Members Present: Timothy Boulan, Cassondra Casanova, Dennis Coplen, Meredith Coplen, Shawn Elizondo, Diana Gaona, Valerie Gibbons, DeeDee Hubenak, Rachel Kirk, Joseph Miller, Christopher Palfreyman, Ruby Pollard, Ben Soto, Shelby Stamets, Terry Tatum, Derek Vest, Jennifer Weir

Members Absent: Debra Cortinas, Dora Garza, Bryant Griffith, Judy Harral, Patricia Hill, Laura Mansilla, Karol Stewart

Proxy for Jacqueline Fischer: Kyle Fuehrer; for Shay Lee: Katie Reese; for Judy Harral: Ray Coons

I. Call to Order
   The meeting was called to order at 3:01 p.m.

II. President’s Report – Meredith Coplen
    Newsletter was passed around for review.
    Administrative Assistant position for Staff Council posted this week; please encourage qualified people to apply.
    Through a combined effort of HR, IT and Meredith Coplen, the e-mail addresses for the listserv “All Staff” has been fixed. Currently 818 employees are on the listserv; if you know of someone who is not getting the e-mails, please let Meredith Coplen know. The listserv is to be used to distribute the Staff Council newsletter and special messages from the President.
    Thanks to Meredith Coplen, Christopher Palfreyman, Judy Harral and student workers, the recycled ink cartridges have all been collected from various campus locations.
    The final town hall meeting for a Smoke Free Campus will be held on February 24, at 11:00 a.m. in Lonestar Ballroom B. Approximately 600 surveys have been returned.
    At this time, there is not a guest speaker for March; Meredith Coplen is keeping this time slot open, as she often gets last minute requests to come speak to Staff Council.

III. Vice-President’s Report – Christopher Palfreyman
     Please see various committees for reports.

IV. Treasurer’s Report – Ruby Pollard
    There is a $0.49 charge under Campus Events which will be reconciled next month; this money was incorrectly taken out of the budget.

    January Budget:
    Staff Council: $11081.49
    Dorothy Yeater: $2870.65
    Ink Cartridge: $1696.01
    Campus Events: $6987.56
    Gifts: $194.04
    SECC: $0.00

    Motion to approve was made by Christopher Palfreyman; motion seconded by Derek Vest.

V. Historian’s Report – Shawn Elizondo
   No report

VI. Approval of Minutes – Rachel Kirk
On page 3, Under Committee Reports, Benefits and Employee Development, change “working with military students.” to “working with student veterans.”

Motion to approve, with changes, was made by Ben Soto; motion seconded by Joseph Miller.

VII. Guest Speakers

Ross Caplet, 2nd MD

2nd MD helps employees access specialized doctors. Their goal is to “make the best doctors in the world available to our members by video or phone within three days”.

Doctors are selected by 2nd MD to participate in the program and must meet certain criteria. 100% of their doctors are Board Certified and 95% of them are specialists from the US News and World Report Best Hospital ranking. They currently have over 400 doctors and cover 120+ subspecialties. Please see attached for their flyer and more information. Website: www.2ndMD/TAMUS

When you contact 2nd MD, you are given the choice of several doctors within a specialty. You are then able to look at the doctor’s credentials and select the doctor you feel is most appropriate for your needs.

Erica Ybarra, Graduate Assistant for the Student Volunteer Connection

The Big Event is an opportunity for the University to give back to the Corpus Christi community. It aligns with the TAMU-CC Momentum 20/20 focus of service within the community and promotes Islander pride.

This year the Big Event will take place on April 2, 2016. The deadline to register to participate is February 29; jobsites can apply up until the event. Participants will be matched with job sites during the first two weeks of March.

Staff can support the Big Event by promoting it among students, recommending job sites, registering to participate and/or becoming a sponsor.

Last year the Big Event had approximately 450 people volunteer their time at 15 residential homes and 30 non-profit organizations.

Please see attached for more information regarding the Big Event.

Website: http://svc.tamucc.edu/Big%20Event.html

Margaret Dechant, Associate Vice President for Enrollment Management

Margaret Dechant has been with TAMU-CC since 1989 and is currently the Associate Vice President for Enrollment Management. Under the Enrollment Management umbrella are the offices of Admissions, Recruitment, Veteran’s Affairs, Testing, Financial Aid, Communication Center, and the Islander Welcome Center. Her offices are responsible for Island Day programs, Freshmen and Transfer Orientations and play a large role in graduation ceremonies. TAMU-CC has eight recruiters within Texas, all working to promote TAMU-CC. We continue to set enrollment records; this Spring (Spring 2016), we have over 11,000 students, the majority of which are returning students. Comparing like days, this is a 4.8% increase from Spring 2015. In looking towards Fall 2016, we currently have 11,268 total applications which is a 3% increase. The largest number of applicants are first time in college students (FTIC), giving us a 4% increase in FTIC applicants. TAMU-CC has currently admitted 5,453 students, which is a 6% increase from last year at this time.

In 1994, the first freshmen class was 404 students. The Fall 2016 freshmen class had approximately 2300 students. Margaret Dechant attributes this success to a number of staff and faculty all working together and feels that the greatest factor has been excellent customer service. In her department, staff

1. are cross-trained. They have a back-up person for every single position in enrollment management so that work can continue seamlessly should someone be out of the office. In addition to being cross-trained between positions, they are also cross-trained between offices. For example, those working in the center kiosk of the Student Service building (the round building), need to be able to answer questions regarding financial aid, admissions, registration, etc. The center kiosk is
manned by one representative from financial aid, admissions and the registrar’s office.

2. answer phone calls. Staff try do as much as they can via electronic means (e-mail, website, social media), but it is so important to provide customers with the personal touch that a phone call can offer. Therefore, if they become too busy working with students face to face during the day to answer the phone, they will return phone calls after hours.

3. take time to recognize students. All staff in the round building underwent Super Service training which focused on providing excellent customer service, similar to the Disney model. For example, students who have already been admitted coming to campus to take the TAMU-CC tour will be given a button that states “I’ve been admitted”. Their parents are also given buttons stating “My son/daughter has been admitted.” All staff that see the button make it a point to congratulate the student and parents.

4. stay until the last customer has been served. At least one staff person from each department in the round building will stay as long as there is still a customer in the building that needs assistance. This ensures that if a customer originally working with the business office needs assistance from another department, there is someone available to help the customer.

5. communicate with offices across campus. Communication and working together to assist the student is extremely important. Please don’t use the main Admissions number when attempting to contact someone in the round building for assistance; please use the staff directory to find the extension for a specific person. If there is information you would like to distribute to all students, enrollment management can assist you via their communication center.

6. take the time to learn about other departments. Enrollment management staff would be happy to give staff a tour of the round building, but suggest that the best way to learn about the campus is through the campus tours and/or Island Days. Please feel free to invite enrollment management staff to your area to learn about what you do and how you serve students. If you are interested in assisting with or attending Island Days, please contact Andrew Alexander. (Andrew Alexander, Coordinator II, New Student Programs Office; office: IWC 135C; phone: 825-2249; email: andrew.alexander@tamucc.edu)

Margaret Dechant encourages all staff to adapt the above points to their specific offices. She believes that the day you decided to work at TAMU-CC, you became an ambassador. An ambassador means that you are loyal and represent this university 24/7 with dignity and respect. People are always observing what you do and how you do it; being a great ambassador will help retain students.

VIII. Old Business
There was no old business.

IX. Committee Reports
- Benefits and Employee Development – Judy Harral
  Report given by Joseph Miller; no report
- Bylaws and Constitution – Rachel Kirk
  No report
- Nominations and Elections – Dennis Coplen
  No report
University Relations – TBD
Break in the Day will be held on May 20, 2016. The committee is exploring the use of Bay Hall lawn for the event.
Administrative Assistant’s celebration will be held on April 25, 2016. The committee is looking for donations for the event.

X. Adhoc Committees
- Staff Annual Luncheon – Shawn Elizondo
  The theme of the luncheon is “Rolling out the Red Carpet”. The committee is currently accepting donations for door prizes; please contact Joseph Miller if you would like to donate. A sign-up sheet for volunteers was passed around. The committee will not be ordering shirts for volunteers this year as it was felt the money should be spent on the event. Ben Soto will be the MC for the event and the committee is working with faculty and staff to have a ballroom dancing demonstration and a band. There will also be the traditional slide show and the Above and Beyond comments will be posted on the walls. The committee is still in negotiations regarding the cost of food for the event. The Wellness Committee is donating $500.00 worth of healthy food. There will be a table set up so staff can register for door prizes and a table set up to provide information on staff perks/discounts available through local businesses. In addition, there will be a Silent Auction.
- Dorothy Yeater – Meredith Coplen
  No report
- Employee Excellence - Christopher Palfreyman
  Four nominations have been submitted. The committee has changed the forms and is working on the matrix to review each submission. Advertisements have been sent out via e-mail, social media and campus announcements. The deadline will be extended for one more week and all are encouraged to send out the announcement to constituents.

XI. University Committee Reports
- Calendar Committee – Meredith Coplen
  Meredith Coplen sent out an email to all Staff Council regarding the updated Fall 2016 Academic Calendar. It is important to note that the additional reading days in the November are days staff are expected to work.
- Committees on Committees – Shay Lee
  No report
- Community Outreach – Joseph Miller
  No report
- Environmental Health & Safety Council – Shelby Stamets
  No report
- Expressive Activity – Patricia Hill
  No report
- Faculty Senate – Christopher Palfreyman
  Faculty focused on tenure/non-tenure track positions, the online Master’s degrees, catalog changes, review of the undergraduate catalog and changes in the election dates for Faculty Senate. The Provost announced that the January and August mini-mesters were discontinued, Fall graduation has been moved back a week and students will attend classes on Monday, but will have the rest of the Thanksgiving week off.
- Homecoming Committee – Diana Gaona
  The lighting of the I and the Homecoming activities were a success. The library won the department decorating contest and the College of Science and Engineering and the Islander Transition Center tied for second place.
- I-Adapt- Jennifer Weir
  There will be a town hall meeting on April 19th, 1:00 – 3:00 p.m., in the Anchor Ballroom A&D for SAMSHA (Substance Abuse and Mental Health Services Administration). The meeting will focus on prevention of underage drinking and high risk drinking.
- Inclusive Excellence – Ben Soto
  No report
• International Education Council-Rachel Kirk  
  No report  
• Student Success and Retention Committee – Jacqueline Fischer  
  Report was given by Meredith Coplen; no report  
• Parking and Transportation Committee – Dennis Coplen  
  No report  
• University Center & Student Activities Advisory Council – Valerie Gibbons  
  No report  
• Veteran’s Affairs Committee – Timothy Boulan  
  The committee is currently reviewing all resources available to student veterans. During the last meeting Academic Advising, CASA, Career Services, Counseling, and University Health Services reported on what services they could offer student veterans.

• Recreational Sports- Judy Harral  
  No report

XII. New Business  
Jeff Janko  
On April 28th, in the Mary and Jeff Bell Library, a faculty and staff art exhibition will open. The exhibition will run for two months. Jeff Janko will send out invitations to all faculty and staff inviting them to submit artwork. The exhibition will be juried (entries will be judged), there will not be an entry fee and artists are able to sell their pieces if they would like. This is a new event for the campus community and all are encouraged to participate. Please see attached for additional information.

XIII. Good of the Order  
• Kudos  
  The following people were selected:  
    Trent Thigpen, Program Manager, Community Outreach  
    Dolores Phegan, Senior Secretary, Equal Opportunity/Employee Relations Office  
    Maria Pedigo, Human Resources Records Specialist, Human Resources  
    Cari Reed, Academic Advisor, College of Science and Engineering  
    Richard Burnett, Head Strength & Conditioning Coach, Intercollegiate Athletics Office

XIV. Meeting Adjournment  
Valerie Gibbons motioned to adjourn and Ruby Pollard seconded the motion. The meeting was adjourned at 4:32 p.m.