

Administrative Professional Council (APC) Monthly Meeting
Meeting Minutes
February 7, 2013
Galeria Pequena

Present: Katie Velarde, Lia Sissom, Catherine Duncan, Sixian Yang, Marjorie Villani, Michelle Gjerde, Ralph Jacobs, Tracy Samora, Patricia Milner, Michael Manos, Keli Hibbert, Steven Jordan, Chris Fendrich.

Motion to begin the meeting at 9:04 a.m.

Motion to approve the minutes from 1/8/13 by Keli Hibbert, 2nd by Michael Manos.

Guest: Ralph Jacobs - new Human Resources Director. He is currently in the process of learning our campus culture and learning about the various committees and channels on campus.

As part of retention task force, they are working with annual evaluations to add an area that will rate Administrative Professionals on customer service. This includes internal and external customers. This needs to cover a lot of ground as this class of employee has a wide range and is increasing.

Ralph distributed a draft of new verbiage to add to the Administrative Professional annual evaluation. He stated this is a draft, a work in progress. He has asked for feedback from the APC group as soon as possible. Draft text reads:

“Factor: Customer Service – To what extent does employee practice good active-listening techniques; seek to understand others’ concerns or problems, asks appropriate questions, shows empathy, and builds rapport. Is responsive, competent, and complete whether with internal or external customers. Seeks to find solutions. Effectively refers the matter to the appropriate person when necessary, making sure that the person’s needs are being met. Makes extra effort to follow through on service requests in a positive manner. When confronted with an unfamiliar situation, takes the time to learn from the experience.

Many in the group, based on some input by Majorie, agreed that the Administrative Professional evaluation should be very different and more substantive than the Classified Staff. Need something that you can leave with really showing what you’ve done, not just a checklist. More room for narrative needed.

Ralph brought the conversation back in because a full revamp of the evaluation will take us out a year or more. Right now, he is just hoping to get feedback on the AP evaluation suggested customer service language.

Customer Service Ideas: Send out monthly tips, a customer service video, example from Michelle on how to help employees recognize each other (pickle).

Provost Search: Skype interviews were done this week. Denver interviews should be at the end of this month. Hopefully candidates will be on campus in March.

Registrar Search: Please mark your calendar for Monday and Tuesday of next week from 3:00-4:00 for Registrar Open Forums.

Professional Development: Niki still working with Sgt. Proud on Verbal Judo. Options from Renee Rodriguez were presented to the APC. The date picked was Wednesday, March 13, 2013. Group selected the Managing Customer Service to a New Level option.

Spring Mixer: March 1, 2013. Evening Mixer most likely at Angelo's on the Riverwalk. Tracy is waiting on a call back from Ginger. Tracy is looking into the possibility of boat rides.

After we get through March, then we will look at Planning for your Future professional development.

ULT Meeting: Company approached Bruce Raymond in HSB regarding a presence downtown. Still in the beginning stages. Also an option to have an office for CSU-Pueblo in the bottom of the PBR building on the Riverwalk. New bill in legislature where Community Colleges could offer four year degrees. Chancellor opposes the bill and trying to get a University coalition to oppose. CCE is not opposing this bill. 21 states do this. We have 13 state universities and 13 community colleges in Colorado. BOG presentation was shared. BOG is happening today and tomorrow. Tomorrow there is an open meeting in the OUC. She will share video and slideshow at 11:05 a.m. Reception tonight at 5:30 p.m. President DiMare is pleased with UBB progress.

UBB: They have opened up new website with timeline, FAQs, etc. PREP website. Rubrics are being refined. Patricia Milner will be our new APC representative on the UBB. Tracy will email Rick Huff to include her.

Faculty Senate Executive Committee: The Faculty Senate discussed shared governance and will be holding Shared Governance sessions hosted by AAUP. Our higher ed reporting contacts at the Chieftain have changed. Ours is not Gayle Perez anymore, our contact is Jeff Tucker. Discussed adding a 3 credit US 151 for those admitted with an 80 index or below, instead of just 1 credit US 101 for those with an 86 or below. This is about 75 students. Was only the 1st reading of this, it will go to a vote at the next Senate meeting.

UBDE: They have received preliminary findings from the campus climate survey. They have asked for additional breakdown of the data. They will then review and send recommendations on to the President.

Customer Service Committee: They have not met recently. Many initiatives in the queue, however. Teresa Farnum on campus next week.

The 10 names for the Strategic Planning Committee were submitted to Jen Mullen on 2/6/13. The 10 names APC moved forward were Erin Frew, Keli Hibbert, Geri Koncilja, Jack Krider, Derek Lopez, Michael Manos, Patty Milner, Tracy Samora, Katie Velarde and Kristyn White.

The APC Executive committee is still working on the make-up of the Council as far as reporting areas and will have recommendations for the full council at the March meeting.