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

**Team: Standards Team**

**Meeting Agenda And Minutes**

**PURPOSE:** (a) to learn what students and employees expect for UWF Workforce service excellence; (b) to identify a set of employee service standards; (c) to develop service recovery strategies and (d) to educate the UWF workforce about the standards using media and the UWF trainers.

### 1 Meeting Logistics

<table>
<thead>
<tr>
<th>Title</th>
<th>Standards Team Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Bldg 20 West- HR Training Room</td>
</tr>
<tr>
<td>Date</td>
<td>December 13, 2005</td>
</tr>
<tr>
<td>Time</td>
<td>3:00 -4:00 p.m.</td>
</tr>
</tbody>
</table>

### 2 Attendees

<table>
<thead>
<tr>
<th>Participants</th>
<th>Shawn Bolender, Cathy Brown, Chris Cavanaugh, Ann Dziadon, Tammy McGuckin, Dezie Peters, and Ellen Till</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not in Attendance</td>
<td>Shawn Bolender</td>
</tr>
<tr>
<td>Guest in Attendance</td>
<td>Shawn Bolender</td>
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</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>Finalize Cascade Learning Kit</td>
<td>All</td>
<td>Dec. 13</td>
<td>Reviewed action plan</td>
</tr>
<tr>
<td>90-Day Action Plan # 3 – December – February</td>
<td>All</td>
<td>Dec. 13</td>
<td>Cascade learning kits out the first week of each month. Due back by last day- Jan = overview of standards, Feb – Nov. = one standard per month, Dec.= Service Recovery. Feedback Form #2 include on Question 2 “Describe a TEAM accomplishment related to this standard”—put due dates on each form At end of learning kits report to oversite committee (# participated, etc.)</td>
</tr>
<tr>
<td>Determine Action Items for the next 90 days –</td>
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<tr>
<td>1. Cascade Learning Kit distribution dates</td>
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<tr>
<td>2. Next Steps for integrating Standards into Performance Evaluations</td>
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<td>3. Marketing Pieces – cards, wind feathers, campus flags, etc.</td>
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<td>4. Other</td>
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<tr>
<td>Recorder for next meeting</td>
<td>Dziadon</td>
<td>Dec. 13</td>
<td>Jan 17 – D. Peters</td>
</tr>
</tbody>
</table>

**New Action Items**

| Determine Meeting Schedule for Spring Semester                             | All   | Dec. 13  | 3:30 – Tuesdays – weekly in Jan then assess needs                  |
| Invite OHR Director to discuss how Standards relate to Personnel Evals (what can and cannot change within the personnel evaluations). | McGuckin | Early Spring | Will work to schedule a time for Sherell Hendrickson to meet with the team. |