1) **Review and accept notes from the 5/2/2014 meeting**
   a. Due to a lack of quorum, the notes could not be officially accepted.

2) **Task Group Reports**
   a. Instructional Program Task Group
      i. The IPTG expects to submit their report by Friday, May 16.
   b. Support Program Task Group
      i. The Steering Committee’s report on the SPTG report will include additional comments.
      ii. An outline was presented for the report that generally reflected the conversation from the prior Steering Committee meeting.
      iii. The cabinet should be encouraged to consider better data collection and an iterative schedule/5-year review type process to continue the work begun through PFD.
         1. The group suggested that standards for quality and efficiency should be developed.
         2. There was a suggestion that an independent third party could be utilized for the process.
iv. The group discussed the limitations and challenges.
   1. The steering committee might want to go more in depth about the data limitations. Supervisors could not truly validate data. Newer services with no historical data were disadvantaged.
   2. More objective measures should be used.
   3. There was discussion about the use of customer satisfaction surveys generally, and the limitations that existed for the small number of services that had results that could be used for their report.
4. Lessons Learned
   a. Silos present redundancies.
   b. Results should be used to make changes.
   c. There was discussion about campus climate and doing a similar process for campus climate.
5. New Ideas
   a. Incentivize the staff by letting them know there is a set amount of funds for possible for enhancement.
   b. Want to provide meaningful metrics for evaluation
   c. Quality and efficiency should be addressed not only by a service within a department, but also across departments and division. Look at the provision of a service from start to finish.
   d. Cluster services that support the same strategic commitments.
   e. Find ways to streamline the PFD process.
6. Comments came in and will be reviewed by the Steering Committee to see what else needs to be added to the report.

v. Next meeting May 23.
   1. First hour to wrap up the SPTG report
   2. Second hour to discuss how to tackle IPTG report
3) **New Business**

a. **Next meeting**
   
   i. The next meeting will be on 5/9.
   
   ii. This meeting will focus on sections 8 and 9.
   
   iii. There was discussion around how the cabinet might want to prioritize the three categories.
   
   1. Ideas for working with the enhancement category were presented:
      
      a. If a service got enhanced resources, they should identify how they could be become more effective. Services should be more specific with identifying how and why they need resources and to what end.
      
      b. What support could they use from other departments?
      
      c. Look at ways to become a cross functional team, break down silos that can lead to inefficiency without necessarily centralizing.
      
      d. Areas of overlapping services need more attention.
      
      e. Consider strategic enhancement over a set timeframe.