

Catawba College  
**STAFF COUNCIL**  
**September 18, 2012 - 11:00 AM - Whitener Room**

**Council Members in attendance:** Bridgette Gibbs (*Council Chair*), Ann Dunn (*Council Secretary*), Ann Clifton, Michael Eden, Shane Flowe, Eric Nianouris, Ray Porter, Rodney Rymer, Michael Swan, and Amy Williams

**SECRETARY'S REPORT**

Minutes from the July 17, 2012 Staff Council meeting were approved as submitted.

**SUBCOMMITTEE REPORTS**

***Nominating Committee:***

Ann Dunn and Ray Porter (members of the Nominating Committee) met briefly on Tuesday, August 21. At the last Staff Council meeting, Christy Clifton stated that information turned in on nominees for both Staff Council awards was very sketchy. She indicated that more people should be nominated for each award and more detail should be included on the nominating form. It was suggested that Staff Council begin its nomination process earlier in the spring semester. Perhaps having both online and hard copy nomination forms would encourage more staff members to submit nominations.

It was also suggested at the July Council meeting that the voting for award winners be anonymous. The ballot should not have the name of the individuals nominated. Instead, the ballot would have thumbnail bios of each nominee preceded by either a letter or number. Staff members would enter the letter or number of their choice. This method of voting would help to discourage voting by name recognition and individual popularity.

Ann and Ray discussed ways Council may be able to improve on the nominating process for both the President's Award for Staff Excellence and the Louise Tucker Staff Council Award. They both agree that anonymity of nominees is extremely important in order to eliminate voting by "name recognition." In addition, they suggested that the following qualifications should be met by each nominee.

1. Each nominee should be employed full-time by the college for three years or longer.
2. The following attributes should be considered for each nominee
  - a. Excellence in job performance
  - b. Campus involvement (committees, service, other activities)
  - c. Community involvement (community service, service through church or synagogue, etc.)

**STAFF DEVELOPMENT**

Staff Council will be hosting a Staff Development webinar entitled *Frontline Staff: "Creating a Culture of Service Excellence."* Eric Nianouris suggested that the webinar be held in the Hurley Room on Tuesday, October 9 from 11:30 AM-1:00 PM in conjunction with "free lunch." Bridgette Gibbs, *Catawba Conferences*, will check the availability of the Hurley Room for the proposed date and time. If the space is available, she will send invitations to all Catawba staff members. Staff Council members are all encouraged to attend and bring someone from their department.

The webinar will help front office/line staff identify key points in the service experience that provide opportunities to create a positive, lasting impression. The webinar will introduce tools and specific techniques staff members may use to enhance the current level of service are introduced

Participants in the webinar will learn how to:

1. Look through the "lens of the customer."
2. Recognize that "everything speaks." Make sure your work area setting "speaks" the message you want it to convey.
3. Identify what current processes you have in place that may make it difficult for your internal/external customers to do business with you vs. making it easy for them.
4. Identify key points of contacts within your job process that enables you to exceed the expectations of your customer's experience with you/your department.
5. Understand an approach to use with unhappy customers to turn their negative experience into a positive memory.

**ROWAN HELPING MINISTRIES COLLECTION DRIVE:**

The Fall Staff Council Rowan Helping Ministries Collection Drive will take place October 1 – 12. Collection boxes will be located in the following areas.

1. Hedrick Administration Building
  - a. First Floor – Outside the Registrar’s Office
  - b. Second Floor – Outside the Provost’s Office
2. Library
3. Goodman Physical Education Center
4. Student Center
  - a. Outside the Office of Student Affairs
5. Ketner Hall
  - a. Outside the SEGS Offices (KH 209)
6. Center for the Environment

Bridgette will send out a list of the “RHM most needed” items closer to October 1.

**STAFF COUNCIL FUNDRAISERS:**

Tom Childress, *Senior Vice President of the College*, has given permission for Staff Council to hold fund raising events. An account for council fundraisers has recently been created and an account number has been assigned. Council will be allowed to sell goods and or services to benefit specific projects. The main purpose of the fundraisers is be to cover the cost of the two recycled glass awards Staff Council presents at the Annual Awards Convocation. The cost of these is not included in the endowment that funds the cash awards. Fundraisers would also provide money to pay speakers for future staff development programs as well as staff council sponsored social events.

Council will need to elect a treasurer prior to Staff Council sponsored fundraisers during the upcoming academic year. A fundraising subcommittee will also be needed. Council members were encouraged to bring fundraising ideas to the October 16 meeting.

**MENTORS FOR RECENTLY HIRED STAFF MEMBERS:**

Bridgette said that several new full-time staff members have recently begun their duties. These individuals need mentors. Eric Nianouris suggested that the perfect way to help these new personnel make friends with Catawba College “family members” would be to encourage them to volunteer at either the Habitat for Humanity’s house or Rowan Helping Ministries through Volunteer Catawba.

**STAFF HANDBOOK REVIEW:**

President Brien Lewis has requested that all Staff Council members take time to review the updated Staff Handbook before the close of business on October 8, 2012.

**FIELD HOUSE PARKING DELIMA:**

There is no clear marking of who is allowed to park in the lot adjacent to the Field House. Parking seems to be a “free for all” between Catawba faculty and staff members, Partners in Learning employees, and Catawba students. Mike Eden stated that it would help a great deal if the spaces were lined and marked as to *Staff*, *Student*, or *Partners in Learning*. Shane Flowe, *Public Safety*, stated that the SGA Parking Committee is looking into updating signage for parking campus wide. He will bring a map of campus parking to Mike for review. Bridgette requested that if Field House parking needs to be discussed further by Council, she be notified so she can put it on the agenda for the October 16 meeting.

*Next scheduled Staff Council is scheduled for October 16, 2012 at 11:00 AM in the Whitener Room.*

Respectfully Submitted,  
Ann Dunn  
Staff Council Secretary