Staff Advisory Council
Minutes
Tuesday, March 4, 2014 @ 10:30am
SNGL 112

Members Present: Del Altman, Dana Booth, Sandy Cannone, Judy Davis, Robyn Diven, Theresa Greene, Judy Hawkins, Paula Holt, Caroline Madden, Jessica Marquet, David Russell, Lynn Silver, and Sandy Williams

Members Absent: Bertha Fladger, Jesse Gaither, Matt Hogue, and Melissa Todd

Approval of Minutes: A motion to accept the February 11, 2014 minutes was made by L. Silver and seconded by C. Madden. The minutes were approved by the members.

Old Business

Follow up discussion on the following items:

- 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 wait listing 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 was not able to get an answer on this. She will report to council at next meeting.

- 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 again in reference to this topic. A protocol came out in 2008 stating the following:

  “The title “Dr.” is reserved for individuals who have M.D. degrees. For academic titles the preferred form is to list the person’s title in a clause set off by commas. Example: David Bankston, associate professor of performing arts, will perform a concert on March 31.”
On invitations, lists, etc., the abbreviated degree should follow the name. Example: Sharon Thompson, Ph.D.: Philip Powell, D.M.A. Never combine a courtesy title and an academic degree. Example: (Wrong) Dr. Brian Nance, Ph.D.

The title Dr. may be used in quotes. Example: “Dr. Olsen required us to attend the exhibit, “the student said.”

- 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 spoke with Kim Sherfesee, Director, Human Resources/EEO Officer. She has a proposal ready to present to the President that includes some updates in reference to membership.

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

L. Silver spoke with Eileen Soisson, Director of Service Excellence, in reference to this and received the following response:

“We did include a mystery shopper program with the initial program plan and even piloted a sample shop and report process with Campus Recreation last Spring. We realized the magnitude of implementing such a measurement tool and acknowledged that at this time in the implementation plan, we do not have the resources to execute that at this time. It is not to say we won’t do that once all eight modules have been rolled out to the university and re-evaluate.”

- 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 received the following reply from William Weisner, Director, Safety and Transportation: “Rodney Hoots reported that the supervisors met with the shuttle drivers and discussed this. What he learned was that the driver’s we hired over from RTA could not recall RTA drivers ever calling out the stops, but we “CCU” did do this the first six weeks of the fall semester to help the freshman learn the routine of the shuttle service.

The drivers say they stopped doing this because they noticed after the school year was underway and the students had learned the shuttle routine that the students began to look annoyed by the constant announcements and started putting their heads down and ear buds in and generally were not listening.

In addition to this, we also provided a shuttle concierge at the main shuttle station all day long the first weeks of the fall semester who wore a “Shuttle info” vest and who worked to answer any shuttle questions and to educate the students on the campus shuttle service.

CCU Transportation felt both initiatives were successful but had worn thin on their usefulness after time and that the practices would be worthwhile to repeat at the first few weeks of the start of the semester.”

- Suggestion: “This came for the same student...Increase bus/trolley fleet. Students are squeezed into vehicles way too tight. Please let me know outcome.”
R. Diven received the following reply from William Weisner, Director, Safety and Transportation: “I’m not sure how old this suggestion is, but we have already increased the number of buses and drivers beyond what we budgeted for this school year. After the semester started, we discovered we were challenged with the largest ridership than CCU has ever had before on campus shuttles. We particularly had a vast increase in ridership from 7:30 AM – 9:30 AM and again 2:30 PM -3:30 PM riding from UP to main campus.

In response, we added 2-way radios to the shuttles so drivers can better communicate where large populations of riders are waiting and make adjustments (step up – advance forward on the route) to get to the areas and in non-high ridership times use the radios to equally spread the buses on the routes to improve the regularity of our service better than it has ever been provided in the past. This radio system was a substantial budget investment that has shown positive results.

Further, in response, we have added an additional bus and driver to “hop in and/or hop out” of routes to cut down on rider’s wait times at the bus stops at busy times throughout the day on weekdays. If for example a shuttle bus arrives at UP at 8:00 am and that driver’s shuttle loads to capacity, “standing room only” and riders are still waiting at the UP bus stop and could not fit on the bus, that driver radios the overflow bus and that bus works into the route and relieves the wait time and number of riders on each of the rest of the buses on that route. By doing this, we are also reducing wait times for riders from shuttles stopping at every stop on the route every 10 min. to about every 5 min. Again, this intuitive response to demand by our shuttle drivers - as needed, when needed, has shown very positive results.

However, there are times even with seven shuttles running that circumstances align that riders may have to wait and or be crowded as the shuttle service works through these peaks. We work swiftly to try and accommodate these spikes in ridership at particular points on campus that occur for brief periods of time. This is very similar to “rush hour” on city transit systems. In point, it is sometimes just unavoidable and we work as listed above to quickly recover to normal operations as fast as possible and to provide superior customer service along the way.

I often think students would find the shuttle service more enjoyable if they would plan ahead when possible and leave their residence halls a little bit earlier to avoid “rush hour” like an employee would going to work with the goal of arriving on-time while using city transit.

With all this said, we continue to look for ways to make improvements, with the knowledge that we do already provide a superior shuttle service, with more buses than CCU has ever operated before, with lower wait times for riders than ever operated at CCU before and drivers that make route adjustments when needed to improve the overall service.”

- 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 received the following reply from Jody Davis, Director, Campus Recreation: “Thanks for the question. We currently rent out 130 bikes. They pretty much stay checked-out 100% of the time. We check them out for 2 week periods and then they have to return the bike. We have a bike tech that checks the bike and makes appropriate adjustments or repairs and then if there is not a waiting list the student checks the bike back out for another 2 weeks and the cycle repeats itself. The bikes are free as long as you turn them back in on time at the specified date that required the turn in of the bike. (We look at it like a library book) You do pay a 5.00 a day late fee if you do not return the bike and you are responsible for the full cost of the bike if it is stolen. We do offer a helmet and lock for each bike checked-out.
The philosophy of the program is not to provide a bike for every student. We hope that students will check out a bike and realize that in the long run purchasing their own bike is beneficial. We are currently set to grow the program by 40-50 bikes next fall. Obviously when the new residence halls open we will increase the number again.

We are looking at longer check-out periods and Sustainability purchased the Fix-It stations where they can get general repair and air for their tires. We do hope to continue to grow the program and eventually become totally electronic. We have looked into electronic systems and the cost per bike is upwards of 1200-1500 dollars per bike for startup costs and check in stations. Way too much money at this time.”

It was felt that the baskets would be a safety issue because of weight of the books students might carry in them which could cause the bicycles to be off balance. Members felt that use of backpacks which center the weight on the bicycles would be a safer option.

- 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.”

S. Williams received the following reply from Kim Sherfesee, Director, Human Resources/EEO Officer: “The University tries to convert temporary positions to slotted positions as it is able. The number of slotted positions received annually is determined by the State. It should be noted that a full search has to be performed in these situations as part of normal protocol. The temporary employee is not guaranteed a slot in these situations.

The posting of classified staff positions for at least 5 days is based on state regulation. When positions are posted, it is necessary for the University to notify the SC Department of Employment & Workforce of the vacancies, so the public can apply. Some exceptions to the posting requirement would include the promotion of an individual (one organizational level), employee reassignment and demotion.”

New Business

Suggestion Boxes:

- Suggestion: “My comments regard the ‘forms’ page on the CCU website. It was my understanding that this is the most convenient and encouraged area to go when we need to complete forms for the various tasks that occur administratively. However, many times I select a form for the ‘Forms’ page to use, I complete it and send it on for signatures only to find out later that the form is outdated, or is simply the incorrect one to be used, which regrettably slows down the process. I have also been informed of other areas to select forms to get a “more recent version” or “a more correct form” to use. While I’m being told this, I get the impression that I was already supposed to know this. My impression has been that the ‘Forms’ page should be the place to go. My hope is that all departments that have forms on the ‘Forms’ page take the time to review them for the most recent version and also to make sure that the PDF is formatted correctly to accept the information we provide.”

L. Silver will check to see who oversees the forms site and ask them about this suggestion.
Web Page Comments:

- **Suggestion:** “Closings of the university need to be sent via the text messaging system as we do not all have access to the website, television, etc. The policy online states: The following methods will be used to notify the CCU community of 1) inclement weather requiring a change in the college schedule/closing of the campus and 2) any incident posing an imminent threat to the health and safety of the university community.

  *See University Communication’s response below on same suggestion*

- **Suggestion:** “When the university closes, for whatever reason, I would like to suggest that we actually use the text notification system we purchased for such an occasion. The website actually spells out that this system would be used for cancellations and delays, but it has not been used in that regard for the last two ice storms. As a supervisor, I have talked to my staff and others who were without power and some do not have smart phones. This is also a student problem, as not all of our students have smart phones either. This lead to a lot of confusion yesterday with the announcement of the closing of campus. Also, the delay in the emails being sent out creates a lag in information being distributed, and a text message would at least get the alert out quickly with more details following through email.

  *This is what is stated on the website* “This state-of-the-art notification system will enable us to send urgent information regarding emergencies, (including weather cancellations and delays) instantly and simultaneously to all registered mobile phones, etc.” at [http://www.coastal.edu/emergency/ccualert.html](http://www.coastal.edu/emergency/ccualert.html).

  I and my colleagues would appreciate it if this was passed on to the appropriate parties involved in communicating these events to us.”

  *University Communication re-evaluated use of the text notification system. They implemented it for the 2nd winter storm event and will utilize it in the future along with many other tools for notification.*

- **Suggestion:** “I work in the HTC center in Facilities Maint. and would like to make a suggestion. Do away with paper towels. We have high power hand dryers in all the bathroom and locker rooms. The HTC center is a green bldg. The savings would be enormous. In my estimation we go through about a hundred cases of towels, not including the trash paper towels create. We have a few bathrooms know that only have hand dryers and we get along fine and in two years there have been no request for paper towels.”

  *S. Williams responded that while this is an excellent idea in theory, it has proven to not be practical. We have received numerous requests for paper towels to allow for spills, cleanups etc.*

- **Suggestion:** “Install "Chant-I-Cleer View" Live Cams overlooking areas of CCU such as 1. Heavy foot traffic--Baxley Hall, 2. CINO Grille, 3. An athletic area--maybe track, 4. Green space/fountains--center of campus and maybe (if we can) we link to the WMBF News live cam overlooking the new Myrtle Beach boardwalk and beautiful Atlantic Ocean. Maybe announce and post this offering on our main webpage with our mascot holding a camera to attract interest as: "Check out our HD Live Chant-I-Cleer Cams" (for a play on words) or something like this. I don\'t think this is an invasion of privacy because everyone is doing this. Thank you.”

  *D. Russell checked with Martha Hunn, Director of News and Public Affairs, and Bill Plate, Associate Vice President, University Communication. The University has utilized a Live Cam in the past but is not at present. University Communication may consider use again in the future. He was provided with the*
following link that shows the construction cams that we have in place throughout the campus:
http://www.coastal.edu/its/allcams/

• Suggestion: “Since we now have a no smoking campus, I think it would be nice, since we already have them, using the gazebos as lunch tables. The ash trays can be taken out and a lunch table could be put in its place. We could eat outside but have the sun beating down on us.”

This request will be forwarded to Sandy Baldridge, Senior Manager, Contractual & Business Services, for consideration. Sandy is working with several departments to determine the fate of the gazebos on our campus. Nothing has been determined at this time.

Additional Discussion items by members:

NONE

Adjournment: The meeting was adjourned at 11:31 am with a motion from C. Madden and seconded by J. Davis

Next Meeting: The next SAC meeting will be held March 25, 2014 in SNGL 112.