
AREAS FOR IMPROVEMENT

During the May 7, 2019 Meeting, the Tuition Recommendation Committee discussed improvements for 2019-2020 TRC Process.

PROCESS:

- Have multiple forums, including an early forum to get feedback early-on was a very good move. It provided early feedback and conveyed to students what is coming.
- Forum should not include as much detailed budget information, though some background is important. This will continue to be a hard balance to strike.
- The website was a significant improvement for the committee and students to have material available and be able to see what the Committee had been working on.
- Advertising efforts were made on the open forums, next year there should also be more focus on activism/support for getting students to help in Salem. This could be a sub-group of the TRC or joint efforts with ASOIT.
- Portland-Metro open forums will be better attended if scheduled at 6:00 pm given the significant amount of evening classes.
- TRC meeting schedules should avoid 7:00 am and dead week and Fridays if at all possible. Afternoons are the best option while also recognizing scheduling is really hard given everyone's classes are at varying times.

TRC MEETING OPERATIONS:

- The meeting dynamics and discussions were good. Feedback was solicited about how to reduce the amount the finance team dominates the discussion early on. However, this is seen as unavoidable in the first few meetings as a major part of these meetings is to build the knowledge base for students and faculty who aren't experts on the university budget/legislative issues. The conversation and discussion improved in later meetings as the focus shifted away from building knowledge to discussing a pathway forward.
- The first meeting(s) should be a Finance 101 with a lot of background. This could include a list of terms (Co-Chair Budget, GRB, FTE, OPE, etc.) and descriptions of how the process works, including key dates.
- Getting a TRC meeting calendar put together as quickly as possible is very helpful. This should include what the major items of discussion/issues to do/bring up. This was accomplished this year, but can always be improved. Hard when the process is long because of budget uncertainty.
- That budget information was provided in graphical format was really helpful and aided in understanding significantly. Suggestions for improvement include standardization where possible (units, coloring etc. to make it easier to read/understand/retain).

- Having the scenarios was really useful and easier for Committee members to provide useful feedback and for students at the Forums to provide input. This was an improvement from past years where discussions could be very open ended. Having different scenarios which are at extremes and mid-points allows for the group to see clearly the tradeoff decisions which need to be made.
- Create a Microsoft Teams site for TRC members would be useful so it is easy for the group to be collaborative and have a one-stop shop for draft work. This should not replace the public facing website.
- Keep up the focus on inclusion of the Portland-Metro campus, and make sure that conference rooms are unlocked so that students can easily access them when we have meetings scheduled for them.
- Many of the documents/presentations were good and could be updated and reused for next year.
- This year was a long process which was hard on setting the budget etc. It is much better to move quickly if at all possible. Focus on several meetings early on to get the background information across and build understanding, then focus on tuition setting once Winter Term starts. There may be need to have a long process if there is budget uncertainty from the state, but barring that it could be done more quickly/compactly.

TRC FEEDBACK SURVEY

Members of Tuition Recommendation Committee were provided a feedback survey to complete at the end of the academic year.

10 Total Responses on the TRC Feedback Survey

Affiliation:

- 1 Faculty
- 5 Staff
- 4 Students

Length of TRC Membership:

- One year – 5 members
- Two years – 4 members
- Three years – 1 member

TRC members that had length of membership more than one year all agreed that the TRC process as improved.

Field	Agree	Somewhat agree	Neutral	Somewhat disagree	Disagree
(Material provided to the TRC was sufficient for the committee to make decisions off of.)	7		3		
(Committee members were listened to and their input incorporated into the final product.)	9		1		
(Forum presentations provided accurate and meaningful information to students.)	5	3		1	
(Feedback from students at forums were listened to and incorporated into the TRC deliberations.)	8	2			
(Students interests were important to the TRC.)	8	2			
(The TRC was focused on serving students and meeting their needs.)	7	2	1		
(TRC meetings encouraged open dialogue and participation.)	9	1			

Comments on what worked well during TRC process:

- Brian did a good job handling the floor, always open for comments from any other committee member and encouraging discussion and listening to each member's needs.
- I think having multiple student forums on both campuses was good/helpful (see also do better section). The second forum at KF was well attended and students were very engaged. I think having VP Fox at the Portland Metro campus for some of the meetings was helpful and more engaging for PM participants.
- I really enjoyed the various scenarios that we presented to students and faculty. Showing many different outcomes from all ranges allowed for much fruitful thinking.
- I like how many more forums we did.
- Brian's acting as moderator for the meetings helped guide discussion and keep things on track, while still providing an open forum for members to ask questions and express ideas.
- Looking at numbers, coming up with different scenarios, multiple student forums.

Comments on areas for improvement to TRC process:

- The only process that went slightly more tedious than properly needed was the calculations of tuition increase via Excel spreadsheets. While understanding that this must be individually manipulated, the sheet could be programmed to accept fast value changes to test out scenarios, offering a chance to explore more options in a shorter amount of time.

- The first K Falls forum seemed to be too much, or overwhelming information for students. We didn't really seem to go in knowing what exactly we wanted from students and how to go about getting it. Student participation at the Portland Metro campus was a little lacking from my understanding. Not super wild about the length/timing of the process with it being longer this year. I'm not sure how TRU day went, and I'm not sure it's appropriate to discuss here, but we need to continue to consider how to get students engaged in the process and participate in TRU day. One business I frequent had a postcard campaign (different cause/topic) and you could just go on their website and fill in your info and they would 'send' the cards to DC. Obviously they are larger with more resources, but something on a smaller scale could be helpful, if done well, and would allow a larger group of students to participate without having to actually travel to Salem.
- Stronger documents and information for a steep learning curve that covers legislative and academic terms. Although I now fully understand, it took a few weeks until I considered myself to be productive.
- More teaching for newbies!
- Needs early discussion of what happened in the past, important aspects of process to look out for.

Additional comments:

- What will we do without Faith?
- Nothing, thank you Brian and Nellie for keeping us organized throughout this entire process. Although we're only required to meet twice per year, I appreciate how everyone met much more than that!
- Thank you for everything!
- Enjoyed my time on TRC. Thank you for having me!