Members Present: Jody Davis, Jillian Ernest, Poppy Hepp, Jesse Gaither, Carolyn Hickman-Williams, Paula Holt, Ronnie Jordan, Harriette Louis, Tim McCormick (Chair), Vicky Rabon, Brian Rothenberger, Rodney Sessions and Sandy Williams

Members Absent: Jackie Andrews, Meg Hurt, Jennifer Jazwinski, Regis Minerd, and Frankie Weeks

Approval of Minutes
A motion to accept the February 7, 2012 minutes was made by Jesse Gaither and seconded by Ronnie Jordan. Tim McCormick asked for acceptance- minutes were accepted by unanimous aye

Old Business

Training cost burden
There was concern from the Public Safety Department that employees who were asked/required to go to training were being burdened with the upfront cost of the trip or the cost of registration fees. Rodney Sessions met with Lori Church on behalf of SAC because of this being a campus wide issue. Lori was very receptive to training and all the ideas mentioned during the previous meeting were appropriate avenues to take and all according to policy: using a P-Card to pay for the cost of the conference/training (as opposed to a spend-down card), request funds in advance from Accounts Payable for 80% of the cost of the trip or apply for a corporate credit card and pay training/travel fees when the bill arrives. There is also a website Orbitz.com that will help with discounted lodging/travel for businesses. Public Safety plans to get a corporate card for training. On March 7th HR has training on travel for anyone wishing to attend.

http://www.coastal.edu/hreo/workplace/traininganddevelopment/events.html?mon=03&year=2012

Customer service and phone answering skills
It was suggested that workshops should be offered on customer service skills and all people answering phone calls from students and the public should be required to participate. Carolyn Hickman-Williams met with Lamonica Yates who will add customer service training phone etiquette to the April training calendar. HR is willing to work with all departments but to get the most out of the customer service training. Lamonica encourages departments to inquire about building a customer service program specific to their staff so that everyone can participate. There is a small cost associated with developing and implementing department specific training but in the long term it is well worth it. At one time there was a quarterly training day offered for new employees hired within the last quarter to familiarize them with other areas of the campus.

Directory department search
It was suggested that the on-line directory be set up to be able to find departments, by using starts with or includes options for search. Tim spoke to the suggestor directly. Jesse Gaither spoke with Donna Rodgers and Fadi Baroody who said that the new Content Management System is in place and that it can’t be organized that way until there is a uniform naming convention in HR. The example provided was Kinesiology listed 3 ways in the directory (actually 6) 1) Department of Kinesiology, Recreation, and Sport Studies 2) Dept of Kinesiology, Recreation and Sport Studies 3) Health, Kinesiology & Sport Studies 4) School of Health, Kinesiology and Sport Studies. This still may be possible in the future but it is more of a Datatel input issue than a search issue. Tim reminded that there is a drop down tab to assist with searches in place at this time.
Fax numbers and physical addresses
A suggestion was made to list both fax numbers and physical address for the buildings be placed on line. When Tim spoke with the suggestor they were looking for the same information that was in the obsolete teal book part of the issue was that the suggestor was across 501 and needed to give directions.

Suggestion Boxes

Food Options in Atlantic Center
Rodney Sessions had complaint in the suggestion box about the food offered in the Science Center. There is no hot bar anymore over there.

Four Day Work Week
Rodney Sessions said there was a suggestion about summer hours & 4 day work weeks. Tim said administration has not changed and that we have a memo from them regarding the issue from last March. Tim will bring it up but suggests going back to the memo and working with supervision to take annual leave. There are child care issues and others who are here all the time. Tried many machinations throughout the years.

SAC e-mail

Employees Smoking in Campus Vehicles
An email was sent in stating “Suggestion: This concern is about the approved smoking areas on campus. While many students and staff utilize the gazebo’s quite often I see people driving and smoking in the golf cars and university vehicles. Why isn’t this addressed? And or/enforced? As an ex-smoker I understand the right to smoke but at least abide by the rules set on campus and smoke in the assigned areas.” Sandy said she has seen this too. Tim said the faculty Senate is meeting tomorrow about the possibility of becoming a smoke free campus. A recent survey went out from the administration about smoking on campus. Rodney Sessions has been looking at State Laws and Horry County policies. Tim asked how the group felt on the subject. One member smokes and said that it would be ok with him and that it would give him incentive to quit. Another said that he dislikes smoking but is worried that if we go to a smoke free campus the students may rebel and smoke everywhere- that Public Safety may have to start writing citations to. Another member agreed.

SAC representative suggestions

Faculty Senate/SAC
Tim said that Keshav Jagannathan had planned to join SAC as a guest from the Faculty Senate. He will join us from time to time and Tim will also visit their meetings from time to time. The Faculty Senate is looking at raising salary and the salary compression and wanted to raise the topic to SAC. Tim asked if there were any feelings about it. One member said they were left out of the loop due to the cut off in compression and worked with others who were not.

Retention Consultant
Jody Davis requested that SAC meet with the student retention consultant about student retention. Tim suggested possibly changing the meeting to Monday. Tim will check into meeting with the retention group.

SACS is coming in 6th, 7th, 8th. A Self-study was sent to Atlanta- sent back with 8 issues which was very good, nothing major on the staff side.

Tim said the Staff Climate Survey from Dr. Dyer – one for faculty and one for staff on “How do you feel about Coastal” may affect SAC.
**SAC Bylaws**
Tim brought up that he and Meg drafted bylaws and passed out a rough draft of the laws to the group. HR will be the ombudsman for the group.

**Updated SAC list**
Meg supplied an updated list (prior to the meeting) of members and contact information. Tim proposed to Jesse to update and place the information on the SAC website.

**Adjournment**
The meeting adjourned at 11:01 PM.

**Next Meeting**
The next SAC meeting will be held on Tuesday, March 20, at 10:30AM in Dawsey Conference Room (SNGL 112).