

Meeting Minutes
Service Center of Excellence
Advisory Committee Meeting
Nov. 9, 2015
Energy Services Building

Due to the size of the committee, it was determined we should find a larger space to meet. Mary Beth Koza suggested we have our next meeting in the Environmental, Health and Safety's large conference room space in Room 2202-A.

I. SCE Update

- Bill Stockard provided an update on the newly formed professional development team. There have been two professional development team meetings so far. Stockard plans to make professional development recommendations to the committee in early 2016.
- Allison Reid reported on a tour of the College of Arts & Science Business Center's offices. It was suggested members of their group be invited to give our SEC committee a short presentation, and to provide feedback regarding what works well, and lessons learned.
- Carly Perin reported Activity Assessment Surveys were in full swing. Just under 200 people have already taken the assessment. Next steps will be to determine where tasks fall and how are they mapped. Results will be reported back to the advisory committee.
- Allison provided a draft of a Satisfaction Survey. The plan is to disseminate the Satisfaction Survey to everyone within the F&A division by the end of the calendar year. The floor was opened for comments/concerns/questions. Meredith Weiss reminded everyone the survey is designed to capture one's 'broad-stroke' general baseline satisfaction with UNC's at-large processes. Meredith concluded discussion by stating the importance of framing how this survey will be utilized in order to trend analysis over time. Allison will prepare the survey communications and run it past the advisory committee for approval.

II. Communications Update

- Allison asked how the SCE 'talking points' distributed at the last meeting have been utilized by the committee, and what were people hearing from F&A Division employees about the SCE. Jeff Kidd stated he heard there is a lot of uncertainty. It was agreed that the online FAQ should be updated to reflect some of the additional information included in the talking points.
- Allison stated there is a plan for a division-wide SCE update meeting presently scheduled for Tuesday, December 7th. She requested the committee provide her with input regarding this meeting. **UPDATE: due to scheduling conflicts, this event will be scheduled in late January 2016.**

III. **Roundup Discussion**

- Meredith stated after a lot of deliberate planning meetings, it will soon be time to start moving toward implementation.
- Strategy discussions based upon Activity Surveys will be a part of next month's meeting agenda.

Please note: The next Service Center of Excellence Advisory Committee meeting will be held on Monday, Dec. 14, 2015, in the Environmental, Health & Safety's Large Conference Room #2202-A.