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***Rogue Community College District***  
***Board of Education Work Session- September 22, 2020 Meeting Minutes***

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1. **Call to Order-** The Rogue Community College (RCC) Special Board of Education (Board) meeting was called to order by Shawn Hogan at 4:02 p.m. on September 22, 2020, via Zoom. Due notice was given.
2. **Zoom Etiquette-** Rachele Brown explained the Board's Zoom Etiquette expectations. Participants, aside from Board members and the Senior Leadership team, were asked to mute themselves and have their video turned off. If someone were to cause a distraction or disturbance to the meeting, that person would be dismissed from the meeting. If anyone wished to speak, they were asked to electronically raise their hand as well as type their question into the chat function of the Zoom meeting.
3. **Determine Presence of a Quorum-** A quorum of the Board was present including: Kevin Talbert, Pat Fahey, Roger Stokes, Shawn Hogan, Pat Ashley and Claudia Sullivan.
4. **Introduction of Guests-** RCC District employees included: President Cathy Kemper-Pelle, Curtis Sommerfeld, Juliet Long, Kori Ebenhack, Alena Siddon, Amanda Comer, Analisa Gifford, Angel Woods, Arismendi Villa-Saucedo, August Farnsworth, Bernyne Wright, Candace Bunow, Colletta Young, Danielle Crouch, Debbie Dice, Jeanine Henriques, Grant Walker, Hollie Adair, Jessica Jones, Judy Basker, Lisa Stanton, Nicole Longoria, Marco Vasquez, Marie Chandler, Mary Middleton, Molly Darling-Roque, Natalie Coppedge, Rene McKenzie, Richard Amneus, Sara Bristol, Sarah Wofford, Sheri Muzzioli, , Shannon Wade, Tamara Adams, Tiffani Malsberger, Bea Fredrickson, Elizabeth Butler, William Riddle, Frankie Everett, Kim Freeze, Amy Durst, Navarro Chandler, Chelsea Daugherty, Josh Ogle, Shelly Hohl, Grey Conway, Carmen Sumner, Angel Garcia, Rachele Brown, Anthology COO Kevin Knight, and Grants Pass Daily Courier reporter Casey Crowley. Community members included: Susan Nelson and Jeanne Miles.
5. **Information Presentation-**
  - A. Kevin Knight, Chief Operating Officer of Anthology- Mr. Knight shared a bit of background information regarding the ongoing Campus Nexus project. Mr. Knight said that it was over three years ago that RCC met with Anthology, and they came to a mutual agreement to replace Rogue Net. The goal was to have a new system operational by July 1, 2020. The Campus Nexus system was chosen because it was a modern, cloud-based system that could grow with the college for many years into the future. Mr. Knight noted that the Campus Nexus system is currently being run with great success at hundreds of other colleges. He believes that because of its success at other colleges, despite all of the setbacks that RCC is encountering, the system will work in time. Mr. Knight stated that Anthology is with RCC 100% in this endeavor and they will not waiver in their support. He then stated some of the major challenges to the project. One major challenge was

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that Rogue Net is a custom system. Mr. Knight stated that it is hard to move from a custom system to a cloud-based, commercial system. He acknowledged all of the hard work that is being done by both RCC and Anthology to remedy the issues. He added that a lot of these issues were discovered in the testing phase and that these issues were documented and understood by both sides. As the situation was being evaluated, Mr. Knight said that both parties agreed to go-live with the new system. He acknowledged that there were other issues that arose after we went live with the product, issues that did not appear in the testing phase. Mr. Knight then addressed the current open issues and how Anthology is working to solve them. He noted that there is a weekly meeting between Anthology and the RCC Campus Nexus team to discuss progress and review high priority items. Mr. Knight stated that since go-live, over 60% of the open issues have been resolved. He stated that a lot of resources at Anthology are being used to make sure that RCC is ultimately successful with the project. He stated that while everyone might not be able to see it, progress is being made every day. Additionally, Anthology has agreed to deliver additional reports and contract services to RCC at no cost, as a sign of good faith. Mr. Knight noted that there are many processes in place for when an update rolls out to ensure that the update does not make matters worse. He concluded that RCC is currently Anthology's highest priority and that they will continue to make incremental progress every day. They hope to have the majority of the issues resolved within a few months. Mr. Knight complemented President Kemper-Pelle for being a great champion in her unwavering support for the project from the start.

Following his overview of the project, Mr. Knight opened up the conversation to questions from the Board. Claudia Sullivan noted that one of the major issues with the project is the inability to award financial aid to some students. She stated that this puts RCC out of compliance with the Department of Education and inquired as to what Anthology is doing to resolve this major issue. Mr. Knight responded that this was the first time the non-compliance issue has been brought up and that it is something he will need to discuss with his team and President Kemper-Pelle. Ms. Sullivan continued that she has major concerns for our students who are not receiving the financial aid they deserve. She added that word is spreading about students not receiving financial aid, and this is giving RCC a horrible reputation in our community. She fears that this will lead to a decline in enrollment because of a lack of trust between the community and RCC. Mr. Knight stated that Anthology is willing to discuss this matter with whomever is appropriate to get this issue resolved. Pat Fahey commented that he has been taking classes at RCC, and from a student perspective he stated how incredibly hard it has been to register and sign up for classes. He noted that if this system is a

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student's first look into RCC, that student may not end up actually coming to RCC. He feels that this system, as it currently stands, is an existential threat to the college. Roger Stokes asked Mr. Knight what makes our system so different from the other colleges using Anthology products. Mr. Knight responded that it is a combination of different things that resulted in the situation we are in right now. He said that from the start, one of the major difficulties was getting data out of Rogue Net. He also said that there were difficulties in testing that specifically complicated the financial aid matter. Mr. Knight added that there was a lack of training on the part of Anthology, and that they did not have RCC staff as prepared and trained as they should have been. There were workarounds in place that Anthology believed would alleviate some of the issues, but Mr. Knight commented that those workarounds either did not work or were not followed. Mr. Stokes asked how RCC is supposed to handle the Campus Nexus system in the upcoming months, since Mr. Knight noted that it will still be several months until all of the issues are worked out. Mr. Knight said that it is an all hands-on deck situation and that Anthology is doing everything they can to resolve the highest priority issues as soon as possible. Mr. Stokes asked for clarification that Anthology still believes they will be able to deliver a fully functioning program. Mr. Knight responded that yes, he trusts they are still capable of delivering a working system. Kevin Talbert stated that he believes Mr. Knight is hearing from Board members what Board members are hearing from the staff and students at RCC, and since all of those people are unable to talk to Mr. Knight directly, Dr. Talbert said the Board is conveying the emotions and the facts of all those involved in the project. Dr. Talbert asked for clarification that Anthology is putting all of their best people on helping to resolve the issues of Campus Nexus. Mr. Knight reiterated that RCC is the number one priority within Anthology. Shawn Hogan ask how many current open issues there are within the system, since Mr. Knight stated that 60% of the open issues have now been resolved. Mr. Knight stated that there are around 130 open items remaining and about half of those are product issues. He added that not all open items are system issues, some of them are system enhancements. Mr. Hogan asked why we had not been aware of the system enhancements ahead of time. Mr. Knight responded that we had known about the system enhancements from the beginning and that system enhancements are a part of every software product. Ms. Sullivan stated that she has heard about so many major system failures that she wonders what part of the system is actually working right. Mr. Knight responded that it is a very robust system and while some items are working, unfortunately a lot of the items that are not working happen to be some of the most crucial items to RCC. Ms. Sullivan added that the stress is currently so high among staff members because they are the people who have to deal directly with the students who are affected by all of

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the system failures, and she can understand why morale is so low right now. Pat Ashley agreed with Ms. Sullivan and added that she feels like some type of apology or statement of regret should come to our staff from Anthology. President Kemper-Pelle added that she feels like our staff would want an explanation or statement of regret for our students, as our students are holding us responsible for this failure in technology. She said that our staff are helpers by nature and they are currently in a position where they are not only unable help students, they also cannot offer an explanation as to why they can not help. President Kemper-Pelle added that there has been some discussion on brand recovery and how Anthology can help us recover our reputation in the community, but nothing has been officially decided. It is hard to convey to students the intricacies of all of the current issues in Campus Nexus. Staff are currently finding as many ways as they can to perform manual work arounds, but those workarounds are not sustainable long term. Shawn Hogan thanked Mr. Knight for bringing the Board up to speed on how Anthology is helping to solve the current issues in Campus Nexus. Mr. Hogan said that he would like to make sure the Board is kept up to date to make sure that they are aware of the issues being resolved and also made aware of any new issues. President Kemper-Pelle said she would be willing to do an interim report in between Board meetings to be sure the Board is as informed as possible.

**6. Discussion Topics-**

- A.** Develop 2020/21 Board Goals- Due to time constraints, the Board agreed to discuss and develop their goals at the October Board work session.
- B.** Future Work Session Topics- Rachelle Brown shared her screen to show a document that outlined future Board work session topics (see file). Upcoming topics include: diversity, equity, and inclusion, a review of the current budget process, institutional effectiveness, a review of state funding, and messaging on the importance of community colleges. The Board agreed that the earlier the better for the budget discussion. They will work with Curtis Sommerfeld and Lisa Stanton to schedule an upcoming work session regarding the budget. Dr. Talbert stated that he does not want to add on to the workload of the staff and he wants to make sure the Board is helpful and not a burden.

**7. Adjournment-** Shawn Hogan adjourned the meeting at 4:58 p.m.

Meeting minutes respectfully submitted by Rachelle Brown, Assistant to the President-Governance.