Members Present: Del Altman, Dana Booth, Sandy Cannone, Judy Davis, Robyn Diven, Jesse Gaither, Judy Hawkins, Paula Holt, Jessica Marquet, Lynn Silver, Melissa Todd, and Sandy Williams

Members Absent: Bertha Fladger, Theresa Greene, Matt Hogue, Caroline Madden, and David Russell

Approval of Minutes: A motion to accept the January 21, 2014 minutes as amended was made by J. Hawkins and seconded by D. Altman. The minutes were approved by the members.

Old Business

- In response to the suggestion that contractors and internal staff should use low VOC paints, etc., S. Williams reported that Facilities Management has design standards which includes VOC paints (please refer to the Facilities Management web page for more information on Design Standards).

  In response to the suggestion to “re-explore allowing faculty/staff to have one free guest use the gym”, D. Altman received the following reply from Jody Davis, Director, Campus Recreation:

  “Thanks for your questions concerning the HTC Center and SAC. Faculty/Staff Spouse usage has been discussed at length with the President and the Board of Trustees. The administration thought it would be best to get baseline data before we make a permanent decision on Spouse usage. I will say that we are currently running at 23% increase in usage of our facility compared to the first six months of a year ago. Most spouses would use the facility after work during our prime time and at this moment we are full during the hours of 4-8p.m. Mon. - Thursday. I will also point out that with the new Residence Hall project being completed in the fall of 2015 this will surely add to our usage numbers. We feel that at this time a summer membership (like we did last year) and holiday access is as much as we can do to serve spouses of Faculty/Staff without displacing our students.

  The fitness question about early morning classes for Faculty/Staff is a good one. One challenge we have is that our focus is students, we program all of our areas with our primary focus being on students. Faculty/Staff are welcomed to join any fitness class at anytime as long as space is available. We currently offer 71 fitness classes a week.

  I hope this has answered your questions? If not, I will do my best to respond again if further clarification is needed.

  I will point out that we are one of 3 institutions out of 16 on our peer and aspirant list that offers "Free" memberships to Faculty/Staff.”

- In response to suggestion asking that paper signs not be put on doors, etc., S. Williams responded that this is very hard to enforce and keep up with. However, there is a sign policy on campus. The policy can be found under Temporary Signage IA3, section FINA 402.

- In response to the suggestion “Install speed bumps on the driveway that connects the 501 parking lot and the driveway along the north end of Kingston Hall. It's still a raceway even though the driveway beside the Scholars Academy that connects to the 501 parking lot is now open. Also a sign instructing pedestrians to use the sidewalk along Kingston Hall for their safety instead of walking on the road. This would benefit the safety of both students and faculty/staff.”, S. Williams notified Council that a speed bump has been
installed. There was feedback from members that it seems to be helping. A work order has also been placed for signage.

- In response to the suggestion “Is it possible for formal titles such as Dr. to be included on the online directory for faculty and staff? I feel it would be professional to recognize when an individual has earned their doctorate and will allow fellow staff members to use the proper title when addressing them after looking up their information on the University directory. I also try to give the individual the correct title when addressing them and if the information was provided in the directory I would not make the mistake of not addressing them by their proper title. Thank you for looking into this for me and others that have asked.”, D. Booth spoke with Kim Sherfesee, Director, Human Resources/EEO Officer. It seems that titles were included at one point in time, but later removed. They are investigating to see why titles were removed and if they should be reinstated.

New Business

Suggestion Boxes:

NONE

Web Page Comments:

- Suggestion: “I would highly recommend considering updating or replacing the current registration program that students utilize to register for classes. The current system is antiquated and adds stress to students in an already stressful situation. The current system does not allow for waitlisting of students which forces advising staff (faculty and professional) to tell students to continue to check the system on a daily basis. Adding a waitlist will allow department chairs to see a need in creating more sections of a course (for the upcoming semester or in the future) or add more seats to an existing section. As of now, students are forced to continually check for a seat in a class or ask for Special Permission Forms, causing students to get agitated by the process and look to transfer from Coastal because of the difficulty in registering. I know this could potentially be a costly expense but well worth it in students being retained at Coastal because of a streamlined registration system. It is also easy to downplay how this situation impacts retention but, as an advisor, I have had a large number of students look at transferring because they are unable to get into classes they need (Math specifically) and the 1-3 month anxiety about having a completed schedule or not knowing if they are going to get into an integral class in their major because of not knowing their chances to get into the course (hence the need for a waitlist). This is a serious issue that if not addressed in the near future will eventually be a bigger issue as Coastal looks to increase enrollment or more students leave because of an inability to get into classes for their major. Department Chairs try their best to accommodate when possible but data in the form of waitlist students would come in handy for them and university administration to allocate funds to disciplines in need of more classes.”

S. Cannone will follow up with David Yancey on this.

- Suggestion: “There should be an expansion of the membership, there are many scientific non-faculty staff at this institution that have no voice in matters that impact them. There's no flow of information, our supervisors are faculty and are thus not always in the loop on staff specific mandates yet we aren't a part of the decision making process. Many who work across 501 already feel too far removed from the University Community, we can't come over to enjoy campus events during lunch hours (farmers markets, or events on prince lawn) because of the parking situation.”
S. Williams will share this information with Kim Sherfesee, Director, Human Resources/EEO Officer during an upcoming meeting they previously had scheduled.

- **Suggestion:** “Consider requiring construction companies to include stormwater violation histories when submitting bids. CCU’s money should be going to companies that are proactive in complying with regulations. I have reported 1 significant violation in the past and got no reaction from the University and have reported 2 more violations to the City of Conway. The University should consider financial penalties if allowable when construction companies continue to not comply with regulations. I’ve seen issues with the construction of the Science Building, Brittain Hall and the Baseball complex. We need to set a better example, be proactive and hold company’s accountable.”

S. Williams responded that her office was not aware of all of these violations and requests that the suggestor contact her directly to discuss further.

- **Suggestion:** “If the university is going to close due to weather, it would be helpful if the information came to staff before COB. In this case the email went out at 5:25, it’s now too late for me to follow up with everyone I’m supposed to meet the following day at 8 am. If the email had come out before COB, I would have had the opportunity to attempt to re-schedule. I understand the university wants to get the most up to date information possible, but due to the delay staff members are going to be driving more then 20 miles to a meeting that could have been canceled with appropriate notice and canceling a meeting with so little notice is unprofessional.”

S. Williams received the following response from Stacie Bowie, Vice President and Chief Financial Officer: “Since the university is closed the staff members should not be coming to the scheduled meeting anyway. As with any weather related closing we have communicated it using many different methods not just the email. The news media is also aware.”

- **Suggestion:** “Add new benches (like benches in the covered walkway between SNGL and PRNC) next to new sidewalk overlooking HTC pond and/or relocate two gazebos to be placed at the pond for shady areas for students to enjoy. Please let me know this outcome.”

S. Williams responded that there is a plan for benches in the next phase of improvements at the HTC pond that will be implemented when budget is available.

- **Suggestion:** “Instead of having PSA media announcements over the air for OLLI ads being spoken by an adult, maybe have mature-sounding students who are majoring in journalism, etc. read the PSAs. We would only have to pay for air time of the PSA and not adult announcer/speaker. This will give student enhanced learning experience tool. Please let me know the outcome.”

S. Williams received the following response from David Russell, Media Services/Coastal Today: “We help Linda Ketron produce the OLLI PSA’s and she is the one reading the copy. I’m not sure what her cost is with the radio stations, but there is no production cost. As far as having a student reading the ads, I guess that would be Linda’s call. And just as a side bar, I know that the “broadcast” side of the communication major is limited. But recently we did an entire Coastal Today episode where communication students took over and produced their own stories and interviews. Plus Martha Hunn has an intern who is doing some behind the scenes and production work for the show as well.”

- **Suggestion:** “We are not servicing students as it relates to NOT having a fax machine (scanners) for their accessibility to use in the Library or elsewhere on-campus (i.e., in each computer lab). Many students have approached me when they needed assistance to fax financial docs to family members or sponsors. Please let me know of this outcome.”
J. Gaither received the following response from Denny French, Coordinator for Residence Halls Technical Support: “This is to address the students ability to fax and scan documents. ITS in Wall 105 has a fax line that is open to students and the public for a charge (outgoing $1.50 first page/$.25 each after, incoming $1.00 first page/$.25 each page after). The library has copiers setup to scan documents to be able to email them. The CAI computer lab in the Prince building has scanners to be able to scan documents for emailing. I talked to Abie in ITS about this and she suggested that the library have a fax line for students to use since a lot of times the students will print out the documents there, then be turned away to come to ITS to fax them.”

- Suggestion: “At the last staff summer picnic, I, along with many others, waited 45 minutes or longer in line to eat; and when we arrived to the buffet tables, Aramark was feverishly running back and forth attempting to replenish buffet. Why can’t we have boxed lunches, canned pop, canned tea, bottled water so no staff have to wait 45 mins or longer to eat and get the last crumbs? This would tremendously help Aramark, too. HR/Aramark can gauge from the past two years how many boxed lunches can be prepared in advance. Please let me know outcome.”

D. Booth agreed to speak with Lamonica Yates, Director, Training and Employee Services in reference to this suggestion. However, the feedback received from Council members was that they were well pleased with the picnic prepared in the past and felt it was worth the wait.

- Suggestion: “Assist all students by enforcing all faculty, dept. chairs, academic advisors, and admin specialists- (where applicable), post their office hours on their office doors/windows. So many students get bumped around not knowing who they can talk to for resolution when an employee's door is shut and the student cannot seek assistance. Please let me know outcome. {When I was the WCOB Office Mgr, faculty were required to do so.}”

J. Davis, Administrative Coordinator, Office of the Dean, College of Humanities and Fine Arts, replied with the following: “All four colleges require their faculty to post office hours. Department Chairs are included in this group as they are faculty as well. Faculty also have their hours on their syllabi, on Moodle, and many are listed on individual college websites. If an academic advisor is a faculty member they fall under the faculty rule for posting hours. Administrative Specialists and some academic advisors are staff members and work Monday through Friday from 8:00 – 4:30 or 8:30 – 5:00. If an admin is not in their office, they have signs on their doors directing the person to either the Dean’s Office or another admin’s office.”

- Suggestion: “A Thank You Acknowledgement email or notecard would be very thoughtful from Administration and SAC on approved suggestions (i.e., Thank You for Your Bright Idea or T-E-A-L-riffic Suggestion!). Please let me know outcome.”

This is not feasible as our council is advisory in nature and there are not employees assigned to tasks such as this. All information is conveyed through our council minutes and posted on our web site.

- Suggestion: “Why is it that SAC is not communicating back the discussion results (whether approved or not) to employees who submit suggestions? (Being told to go to the SAC mtg mins breaks down the communication and sole Mission of the SAC, which is Communication.) I don't find out until I actually see my suggestions put into effect. This does not seem right, why? Please let me know outcome.”

Our council is advisory in nature and there is not a staff member dedicated to communicating directly to each suggestor. The council voted during this meeting to continue our procedure of conveying the outcomes of suggestions through our council minutes posted on our web site.
• Suggestion: “Install lettering on A-Frame section exterior of following buildings to use as building directional (ex.: already established SINGLETON BUILDING side entrance above doorway facing Parking Lot J): (1). CAREER SERVICES, (2). DEPT OF PUBLIC SAFETY, and (3). STUDENT HEALTH SERVICES...and any other building not easily recognized. Please let me know outcome.”

There is a campus wayfinding study in progress. New monument signage installation is set to begin this summer.

• Suggestion: “Implement a Student Worker Excellence in Customer Service Training like mandatory trainings staff are to attend hosted by Eileen S. Student workers can be taught the importance of a smile, servicing the customer, and stay-off those smartphones when someone is interacting with a student worker! Implement a student worker dress code campus-wide. Please let me know outcome.”

Student worker training is already under consideration and being planned by Human Resources. The student worker dress code is the same as the staff dress code.

• Suggestion: “Implement campus-wide a Confidential Mystery Shopper initiative spear-headed by Eileen S. Please let me know outcome.”

L. Silver will speak to Eileen Soisson, Director of Service Excellence, in reference to this.

• Suggestion: “This suggestion is from a student...Have bus/trolley drivers announce next stop in advance throughout campus routes. This student said this was once a practice by drivers, however, drivers NO longer do this for students as a notification. (Such as, "Next stop, College of Science or street name.) Please let me know outcome.”

R. Diven will speak to Sandy Baldridge, Senior Manager, Business and Contractual Services, in reference to this.

• Suggestion: “This came from the same student...Increase bus/trolley fleet. Students are squeezed into vehicles way too tight. Please let me know outcome.”

R. Diven will speak to Sandy Baldridge, Senior Manager, Business and Contractual Services, in reference to this.

• Suggestion: “This came from same student...Increase number of student bike rentals. Many students check-out for the max time (number of days) to use so they are not late for classes on-campus. I thought they rented out for exercise!; where the student said, "No, they use it for actual transportation so students are not late for class." I suggest to add metal baskets on front so students can place their books/bags/purses in bike basket. Please let me know outcome.”

D. Altman will speak to Jody Davis, Director, Campus Recreation, in reference to this.

• Suggestion: “The University should seek to obtain more full-time positions as opposed to Temporary positions. There are people with different levels of pay/benefits who work the same job/position, and this creates a feeling of inequality and unfairness. It also creates a lack of morale and lack of motivation in the workplace. Having temporary employees also leads to higher turnover rates (i.e., does not promote retention of staff). People who perform the same job should receive the same pay (depending on their qualifications/ experience)! It is well-known in the workplace who are the Temporary employees and who has full-time benefits.”

D. Booth will forward this on to Kim Sherfesee, Director, Human Resources/EOE Officer for comment.
Additional Discussion items by members:

NONE

Adjournment: The meeting was adjourned at 11:49 am with a motion from J. Marquet and seconded by D. Altman.

Next Meeting: The next SAC meeting will be held March 3, 2014 in SNGL 112.