

## MINUTES OF THE COUNCIL ON STAFF AFFAIRS MEETING March 10, 2003

COSA Chair Shannon McGee called the meeting to order at 8:35 a.m. in the President's Dining Room of Palms Dining Center. Representatives present were: Sharon Butcher, Sammy Dees, Jeff Giles, Jeff Grant, Inman Grimsley, Mike Hamm, Rosalyn Hatcher, Lisa Hayes, Stanley Jones, Rebecca Kimbrough, Sue Lampert, Bob Lee, Shannon McGee, Kae Sinkule, Patrick Smith, Josie Stone, Trisha Taylor, and Carolyn Wilson.

### SPECIAL ORDER OF THE DAY :

Ms. Becky Murphy, Training Administrator, talked with COSA representatives about the development and status of the "Partners for Campus Excellence" program. This is not just another customer service training program where you learn how to talk nicely on a telephone. This unique training program's purpose is to build a TEAM service oriented culture within the campus community. The importance of service started in 1998 from a study on the retention of students. An advisory committee with representatives from across campus was established to examine different ways the university could retain students. One committee finding was the need to enhance internal teamwork and campus communication to improve our services. A basis of providing service requires a collaborative effort between everyone in the university community.

Thus far, sixty-six departments have participated in the Partners for Campus Excellence training. Two hundred and sixty-eight more employees were trained this fall. It is an ongoing process with student employees being trained at the beginning of each semester. The latest department participating in the training is Plant Operations. Feedback received from participants following training suggested they enjoy the opportunity to interact with other departments across campus, and develop action steps, which are used to enhance service in a particular area. Sample results from the action plans include development of an operations manual, creation of additional on-the-job or departmental training, exploring and implementing new ways to improve procedures, redesign of office space to be more efficient, and creation of computer list serves to enhance communication. The program is being extended to faculty with a concentration on service through student advising. This program module is currently being developed.

In addition to service through student advising, there are three additional programs being implemented:

- 1) "Caught You Caring" is a structure to allow an individual to recognize the service effort of a VSU employee. This will be accomplished by filling out an "Caught You

Caring æcard and submitting it to Training and Development. The card is then sent to the employee æs supervisor to be presented to the employee.

- 2) Creation of Management training classes æthis will be a series of support type classes for university middle management.
- 3) Partners departmental liaison discussion groups æthis will be support sessions/lunches held to facilitate problem solving between departments.

The Office of Training and Development is composed of full time employees Becky Murphy, Training Administrator, Tim Yorkey, Training Specialist and Regina Lee, Sr. Secretary.

### MINUTES:

Due to a change in procedure and unforeseeable circumstances the approval of the February 11, 2003 minutes was tabled. A motion for approval of the February minutes will be held at the April 8<sup>th</sup> COSA meeting.

### TREASURER S REPORT:

Treasurer Sue Lampert presented a written report of the three COSA accounts:

Fund 10000 (state money)	= \$ 967.17
Discretionary (Foundation)	= \$1,194.33
Retirement Walkway (Foundation)	= \$ 11,520.42

### COMMITTEE REPORTS:

Academic Scheduling/Procedures: This committee met on March 6. The main discussion topic was the establishment of the 2005 spring break for VSU. A consideration was to coordinate our spring break with the rest of the Georgia system universities. The next committee meeting is scheduled for April 10. They are hoping to have more student feedback on the spring break dates by this meeting.

Faculty Senate: Shannon McGee attended the last Faculty Senate Meeting. There was a specific request made by the faculty to Vice President Jim Black to provide some means to synchronize the campus clocks. This was requested to facilitate the coordination of starting/ending times of classes.

Parking Appeals: Sammy Dees, on behalf of Mike McKinley, distributed a pie chart showing the number of parking appeals for the month of February 2003. Out of 302 appeals, 180 or 60% were dismissed.

Partners for Campus Excellence: Please see æSpecial Order of the Day æ

Policy: Bob Lee distributed a document summarizing the proposed changes in COSA Chair elections. Each representative was asked to review the document. On a Lampert, seconded by Dees, motion it was agreed to accept the proposal as written and vote on its finalization at the April 8 meeting. A summary of the proposal:

æAdd a statement into the COSA procedures that clarifies the Immediate Past Chair as an ex-officio member of COSA if they have not been re-elected. Also clarify ex-officio status as either non-voting or voting.

OPTION 1: add to the COSA manual a statement that it is impossible for a person to run for the office of Chair Elect in their third year, therefore making it impossible for anyone to run for Chair Elect at anytime except their second or fourth year as a COSA member. This option insures the continuity of the Chair Elect moving into the Chair position.

OPTION 2: elect the Chair/Chair Elect every year. This makes it possible for anyone to hold

