MINUTES OF THE BOARD OF TRUSTEES MEETING
COMMUNITY COLLEGE DISTRICT NO. 4
SKAGIT VALLEY COLLEGE
TUESDAY, APRIL 15, 2008
4:30 p.m. – Multipurpose Room
2405 E. College Way
Mount Vernon, WA  98273

BOARD MEMBERS IN ATTENDANCE:
Ms. Margaret Rojas, Chair
Mr. Tom Moser
Mr. John Stephens
Dr. Gary Tollefson, President & Executive Secretary to the Board

ADMINISTRATIVE SUPPORT:
Lisa Radeleff, Executive Secretary to the President

I. CALL TO ORDER:
The Chair called the meeting to order at 5:05 p.m.

II. ROLL CALL AND DECLARATION OF A QUORUM:
The Chair recognized that a quorum of Board members were present.

III. FLAG SALUTE

IV. INTRODUCTION OF GUESTS:
No guests were present.

V. CONSENT AGENDA:
1. Board Meeting Minutes – March 11, 2008
The consent agenda was approved as presented.

VI. INFORMATION ITEM – Skagit/Islands Head Start Update
Dr. Joan Youngquist distributed and reviewed the following documents:

- Monthly Report to the Board of Trustees
- Second Quarter Budget Report
- Proposed Budget for Fiscal Year 2008
- Winter 2008 Summary for Creative Curriculum Outcomes
- 2008-2013 Strategic Plan (with objectives for 2008-09)
- Self-Assessment with Action Plan
Joan stated that all areas identified as recommendations in the Self Assessment Summary for 2007-08 have been corrected. She highlighted one of the accomplishments, reporting that Head Start staff work diligently with parents to complete health and dental screenings. Dental treatment follow-up dramatically increased in the past two years; in 2005-06, 49% of children needing treatment received it; at this point in 2007-08 it has increased to 80%.

Joan reported that the Strategic Plan for 2008-2013 focuses on two areas: 1) Compliance with the Head Start reauthorization act requiring policies and procedures to be in line with expectations; and, 2) Increased effort in getting parents more connected with the college, the plan is to do this through ABE/ESL and job training.

Joan reviewed the 2008-09 proposed budget. She stated that there is an $80,000 increase from the current budget—to help address this increase Head Start will eliminate transportation and make other budget changes.

John Stephens asked about the self assessment item on new authorization changes. Joan replied that Head Start is now required to report these items along with monthly updates to the trustees. There is also a requirement to have an early childhood educational consultant to the Board. She is checking to see if it can be someone from the college or if it is required to be an outside person. Joan is also checking on the shared governance policy with the Policy Council and President of SVC to make sure that it meets the requirements of the new law. John noted that the trustees have consistent and effective participation by the Board Chair.

VII. ACTION ITEM

1. Recommendation of Fees

Music Lesson Fee

Dr. Harriet Custer stated that the Truck Driver Training Fee request that was sent to the trustees in their Board packet is being withdrawn at this time.

Harriet presented information on the recommendation of the Music Lesson fee. She reported that students taking individual music lessons (voice and instrumental) are currently charged $400 per quarter for each one credit hour course (at the rate of $40 per hour for the ten-week quarter). However, they pay the fee directly to the faculty member who provides the lessons. Either the part-time faculty member or the full-time music instructor has to collect the fees from the students.

She stated that the recommendation is that this fee be assessed by the college, rather than collected by the faulty member. The college will then pay the faculty member at the $45 hourly rate for “arranged” courses. Students who are eligible
for financial aid will then have this fee covered, which is not the case now. The $45/hour pay rate for faculty is consistent with the current rate for individual music lessons in the community.

It was moved by Mr. Tom Moser and seconded by Mr. John Stephens to approve the proposed Music Lesson fee of $450 for individualized music lessons effective fall quarter 2008.

MOTION PASSED UNANIMOUSLY.

General Fee

Harriet reported that currently, students are assessed the following fees “out of pocket:” graduation, diploma, transcript and testing (ASSET/COMPASS). The proposed fee would consolidate these fees into one “general” fee that would cover these costs. In addition, the College currently pays for caps and gowns, honors cords and diploma covers—all of which are consumable materials. The general fee would be assessed on a per credit hour basis, generating a fund that will be used for only the items mentioned above. Students will not pay any fees associated with graduation, assessment, transcripts or initial diplomas. Students will be assessed additional fees for retesting or for being issued a second diploma.

It is anticipated that the funds generated by this fee will replace the funds currently expended by students for the identified activities. Therefore, the implications for the budget should be neutral.

Harriet reported that she met with student leadership a couple of weeks ago to discuss this proposed fee as well as a technology fee.

The Chair recognized Chris Palmer. Chris stated that the students do support the proposed fee, but have a recommendation that the funds be put in a separate account so that it can be monitored. Mr. Harker stated that the funds will be set up in a separate account.

It was moved by John Stephens and seconded by Tom Moser to establish a consolidated general fee of $1.00 per credit hour, not to exceed $17 per student per quarter, effective summer quarter 2008.

MOTION PASSED UNANIMOUSLY.

VIII. MONITORING REPORT: Student Satisfaction & Success: Professional/Technical

Dr. Maureen Pettitt, Director of Institutional Research, distributed and reviewed the monitoring report for Student Satisfaction & Success: Professional/Technical
(Attachment A). Maureen reported that 27% of the 6,820 students enrolled at SVC in fall 2007 reported that their goal was to obtain a work-related certificate or degree. The report provides general employment data for the college district as well as student employment rates and hourly wages after leaving the college. New with this report is the State Board for Community and Technical Colleges’ Student Achievement Initiative (SAI) model for accountability. Selected findings for workforce students from the 2007 administration of the Community College Survey of Student Engagement (CCSSE), a national survey that allows us to obtain data regarding student engagement and learning, are also reported.

IX. COLLEGE REPORTS

1. ASSVC

Chris Palmer thanked Maureen Pettitt for assisting with the student government survey. Student government hopes to make this an annual survey. He also thanked Harriet Custer and Tom Bates for including the students in the fee discussions.

Chris reported that Phi Theta Kappa is working on the Books for Africa project and that the Science Club participated in Washington Elementary School’s Science Fair. The Science Club also recently went to Padilla Bay to view the impact of environmental choices on the estuary.

Chris reported that Dr. Tollefson told the Environmental Club that he would match funds raised toward the sustainability effort—today over $2,000 was put into the fund. The funds will be used for bike racks, recycle bins, and other sustainability efforts.

Chris reported that elections will soon be held and displayed election posters printed in Chinese and several other languages.

2. SVCFT

Greg Tate reported that negotiations are going very well. He stated that it is a busy time hiring new instructors; there are seven faculty positions currently open—three academic and four professional/technical. Greg said that he has served on one of the committees and was very impressed with his colleagues and administrators and that four well qualified candidates were chosen for interviews.

Greg announced that Sustainability Fair will be held on May 16 and 17. He stated that the current exhibit in the Art Gallery is the work of Kris Ekstrand.
3. WPEA

No report.

4. Administrative Services

Tom Harker reported that the 2009-2011 Capital Budget request was submitted to the State Board last week. A total of $790,000 in repair projects was requested which includes: roof repair, heating and ventilation, and minor repairs. Also included was a request for $500,000 for renovation of the recently acquired church property.

The Lewis Hall design request was submitted for $2.2 million. Dr. Tollefson stated that costs have escalated since the original Lewis Hall request was submitted a couple of years ago and that the projection from the architect was that the Lewis Hall project would need to be scaled back. He reported that Tom Harker, Dennis Rohloff, and architect, Keith Schreiber went to Olympia last week to ask for additional funds and hoped to receive an additional $1 million; however, the State Board staff were so pleased with the proposal that they approved an additional $4.2 million. This brings the Lewis Hall project back to the size of the original request. Tom Harker said that the request will be submitted during the next legislative session.

Tom reported that the broadband lease that he presented a couple of months ago has been finalized and the first check, for the amount of $150,000, will be received soon and followed by monthly payments of $4,000.

Tom is working on budget development for next year and spending a lot of time on the base budget, which is approximately 98.4% of the total budget. He reported that there will be new FTE money for next year and the Running Start estimate will go up. He said that the College can expect to receive between $300,000 and $400,000 in new monies.

Tom reported that SVC recently was awarded a photovoltaic grant for solar panels for the new Angst Hall. The grant is for $264,000. The solar panels will provide about 12% of the power for that building.

Tom distributed and reviewed expenditure reports for the College and McIntyre Hall. He reported that tuition revenue is coming in quite a bit higher due to the strong enrollment numbers. Expenditures have been slightly higher than last year but that was anticipated because of the emphasis on achieving enrollment goals. Another increase is that utility costs are running higher than anticipated. Tom said that he expects a positive closing with revenues significantly higher and expenditures slightly higher.

The Chair asked if the broadband lease money was earmarked for any particular funds. Tom said no, but it has been discussed to put that money into an account
to pay the bond for the Campus Center building as it would be good to build a surplus in that account.

5. Instruction & Student Services

Harriet distributed information on the Skagit River Poetry Festival. She said that Maryrose Eannace has been very involved in this event. Harriet said she is very impressed by the level of community involved in arts and the environment.

Harriet reported that the Learning into Action quarterly report shows a 30% increase in enrollment in activity at the Mount Vernon Campus and 26% at the Whidbey Island Campus. She also noted that International enrollments are up 16% over last quarter – 165 students from over 20 countries.

Harriet stated that when Initiative 960 was voted in last year it requires that the legislature approves all fees. The State Board has been negotiating with legislature about how to handle fees for community and technical colleges. SVC has a current technology fee of $5 per credit maximum of $40 and is mostly controlled by students as to how funds are used. However, instructional technology costs increase as technology becomes more sophisticated and currently there is not a general revenue source to address those needs. Harriet stated that the college has been relying on the technology fee to help fund some items like full time staff positions. She stated that Tom Bates has estimated that we need about $526,000 to cover items like Blackboard, virus software, Help Desk items -- including increasing support and training for students and faculty. Harriet stated that administration has wrestled with how to meet those expenses. She said that there is discussion about an additional fee that would be the same fee amount as the current technology fee, however, because of legislative issues we may not be able to increase. They are also looking at possibly instituting a technology course fee and have discussed this idea with students. Harriet said that she is working on coming up with some good potential solutions and plans to come back to the Board with a recommendation in May.

Dr. Tollefson added that administrators have discussed this issue and know that fees in general are a topic that for both practical and theoretical reasons we have tried to keep as low as possible. Students, administrators, and the Board and will need to be very convinced that the needs cannot be met in any other way.

6. Whidbey Island Campus

Dr. Mick Donahue reported that enrollment is up at the college as a whole and all sites including San Juan have increased enrollments--San Juan is up 14 FTEs and South Whidbey is up by 15 FTEs. He stated that a lot of hard work on building and maintaining enrollment has occurred.

Mick distributed information on the Whidbey Island Campus Sustainability Fair scheduled for April 19. He reminded the trustees that the Honors Reception is scheduled for May 9, 7:00 pm at the Oak Harbor Elks Lodge, and the Whidbey
Island Campus graduation will be held Saturday, June 14 at Oak Harbor High School.

Mick reported that ECEAP will be expanding via a grant they have received to start a branch in Burlington. This will be done in partnership with Head Start and they will operate at the same site.

Mick reported that Elderhostel has recently asked the San Juan Center to participate in a Victoria/Vancouver gardens program.

The Chair encouraged everyone to attend the Whidbey Honors Reception.

7. President

Dr. Tollefson stated that a copy of his recent activities has been distributed to the Trustees and he highlighted the following events:

- March 14, International Dinner – Once again it was a wonderful event and he appreciated the trustees' attendance and support.
- Attended the AACC annual convention in Philadelphia last week, the highlight was the breakfast meeting put on by CCSSE and attended by presidents from throughout nation. SVC was held up, once again, as the standard bearer for new innovations for retention processes for students and developmental programs assisted by counseling.
- April 11 Parks Law Enforcement Academy graduation – excellent event.
- April 22 will be going to Western Washington University (WWU), along with Harriet Custer, for lunch with WWU outgoing President Karen Morse.
- May 9 PrepWork Workforce Conference; Jim Ford golf tournament at Avalon and the Whidbey Island Campus Honors’ Reception.

Accreditation Update: Dr. Tollefson reported that next week the initial written documents for each of the nine standards will be posted on our web portal. This will provide a process for feedback and will then go to rewrite and editing. The accreditation visit is scheduled for April 2009.

8. Board of Trustees

The Chair stated that she, along with Dr. Tollefson, two faculty members, and a group of students attended the Dalai Lama’s presentation at the University of Washington’s Convocation. She said it was a great experience and the students seemed to really enjoy the event. Dr. Tollefson added that it was an interesting experience for students and allowed them to see the Dalai Lama as an individual. He stated that the Dalai Lama’s presentation was intelligent but very down to earth.
X. PUBLIC COMMENT:

No requests were submitted.

XI. NEXT MEETING:

Tuesday, May 13, 2008, 4:30 p.m., Whidbey Island Campus – Hayes Hall 137

XII. EXECUTIVE SESSION:

The Chair stated that the Board would convene into executive session to evaluate the qualifications of an applicant for public employment and to review the performance of a public employee. She anticipated that the discussion would take 20 minutes and asked Harriet Custer and Laura Cailloux to stay for executive session.

The Chair stated that she anticipated action being taken when the Board returned to open session.

CONVENED INTO EXECUTIVE SESSION AT 6:40 P.M.
RECONVENED INTO OPEN SESSION AT 7:03 P.M.

XIII. ACTION ITEM:

It was moved by Tom Moser and seconded by John Stephens that the President’s contract be amended to exclude former Section 9 “Termination for Convenience” and that the term run from today, April 15, 2008 to June 30, 2011.

MOTION PASSED UNANIMOUSLY.

XIV. ADJOURNMENT:

There being no further business this meeting was adjourned at 7:07 p.m.

Margaret Rojas, Chair                      Gary Tollefson, President
Executive Secretary to the Board            Executive Secretary to the Board
Lisa Radeleff, Secretary to the President  Lisa Radeleff, Secretary to the President
Board of Trustees
Monitoring Report

Student Success:
Professional/Technical Programs

Board Ends Policy/Strategic Plan Goal

*Board Ends Policy E-4/Strategic Goal #1 – INSTRUCTION & STUDENT SUCCESS*
Provide effective learning options for student success.
1.1 - Evaluate programs and scheduling at all SVC locations, and develop a plan to effectively and efficiently meet community/employer and student needs.
1.3 – Enhance articulation with K-12 and four-year colleges and universities.
1.6 – Research and develop new markets and opportunities to identify curricula and programs that respond to student, employer and community needs, and enrollment targets.

*Board Ends Policy E-8/Strategic Goal #5 – ASSESSMENT*
Enhance instruction, student services, and institutional effectiveness through comprehensive assessment processes.
5.4 – Collect and analyze data and information to respond to changing demographics and employer needs in communities throughout the college district.

April 15, 2008

Skagit Valley College
Where Learning Comes to Life
Background

Twenty-seven percent (27%) of the 6820 students enrolled at SVC in fall 2007 reported that their goal was to obtain a work-related certificate or degree. This report provides general employment data for the college district (Section I) as well as student employment rates and hourly wages after leaving the college (Section II). New with this report is the State Board for Community and Technical Colleges’ Student Achievement Initiative (SAI) model for accountability (Section III). Selected findings for workforce students from the 2007 administration of the Community College Survey of Student Engagement (CCSSE), a national survey that allows us to obtain data regarding student engagement and learning, are reported in Section IV. Section V reports responses from employers regarding student preparation for the workplace.

Section I: Regional Employment Data

The most recent unemployment information (January 2008) for the three counties in the SVC district and selected counties is presented in Figure 1.1. The January 2008 unemployment rate for Skagit County is 5.7% compared to 6.3% in January 2007.

Figure 1.1: Unemployment Rate for Washington State and Selected Counties, January 2008

<table>
<thead>
<tr>
<th>County</th>
<th>Unemployment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>King Co</td>
<td>3.6%</td>
</tr>
<tr>
<td>Snohomish Co</td>
<td>4.2%</td>
</tr>
<tr>
<td>San Juan Co</td>
<td>4.4%</td>
</tr>
<tr>
<td>Whatcom Co</td>
<td>1.9%</td>
</tr>
<tr>
<td>Island Co</td>
<td>5.6%</td>
</tr>
<tr>
<td>Washington</td>
<td>5.2%</td>
</tr>
<tr>
<td>Skagit Co</td>
<td>5.7%</td>
</tr>
</tbody>
</table>

Section II: Student Progress & Attainment

The data in this section were derived from the SBCTC database that links students to the Unemployment Insurance records for Washington as well as several other states. This allows colleges to get valid employment information; however, the process creates a significant time lag. The most current data is for the job preparatory students who left SVC during 2005-06. The total number of cases in the SVC database is approximately 750.

Employment Rates

Figure 2.1 presents the employment rates calculated by the SBCTC for the college for both completers (students who completed 45 or more workforce credits, a degree, or a certificate) and leavers. Eighty-three percent (83%) of the students who completed a professional/technical certificate or degree program in 2005-06 were employed nine months after leaving SVC, slightly above the system average (81%). The SVC leavers’ 72% employment rate has been fairly consistent in recent years and somewhat below the system average of 74%.

Figure 2.1: Employment Rates for SVC Job Prep Students Nine Months after Leaving College

Hourly Wages

As shown in Figure 2.2, students who earn a degree have the highest average hourly wage of all leavers - $18.40, up slightly from the $18.06 for the previous cohort. The average hourly wage is lower for students who leave early (without a degree or certificate) and for those who get a short-term certificate. As shown in Figure 2.3, the average hourly wage for students who complete a program and are working full time is $16.80, up slightly from the prior year, but significantly so when compared with the $13.36 they earned in 2002-03.
Figure 2.2: Average Hourly Wages by Exit Type

![Bar chart showing average hourly wages by exit type.]

- Degree: $18.40
- Certificate: $16.33
- 45+ Cr & 2.0 GPA: $15.15
- Early Leaver: $14.62
- Short-Term Cert: $13.30

$0 $5 $10 $15 $20

Figure 2.3: Hourly Wages by Exit Status and by Full-Time or Part-Time Employment

<table>
<thead>
<tr>
<th>Exit Status</th>
<th>Full-Time (F-T)</th>
<th>Part-Time (P-T)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completers</td>
<td>$15.12</td>
<td>$16.98</td>
</tr>
<tr>
<td>Early Leavers</td>
<td>$14.18</td>
<td>$14.97</td>
</tr>
</tbody>
</table>

Note: “Completers” includes students who completed 45 credits or more with a 2.0 + GPA, or who were awarded a certificate of any kind or a degree. “Full-time” for the purposes of State Board reporting is defined as employed 30 or more hours per week.
Section III: Student Achievement Initiative Data

As noted in the March report on Academic programs, in 2006-07 a system-wide group, working with input from national experts, designed and empirically tested a dataset to measure students as they advance to certificates, degrees and apprenticeships. A Student Achievement Database has been built by the State Board for Community and Technical Colleges (SBCTC) specifically to help colleges track their students for the incremental gains they make during the year in the areas described below. Note that at this writing, the final 2006-07 database has not yet been provided by the SBCTC; that database will serve as the baseline data for this initiative.

Table 3.1 Transfer and Workforce Student Achievement Points Earned, 2005-06 and 2006-07 Cohorts

<table>
<thead>
<tr>
<th></th>
<th>2005-06</th>
<th>2006-07</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Transfer</td>
<td>Workforce</td>
</tr>
<tr>
<td>15 College Level Credits</td>
<td>816</td>
<td>622</td>
</tr>
<tr>
<td>30 College Level Credits</td>
<td>634</td>
<td>498</td>
</tr>
<tr>
<td>Basic Skills Gain</td>
<td>60</td>
<td>92</td>
</tr>
<tr>
<td>College Ready</td>
<td>1490</td>
<td>977</td>
</tr>
<tr>
<td>Quantitative Course</td>
<td>453</td>
<td>334</td>
</tr>
<tr>
<td>Tipping Points</td>
<td>341</td>
<td>300</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td>3794</td>
<td>2823</td>
</tr>
<tr>
<td><strong>Number of Students</strong></td>
<td>3271</td>
<td>3897</td>
</tr>
<tr>
<td><strong>Average Points</strong></td>
<td>1.16</td>
<td>0.72</td>
</tr>
</tbody>
</table>

Figure 3.1 2006-07 SVC Achievement Point Sources for Transfer and Workforce Students
Section IV: CCSSE

In order to examine student learning and engagement, the college has administered the nationally recognized Community College Survey of Student Engagement (CCSSE) in spring of 2003, 2005 and 2007. This survey measures student perceptions of their learning and engagement as well as satisfaction with student support services. The following tables, for example, compare SVC students who reported they were enrolled for work-related reasons (N = 223) compared with the results from all other medium-sized colleges in the 2007 cohort on items related to intellectual activities (Table 4.1) and the types of activities emphasized by the college (Table 4.2).

Table 4.1 CCSSE Results Related to Intellectual Activities

| Prompt: “During the current school year, to what extent has your coursework at this college emphasized the following mental activities?” | Percent Reporting “Quite a bit” or “Very much” |
|---|---|---|
| SVC Prof/Tech Students | Other Medium Colleges |
| Analyzing the basic elements of an idea, experience, or theory | 76.7% | 65.1% |
| Synthesizing and organizing ideas, information, or experience in new ways. | 75.7% | 57.5% |
| Making judgments about the value or soundness of information, arguments, or methods | 62.5% | 49.9% |
| Applying theories or concepts to practical problems or in new situations | 72.2% | 53.8% |
| Using information you have read or heard to perform a new skill | 80.2% | 58.0% |

Table 4.2 CCSSE Results Related to College Emphases

| Prompt: “How much does this college emphasize each of the following?” | Percent Reporting “Quite a bit” or “Very much” |
|---|---|---|
| SVC Prof/Tech Students | Other Medium Colleges |
| Encouraging you to spend significant amounts of time studying | 82.2% | 71.2% |
| Providing the support you need to help you succeed at this college | 74.8% | 70.2% |
| Encouraging contact among students from different economic, social, and racial or ethnic backgrounds | 60.1% | 45.6% |
| Helping you cope with your non-academic responsibilities (work, family, etc.) | 29.8% | 23.3% |
Section V: Employer Perceptions

A survey regarding employer needs and satisfaction with their employees who attended SVC was distributed to employers at the annual Advisory Committee dinner held in November 2007. Fifty-five (55) completed surveys were returned. Table 5.1 presents the responses provided by employers regarding the knowledge, skills, and attributes of SVC graduates. Most areas were rated by approximately 80% of the employers as superior or good. Eighty-seven percent (87%) of employers rated the technical skills of SVC graduates as superior or good. The area with the most potential for improvement was written communication.

Table 5.1 Responses to Survey Question, “Based on your experience with SVC graduates, please rate the program with regard to the following general skills.”

<table>
<thead>
<tr>
<th>General Skill</th>
<th>Superior</th>
<th>Good</th>
<th>Adequate</th>
<th>Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal</td>
<td>13</td>
<td>36</td>
<td>8</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>21.3%</td>
<td>59.0%</td>
<td>13.1%</td>
<td>1.6%</td>
<td>4.9%</td>
</tr>
<tr>
<td>Written Communication</td>
<td>8</td>
<td>34</td>
<td>16</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>13.1%</td>
<td>55.7%</td>
<td>26.2%</td>
<td>1.6%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Problem Solving/ Critical Thinking</td>
<td>11</td>
<td>33</td>
<td>11</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>19.0%</td>
<td>56.9%</td>
<td>19.0%</td>
<td>1.7%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Job-related Technical</td>
<td>20</td>
<td>33</td>
<td>6</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>32.8%</td>
<td>54.1%</td>
<td>9.8%</td>
<td>0.0%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Understanding of Job/Employer</td>
<td>14</td>
<td>34</td>
<td>11</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Expectations</td>
<td>23.0%</td>
<td>55.7%</td>
<td>18.0%</td>
<td>0.0%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Professional Attitude</td>
<td>14</td>
<td>36</td>
<td>9</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>23.3%</td>
<td>60.0%</td>
<td>15.0%</td>
<td>0.0%</td>
<td>1.7%</td>
</tr>
</tbody>
</table>
Board Plus/Delta
“What is good about this report?
What would you like to see changed?”

April 15, 2008