



EAC Meeting Minutes

Meeting Time and Place:

April 11, 2007

10:00:00 a.m. at the Greenblatt Library

Voting Members Present:

Cameron Andrews	Brenda Hall
Michael Budd	Christi McClintock
Anita Herrington	Diana Morris
Libby Poteet	
Marvis Baynham	
Deborah Pinion	

Non-voting Members Present:

Debra Arnold– Human Resources

Lee Little – Legal Office

Guests:

Deb Barshafsky – Office of Decision Support

I. Welcome – Libby Poteet

II. Review of ground rules – Christi McClintock

- Start and end meetings on time
- Come prepared to all meetings
- Do not interrupt
- Respect one another
- Stick to the agenda
- Arrive on time
- Complete tasks
- Cell phones and pagers on vibrate only
- Respect meeting roles
- Reserve time for this meeting
- No side conversations or passing notes
- No put downs
- No egos or pulling rank
- Opinions and concerns are to be expressed during the meeting

III. Deb Barshafsky – Office of Decision Support

Customer Service Initiative

Ms. Barshafsky discussed the campus wide customer service initiative currently in progress. She is the campus customer service champion and creator of the Customer Service Brain Trust Committee that meets once per quarter to discuss current and future opportunities to recognize employees for outstanding customer service provided in their perspective areas.

Ms. Barshafsky would like the Employee Advisory Council to consider being part of the selection committee for a possible award recognizing superior departmental internal customer service. This award would focus on improved or streamlined processes required for internal customers to complete in order to receive the service needed in a specific department.

IV. Libby Poteet **Erie P. Blissit Award**



EAC Meeting Minutes

Libby reminded committee members that the judging for the award is coming later this year and per discussions last year regarding the nominations, language regarding who is eligible for nomination would need to be added to the original nomination packet for clarity purposes.

Clay Adamson Facilities Employee of the Year Award

The EAC will serve as judges for this new award honoring facilities employees. A conference room will be dedicated to Clay Adamson on June 14 and EAC members will be invited to attend the event.

EAC Elections 2007

Christi McClintock and Diana Morris will serve on the Elections Committee along with Debra Arnold. A letter will be sent out on April 20 to VP's, Directors, and Department Managers regarding the upcoming election.

EAC Web Site

The EAC web site is currently being updated by Libby and will be given to HR once her term is over. Diana Morris indicated she would be willing to assist with the site as needed.

V. Schedule next meeting- All

The next scheduled EAC meeting will be held Wednesday, July 11, 2007

VI. Review of Action Items- Debra Arnold

ACTION Items			
Status	Action to be taken	Responsible	Due Date
Open	1. Submit ideas to Libby regarding campus units that may need process improvements and those suggestions will be forwarded to Deb Barshafsky.	All Members	5/11/07
Open	2. Change language in the Erie P. Blissit nomination packet to reflect who is qualified for nomination.	Debra Arnold	5/11/07
Open	3. If you would like to volunteer to attend the State Employee Council in Macon, GA on June 15 please let Libby know.	All Members	5/11/07
Closed	4. Names for Deb Barshafsky's Customer Service Initiative Committee.	Michael Budd	02/11/07
Closed	5. Question and Answer segment in the Beeper regarding concerns forwarded to the council.	Diana Morris	02/11/07
Closed	6. Communication through the beeper regarding the difference between the State Health Plan versus the University System Health Plan.	Diana Morris	02/11/07
Closed	7. Communication will be forwarded to the employee who was concerned about the retiree's benefits article.	Deborah Pinion	02/11/07



EAC Meeting Minutes

Closed	8. Send memo to Directors regarding the use of functional titles.	Susan Norton	02/11/07
Closed	9. Reserve room for April 11, 2007 meeting.	Debra Arnold	02/11/07
Closed	10. Volunteer for the Statewide Staff Council (please respond to Libby)	All	10/27/2006
Closed	11. Reserve room for January 10, 2007 meeting.	Debra Arnold	10/27/2006
Closed	12. Draft for proper responses to inquires (this is to appear along with a direct response to stated concerns)	Lee Little	11/31/06

* Please let Debra know when you have completed your assigned action item.

