University of West Florida

Making Way for Excellence: Student Satisfaction Team

Team Purpose: Focus attention on the gaps in student satisfaction that are most critical to students’ University experiences. Recommend strategies to close the gap and establish ongoing assessment.

Minutes

9/14/2005
9:30 am
UC 265

<table>
<thead>
<tr>
<th>Participants</th>
<th>Jim Hurd, Ann McKinney, Leo Ter Haar, Joyce Hughes, Angela Wallace, Michelle Lockhart, Sandy Brewer (Guests: Tina Cruz and Rachel Croker)</th>
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<tbody>
<tr>
<td>Not in Attendance</td>
<td>Martha Hancock, Gayle Juneau, Geri Genovese, Eddie Rogers</td>
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1. Update on First Impressions Audit activities
   a. Reviewed most recent audit results and discussed both the results and the process
   b. Decision was made to continue the audit process bi-monthly and select a specific location or service for each administration. Since the audit will focus on one location or service more audits will be collected.
     i. The next site will be the HLS Facility
     ii. The Audit PAT will draft a form to suit the site.
   c. A focused report will be prepared to address the two factors:
     i. Areas that have high satisfaction and high importance should be cited for “kudos”
     ii. Areas that have moderate or low satisfaction and high importance should be cited as “opportunities for improvement”
     iii. (Note: Leo recommended using the color coding from our model – green is for achievement, red is for improvement)
   d. The focused report and supporting data should be sent to both the departments involved and the coordinating committee.
   e. Team members should review the current data (handed out today by Rachel) and send comments to Geri and Rachel.

2. Update on Service Recovery Plan activities
a. Ann reported on the activities of this PAT – see their posted minutes for details.

3. New 90 Action Plan
   a. Jim reminded everyone that a draft was available on the team’s Argus site but stated that final action was pending.

4. Leadership Change
   a. Jim announced that this was his final meeting at leader and member of this SST. Pat Crawford is working to identify a replacement. Jim will consult with the replacement about history and materials. Jim will leave the current meeting maker proposal up in his name until the new person has the opportunity to set-up a new schedule.
   b. Jim expressed his deep gratitude to the entire team for their hard work and patience. Personal message to the team; “Thank you all for working with me on this project. I regret that I cannot follow through on my obligation to lead this team. I find that for many reasons I cannot do this job in the manner I feel it is necessary and so it is essential that I step aside. A change in leadership should allow this team to refocus and move forward. Thanks again!”