

<b>GEORGIA STATE UNIVERSITY</b> <b>STAFF COUNCIL MINUTES</b>	<b>Date:</b> 5/17/17	<b>Time:</b> 3:00pm <b>WebEx:</b> Yes
	<b>Recorded by:</b>	Kashira Baker

<b>Attending:</b>	Sonda Abernathy, Eric Aguiar, Ashley Apollon, Aretha Asberry*, Cynthia Atkins Woods, Alfred Austin*, Kashira Baker, rose Baldwin, Jeffrey Benson, Attlee Billings*, Sabra Blackwell, Colleen Blanchard*, Tyrone Boyd*, Dana Brown, Virginia Brown*, D. Anthony Bush*, Janice Byrd, Michael Carter*, Constance Collier-Mercado*, Chris Connelly, Angela Crowder, Charmaine Daniels*, Kike Ehigiator*, Jacob English, Jani Faison, Joe Fernander*, Marolyn Gentles*, Jodie Harper, Omre Harris, Erica hart*, Yvette Hilaire*, Tammy Honore, Ivy Horn-Gardner, Chris Jacobs, Shea Johnson, Nikki Jones*, Will Kerr, Bonita King*, Linda King*, Erik Lauffer, Justine Lilly*, Booker Linkhorn, Janice Maxwell*, Jerria McCoy, Mary McLaughlin, Gabriela McNicoll*, Bonte Mitchell, Matthew Mitchell, Fran Mohr, Rene Mondy*, Anna Moore-Johnson*, Lannda Oden, Ann Pavlik, Miranda Pedescleaux*, Rodney Pegues*, Denise Rixter, Martin Ross, Russ Seagren*, Irene Shelton*, Jamar Simmons*, Lannetta Somerville*, James Strickland, Keyonna Sutton, Jowanna Tillman, Ariday Walkes*, Charlene Watkins*, Anita Webb, Evelyn Wilcher, Tamar Wilkins. *=attending via WebEx
<b>Excused:</b>	Emily Cowdrick, Eric Cuevas, Ruth Ebenezer-Cook, Mark Eister, Mark Harper, Madara McCorkle, Adelaide Richardson, James Taylor, Falon Thacker, Lisa Whitaker, Sheila White, Travis Wood.
<b>Unexcused:</b>	Prentice Crouch, Cynthia Gay, Harley Granville, Herb Molet, Lori Payne, Paula Sorrell.

<b>Agenda item:</b>	<b>Approval of Previous Meeting minutes:</b>
Discussion Summary	<ul style="list-style-type: none"> <li>• Minutes from April 19, 2017 motioned and 2<sup>nd</sup> for approval</li> </ul>
Action Items:	1. None

<b>Agenda item 1:</b>	<b>Topic: Chancellor’s Service Excellence – Fran Mohr</b>
Discussion Summary	<ul style="list-style-type: none"> <li>• USG continues Chancellor’s Service Excellence Award</li> <li>• Nomination deadline July 14, 2017</li> <li>• Award ceremony October 2017</li> <li>• See handout/flyer for award description &amp; nomination information. Letters of recommendation are required.</li> <li>• Everyone is eligible for nomination and winning. Individuals and groups.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Chancellor reviews all nominations and information is shared among USG colleagues. Nominations can become “best practices”</li> <li>• GSU &amp; GSU perimeter recently named institution of the year.</li> <li>• Fran Mohr is the service excellence ambassador</li> </ul>
Action Items:	<ol style="list-style-type: none"> <li>1. Council members should distribute the handout/flyer to their district members</li> </ol>

<b>Agenda item 2:</b>	<b>Topic: EDWS Wellness Needs Assessment Survey – Cheryl Johnson Ransaw &amp; Jennifer McCormick</b>
Discussion Summary	<ul style="list-style-type: none"> <li>• In October 2016 GSU faculty and staff took a Wellness Needs Assessment Survey</li> <li>• 22 items were covered in the survey</li> <li>• Data was analyzed by GSU &amp; GSU perimeter staff</li> <li>• Survey is a non-random sample w/low response rate and is not generalizable to the full GSU population</li> <li>• Review PPT for Wellness Needs Assessment Overview</li> <li>• Contact Cheryl Johnson if interested in working with EDWS</li> </ul>
Action Items:	<ol style="list-style-type: none"> <li>1. Share knowledge with district members</li> <li>2. Increase communication campaigns regarding current wellness programs</li> <li>3. Engage leadership</li> </ol>

<b>Agenda item 3:</b>	<b>Topic: Chair’s Report</b>
Discussion Summary	<ul style="list-style-type: none"> <li>• Board of Officers &amp; Executive Committee (chairs and senators) has met. An email will be sent to identify a standard day and time for the monthly executive meeting. Meeting will be WebEx.</li> <li>• Campus carry law has been passed. Governor signed House Bill 280 into law. Law goes into effect July 1, 2017. President Becker and senior leadership have been discussing implementation guidelines with the board of regents.</li> <li>• Effective June 24, 2017 GSU has adopted a telecommuting policy. The new flex time/telecommuting policy is being implemented on an interim basis. Every college is NOT adopting the policy. Contact your supervisor and HR representative to determine if your unit/College is participating.</li> <li>• President has a leadership retreat June 5, 2017 and Sonda will attend as the Staff Council representative.</li> <li>• Request from the Policy Advisory Group (Mary L McLaughlin) to put forth a SC member name who is willing to serve on the Policy Advisory Committee. Individuals will serve for 1 year</li> </ul>
Action Items:	<ul style="list-style-type: none"> <li>• If interested in the Policy Advisory Committee, please contact Sonda and she will put your name forth to the executive committee for a discussion &amp; decision as to who will serve.</li> </ul>

<b>Agenda item 4:</b>	<b>Topic: Administrative Committee – Attendance Policy Recommendation</b>
Discussion Summary	<ul style="list-style-type: none"> <li>• Discussion/recommendation on bylaws attendance policy; Article III-B-7a</li> <li>• The committee compared (and contrast) other external Staff Council attendance policies</li> <li>• Recommendation: Amend the current policy to <b>allow 5 excused or unexcused absences</b> (inclusive) in a senate year prior to any representative or senator being removed due to non-performance duties, and the bylaws will be updated with language that includes WebEx, an online meeting platform, as an acceptable means of attendance.</li> </ul>
Action Items:	<ol style="list-style-type: none"> <li>1. We need to vote as a body. An email poll will be sent for voting on the Administrative Committee recommendation.</li> <li>2. Mary Nell will report Staff Council meetings</li> <li>3. Committee chairs are responsible for subcommittee attendance.</li> </ol>

<b>Agenda item 5:</b>	<b>Topic: June Meeting &amp; Staff Council Retreat</b>
Discussion Summary	<ul style="list-style-type: none"> <li>• Proposal to cancel June 21, 2017 meeting due to retreat: No objection so meeting is cancelled</li> <li>• A poll will be emailed so members can RSVP for retreat, select a track (outdoor/indoor), meal selection, and t-shirt size.</li> <li>• Subcommittee goals should support the theme.</li> <li>• Theme: GSU United <ul style="list-style-type: none"> <li>○ Take a council member to lunch.</li> <li>○ Select a service project for Staff Council to volunteer.</li> <li>○ Connect with your district representatives.</li> <li>○ Start a staff council campaign like “Humans of New York”</li> </ul> </li> </ul>
Action Items:	<ol style="list-style-type: none"> <li>1. Indicate on the poll if you want a t-shirt and can’t attend the retreat. You will still receive a t-shirt</li> <li>2. Eric will send out a retreat agenda.</li> </ol>

	<b>The meeting was adjourned at: 3:56pm</b>
--	---





## The University System of Georgia's Service Excellence Program

*Providing broader support of  
System goals to increase  
student retention, progression,  
and graduation rates.*



### WHAT IS SERVICE EXCELLENCE?

Service Excellence is what we do every day by facilitating excellence in teaching and contributing to a nurturing learning environment.

### WHY SERVICE EXCELLENCE?

Established as a priority by the Chancellor, the Service Excellence Program supports Complete College Georgia objectives and enhances effectiveness and efficiency within the USG.

### WHO DOES SERVICE EXCELLENCE INVOLVE?

All University System of Georgia employees: administrators, faculty, staff, and students.

### HOW CAN I GET INVOLVED?

Seek out your campus Service Excellence Ambassador, nominate an employee or program for a Service Excellence Award (categories listed below), suggest a new program, and continue your efforts to develop and mentor lifelong learners.

### Chancellor's Annual Service Excellence Awards

5. **Service Excellence Award – Outstanding Individual** - These awards recognize individuals who have demonstrated outstanding, "above and beyond" service to the students, colleagues and other customers of the USG over the last year.
6. **Service Excellence Award – Outstanding Team** - These awards recognize teams who have demonstrated outstanding, "above and beyond" service to the students, colleagues and other customers of the of the USG over the last year.
7. **Service Excellence Award – Outstanding Leader (Administrator level)** - These awards recognize administrator-level employees (e.g. Department Chair, Assistant Dean, Dean, Department Director, Assistant Vice President or Vice President) who, through their extraordinary leadership over the last year, demonstrated outstanding service to students, colleagues and other customers of the USG, and promoted a workforce culture that fosters "above and beyond" service experiences. Nominations should describe specific actions taken by this leader and how these actions benefited employees and/or customers.
8. **Outstanding Process Improvement Award: Increase Service to Students** - These awards recognize teams, departments or divisions that designed and implemented process improvements or initiatives over the last year that significantly improved service to students. Projects will be

considered on the basis of improved service times, improved quality of service, and the significance of the positive impact on their customers (students, colleagues, community).

**9. Outstanding Process Improvement Award: Increase Effectiveness and Efficiency** - These awards recognize teams, departments or divisions that designed and implemented process improvements or initiatives over the last year that significantly increased effectiveness and efficiency. Projects will be considered on the basis of improved service times, improved quality of service, and the significance of the positive impact on their customers (students, colleagues, community).

**10. Front Desk Support Excellence Award** - This award recognizes high-performing front desk support staff. Consideration for this award will be based actions that go “above and beyond” in the specific area of front desk service. This type of position requires the unique ability and skill to assist multiple customers directly or through proper referral in a high traffic environment.

### **Create a Strong Service Excellence Award Nomination. Tell GSU’s Story!**

A strong nomination should answer as many of these questions as possible in two pages or less. In addition, providing supporting documents (testimonials, letters of support, data in the form of charts/graphs) strengthens a nomination.

- Who is being nominated?
  - o What are the regular responsibilities of the nominee?
- Why is the individual/project being nominated?
  - o What problem existed that the nominee corrected?
    - o What specific actions did the nominee take?
  - o Are the actions described clearly above and beyond the nominee’s regular responsibilities?
    - o What circumstances were improved by actions of the nominee?
      - Who was affected by the nominee’s actions?
    - o How large is the group that was affected by the nominee’s actions?
  - o Who is included in this group (internal customers, students, external customers, etc.)?
    - What were the results of the nominee’s actions?
      - o Can you provide data demonstrating the significance of the change?
      - o Can you provide testimonials from those affected or campus leadership?
  - o Is there additional documentation that can demonstrate the significance of the change (photos, charts, graphs, etc.)?
    - o Is this solution scalable to include a larger target audience?
      - o Can this solution be “transplanted” to other campuses?
        - What is the future of the nominee/program?
    - o Is this solution scalable to include a larger target audience?
      - o Can this solution be “transplanted” to other campuses?
  - o What roles will the individual play in the future of this initiative?

**For more information and to submit nominations**, visit the University System of Georgia, Chancellor’s Service Excellence Awards [www.usg.edu/service\\_excellence/recognition\\_programs](http://www.usg.edu/service_excellence/recognition_programs)

**Questions? Please contact Fran Mohr, Georgia State’s Service Excellence Ambassador, at [fmohr@gsu.edu](mailto:fmohr@gsu.edu) or 678-891-3429. Thanks in advance for your help in highlighting Georgia State University’s exceptional employees.**

USG Chancellor's 2017 Service Excellence Awards