



# STAFF SENATE MINUTES

MINUTES

MARCH 12, 2013

1:30 PM

UNIVERSITY LIBRARY, ROOM 640

<b>ATTENDEES</b>	Kristal Anzalone, Tresea Buckhaults, Kelli Cole, Kristi Davis, Michael Davis, Jeff Hendrix, Chris Ringo, Lindsey Wilkerson, Kyle O'Neal
<b>ABSENT (EXCUSED)</b>	Robin Barton, Larry Estess, Cori Smit

## Agenda topics

<b>CALL TO ORDER</b>	A regular meeting of the Staff Senate was held on March 12, 2013 in the University Library Room 640 and called to order at 1:30 pm by Lindsey Wilkerson, President. A quorum was present.
<b>MINUTES</b>	Minutes of the previous meeting held February 5, 2013 were reviewed by the committee. No changes were proposed. Chris Ringo moved to approve the minutes; Tresea Buckhaults seconded. Motion passed.
<b>DISCUSSIONS</b>	<p><b>President's Report:</b> None</p> <p><b>Guest Speaker:</b> Dr. Stephen Richters, Executive Vice President</p> <p>Lindsey Wilkerson greeted Dr. Richters and thanked him for attending the staff senate meeting. Dr. Richters discussed the printer situation. He said that a RFP was submitted regarding upgrading the printing issues at ULM about 2 ½ years ago, but it did not get approved. However, Dr. Richters and President Bruno feel that upgrading ULM's printers is a priority and are currently formulating a plan to do so, which is why Xerox came to our campus and evaluated all printers on campus. In order to get an idea of what our current printers were being used for, they put snoopers on ULM employees' printers to monitor what was printed from the web. This was done to gather data on where printers are needed and what they are needed for.</p> <p>Dr. Richters traveled to LSU's campus to evaluate their printing situation. LSU is currently leasing a 300 ft. warehouse that houses printing machines. One option is for ULM to use LSU's services for printing. Dr. Richters was very impressed with this option and believes that using LSU's services for printing will save money, therefore save faculty and staff positions.</p>

Dr. Richters also commented on CenturyLink coming to ULM's campus on March 11, 2013. Dr. Richters stressed how important CenturyLink is to the University and community.

Dr. Richters then discussed the parking situation on campus. Parking fines have now increased to \$50.00. He is currently working on a plan to ensure that all tickets are paid.

He also addressed the new crosswalks that have been put in place by the nursing building and the parking garage because several students have been injured crossing the street.

Dr. Richters said that the Museum of Natural History is looking great.

Dr. Richters asked if anyone had any questions concerning the printing situation.

The members of the staff senate wanted to know who would be able to keep their current printers. Dr. Richters said that each office's printing needs would be assessed and stressed that this upgrade is to improve efficiency and save money not cause people problems when they are doing their job.

Other questions were about the safety of drivers and pedestrians. The first issue discussed was how difficult it is to pull out of the Starbuck's parking lot. Dr. Richters said they are working on this issue; one idea is to make a three-way stop. The city of Monroe would have to approve this because that street belongs to the city.

Dr. Richters also discussed the idea of having the stop lights on campus timed so that all lanes of traffic would be stopped for a period of time to allow pedestrians to cross the street.

Another issue that was brought up was that parts of the campus flood when Monroe gets a heavy amount of rainfall. Dr. Richters addressed this issue by saying that it is being looked into. He also stressed that if anyone knows of an issue of safety or flooding that needs to be addressed to please let his office know so that they can address the issue.

The last set of questions asked was about the printing situation on campus.

Dr. Richters explained that using LSU would be cheaper than using other outside vendors. He also said that LSU would be able to overnight anything that was needed because they get a low rate at UPS because they do so much business with them.

Chris Ringo brought the following to Dr. Richters's attention: Chris said that our current telephone switchboard office has the ability to have a

fax sent to the main campus number (342-1000) and send that fax to any employee's email using that employee's phone number, thus eliminating the need for individual fax machines.

Dr. Richters said that he would look into it.

### **Committee Reports**

**Communication:** Jeff Hendrix, communication committee chair, explained that this subcommittee was charged at the beginning of the semester by President Bruno to create a customer service initiative for ULM. The subcommittee consists of Jeff Hendrix, Kelli Cole, and Lindsey Wilkerson.

After the subcommittee met, Jeff decided to ask the staff senate what their ideas were concerning customer service. It was decided that the phrase *customer service* is a very broad term. When trying to decide who would qualify as customers, the committee came to the consensus that students, faculty, staff, vendors, parents, and the community could all be considered customers.

Tresea Buckhaults made the point that not only do we, staff and faculty, need to be customer service oriented with our customers but to each other as well. It was discussed that this will be a culture change.

Jeff also asked the question if this initiative should stand alone, be in the strategic plan, or both. Kristi Davis suggested having a key person from each department and having those people appear all together on one search page. Lindsey Wilkerson suggested that ULM could have quarterly customer service training just as ULM has quarterly safety meetings. Kristal Anzalone suggested that we could have one person on campus to be a customer service representative. Lindsey said that he would bring our questions and comments to the Executive committee and get their input.

**Constitution and By-Laws:** Chris Ringo reported that the committee did not have any news to report.

**Staff Welfare:** Robin Barton was absent. Lindsey Wilkerson informed the group that the committee did not have any news to report.

**Elections:** Cori Smit was absent. Lindsey Wilkerson informed the staff senate that there were a lot of people nominated for the open positions. Jeff Hendrix made the point that it is hard to find an Academic Affairs representative with faculty rank.

Also, Lindsey informed the group that he had sent the list of people who are now qualified for Staff Senate to Paul Sylvester. Paul gave the list to the Faculty Senate; they said they would like to have more time to look over the list to make any corrections if necessary.

**Unfinished Business:** Kristi Davis, the staff senate representative on the Arts and Sciences dean search committee, informed the staff senate that they had finished the phone interviews and will meet with the chosen applicants. She also said that the candidates will be on campus in a couple of weeks.

Lindsey Wilkerson reported that the Staff Senate Handbook was still being looked over by the appropriate people and should be ready for approval by the end of May or early June 2013.

**New Business:** Lindsey Wilkerson informed the staff senate that President Bruno would like for the staff welfare committee to develop a survey to discover why unclassified staff gave such low scores on the past *Chronicle of Higher Education's* Higher Education Insight survey.

Lindsey also informed the staff senate that Human Resources would be holding training sessions on FMLA, especially concerning maternity leave. Dr. Pani asked if the staff senate would be supportive of this, and the answer was yes.

Lastly, Lindsey informed the group that elections for officers would take place at the May meeting and stated that he would need to be informed of anyone wanting to run for office by April 30.

**Next Regular Meeting** – Tuesday, April 9, 2013 @ 1:30 in the Academic Affairs Conference Room 640.

**CONCLUSIONS** There being no further business Kristal Anzalone made a motion to adjourn; Chris Ringo seconded. Motion passed. The meeting adjourned at 2:39 pm.