

Service, Outreach & Support Committee Meeting

September 7, 2011

2 p.m.

Board of Trustees Conference Room, 115

Present: Marci Applewhite, Carroll Ngo, Rita Dodson, Tim Link, Denise Matheny, Stacey Miller, Nancy Nuell, Clevette Ridguard, Yanira Ruiz, Susan Sullivan, Page Whittenburg, Laura Weihrauch, Kurt Wiebusch, Janet Wormack, Jacki Zappala

1. Committee Chair Update –Nancy Nuell & Susan Sullivan

- Susan and Nancy thanked everyone who assisted as an SOS volunteer during the first week of classes on all three campuses.
- Dr. Pollard hosted an SOS accountability meeting with all the unit heads on August 15. Other SOS information meetings were held at Mannakee, 40WG, and Kathie LaMartina did a presentation at OITB. Positive feedback was received regarding the SOS initiative.
- The SOS initiative was also presented at the Fall Opening meeting. It was emphasized that the College's operating budget is not being used for capital improvements for Central Services units.
- IT is hoping to introduce the academic calendar (postings of major milestones) through Outlook the week of September 19. Denise will draft a communication about this for Inside MC Online. The calendar will be updated at the beginning of each semester. There may be occasional changes from the Chair of Academic Calendar Committee.
- The following meeting dates were confirmed for future SOS Full Committee meetings: 10/26/2011, 11/30/2011, 2/8/2012, 3/28/2012

2. Beginning of the Semester Campus Assistance – Denise Matheny & Janet Wormack

- An announcement was placed through Inside MC Online on 9/7/2011 thanking 60 volunteers who filled more than 90 slots on all three campuses.
- ***Bookstore –***
 - It was stated that the bookstore could use more assistance. The lines at the cash registers were long. Tom Sheeran volunteered and observed that more cashiers are needed, that is something that should be looked into for the next semester.

- Additionally, the bookstore had phone tree issues. The bookstore phone number has the option to choose from one the three campuses but no one picked up.
- It was recommended that a bookstore staff member should participate during training for the volunteer orientation.
- It was suggested that the volunteer services during the first week of classes end on a Wednesday or Thursday as it's not as busy towards the end of the week. Also, the week before classes is typically quite busy so additional volunteering services should be considered to be provided next time. It was also recommended that next semester we reach out to Financial Aid.
- Nancy thanked Janet and Denise for their excellent leadership.
- Jacki suggested more coverage in Mannakee. People came to her office since it was closest to the back doors. Susan thanked Jacki for assisting. Janet stated there will be more coverage in the lobby once the receptionist area has been completed so there should be fewer interruptions next semester.

3. *Sub-Committee Reports*

- a. Service Creed – Kevin Long & Janet Wormack
 - The service creed has been completed.
 - Members of the Service Creed Committee met with the Recognition Committee. A review was done of the trinkets that would be received by nominees who accomplished one of the service creed statements. Janet stated they are going forward with the budget request and she thanked Marci and Debra for this initiative.
 - It was suggested that the Service Creed posters mirror the color theme for Mission/Vision to reflect continuity and compatibility between the two.
- b. Activities & Physical Space – Stacey Miller & Jacki Zappala

TAILGATE

- The proposed date for the tailgate is Friday, October 28 from 2-4 pm on the RV campus. Midnight Madness, the kickoff of college basketball, is that same evening.
- Some of the athletes and cheerleaders will attend the tailgate.
- The tailgate will be open to everyone including students
- There will be a grill station where items such as bbq chicken, burgers, hot dog, and desserts can be purchased.
- Participants can also bring in their own “tailgate picnic items” including non-alcoholic beverages, munchies, side dishes and desserts.
- SOS could donate a sheet of cake from Costco.
- Everyone should wear their SOS button and/or their favorite team color.

OPEN HOUSE

- The Mannakee Open House will be held on November 14. It will be open to everyone college-wide.
- There would be a progressive lunch where people work their way up each floor to meet each of the units in the building.
- Sample of lunch: *First floor* – appetizers, *second floor* – entrées, *third floor* – drinks, desserts
- Each unit will be asked sponsor something.
- There were concerns that we should not do a potluck because people may have allergies.
- Denise offered to help with organizing.
- Kurt shared an update on the Mannakee renovations. Programmatic (space needs) and systemic (security, lighting) studies are underway in addition to the lobby. Currently, there are fragmented units (different floors and building) and the goal is to unite a unit within one location. The current renovations for Mannakee are projected to be 2-3 years. The lobby renovation is expected to be completed by November 14.

c. Professional Development & Recognition – Marcie Applewhite & Debra Bright

- There are six categories to earn a trinket in.
- Marci reviewed the trinkets, value statement, and trinkets. See August 24 Recognition & Professional Development minutes for details.
- This will not be an anonymous process. Nominators will need to provide their name and an explanation of why the nominee is being chosen.
- There will not be a selection and review process for nominations, whoever is nominated will be recognized with a trinket.

d. Communications & Marketing – Tina Bak & Denise Matheny

- If any sub committees needs Communication support for events, please contact Tina and Denise.
- Denise shared a paper pop-up calendar and suggested purchasing it for everyone. It was recommended that the college logo or mission statement also be prominently displayed on the calendar.

4. S.O.S.– All

- SOS moments were shared.
- It was suggested that SOS moments be posted on the SOS website by the Communications Committee.

The meeting adjourned at 3:14. The next meeting will be held on October 26.