

**General Staff Meeting
November 9, 2005, 4-5pm
Minutes**

Get Acquainted with Your Fellow Staff

Slide presentation of Student Financial Services

Words of Welcome

Dan Agnetta opened and facilitated the meeting.

Words of Encouragement

Carolyn Macomber shared a parable about salvation and encouraged staff to remember what Jesus did for us as we serve each other and students on campus.

Advanced Connections

Marsha Beal and Geoff Isaak performed a skit demonstrating poor and excellent customer service. Stephen Payne shared the history of the Noel-Levitz program designed specifically for higher education. The customer service experience people encounter on campus helps to determine success, he said. Bad customer services lives on. A student satisfaction survey was taken and administration discovered that students were not receiving the service they expected. The Advanced Connections training program was put in place to address this concern.

The majority of those who attended the meeting indicated they'd been through the program. Carolyn Macomber said that 25% of employees have been through the training and this will begin to change the campus culture. Faculty is also going through the training.

Storm Procedures

Kevin Penrod explained how Public Safety determines whether to recommend that the campus be closed. Though officers are on patrol checking the weather and the road conditions, recommendations can change as frequently as the weather.

Rebecca May provided information about the hotline and various media outlets which receive closing information. The Andrews school closing hotline is 471-7660. Avoid calling Public Safety as their phone lines need to remain open for emergencies. The weather postings will also be broadcast on WAUS and the posted on the University website.

Public Safety will make recommendations about closing the University during inclement weather, and University Relations will inform the campus community of the closings, staff was urged to use their own common sense about the risks of traveling to work in severe weather.

Announcements

Encounter has designated Wednesday, Nov. 16, as a Day of Prayer. They invite everyone to meet them in the Prayer Chapel located on the top floor of the Seminary at 8:30 am, 12:30 pm and 5:30 pm on that day to pray for the campus.

The annual Employee Christmas Breakfast will be held on Wednesday, December 7, from 8-9:30 am in the lobby of the Howard Performing Arts Center.

See other announcements listed in the Agenda.