

The University of Southern Mississippi
Staff Council Minutes
Tuesday, May 5, 2009
Thad Cochran Center Room 216 – 9:30 a.m.

Staff Council president-elect Rusty Anderson introduced our guest speaker, Mr. Michael Brown, Eagle Dining marketing director with ARAMARK. This spring ARAMARK conducted a marketing assessment called MarketVIEW at Southern Miss. The following is a condensed outline of the assessment.

Process and Findings

- Intercept Surveys
 - Customers are seeking home-style, Sub/wraps/deli, and burger/grill options for lunch
 - Favorite chicken brand is Chick-Fil-A
 - Preferred subs/wraps/deli brands are Subway, McAllister's and Quiznos
 - Favorite pizza brand is Pizza Hut
 - Most commuter students park in the large parking area west of the Theatre and Dance Building
 - Price/value and convenience of location keep commuter students from eating on campus more often
- University Interviews
 - Current clients highly satisfied with current offerings and are not seeking drastic changes in any locations
 - Have noticed significant improvements in quality of catering over the last year
 - All constituents feel they have a true partnership with Eagle Dining
 - Current meal plans are great but it would be good to offer meal plans that cost less
 - Campus variety is excellent but more variety during weekends would be welcomed
 - Would like better communication between administration and front-line staff so Eagle Dining is fully aware of campus events
- Focus Groups
 - Students looking for more dining options in the academic areas of campus
 - Commuter students looking for value; would like lunch around \$5 but are willing to pay more for convenience
 - Students are generally knowledgeable about the dining program but feel not all students understand the benefits of meal plans and dining dollars
 - Students seek high convenience and speed for lunch but are looking to relax and take their time at dinner
 - Residents are happy with the structure of meal plans but would like options for more Bonus Bucks
 - Students prefer communication from dining to come via email
 - Faculty and staff looking for their own dining area
 - Staff has only 1 hour for lunch so speed of service is important

- Faculty and staff desire a lower priced meal plan and possibly payroll deduction options
- Campus Mapping
 - Residential areas of campus well served
 - Identified primary traffic corridors
 - Need for more service in the academic neighborhood of campus
- Expert consultations
 - ARAMARK technical experts from the region were brought to Southern Miss to assess current operations and provide recommendations

Recommendations

- Seymour's – Observations and Proposed Solution
 - Dining location dated and in need of renovation
 - Serving area design leads to excessive crowding
 - Movement of student and administration offices into the Hub, increasing late hour traffic
 - Renovate serving area and move concepts forward which will alleviate congestion, improve perception of brand quality and lead to higher efficiency and revenue
 - Update dining room with a more comfortable and up-to-date dining area and flat-panel televisions
- Expanded Chick-Fil-A-Express – Rationale
 - Chick-Fil-A showed best responses for favorite chicken brand
 - “Belly up” style of service
 - Projected increase in customer participation 100%
- Pizza Hut Express – has recently been rejected
- Power House Restaurant – Observations and Proposed Solution
 - Ideally located; highest traffic area identified
 - Speed of service primary limitation to increasing traffic
 - Long lines during peak times cause customers to turn away
 - Keep existing menu and style of service
 - Expand customer queuing to 5 or 6 separate lines
 - Double number of cash registers
 - Add hot and cold grab-and-go options for customers seeking quick lunch options
- Theatre and Dance Building – Observations and Proposed Solution
 - Location adjacent to largest commuter parking area, The Village, and Fraternity housing
 - High traffic area
 - Identified as an underserved area by focus groups campus mapping
 - P.O.D. (Provisions On Demand) Mini Mart – New concept for grab and go lunch, snack and beverage options
- A Stone's Throw – Observations and Proposed Solution
 - Freshens (Smoothies) underperforming
 - Proposed changes at Seymour's will lead to redundant pizza concepts and insufficient grill options on campus
 - Replace Bene Pizza with Grille Works
 - Replace Freshens with Edy's Ice Cream

- Southern Miss Catering – Observations and Proposed Solution
 - University departments facing tighter budgets may require less expensive catering options
 - Catering needs are frequently last-minute with little opportunity for planning
 - Create new line of easy-to-order and economical drop-off catering selections which require short lead-time and little planning
 - Incorporate Quiznos, Starbucks, Chick-Fil-A, and Einstein Bros. into pick-up catering options
- Thad Cochran Center – Observations and Proposed Solution
 - No easy coffee or grab-and-go options
 - One of the highest traffic areas on campus
 - Coffee and air-screen kiosk on 1st floor
 - Attractive branding and thorough integration
 - Builds community; keeps students, faculty, and staff in Union Complex
 - Allows continuation of popular grab-and-go program

Mr. Brown ended his presentation by asking if anyone had any questions. Council member Dianne Coleman asked why College of Health was listed under the master plan section. Michael stated they have explored the options of putting something in the new College of Health building, but nothing has been proposed at this time. Council member Christy Bjork-Elias asked if there were any plans for the Gulf Park area. Michael stated there have been some discussions, but no specific plans.

- 1.0 Call to Order – Rusty Anderson, president-elect
Called to order at 10:02 a.m.
- 2.0 Adoption of Agenda – Amy Byxbe moved to adopt the agenda and Cynthia Render-Leach seconded the motion. The agenda was approved by council members.
- 3.0 Call for Proxies – Teresa Loveless Allen for Ida Coleman
Tina Griffin for Shannon Davis
John Hayman for Kathy Hayman
Rusty Anderson for Mandy Nace
Pam Posey for Patience Wise

Members present were Teresa Loveless Allen, Rusty Anderson, Amanda Belsom, Christy Bjork-Elias, Heather Brown, Kay Bruening, Amy Byxbe, Dianne Coleman, JJ Crawley, Linda Dorsey, Mike Giles, Tina Griffin, John Hayman, April Jordan, Larry Lee, Bridgett May, Twillia Morgan, Andrea Phillips, Cynthia Render-Leach, Susan Scott, Amy Thornton, Mary Virgil, and Lou Ellen Williams

Parliamentarian, Pam Posey, was present. Pat Foley, auxiliary member, was absent.

Verlee Breland, Tommy Dye, Paul Lott and Cory Williams were absent without proxy.

4.0 Approval of Minutes

4.1 Christy Bjork-Elias moved to approve the March minutes and it was seconded by Kay Bruening. The council member approved the March minutes. Tina Griffin will email the minutes to Amy Thornton to download to our Web site.

5.0 Officer's Reports

5.1 President-elect's Report

5.1.1 IHL Meeting

The Board of Trustees of State Institutions of Higher Learning (IHL) held its regular monthly meeting on Thursday, April 16, 2009 at the Jackson Convention Complex.

The board approved the universities' requests to award 9,330 degrees at the undergraduate and graduate levels in May 2009, provided each candidate has met all requirements for the degree.

Dr. Martha Catlette, director of nursing education in the IHL Office of Academic and Student Affairs delivered the 2008 Nursing Annual Report, detailing the status of Mississippi nursing degree programs, and the board approved the continued accreditation of nursing degree programs for 2008 and 2009.

The board received an update on the 2009 legislative session and the American Recovery and Reinvestment Act of 2009 from Dr. Jim Borsig, IHL Assistant Commissioner for Governmental Relations. The board also received the FY2008 IHL System Audit report, presented by Mr. Randy Eure of Carr, Riggs and Ingram, LLC CPA firm.

At the conclusion of the meeting, outgoing board President Amy Whitten passed the presidential gavel to incoming board President Scott Ross. Trustee Ross honored Trustee Whitten for her distinguished service to the board during her year as president.

The following were board recommendations during the April meeting:

University of Southern Mississippi

GS 108-235, College Hall Renovation: The board staff approved the design development documents as submitted by Dale and Associates, project professionals. Approval was requested from the Bureau of Building, Grounds and Real Property Management. The total project budget is \$6,252,302.68. Funds are available from SB 3197, Laws of 2002, and SB 2988, Laws of 2003.

Project Professional: Dale and Associates Architects

GS 108-252, Fraternity House Fire Protection: The board staff approved the contract documents as submitted by Eldridge and Associates, project professionals. Approval was requested from the Bureau of Building, Grounds and Real Property Management. The total project budget is \$1,350,000. Funds are available from HB 1641, Laws of 2008.

Project Professional: Eldridge and Associates, P.A.

GS 108-255, Textbook Services Center Renovation: The board staff approved the contract documents as submitted by Landry and Lewis Architects, P.A., project professionals. Approval was requested from the Bureau of Building, Grounds and Real Property Management. The total project budget is \$1,500,000. Funds are available from HB 1641, Laws of 2008.

Project Professional: Landry and Lewis Architects, P.A.

IHL 210-234, Aquaculture Visitor's Center Phase III: The board staff approved Change Order #1 in the amount of \$17,601 with an additional thirty eight (38) days to the contract of Dan Ensnarling, Inc. This change order is necessary due to required changes in electrical receptacles for equipment needs. The total project budget is \$1,800,000. Funds are available in the amount of \$1,800,000 from the National Oceanic and Atmospheric Administration grant (GR02439).

5.1.2 Faculty Senate Report

President-elect Rusty Anderson combined the Faculty Senate report and the Expanded Cabinet meeting report since most of the information was presented at both meetings.

Dr. Lyman's Report

- Cross Creek campus has hit a big snag. The campus will have to be moved ¼ mile northeast from its original site. This move, which is due to wetland concerns, is going to cause some major delays. The entire campus plans will need to be refigured. All of the work that has been done so far will have to be done again.
- The designation of a Distinguished Professor in each college has been reinitiated. A stipend and reduced work load will be awarded to each recipient.
- College of Education and Psychology dean search is progressing. An offer was made but rejected by a candidate. Dr. Lyman stated there were several good candidates still in consideration.
- Legislature is in recess for three weeks. When they return they will set the budgets and if the stimulus award is awarded, we can expect unprecedented accountability for the funds.

Dr. Pat Joachim's Report

- Gulf Coast Research Lab is in the process of completing their new facilities.
- Gulf Park campus is moving quickly to complete the Student Center.
- Fall Convocation is set for the first Friday of the fall semester.
- On May 9 at Commencement the first honorary doctorate will be awarded to Jerry St. Pe'.
- Brett Kemker, Assistant Provost, indicated they are researching and reviewing UNV and First Year Experience to determine what is being done towards retention in those areas. Also, the College of Arts and Letters is reorganizing to better manage undeclared majors with a goal of improving retention in this target group. The new International Studies majors have been initiated and enrollment is growing quickly.
- Dr. Rex Gandy, dean of College of Science and Technology, indicated the Math Zone has been very successful this year. The pass rate in algebra has increased to 60/65 percent from the previous rate of 50 percent.

5.1.3 Academic Planning Group (APG) meetings

The APG continues to meet every Tuesday afternoon. During the month of April APG reviewed the following programs and colleges:

- College of Arts and Letters
- College of Science and Technology
- College of Business
- Office of Professional Development and Educational Outreach
- Southern Miss Day Care
- Graduate School

The group has been divided to expedite the process of reviewing programs and departments for efficiencies. One group will review all departments and colleges reporting to the provost and the second group will review all organizations reporting to the vice presidents.

5.1.4 Expanded Cabinet Meetings

See section 5.1.2

5.2 Secretary's Report – Tina Griffin

No report.

5.3 Secretary-Elect's Report – Andrea Phillips

5.3.1 Election of New Staff Council Members for 2009/10

Andrea thanked Election Committee members John Hayman,

JJ Crawley, Mary Virgil and Cory Williams. Election results from the 316 ballots received are:

Professional Category – Valerie Craig, Jami King, Tim Laird, Chris McGee, Melissa Ravencraft, Michelle Templeton, and Corrie Thompson

Clerical/Secretarial Category – Ruth Brooks, Candice Carter and April Woodall

Technical Category – Michael Chancellor, James Daniel and Brad Ward

Skilled Craft/Service Maintenance Category – Dorothy Mobley and Bobbie Payton.

Andrea asked all members rolling off the council in June to please bring the Staff Council binders to our next meeting. Members whose terms expire in June are John Hayman, April Jordan, Amy Thornton, Lou Ellen Williams, JJ Crawley, Tina Griffin, Mandy Nace, Cory Williams and Mary Virgil.

6.0 Unfinished Business

6.1 Garage Sale & “Green” Initiative – Rusty Anderson

Rusty wanted to make sure all council members received his email concerning the garage sale. The sale has been postponed until the next academic year. Representatives from the Office of Sustainability and Residence Life agreed that the sale is a great idea, but felt there was not enough time or places to store items in order to have a sale on May 16.

7.0 Standing Committee Reports

7.1 Constitution and Bylaws – Amy Byxbe

No report.

7.2 Legislative Forum – Mike Giles

No report.

7.3 Salaries and Benefits – Dianne Coleman

No report.

7.4 Technology and Training – Amy Thornton

7.4.1 Web Committee

- “Campus Hub” for students will go live in August
- Still working on electronic voting for Faculty Senate and Staff Council; it should be available for our next election.

Amy is working to get the Staff Scholarship Form on the Web site. Since Amy is rolling off the council in June, a volunteer is needed to manage the Staff Council Web site. Amy offered to help train and work with anyone interested in continuing this work.

7.5 University Relations and Cultural Diversity – JJ Crawley

7.5.1 Action Item #1 – Compressed Work Week

The survey responses have been compiled. JJ thanked Mike Giles for allowing his student staff to assist with the counting. JJ is going

to write up a summary and then the committee will go over the results and refine the summary.

- 7.5.2 Action Item #8 – Gulf Coast Staff – Unlimited Visitor Passes
JJ contacted Lucy Bowens, interim manager for University Police. Lucy stated individual staff members needing additional passes can contact her. If a Gulf Coast employee needs additional visitor passes, Lucy will work with them. Gulf Coast council members stated they felt like information needs to be communicated to the Gulf Coast employees (faculty and staff). They reminded us the Gulf Coast campus employees have hang tags for parking, but GCRL, Stennis, and Jackson County) are required to use visitor passes when parking on the Hattiesburg campus. Rusty stated that he would contact Lucy Bowens to see if there are some other options.
- 7.5.3 Staff Council Service Award
The committee has an award recipient. A certificate and “gift package” will be presented at the beginning of our June meeting. Tina is working on donations from campus entities to include in the “gift package.”
- 8.0 Liaison to University Committee Reports
 - 8.1 Department of Parking Management – April Jordan
A meeting was held and several tickets were reviewed. There will be one more meeting this year.
 - 8.2 Fundraising – Twillia Morgan
No report.
 - 8.3 IT Advisory Board – John Hayman
No report.
 - 8.4 Wellness Program – Heather Brown
Dr. Susan Bone presented the Wellness Proposal to Dr. Saunders and it was well received. Dr. Saunders is taking the proposal under advisement.
- 9.0 New Business
 - 9.1 Selection of Nomination Committee for Election of New Officers for 2009/10
Rusty asked for three volunteers to be on this committee. The committee should be comprised of council members who are rolling off in June or of council members who are not interested in running for president-elect or secretary-elect for next year. Lou Ellen Williams, Amy Thornton and Linda Dorsey volunteered. Rusty asked Linda to be the chair of the committee. Andrea Phillips said she would send a list of the new members to Linda, as they also need to be included in the election.
 - 9.2 No new issues and concerns at this time.
- 10.0 Announcements
Rusty asked everyone to remember commencement is on Friday, May 8. The Gulf Coast commencement is at the coliseum on Saturday, May 9.

The next executive committee meeting with chairs is Wednesday, May 20, in Southern Hall Room 115.

The next Staff Council meeting is Tuesday, June 9, at 9:30 a.m. and a recognition luncheon will follow at 11:30 a.m.

11.0 Adjournment

Motion was made by Teresa Loveless Allen to adjourn meeting; it was seconded by Mike Giles.