

Meeting Minutes

Date of Meeting August 10, 2006
Present: Michelle Barton, Melissa Lach, Alisha Matthews, Laura Mullins, Susan Perry, Chris Watkins, Doug Hyde, and Mary Poland
Absent: Angie Erwin, Gloria Jones, Sherry McIntosh, and Darlene Seabolt
Guests: Thomas George (Director of Human Resources)

The meeting began at 11:30 am.

President's Report:

1. Thomas George – Customer Service Initiative
 - a. 2 handouts
 - i. Summary of Standards and Metrics – Basic Customer Service Taskforce
 1. Lists standards – “Own the customer’s issue.”
 2. Lists appropriate behavior – “When an employee is contacted by a customer with a question or issue, the employee should not break contact with the customer until the employee has completed one of the following:”
 3. Lists metric: “Customers will agree with survey statement indicating, “representative was concerned about my problem/issue.””
 - ii. Quality Service Initiative (QSI) - http://www.customerfocus.usg.edu/docs/ngcsu_hr.pdf
 1. Outlines the Quality Service Initiative plan
 - b. Staff will mostly implement this plan, the university as a whole should adhere to the standards.
2. New Staff Orientation – August 17
 - a. Mary would like to work with the welcome committee to develop a program for new staff.
 - i. Staff members interested in helping out: Ramona Robinson, Jeanette Mann and Barbara Seaton
3. The public relations committee will develop a fact list to answer commonly asked questions to avoid the “NGCSU runaround.”
 - a. Elaine Dowdy & Carol Chester have agreed to help with this project.
 - i. Elaine will call departmental secretaries to ask if they already have a FAQ list for their department.

Vice President's Report:

1. Staff Development
 - a. 4 confirmed and 1 pending requests
 - i. Cynthia Horn
 - ii. Jim Barnaby
 - iii. Jackie Ramey
 - iv. Chris Rodriguez-Smith
 - v. Jeanette Mann (pending)
 - b. \$500 per request until a certain date
 - i. This will need to be updated on the Staff Council website.

Treasurer's Report as of 8/10/2006:

1. Staff Council Expense Account: \$578.96
2. Staff Council Foundation Scholarship Fund: Balance unavailable.
3. Staff Council Development Fund: \$13,314.11
4. Staff Council Foundation Account: \$2,700.00

5. Staff Council Print Services Account: \$878.19

Committee Reports:

1. Nominations and Elections – No updates to report.
2. Staff Development – See “Vice President’s Report”
3. Public Relations – No updates to report.
4. Scholarship
 - a. Fundraising
 - i. Melissa Lach has suggested the sale of pecans.
5. Welcome
 - a. New Staff Orientation – August 17
 - i. May include – walking tour, computer lab classes, NGCSU map, etc.
 1. Have tours during the 1st week of the semesters.
 - ii. Possible HR orientation
 - iii. See “President’s Report – New Staff Orientation.”
6. Awards
 - a. No updates to report

Meeting ended: 12:45 pm