

Administrative Advisory Committee Meeting Minutes

October 11, 2005

Present: Melissa Burns, Tiffany Cipollone, Jennifer Foxman, Erin Kirk, Mounira Morris, Ellen Nolan, Jessica Pentz, Jason Ramsey, Mike Richwalsky, Marian Sherwood

Not Present: Linda Clune

The meeting was called to order at 12:05 p.m.

Mike announced that AAC meetings are moved to the McKinley's Private Dining Room for the rest of the term.

The minutes from 9/13/2005 were approved unanimously, motion by Jason, seconded by Ellen.

Melissa reported the AAC balance as \$671.86. All paperwork was transferred to Melissa from the outgoing treasurer, Kate Copeland.

Old Business:

New Administrator Breakfast was held on Thursday September 29, 2005 and was a success with plenty of attendees.

The committee members were divided by clusters and are expected to email their constituents with information about AAC and their current or new representation.

SAC and AAC are promoting a Professional Development workshop in Schultz Dining Hall on October 26th, 2005 from 12-2pm. Citibank is sending a speaker to talk about Customer Care. AAC and SAC are providing drinks and desert to attendees.

New Business:

A list of constituents with name, cluster, department and email was distributed to all members. Mike will email an electronic version. Members will determine their constituents using this list. (Each cluster will divide their constituents among the members of each cluster.)

The election committee was formed. Ellen, Mounira and Erin volunteered to serve on the committee.

Past committees were discussed, such as visibility and professional development, but it was suggested that these committees are not necessary at this time.

Service Excellence Committee Update:

Jen reported on a number of ideas being discussed by the committee, including:

- Creating a website
- Comment cards
- Phone etiquette training
- Centralized resource guide
- Student appreciation day
- Cross-Department training

Tiffany and Jess volunteered to join the Service Excellence Committee to bring the AAC membership up to three. The Service Excellence Committee is currently meeting bi-weekly, but will move to monthly meetings once some of their ideas get underway.

Next meeting is November 8th at noon in the McKinley's Private Dining Room.

**Respectfully submitted,
Jason Ramsey**