

PRESIDENT'S CABINET MEETING
November 11, 2014
MINUTES

MEMBERS PRESENT:

Bob Austin, Terry Berg, Ellen Robertson Green, and Danita McAnally

MEMBERS ABSENT:

Lee M. Colaw, Russell Lowery-Hart, and Jerry Moller

OTHERS PRESENT:

Cara Crowley and Brenda Sadler

Core Values: Integrity + Innovation + Teamwork = SUCCESS

Discussion:

TASK FORCE UPDATES: Employee Orientation – Green reported that this orientation will be for current as well as new employees. Diane Brice is attending a Zappos Customer Service Training session this month; Green will attend in 2015. Green indicated her optimism of bringing a different approach to employee training and leadership skills after attending the Zappos training. There will be an campus-wide meeting in January. The customer service training needs to be mandatory and on-going. Green would like to see a new approach to sexual harassment and safety training. Cara Crowley mentioned that Lowery-Hart assigned Lyndy Forrester to chair a safety task force. Paperless – Berg said that paper purchases have decreased. Due to cost-per-copy, IT has become the biggest paper user. Berg indicated they are looking at posting all forms online and offering electronic signatures for all. We will need additional licenses and work flow. Berg said that Colaw is looking at using document imaging. Recycling and shredding is working well. KB Recycling costs AC \$12,000/year; there is a new vendor in town called Iron Mountain which offers secure shredding for \$11/tub. Human Resources – McAnally has been working with Cheryl Jones, Director of Human Resources at Baptist St. Anthony Health Systems. There have been three meetings. The committee has divided into smaller groups to take ownership of certain aspects of the task force and results of the recent HR online survey. Topic assignments include: Culture of customer service/culture orientation for new hires; technology training; people-related policies and procedures; compensation/job analysis, pay structures, and job descriptions; performance management; and employee and leadership development and training. The HR task force should have their assignments completed by December 1 and ready for distribution by the end of December. Cheryl Jones looked at the results of the survey and identified some strengths and weaknesses perceived by survey answers and comments; there were eight areas she saw as concerns.

VPAA SEARCH UPDATE – Austin, who chairs the committee, reported that the search committee for the Vice President of Academic Affairs met last week; they received 16 applications. Austin met with Lynn Thornton to go over the process. The committee evaluated the applicant pool and narrowed it down to a manageable group. They adopted a model produced by Aspen Institute, which is a research think-tank institute comprised of retired college and university presidents, for selecting a leader. Austin said the committee is creating an evaluation and recommendation matrix to use for interview questions. Each selected applicant will be asked to submit a writing prompt; which will assist the committee in scoring them along with their resume, application and matrix. The

committee will send results on the matrices after November 18. Also, the applicant pool will be narrowed to 3-5 finalists after some reference and background checking.

CULTURE OF CARING ACTION PLAN – Cara Crowley distributed notes taken during the Culture of Caring discussion on November 6. The first part concerned conversation regarding the book, *Drive* by Daniel Pink. The book discusses historical perspectives and generational issues; how employees and students should be allowed to tap into their creativity; and behaviors that promote effectiveness in autonomy, mastery, and purpose. The group was divided into five groups to discuss the following areas and also included are some of the topics which were discussed in each: 1) Employee Relationships – AC has been working to improve employee orientation; need to find ways to improve customer service; learn how to work together as a team; devise multiple ways to communicate with each other; initiate a comparable greeter group as BSA. 2) Employee Acknowledgement and Recognition – Peer acknowledgement would be a beneficial start; leadership needs to lead by example; need more superhero awards; recognize employees being pinned for years of service on website or in *Plugged In*. 3) No Excuses – All employees may not understand the No Excuses initiative, but many are modeling it. 4) Improve Communication – Employees need to understand the mission of No Excuses and communicate the AC story; meetings comparable to past Listen and Learn meetings could be fun. 5) Find Ways for All Employees to Serve Students – Instill in each department their purpose and how they directly and indirectly impact students; wearing AC employee badges could make students feel comfortable in asking questions and approaching employees; redesign the badges; expand greeter program to first week of school; show how training is important to customer service.

CULTURE OF CARING NEXT MEETING – Crowley and Green will meet with Lowery-Hart concerning January employee training, General Assembly, and possibly another Culture of Caring event on January 15.

BRAGGING ON EMPLOYEES – Green and Crowley both bragged on Tiffani Crosley, Director of Accounting, Business Office. They said she has been a huge asset to both of them.

Next meeting: November 18, 2014
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