MWE Coordinating Committee Meeting Minutes
January 17, 2006
11:00 a.m. - 12:30 p.m.
HR Training Room
20W, Room 156A

Present: Betsy Bowers, Barbara Brooks, Chris Cavanaugh, Pat Crawford, Regina Davis, Sandra Gore, Sherell Hendrickson, Janice Holmes, Tammy McGuckin, Cindy Mersereau, John Warren, Lusharon Wiley

Absent: Aurora Auter, Ann Deen, Athena du Pre, Alesia Ross,

Introduction
a. Welcome - Pat and Sherell
   Team Leaders recognized; there are several new team leaders: Chris Cavanaugh-
   Measurement; Betsy Bowers-Employee Satisfaction; Tammy McGuckin-Standards; Janice
   Holmes-Communications; and Alesia Ross-Student Satisfaction.
b. Picture - New photo of the Coordinating Committee was taken.

SWOT Analysis
Facilitation - Betsy Bowers and Service Excellence Teams Reports - Team Captains

a. Strengths
   Standards - roll-outs, notepads, screen savers, monthly cascade learning kits,
   “standards in action” communication
   Communication - cohesive team, institutionalized communication boards, established
   liaisons
   Measurement - expertise of team, focus on student satisfaction, inventory of other
   instruments
   Employee Satisfaction - reactivation and reconstitution of team, reactivation of six
   process action teams, spell-out general guidelines from process action teams, strategic
   planning
   Community Outreach - level of collaboration externally and internally, community survey
   in Santa Rosa/Escambia counties, campus-wide kick-off, cards

b. Weaknesses
   Standards - need to know who contacts are, how will standards be incorporated in
   performance evaluations,
   Communication - lack of complete information from other teams
   Measurement - new team constitution, revisit of vision, direction and approach, metrics
   to really measure employee satisfaction, etc.
   Employee Satisfaction - had three team leaders, lack of clarity from coordinating
   committee, how the university to employee correlates University-wide
   reward/recognition programs
   Community Outreach - level of involvement of team and how to get others involved,
c. Opportunities
Standards - redesign of “standards in action” communication, database of excellent performers, note card to use in recognizing staff for outstanding performance, distributed first 3 of cascade learning kits
Communication - compass points of excellence, communication boards
Measurement - expertise for collection, utilize available data on campus
Employee Satisfaction – identify and implement programs, establish website for recognition,
Community Outreach – modeling the way, cards of recognition, coordinating recognition event with other teams,

d. Threats
Standards – making sure not overburdening and “mandating” to MWE leaders,
Communication – overwhelmed team (with responsibilities)
Measurement – lack of commitment/coordination, over-surveying when available from other sources (at UWF)

Wrap-up
a. Monthly meetings will be scheduled to keep teams abreast of happenings.
b. Department Contacts list will be updated and shared with the Team Captains.
c. A campus-wide meeting will be scheduled to meet with the Department Contacts and explain their expectations (e.g. how to do Cascade Learning Kits, how to incorporate the Standards into everyday life, etc.).