

Official and Approved Minutes

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U.T. DALLAS STAFF COUNCIL MEETING MINUTES

July 9, 2008

TI Auditorium ESCS 2.102

9:00 a.m.

PRESENT: Jacob Abraham, Metta Alsobrook, Ed Bennett, Lynne Boyer, Laurie Brown, Daniel Calhoun, Corina Cantua, Darlene Coppage, Chris Dickson, Robert Hamilton, Carolyn Ivey, Tom Lee, Jacqueline Long, Michelle Long, Tricia Losavio, Brenda Mahar, Irene Marroquin, Roxanne Minnish Rebecca Murry, Judith Patterson, Gaby Perkowski, Tara Riall, Douglas Shedd, Lori Skillestad

ABSENT: Patsy Aguilera, James Barnes, Kristen Blakely, Dina Caplinger, Caroline Crossley, Patrice Holt, Tommi Ivey, Tom Lee, Lin Maute, Remona McLain, Loreen Phillips, Sandra Sawyer, Holly Shumake, Kathy White

GUESTS: Lynn Butler, Tysh Coleman, Deborah Day, Colter Fleming, Lynda Gary, David Gleason, Sandee Goertzen, Dee Lambert, Murray Leaf, Nick Hinojosa, Anthony Paden, Rochelle Pena, Rena Read, Emebet Sahle, Barbara Thompson, Larry Wilson, Peg Zotter

1. CALL TO ORDER:

President Chris Dickson called the meeting to order.

2. PRESENTATIONS:

- i. Customer Service Program (Catch Comet Pride): Mr. Dickson introduced Lynn Butler to start the presentation. Ms. Butler gave Dr. Jamison's regrets for not being able to attend the meeting due to a family emergency. Ms. Butler started by telling the mission of the customer service initiative is to make visitors/employees feel better when they leave than when they arrived. Ms. Butler gave a brief overview of the customer service program "Catch Comet Pride" and introduced each of the Customer Service presenter team members. There is fierce competition to attract and retain the best and brightest students, exceptional faculty and the highest caliber administrative staff. The Vice Presidents have charged a campus-wide committee to change the culture by creating a program for excellent customer service. The Customer Service Committee was developed of administrative staff all across campus then from this group several subcommittees were formed concentrating on the following areas. Deb Day, Guiding Principles: Integrity, Innovation, Stewardship,

Commitment and Results. Deb Day, Phone/Email Etiquette: Telephone/Cell Phone Etiquette, Fax Format and Email Etiquette. Darren Abernathy, Person-to-Person Etiquette: Attitude makes a difference, Appearance Counts and Communications. Anthony Paden, Facilities: Cleanliness, Serviceability and Accessibility. Barbara Thompson, How to Evaluate Customer Service: Customer Service Survey and Mystery Shoppers. Dee Lambert, How to Salute/Recognize Good Customer Service: E-nomination form on the web page/paper ballot strategically in offices, immediate recognition of nominees and formal recognition. Peg Zotter, How to implement the program: Introduce the initiative to the campus, Advertise/Promote the Customer Service Principles and Slogan campus-wide and Provide Professional campus-wide training, workshops, modules and videos, Perform an initial evaluation of customer service and establish regular intervals for tracking. Ms. Zotter opened the floor for questions/Suggestions:

Question 1: Cosmetically it looks great but where is the depth? That is where the training will come to make sure that everyone campus-wide are all on the same page. There will be training classes setup for current employees and the committee would like to see training done for new employees during new hire orientation.

Question 2: Will there be training for students also? Definitely

Question 3: How will Customer Service be rated on performance evaluations? There will be a section added to the evaluations for customer service and supervisors will judge each employee on how well they show customer service.

Suggestion 1: Websites campus-wide should have a link for contact information that actually leads to a live person or possibly a quick reference that gives main contact numbers for someone within the department.

Suggestion 2: Customer Service starts with employees-to-employees. We all should spread the customer service when we interact with co-workers.

- ii. Safe Zone Ally Training: Mr. Dickson turned the floor over to Tara Riall. Ms. Riall talked about this training giving a brief overview. The Safe Zone Program strives to establish a university-wide network of trained Allies who will help shape a campus culture that is accepting of all people, regardless of sexual orientation and gender identity. It will be Friday, July 25th from 12-5PM in the Student Union Galaxy Rooms an email will be going out if anyone is interested please RSVP to the email to secure you a spot.

3. ROLL CALL:

There were 13 members not in attendance, a quorum was established. Mr. Dickson announced that Dina Caplinger has resigned as of today due to not being able to fulfill her Staff Council obligations.

4. PROPOSED STAFF COUNCIL GUIDELINES/BYLAW CHANGES:

Mr. Dickson opened the floor to discussion regarding the changes. The main changes/issues are the lifetime membership and the terms of service.

Lifetime Membership – Mr. Dickson feels that there are other ways to honor past members rather than make them lifetime members that appear on the membership roll call list and have to be skipped over at every meeting. Ms. Jacqueline Long is adamantly against doing away with the lifetime member due to the fact that she was apart of the committee that established it. Ms. Long fills that is a position that should be given to those retiring members that have devoted their time and efforts in making the Staff Council a great organization to be apart of.

Terms of Service – Mr. Dickson feels that the terms of service should be removed from the bylaws with the exception of officers. Membership terms should be open due to the fact that during elections there is a 45-50% turnover each year therefore making it hard to retain seasoned members. It is good to get new blood/ideas but it is also very important to keep seasoned members that can continue the work that has already been started.

Mr. Dickson stopped discussion due to Mr. Hamilton having to leave there was no longer a 2/3rd majority to vote. Therefore the Mr. Dickson asked that the Council approve an email vote on the bylaw changes.

4. APPROVAL OF MINUTES:

Ms. Minnish made a motion to approve the minutes for the 11th meeting as amended and Ms. Patterson seconded the motion. The motion carried.

5. COMMITTEE REPORTS:

- a. Executive Committee: Mr. Dickson reported that the committee met June 4th and most everything that was discussed was on the Staff Council agenda. One very hot issue was discussed and that was the two time winners of the CARE Award. The committee is recommending that no one be awarded more than one time. This is insulting to other staff members it is like saying that although there are many that are deserving of this award but these are the only ones that can win.
- b. Attendance Report: Mr. Calhoun reported that the report that he circulated had been updated to reflect all the reports that he had received. If anyone has

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any corrections or sees an issue please contacts him so they can be taken care of.

- c. Secretary/Treasurer's Report: Ms. Kirkwood-Brown reported on the treasurer report below.

STAFF COUNCIL TREASURER REPORT - June FY08

	EXPENSES	REVENUE	BALANCE
STATE FUNDS - 316142 Operating Account			
Balance June 1, 2008			209.44
	No activity reported for June		0.00
Balance June 30, 2008			209.44
STATE FUNDS - 316405 Operating Account			
Balance June 1, 2008			3,000.00
	No activity reported for June		0.00
Balance June 30, 2008			3,000.00
FUND RAISING - 317807			
Balance June 1, 2008			1,078.50
	No activity reported for June		0.00
Balance June 30, 2008			1,078.50
Total fund raising revenue to date			3,447.50
UTD STAFF ENDOWED SCHOLARSHIP - 525521			
Balance June 1, 2008			785.28
	31-May	Endow Qtr Int	5.73
	31-May	Endow Qtr Int	199.24
Balance June 30, 2008			990.25
Scholarship Staff Scholarship - 525528			
Balance June 1, 2008			3,169.93
	2-Jun	Scholarship Award (M Dunavin)	250.00
	2-Jun	Scholarship Awards	2,000.00
(A Moody, R Holland, V Lariscy, C Cantua, A Johnson, I Marroquin, W Detwiler, Janet Collins)			
	2-Jun	Scholarship Award (M Alsobrook)	250.00
Balance June 30,			669.93

2008

Ms. Kirkwood-Brown has updated the total fund raising revenue. She also explained that the negative \$3,447.50 in the scholarship account is actually a positive credit balance.

- d. President's Coffee: Ms. Kirkwood-Brown reported that there was no coffee to report for this month.
- e. Benefits Committee: Ms. White was not present to report. Next meeting scheduled for July 25th.
- f. Communications Committee: Ms. Brown reported that the committee met on July 1st to discuss the following:
 - i. Meet-n-Greet – The committee is looking at the Cecil Green building, the Ida Green Center and the Engineering Courtyard to have the meet-n-greet each of these locations have a backup location in the event of bad weather and the event has to be moved inside.
 - ii. Staff Council Brochures – The committee has decided that the brochure will have four panels by double-sided in full color. The sections will be Staff Council greeting, Staff Council mission statement, customer service and the list of committees that Staff Council holds. Ms. Long is still shopping around for the best printing deal, the UT Dallas Print Shop/Copy Center average cost is \$0.84 per copy therefore the cost of \$676-681 for 800 copies. Ms. Pena suggested trying Staples or Kinko's. The final copy should be ready for review August 26th. These brochures will be distributed to current and new employees.
- g. Staff Development Committee: Ms. Patterson reported that the committee met on June 19th and discussed several issues. The discussed the results of the staff survey and the feeling of the committee was that retirement benefits either are not being explained simple enough or they should be explained better. The committee felt the terminology "Lean University" should be reviewed due to the effect that it has had on many employees. There should be career ladders for managers and supervisors and they committee would like to get some feed back on the 9/80 work weeks.

The committee's next meeting is scheduled for July 17th.

- h. Fund Raising: Ms. Coppage reported that committee met on June 17th and discussed the following:

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- i. Recycle Program: There have been some changes in the pickup days there is no specific day set anymore due to Leroy dealing with a lot of adversity each week. Now he will pickup when he is making his usually routes. Another issue is that people are putting trash in the recycle bags; please make sure to let everyone in your area know that no trash should be put in these bags. Mr. Dickson reported that Kim Mason with Concorde Industries is donating their printer cartridges to the Staff Council for the recycle program so we “thank her/them”.
- ii. Jail ‘n’ Bail: At the meeting regarding this event Facilities Management and the Student groups were present to work out the plans. Facilities Management is going to donate a mock jail, the kick-off will be July 28th and the event will be August 27th in conjunction with Welcome Week. Mr. Dickson is working on recruiting 60 volunteers to be arrested. Each person is being asked to commit to raise \$500.

Ms. Patterson made a motion to approve the expenditure of \$250 for t-shirts for the event and Ms. Brown seconded the motion. The motion carried.

The committee will meet on July 22nd to finalize the plans for this event.

- i. Wellness Committee: Ms. Minnish reported that the Corporate Challenge Kick Off is July 9th from 3-5 p.m. so everyone come have an ice cream float and sign up for an event. Ms. Minnish and Ms. Rutledge met with Dr. Jamison and he has committed to buy 1000 pedometer to promote Campus Wellness.

The next meeting is July 17th and Dr. Jamison is scheduled to attend.

- j. UT System Employee Advisory Council: Mr. Dickson or Ms. Pena had anything to report except the next meeting will be July 30th – August 1st.
- k. Faculty Senate: Dr. Leaf was not present to report.
- l. Student Government: Mr. Nick Hinojosa announced that the Student Business Alliance is good for anyone that has a comet card. They are looking for other locations to approach about discounts so if anyone has any ideas let them know. Student Government is looking for student members. They welcome the opportunity to get educated about Staff Council and thank you for all you do campus-wide.
- m. Retired Faculty/Staff Association: Ms. Goertzen reported that they met June 24th in conjunction with the vendor fair and they meet with a couple to the additional retirement program representatives and received some very help information and asked one to attend their September meeting.. They are having “movie day at the Angelica” next week.

- n. University Committees:
 - i. Parking and Transportation Committee – no meeting to report
 - ii. Campus Facilities Committee – no meeting to report
 - iii. University Safety & Security Committee – no meeting to report
 - iv. Women’s Center – no meeting to report
 - v. Deans and Directors – no meeting to report
 - vi. IR Security, Planning & Policy Committee – no meeting to report
 - vii. Auxiliary Services Advisory Committee – no meeting to report but Mr. Dickson did announce that Armark’s contract with UT Dallas has expired and is not being renewed.

7. OLD BUSINESS:

- a. Child Care Proposal: Ms. Long nothing to report. Next meeting is scheduled for July 30th at 12 p.m. in the Women’s Center.
- b. Committee on Committee Recommendations: Mr. Dickson asked that as we went through the worksheets if anyone had any recommendation that they would like to make do it at that time.
 - i. Academic Calendar: Need to appoint two staff members. Current members are David Maldonado and Cheryl Friesenhahn.

Ms. Patterson made a motion to ask the current members to serve another term and Mr. Calhoun seconded the motion. The motion carried.
 - ii. Research Involving Human Subjects (IRB): Need to appoint four staff members. Current members are James Cannici, Susie Milligan, Kerry Tate and Sanaz Okhovat.

Ms. Minnish made a motion to ask the current members to serve another term and Ms. Coppage seconded the motion. The motion carried.
 - iii. Support of Diversity and Equity: Need to appoint five staff members. Current members are Arthur Gregg, Jacqueline Long, Alex Nester, Yolande Porter and Vivian Rutledge.

Ms. Minnish made a motion to ask the current members to serve another term and Ms. Long seconded the motion. The motion carried.
 - iv. Intellectual Property Advisory: Need to appoint one staff members. Current member is Rochelle Pena.

Ms. Patterson made a motion to ask the current members to serve another term and Ms. Minnish seconded the motion. The motion carried.

- v. University Safety and Security Council: Need to appoint five staff members. Current members are Zeke Barrera, Ricky Robinson, Vivian Rutledge, Kerry Tate and Steven Walter.

Ms. Losavio made a motion to ask Jamie Finch to replace Mr. Barrera and the current members to serve another term and Ms. Coppage seconded the motion. The motion carried.

- vi. Student Fee Advisory: Need to appoint one staff members. Current member is Amanda Ingram.

Ms. Patterson made a motion to ask the current member to serve another term and Mr. Calhoun seconded the motion. The motion carried.

- vii. Auxiliary Service Advisory: Need to appoint one staff member. Current member is Patsy Aguilera.

Ms. Skillestad made a motion to ask the current members to serve another term and Ms. Minnish seconded the motion. The motion carried.

8. NEW BUSINESS:

- a. New Suggestions:

- i. Suggestion #2008-028 Administrative Professionals Day Recognition: "Administrative Professionals Day recognizes and celebrates the work of secretaries, administrative assistants, and other office professionals for their growing and diverse contributions to the workplace. Administrative Professionals Week is always the last full week of April, with Wednesday of that week being designated Administrative Professionals Day." I think this would be another way to help recognize and support the work done by his group of professionals at UTD. I would like to recommend that one of your committees become aware and responsible to broadcast this information on a yearly basis during the last week of April by including the history and objectives of this observance during that week to really boost the significance of today's administrative work force. "I believe in the importance of this event in calling business attention to the increasing value and contributions of administrative professionals in today's workplace." In addition it would be ideal if t he Administration would show their

support by provide these celebrated professionals to a FREE continental breakfast in observance of this day.

Ms. Perkowski made a motion send this suggestion to the Development committee as a General Staff Appreciation Day and Ms. Minnish seconded the motion. The motion carried.

- ii. Suggestion #2008-029 Food Drive: The network of community ministries here in Richardson is low on for the Summer. Could the Staff Council do a food drive to help our community through our staff and faculty members?

Ms. Losavio made a motion to send this suggestion to Terry Hockenbrough and Ms. Brown seconded the motion. The motion carried.

- b. VP of Development Search Committee: No meeting to report

- c. Sandee Goertzen Staff Council Member of the Year Award Guideline Proposal: Mr. Dickson presented the guidelines for this award to the Staff Council for review and approval. There were no comments or discussion at this time.

Ms. Patterson made a motion to approve the guidelines as submitted and Ms. Losavio seconded the motion. The motion carried.

Ms. White is looking at awarding the first award in August 2008.

9. OTHER BUSINESS

- a. Suggestions/Proposals from the floor: No new suggestions were brought
- b. Other: No other business was brought forward

10. ADJOURNMENT:

Ms. Minnish made a motion to adjourn the meeting and Mr. Lee seconded the motion. The meeting was adjourned.

Respectfully Submitted

Tonja Kirkwood-Brown

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Staff Council
Administrative Assistant