I. Call to Order

The meeting was called to order at 2:05 p.m. at NE Delta Dental, Concord, NH.

Chair Holloway noted this meeting was scheduled to continue strategic planning work.

II. Strategic Planning Framework

Kristyn Van Ostern circulated and explained a number of documents related to strategic planning framework including: 2014 strategic plan executive summary; 2014 key initiatives; and draft 2015 strategic plan calendar. The three areas of focus are: improving student success, building a skilled workforce for NH’s businesses and economy; and creating an innovative, efficient, collaborative system of colleges. Under each focus, metrics and key initiatives will be added.
Dr. Gittell noted that we have developed performance evaluation metrics which are guidelines for performance measurement for evaluation of all direct reports, beginning with presidents. Areas of focus include financial sustainability and affordability, enrollment outcomes and management, administration and leadership, academic quality, contributions to CCSNH objectives and individual, unique or circumstantial objectives.

Presidents will then use this format for performance evaluation with their direct reports including vice-presidents.

Mr. Holloway indicated that this strategic plan will be reviewed annually and will be an evolving process.

The CCSNH online credit transfer and course sharing initiative goals and timeliness were described by Ms. Van Ostern as reflected in her handout.

II. Board Roles and Responsibilities

Dick Snowden and Chris Holland facilitated this session.

Groups were formed to identify our strengths and weaknesses based on previous meeting results. Elements below were identified by the four breakout groups and in discussion.

**Strengths: what we do well**
Recognize the need for change/continuous improvement
Working with Legislature and Governor’s office
Passion for our mission and our students
Embracing strategic plan process leading to outcomes/vision
Advocating for our customers
Understand the need to achieve better metrics and measurement of success
Enhancing role related to fiduciary responsibility
Avoidance of micromanagement

**Weaknesses**
Fostering a system-wide understand for the need for change/continuous improvement
Fundraising and resource development
Leaving organizational structure to chance
Employee relations & communications
Achieving/communicating clarity of policies
Challenges
1. Fundraising
2. Enhance communication /improve employee relations
3. Shift from transactional to strategic focus (BOT and committees)
4. Improve data tracking to demonstrate progress/success
5. Improve new Board member orientation
6. Clarify policies  (System as a whole vs. individual colleges)

Board Responsibilities
- Link to key initiatives
- Define role in supporting
- Determine what actions to take as a Board
- What is not a Board role?

What should be done
Goal setting
Fiduciary oversight
High profile events
Structure Board presence at colleges/college events

ACTION: Mr. Snowden and Mr. Holland will work with a smaller group of Board members to focus more deeply on the strengths and weaknesses described above and report at the August 1 Board meeting.

NEXT MEETING: June 27, 2013 at NE Delta Dental, Concord, NH

The meeting adjourned at 5:00 p.m.

Respectfully submitted,

Marie Anne Mills
Assistant to the Chancellor