

General Council Meeting Minutes

April 4, 2008

Toepfer Room

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1 Call to Order

The council meeting was called to order by Chair Richard Cole at 10:05a.m.

2 In Attendance

Bailey	, Rebecca
Blazar	, Kathleen
Boesinger	, Laila
Boykin	, Melinda
Cartier	, Kevin
Cole	, Richard
Done-Anshenovitz	, Maureen
Dowdell	, Kathleen
Fairfield	, Brad
Fuller Murray	, Beth
Gregory	, Carolyn
Hetzel	, Robert
Howard	, Kathryn
Knox	, Charlie
Masely	, Rosanna
McColl	, Karen
Mosley	, Shirley
Nathan	, Tedda
Norell	, Marie
O'Linn	, Kathy
Watson	, Lorraine
Wichert	, Bill

3 Approval of Minutes for August Meeting and Budget Report

The minutes from the December meeting were reviewed and approved without correction. Budget stands at approximately \$1,730.00.

4 Announcements

1. April 17, research ShowCase day at Veal center. Many posters on display. Worth seeing. See also web site.

2. Per L. Watson: Staff awards luncheon on June 11. President's award nomination accepted. Looking forward to Party on the Quad. Also will have some meeting re smoking cessation issues. To get feel for the interest re smoking policies, also to solicit ideas, comments, feedback, etc. Community members may be violating CWRU policy. Should be reported to security, who will issue citations, etc. Q: Is the focus just to broadcast policy & consequences? Or is there also help-type programs to help with cessation? A: Yes, cessation programs will be offered, presented.
3. Student/Staff interactions. At the Feb meeting of board of trustees for student life, a group of undergrad students presented on campus life. But mixed response for campus life for staff. Note that one of the goals of strategic plan is to improve interactions between students & staff, especially in admin settings. To improve cust satisfaction scores for admin staff. Therefore, needs to be discussion on how students/staff interact.
4. Per Mr. Kevin Speer: President of Student Senate: Wonder if good idea to have ex-officio student senate rep sit in on SAC meetings? Appreciate the invitation to this SAC meeting. Is this the first time? Couple items/feedback worth mentioning. Quality of interactions between students/staff is generally great. Largely because relationships form. Per email from student in Psychology dept, "excellent interactions". On the other hand, the registrar's office is a bit forbidding/unwelcoming. But the students are the customers, the reason for these department's existence, and this attitude should be more prevalent. Eg., can SOM be working on energy & sustainable environments as does SO engineering? "Cross-cutting themes" ... Is there a tension between departments, schools, students/staff, etc.?
Q: What about inviting people from different departments to engage in the conversation? Per Kevin Speer: Two biggest factors are communications and setting expectations. Staff members need to communicate what exactly they need (from students) to better perform their functions. Eg. clearly written, itemized procedures. Does everyone understand the process? Library services: Staff must be consistent, cannot grant special favors to some. MSAS library also has problems with people who want special favors. But many people come to library from outside of school, with different expectations. Different cultures ... problems may ensue.
Per R. Cole: At recent strategic planning meeting "A freshman on the first day is a future alumnus, and must be treated accordingly". Over the next few years, the customer satisfaction of people paying the tuition will become increasingly vital.
Should be noted that in general, staff members want to do a good job, but don't always know how. Eg., dealing with international students. Per K. Speer: Problem with mentoring is the amount of time required? More likely, is that young faculty simply don't know how to help/mentor students. Who trains the future mentors? Per R. Cole: This point resonates well with the current text of the CWRU strategic plan. Staff are expected to take an increasingly larger role. Per B. Fuller-Murray: Our mission statement was, "The student is our customer." (Not well recieved because of brevity)



STAFF ADVISORY COUNCIL

5 Old Business

6 New Business

1. Nomination for sec'y: William Wichert
2. Vice-Chair: Nomination for Kathy O'Linn (who has accepted the nomination). Per K. O'Linn: Came to CWRU in 1994 as coordinator in School of Nursing. Currently a manager in Nursing HR ... liaison position. Started in SAC in 1999. Still here. Gravitated toward Staff Training & Development Committee. Worked to bolster "Video on Wheels" program. Moved on to develop the Employee Resource & Partnering Program. Campus bus tours, invitations to join SAC. Bus tours that identify landmark buildings on campus. But tours were not well utilized, so currently pushing toward virtual tours. Staff Educational Enhancement Fund is now current focus of the committee. Growing in scope and efficacy. Future of SAC? Would like to see return of former enthusiasm and involvement by staff. Current gaps in committee membership and lack of interest continues to be a great problem for SAC. Need to find better way to "market" SAC. How to get staff members to know it's there and what it's for? Note that staff were recognized at O.S.U. commencement. Although students deal directly with faculty, the staff are the "nuts and bolts" of the large organization. Staff meet the students, support faculty and make the system work. Communication: Case Daily may not be enough. Need a strong web page that is easily kept up to date. Would like a newsletter, just from SAC. Look forward to making a difference.
3. Staff Ed./Enhancement Fund: (SEEF) Working on fundraising ... cookbooks. Found a good publisher to support the plan. Ideas for party on the quad. Potential campus walk for next spring. Just need manpower to coordinate and get things done.
4. Per R. Cole: Agree with K O'Linn that communications will always be an important part of SAC mission.

7 Reports of Standing Committees

Communication

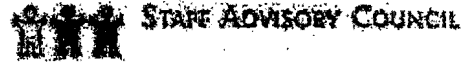
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Community Service

Per T. Grigger: Fundraising for SEEF. Eg., charity walk. Departmental newsletter contains many personal items, eg., babies, weddings, graduations, etc.

Elections

Preparation for next elections are underway. How to get nominations? Very tough. Elections committee is bordering on inoperative ... needs volunteers.



Fringe Benefits

Currently discussing FMLA policies with L. Watson. Looking into wording. Checklists for marriages that occur midyear. Currently updating web site, membership list.

Staff Policy

Per C. Knox: Clarification on alcohol policy. Some students want to address the pet policy. Pets are currently prohibit as a matter of policy. Child care facility for students/faculty/staff.

Staff Recognition

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Three nominations for president's staff award. Surely there must be more persons deserving of the

Staff Training and Development

University Strategic Plan

Per R. Cole: Fair to say it's a university plan, not just a faculty plan. Wording includes, "be competitive with peer universities in terms of compensation for faculty and staff". Note that the strategic planning team wants to hear from all members of the univ.

8 Discussion of Issues by the Representatives

9 Adjournment

The meeting was adjourned at 11:19a.m.