Team: Employee Satisfaction Team  
Meeting Agenda And Minutes

PURPOSE: To create an atmosphere focused on recruitment, retention, satisfaction and dedication that promotes the development and well-being of quality employees.

1 Meeting Logistics

<table>
<thead>
<tr>
<th>Title</th>
<th>Employee Satisfaction Team Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Florida SBDC Downtown Center, 401 East Chase Street, Suite 100</td>
</tr>
<tr>
<td>Date</td>
<td>Friday, January 27, 2006</td>
</tr>
<tr>
<td>Time</td>
<td>8:30 a.m. to 11:00 a.m.</td>
</tr>
</tbody>
</table>

2 Attendees

<table>
<thead>
<tr>
<th>Participants</th>
<th>Betsy Bowers, Barry Brighton, Lucy Davison, David Faircloth, Marie Glass, Vinesta Lyles, Sylvia Maxwell, Karen Seals, and Shelly Trimm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not in Attendance</td>
<td>Donna Fluharty</td>
</tr>
<tr>
<td>Guest in Attendance</td>
<td>Brian Jones (Baptist Leadership)</td>
</tr>
</tbody>
</table>

3 Agenda & Minutes

<table>
<thead>
<tr>
<th>Topic</th>
<th>Owner</th>
<th>Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Items</td>
<td>All</td>
<td>See Below</td>
</tr>
<tr>
<td>Decision Items</td>
<td>All</td>
<td>See Below</td>
</tr>
</tbody>
</table>

4 Attachments – UWF Standards, Measurement ideas, and EST Timeline

5 Decisions – Key to EST success is the manager-2-employee process

6 Action Items

<table>
<thead>
<tr>
<th>Action Items</th>
<th>Owner</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coaching Call</td>
<td>Brian Jones</td>
<td>Jan 27</td>
<td>Discussion held with team; Jones to provide a roll out example to team from a client.</td>
</tr>
<tr>
<td>PAT Update</td>
<td>All</td>
<td>Jan 27</td>
<td>Safety PAT met for first time and was reported by Glass. Employee-2-employee regrouping. Others took a break over the holiday closing/semester start-up.</td>
</tr>
</tbody>
</table>
| Discussion of six ‘egg’ questions: | All | Jan 27 | Six ‘eggs’:  
1. How do we administer the UWF rewards and recognition program (RRP)?  
2. How do we promote the UWF Standards?  
3. How do we train managers?  
4. How do we track awards?  

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We are going to become the number one regional comprehensive university in America, leading the nation in student satisfaction, employee satisfaction and leadership development.

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>5. When and how will we recognize? What are the levels and frequencies of recognition?</td>
<td></td>
<td></td>
<td>5. Monetary rewards will tie to UWF Standards and occur via Nautilus Excellence Awards and some informally. For non-monetary rewards, would like to track these and have OHR as the repository for information. Distribution method for the non-monetary items (e.g. thank you notes, pins, etc.) will be quick [within 1 day of request] and easy to request [e.g. phone or email]</td>
</tr>
<tr>
<td>6. How do we know if the EST efforts are a success?</td>
<td></td>
<td></td>
<td>6. Metrics will be established and captured; EST team will rely upon the Measurement team for assistance on this endeavor.</td>
</tr>
</tbody>
</table>

**Definitions for EST**  

Jan 27  

Team clarified the following items:  
**Who?** [Are managers only going to give within own department?] No; any managers can recognize any staff.  
**Managers** = anyone who supervises  
**When** to recognize? When employee exceeds 10 UWF Standards

<table>
<thead>
<tr>
<th>Next Meeting Date</th>
<th>Owner</th>
<th>Due Date</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>All</td>
<td>Jan 27</td>
<td>Feb 10 and every two weeks thereafter</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Meeting Location will be Bldg 37 Conf Room</td>
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</table>

**Recorder for next meeting**  

Bowers | Jan 27 | Faircloth

**New Action Items**

<table>
<thead>
<tr>
<th>Provide the UWF Standards &amp; descriptions to team</th>
<th>Bowers</th>
<th>Jan 30</th>
<th>Below</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request OHR team member via Steering Committee</td>
<td>Bowers</td>
<td>Feb 1</td>
<td></td>
</tr>
<tr>
<td>Share ITS matrix of UWF Standards and UWF Performance criteria</td>
<td>Maxwell</td>
<td>Feb 1</td>
<td></td>
</tr>
<tr>
<td>Take UWF Standards and develop how each would apply within own office/department (personalize)</td>
<td>All</td>
<td>Feb 10</td>
<td></td>
</tr>
<tr>
<td>Create ideas on how UWF managers should be held accountable for the UWF Standards</td>
<td>All</td>
<td>Feb 10</td>
<td></td>
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</tbody>
</table>
| Obtain from OHR the numbers of managers on campus, in the following categories:  
  ♦ # Mgrs (office manager, dir, chair, dean, AVP, etc...)  
  ♦ # subordinates: 1-5; 6-10; 11-15; 15-30; and >30 | Seals  | Feb 10 |       |
| Review Situational Analysis (Cultural Audit) and determine which questions would like to ask employees on Spring Cultural Climate Survey. | All    | Feb 24 |       |
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<th>Action Items</th>
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<th>Due Date</th>
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</tr>
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<tbody>
<tr>
<td>Develop and finalize survey</td>
<td>All</td>
<td>Mar 10</td>
<td></td>
</tr>
<tr>
<td>Administer Cultural Climate survey</td>
<td>All</td>
<td>Mar 17-31</td>
<td></td>
</tr>
<tr>
<td>Develop Cascade Learning Kit</td>
<td>All</td>
<td>Apr 7</td>
<td></td>
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</table>
**UWF Standards**

**Ambassadorship**
- Be an ambassador of UWF in and outside of the work place. (Remember others see you as a representative of UWF.)
- Wear name badges at least during the first week of classes so students can readily identify you as someone who can help them.
- Communicate any concerns to the appropriate person at UWF.
- Be neat and well-groomed at work.
- Keep UWF neat and clean (e.g., if you see litter/a piece of paper, pick it up and toss into the nearest trash can; strive to keep your workstation neat).

**Communications**
- When communicating with others, give them your complete attention.
- For email or telephone communications, always start with a greeting and end with a salutation.
- Acknowledge messages within one working day (e.g., email, memos, letters, etc.). If unable to include a resolution to the query in an initial reply, briefly communicate that you have received their message and will be looking into the query.
- Use an auto signature that provides full contact details on all emails.
- Attempt to answer the phone within three rings and with a “smile.”
- When necessary, ask the caller “May I place you on hold?”
- Avoid call transfers whenever possible, but if necessary tell the caller the name and number of the person to whom they are being transferred.
- Be clear and concise with your voicemail greeting (e.g., generic welcome, first and last name, department name, and your position. State that you are currently unavailable, and invite them to leave a message).
- Change your voice mail when you will be on vacation or out of the office for more than a day.
- Ensure contact details are updated on letter, memo and fax templates; email auto signatures; business cards; name badges; Webpage(s) and other signage.

**Courtesy**
- Use “please,” “thank you” and “you’re welcome.”
- Apologize when a mistake has been made.
- Respond to rudeness with kindness.
- Be gentle in your dealings with others.
- Be prompt and punctual.
- Remain calm and understanding when others voice their complaints.
- Show interest and appreciation for others’ culture and background.
- Treat others as you would like to be treated.

**Flexibility**
- Look for alternative ways to solve problems.
- Try a different approach.
- Provide flexible services that address varied needs, when possible.

**Helpfulness**
- Escort visitors to locations instead of pointing out directions to another site, when possible.
- Go the “extra mile” to deliver good service.
- Ask others, “May I help you?”
- Look beyond the question and carefully discover what is needed and wanted.
- Recognize others may feel a sense of urgency and show them that we value their time.
- Treat a person’s concern as though it were the most important one to UWF.

**Making Way for Excellence**
- We are going to become the number one regional comprehensive university in America, leading the nation in student satisfaction, employee satisfaction and leadership development.
Knowledge
Know and understand the responsibilities of your job.
Be a source of accurate and helpful information.
Know that what you are saying is fact.
When in doubt, find out the answer.
Know critical events occurring on campus (e.g., the first day of classes, campus closings, etc) and where key events occur.

Ownership
Encourage cross-training within your department regarding your job.
Strive to do the job right the first time.
Create an atmosphere of teamwork and lateral service so the needs of our students, visitors and co-workers are met.

Professionalism
Persist until the objective or task is achieved.
Learn every aspect of your job, and carefully discover what is needed and wanted.
Conduct yourself with dignity, civility and courtesy.
Respect the opinions and decisions of others, even if you disagree with them.
Be punctual in your communications with others (faculty, staff, and students).

Responsiveness
Be approachable, friendly, outgoing and honest with students, faculty and staff.
Make being accessible a part of your service excellence equation.
If students/visitors must be kept waiting, acknowledge their presence and tell them they will be helped as soon as possible.
Ensure that those you serve receive adequate attention and reasonable answers.
Deliver information promised.
When you cannot provide adequate answers, suggest options and alternatives.
Don't let mistakes slide by without following up.
Know what is required.
When you see a problem or hear a complaint, take initiative to help find a solution.
Be available to answer questions.

Safety
Think safety first.
Be responsible for creating a safe, secure and accident free environment for all students, visitors and employees.
Be aware of all fire and safety emergency procedures and report security risks immediately.
Promptly report any suspicious persons on campus to the UWF Police.
Metric/Measurement Ideas to Assess Employee Satisfaction:

1. **Assess Current Climate** (provides understanding of overall satisfaction)
   a. Baseline (use Situational Analysis done by Baptist)
   b. Check Now [Spring 2006]; by picking questions from the Baptist survey to ask now; add element “how important is this *** to you?” with 1-5 ranking
   c. Recheck climate [Spring 2007]

2. **Retention Rates** (turnover)
   a. Baseline (# employees @ performance appraisal time 2005)
   b. Recheck (performance appraisal time 2006); provides understanding in total # employees?
   c. Annual recheck
   d. Service Award number comparisons (e.g., # 1,5,10, 15, 20, 25 yrs.. in 2004, 2005, 2006, etc)

3. **Job Advertisements** (turnover) (# of job ads run in 2004, 2005, 2006, etc by type: professional, clerical, faculty, etc.)

4. **Employee Assistance Program** [not sure if this will really reflect employee satisfaction, but can provide us perhaps some insight regarding coping skills? We don't think EAPs are bad, but helpful…. So it is a delicate balance)
   a. Baseline (# referrals/visits in 2004, 2005 then % to total # employees)
   b. Recheck 2006

5. **Informal Dispute Resolution** [Climate assessment]
   a. Baseline (# cases for 2004/05 filed, # resolved, # to arbitration?)
   b. Check (# cases 2005/06...)
   c. Recheck annually

6. **Formal Disputes/grievances** [Climate assessment]
   a. Baseline (# cases for 2004/05 filed, # resolved, # to arbitration?)
   b. Check (# cases 2005/06...)
   c. Recheck annually
   d.

7. **Monetary Rewards** (outside major recognition – Nautilus Excellence University-wide):
   [e.g., # movie tickets; # lunch; # beverage; # concerts/events]
   a. Baseline (#2004/05)
   b. Check (#2005/06...)

8. **Monetary Rewards** ( # issued of each type; # by employee; # by department)
   a. Baseline (# 2004/05)
   b. Check (#2005/06)

9. **Non-Monetary Rewards** (e.g. # of non-monetary rewards, # thank you notes/cards, # requested by a dept., #going above & beyond buttons given out; #sweatshirt/bee-shirt given; # 1 year pins) Needs further refinement/work.