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>Commons—Room 260</td>
</tr>
<tr>
<td>Date</td>
<td>Friday, April 7, 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>Linda Archer, Barry Brighton, Lucy Davison, David Faircloth, Donna Fluharty, Nathan Ford, Marie Glass, Vinesta Lyles, Sylvia Maxwell, and Shelly Trimm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not in Attendance</td>
<td>Betsy Bowers</td>
</tr>
<tr>
<td>Guest in Attendance</td>
<td>Steering Committee: Pat Crawford, and Sherell Hendrickson</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 –

5 Decisions –

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>Welcome New Team member</td>
<td>Trimm</td>
<td>Apr 7</td>
<td>Nathan Ford representing Student Affairs</td>
</tr>
<tr>
<td>Coaching Call</td>
<td>Jones</td>
<td>Apr 7</td>
<td></td>
</tr>
<tr>
<td>PAT Updates</td>
<td>All</td>
<td>Apr 7</td>
<td>Employee Recognition—brainstorming ideas but efforts on hold pending Employee Satisfaction team responses. Univ to Employee- waiting outcome of Employee Satisfaction team Staff to Staff- on hold Safety- Team submitted questions to Betsy; obtained responses from Coordinating Committee. Team wants to recognize employees who are proactive in addressing safety issues.</td>
</tr>
<tr>
<td>Student Satisfaction</td>
<td>Joyce and Ann</td>
<td>Apr 7</td>
<td>Student Satisfaction team shared information regarding the first impression audits completed by students (addressing items such as lighting, heating, and physical appearance). This Team is considering an instrument to measure student satisfaction. Ann shared a service recovery example for a student interaction with staff at the service desk in the Commons. Scripted responses for such events are available from Baptist. Ann also discussed the concerns with tracking events where service recovery is required.</td>
</tr>
<tr>
<td>Measurement of Success</td>
<td>Hendrickson</td>
<td>Apr 7</td>
<td>Teams are concerned about how to measure</td>
</tr>
<tr>
<td>Action Items</td>
<td>Owner</td>
<td>Due Date</td>
<td>Status</td>
</tr>
<tr>
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<tr>
<td>successes. Sherell referred to the original Baptist Cultural Survey. Although the survey is 18 months old, we have not yet implemented sufficient changes to warrant another survey at this point. She recommended using the original survey as a baseline. Pat recommended working with the measurement team to develop an instrument. Awards and Recognition is a high priority at this point.</td>
<td></td>
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</tr>
<tr>
<td>Update of MWE Coordinating &amp; Steering Committee of Apr 4th</td>
<td>Crawford Hendrickson</td>
<td>Apr 7</td>
<td>The Cascade Learning Concept is being changed – office meetings will be held unscripted without the requirement of sign-in sheets. Topics will be suggested by the Standards Team. Department contacts will facilitate meetings (will re-visit contacts and their roles). Department Heads will reward employees exemplifying the standard of the month. Methods of recognition were discussed, as well as the need to have managers feel comfortable in interacting with employees. Training to help managers in this role was recommended.</td>
</tr>
<tr>
<td>One Year Recognition celebration</td>
<td>All</td>
<td>May 16, 2006</td>
<td>MWE One-year pin celebration to be in conjunction with UWF Service Awards Ceremony on May 16, 2006.</td>
</tr>
<tr>
<td>One Year Recognition celebration</td>
<td>All</td>
<td>Apr 7</td>
<td>May 16, 2006 The group discussed the May 16th reception to honor employees with one year of service. Pat Crawford advised that ice cream could be provided. Invitations for the event are to be sent from the Employee Satisfaction Team.</td>
</tr>
<tr>
<td>Recorder for next meeting</td>
<td>Archer</td>
<td>Apr 7</td>
<td>Bowers</td>
</tr>
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</table>

**New Action Items**

<table>
<thead>
<tr>
<th>Action Items</th>
<th>Owner</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 Day Action Plan develop April-June 2006</td>
<td>All</td>
<td>Apr 25</td>
<td></td>
</tr>
<tr>
<td>Next Meeting Date</td>
<td>All</td>
<td>Apr 25</td>
<td></td>
</tr>
<tr>
<td>Add field in OHR database to capture which managers have been trained in MWE so that no new managers fall through the cracks; issue monthly report.</td>
<td>Archer</td>
<td>Apr 25</td>
<td></td>
</tr>
<tr>
<td>Develop web based RSVP for 1-yr recognition</td>
<td>Maxwell</td>
<td>Apr 14</td>
<td></td>
</tr>
<tr>
<td>Write invitation letter for 1-yr recognition</td>
<td>Fluharty</td>
<td>Apr 14</td>
<td></td>
</tr>
<tr>
<td>Hand deliver invitations</td>
<td>All</td>
<td>Apr 20</td>
<td></td>
</tr>
<tr>
<td>Fountain article on 1-yr recognition</td>
<td>Brighton</td>
<td>Apr 15</td>
<td></td>
</tr>
<tr>
<td>Reserve space for 1-yr recognition</td>
<td>Trimm</td>
<td>Apr 7</td>
<td>Done: In conjunction with the UWF Service Awards Ceremony on May 16, 2006</td>
</tr>
<tr>
<td>Update 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 &gt;30 ♦ Department retention</td>
<td>Archer</td>
<td>April 21</td>
<td></td>
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