - Human Capital
 - Resources- Counseling services
 - Accessibility/Orientation & Training
 - Funding for resources
 - More faculty to student ratio
 - Facilities
 - Involve new employees in outreach events in our community
 - Evaluations/Feedback
 - Better onboarding:
 - Mentors
 - Coaching
 - Modeling
 - New employee orientation should include the definition of the NW Way
 - Through FYE, define the NW Way
 - Mentoring opportunities
 - Announce @ PAC events what the NW way is
 - Preach the NW Way to student organizations
 - Communicate & model vision.
 - Increase accessibility

IV. AGENDA ITEMS – Ms. Candace Umberger, District Director of Financial Aid

Ms. Umberger handed out a FAFSA Fact Sheet to the Leadership Forum. This sheet highlights the following information:

- Replacement of the Expected Family Contribution (EFC) with the Student Aid Index (SAI)
- The new formula removes the number of family members in college from the calculation, adds the value of small businesses and farms, and allows a minimum aid index of

negative \$1,500 to give financial aid administrators more insight when making determinations for students with especially challenging situations.

- Expanding access to Federal Aid.
- The FAFSA Simplification Act
 - Streamlined application process
 - Expanded eligibility for federal financial aid
 - Reduced barriers for certain students
 - Better experience in the FAFSA process
- Key Information & Talking Points
 - 2024-2025 FAFSA not available until December
 - Student and Index is replacing EFC in the Formula
 - Formula change will mean more PELL for some students

Ms. Umberger shared how the financial aid office connects with other offices on campus.

- The financial aid works with:
 - Academic Advising/Affairs/ Departments
 - Institutional Research Office
 - Registrar
 - Admissions
 - Housing & Residential Life
 - Campus Police/Security
 - Business Affairs/Bursar/Cashier
 - President's Office

V. **Agenda ITEMS- Mr. Jeff Horton, VP for Administration and Finance**

Mr. Horton shared information regarding a new employee benefit with the Leadership Forum:

- Supportline employee assistance
 - Begins October 1, 2023
- This platform will assist with emotional wellbeing and work-life balance resources.
 - Providing support and guidance to:
 - Anxiety
 - Depression
 - Stress
 - Relationships
 - Grief and loss
 - Substance abuse
 - Short-term counseling—up to 5 counseling sessions
 - Knowledgeable specialists can also help resolve a wide range of issues through referrals to:
 - Legal consultation—free 30-minute legal consultation per issue with a local lawyer, by phone or in-person
 - Financial expertise
 - Child or elder care
 - Home repair
 - Housing needs
 - Pet care, adoption, etc.
 - Employees choose how to access care:
 - In-the-moment: by phone 24/7/365

- Live Chat: Web Portal
 - Email: support@curalinc.com
 - Short Code: Text “support” to 51230
 - Video Counseling: Virtual session
 - Textcoach: Personal Coaching on Desktop or Mobile
 - Animo: Self-directed modules
 - In-Person Counseling: Call for a referral to a local counselor
- This platform is confidential, No-cost emotional wellbeing and work-life balance resources to keep you at your best.
 - Supportlinc.com
- Ways to Access supportlinc:
 - SupportLinc Website: www.supportlinc.com
 - eConnect Mobile App
 - TextCoach App
 - Animo App
 - Call: 1-888-881-5462
 - All access points have the same group-level login and a brief registration process for first-time users.
 - Group Code (username): northwestms

Mr. Horton shared information about the Campus Safety Committee.

- Function of the committee:
 - To provide training to key members of the college in campus safety response to various types of emergencies and identify and report building safety concerns
 - Created in 2022
 - The members of the Campus Safety Committee are those who have been traditionally known as Building Supervisors.
 - Members of this committee will still be referred to as Building Supervisors
- Membership:
 - Lieutenant Mark Sansom, Co-Chair—Campus Safety Coordinator
 - Chief Kenny Free, Co-Chair—Director of Campus Police
 - Mary Ayers, Co-Chair—Director of College Construction & Maintenance
 - Todd Latham, Co-Chair—Director of Auxiliary & Facility Services
 - Building Supervisor--Please contact Lt. Mark Sansom at EXT 1116 for the Building Supervisor assigned to your building.
- Responsibilities of the Building Supervisor: Mr. Horton provided a listing of all of the building supervisors.
 - Support and execute the Ranger Emergency Plan
 - Uphold NWCC policies regarding building security, key management, and emergency procedures
 - Report all facility work orders to the Maintenance Department
 - Building Inventory--shared responsibility of building supervisors and division directors
 - Key Requests--shared responsibility of building supervisors and division directors
 - Aid in Facility Management with the Director of Construction and Maintenance
- Reporting Work Orders:
 - Work orders for building maintenance, special custodial needs, or special grounds needs will need to be communicated to your assigned Building Supervisor or by email for each campus location.

- Todd Latham is over the custodial and grounds needs.
- To report a work order:
- Contact your Building Supervisor
- Email: maintenance@northwestms.edu
- For Emergencies: Call Gloria Morrow at EXT 3438
- After Hours Emergency: Call Campus Police at EXT 3314

Mr. Horton shared some of the FY24 Budget approved projects:

- LED Lighting: Holder Road, New Dorm Parking Lot, & Desoto Southaven Interior Lighting Phase I
- ADA Door Opener: 10 Doors on Senatobia Campus
- View Sonic: Across All Campuses
- Digital Signage & View Sonic at Chick-fil-A
- Speed Bumps
- PAC Ticket Window

Additional Projects:

- Build Three New Interior Offices
- Multiple Sidewalk Projects
- McLendon Arcade Renovation
- Coliseum Hall of Fame Room Renovation to Athletic Film Room

Mr. Horton shared that there will be a City-wide water project on October 9, 2023 that will begin early in the day. The estimated time frame of cut-off is unknown but is hopefully will be back on before the end of day. Following this project, the city will be under a boil water notice.

VI. ADJOURNMENT

Dr. Heindl adjourned the meeting.