

# UAS Staff Council Meeting Notes

Wednesday Feb 5, 8:30-10:00 AM

[February Agenda](#)  
[February Meeting Items](#)  
[Zoom Meeting Recording](#)

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## 1. Roll Called

- David Felts
- John Ingman
- Cody Bennett
- Denise Carl
- Kate Govaars
- Shellie Tabb
- Members of public  
Sam Kito

## 2. Adopted Agenda: Motion: Cody, 2nd: John

## 3. Discuss Changing positions

- Kate Govaars was appointed to VP as the sole accepted nominee for the role. She is an Academic advisor on title 3 grant, and thus may not be present into the long future, hopes to work well with David for Staff Council success..
- Shellie Tabb was nominated and appointed as Ketchikan Member at Large. She works as a Martine Trades program assistant. Additionally, she is working on a masters degree in indigenous studies at UAF and is taking an Art welding course. She is looking forward to finding a way to be helpful to campus.
- Discussion on meeting time. It was decided to move future meetings to 9-10:30am to accommodate those who come in later.

## 4. Approve **December** Minutes: Approved. Motion: John, 2nd: Denise.

- Noted the appreciation for accuracy.

## 5. Guests and Public Comments:

- Chancellor not present. No comments offered.
- Concern about Internal Customer Service. Denise passed along a concern from a Juneau staff. There was concern about internal customer service. They had requested some customer service training for the campus. Part of their concern is staff morale in general and being polite to one another. an example would be where a person says “I don’t know”, rather than helping to pursue solutions. Customer service is certainly something to address and increase at UAS. Ex: when we require other departments to do the job, and they take a long time to respond. What does “customer service” look like? Maybe useful to identify successful service. Denise commented that many come to the table with a perspective of distrust. We often are unwilling to state expectations aloud. Unexpressed expectations lead to frustrations. It was noted that Tatiana at Records front counter may have experience in great customer service. Cody mentioned the Deer Oaks training, and discussions after group viewing. Might be worthy to reach out to the Executive Cabinet about pursuing customer service. SWHR discussion of how to create/find specific steps. Kate mentioned that the Staff Alliance is discussing Service Level Agreements (SLA’s) between departments. There was a thought that it seems somewhat punitive to pursue it. It would be great to pursue customer service in an

- alternative way which could bypass the requirement for formal agreement. Customer service is a mindset; as budgets are tight and tasks are increased, there is a binary “my job vs not my job”. John recommended a great video (10min) on customer service -. [https://www.youtube.com/watch?v=C\\_VOMikVwJA](https://www.youtube.com/watch?v=C_VOMikVwJA). David will reinforce to the Chancellor and others that Customer Service is crucial and feedback suggests we should pursue that. Denise will consider other champions that could help train/reinforce great habits.
- General question about improving engagement with Staff Council. This indeed is a goal of the group. To that end, we have established a newsletter. Kim M. mentioned that years ago, there was more attendance at staff council meetings (in Ketchikan) with incentives like snacks. She noted that for an entire semester the budget might only be \$100, but it seemed to help. Humorous solutions were discussed: examples included more members, especially with artificially inflated titles. David recommended that we move this to the informal work sessions the Staff Council has.

## 6. Agenda Item 1: Update on Goals Progress

- Goal: Professional development
  - i. Benefits 101 by Erika Van Flein was very well attended (nearly 50 connections) and had several rooms with additional participants.
  - ii. Chancellor continues to work with CHRO (Steve Patin) to encourage other opportunities, which resulted in Deer Oaks webinar series. More training series are expected to be announced by HR.
  - iii. Deer Oaks group viewings followed by discussion - thanks to Cody for planning and facilitating.
- Goal: Communication Plan
  - iv. Monthly newsletter, content curation - Kate will continue in this role but is looking for ideas/input from other SC members. It will be useful to get committee information compiled into a particular location. Nobody was tasked or volunteered with this. It was noted that we don't have a single hub of information. The scope of the newsletter is intentionally reduced as SC does not want to take on a potentially burdensome role of being the sole method of communicating with staff at UAS. Happy to reopen the conversation about content collection
  - v. Cody asked about continuity/archive of information - would it be worthy to post it somewhere? Cody will look into making these newsletters available in some type of archive.
  - vi. David reiterated concerns about creating burdens for members of staff council. Kate explained that the perspective is that it shouldn't take a lot of time because we're not creating content, we're synthesizing content we come across, and thus is easy. Adding content into mailchimp and formatting it is something that only one person should be doing.
- Goal: Successful Staff Council Events
  - vii. Staff Development Day: Steve Patin indicated that any kind of event, SC will need to play a large role. From Staff Alliance channels, it appears that there may be an opportunity to have a SDD. David will share past budgets for SDD/Longevity Recognition. In prior meetings, Steve P. indicated that the hope is that future Senior Business Partner will take the lead in the role of coordination/collaboration, but it's not likely to be in place prior to May. David is

considering pulling together a committee, to handle a one-time event. Denise would support such a committee. There are Differences between UAA/UAF/UAS, Juneau/Ketchikan/Sitka. It was noted that the event in Juneau frequently doesn't translate well to video. A recent example was that Juneau had breakout groups with robust dialog, whereas Ketchikan staff had breakfast, listened to intro remarks, and then dispersed. There is curiosity about the budget for development events - it is generally used for food for the day. In other organizations they sometimes have a theme for the year - that could help codify energies around development. As a staff council, we could subtly pursue things that would land in a particular theme. One issue with staff development day is that we repeat things without consideration for efficacy. To have a theme would encourage changing with purpose. It would be great to capture some of the institutional memory and knowledge for future application. Denise proposed that members at large (John/Shellie) come together to get a picture of what they would like to see. Cody can participate to help address technological concerns and considerations. Kim commented that it would be worthy to collect more input from broader staff. Sam commended the desire to make forward progress. How do we encourage participation? Survey of the kinds of things we can do... We could ask about the best method of delivery (finding different ways to collect people - like Brown bag Lunches), etc. Kim noted a 5-6 week series for Faculty Brown Bag Lunches for their development. Comfortable environment, on a very small budget (\$100 for 5 wks).

- Goal: Staff Excellence / Staff Makes Students Count

viii. There had been a document sent out showing nomination communications. We should be sending out the invitations for nominations soon. Kate will take on the composition of advertising the nomination period.

7. Written Report Questions:

- Chancellor Search: Chancellor search info can be found on search webpage (committee members are not permitted to comment - updates come from the Chair). Of note, not specifically looking for standard path for Chancellor. Could also come from non-traditional environment including student affairs or from outside post-secondary channels. It will be interesting to see the candidates as they come through. Chancellor position is posted on careers.alaska.edu and on the UAS webpage.
- Common Calendar request for review: Megan Buzby communicated that the Common Calendar committee has several proposals to move forward with the block schedules for the 3 universities. They would like stakeholders to give feedback on the proposals. David believes that we may be asked to share that out broadly also.
- Committees: It was notable that several committees noted within the [Committee Updates](#) document have had no traction in 2 months.
  - i. The Compensation Committee has ground to a halt. Asked for things related to compensation, but get a similar response from leadership each time like "not in the budget" "not at this time", etc..
  - ii. Morale committee - Has not met since the last Staff Council meeting.

- iii. The Staff Healthcare Committee is intended to feed into the Joint Healthcare Committee which has broad attendance from across the state. SHC should be a forum to receive feedback from staff and also as a conduit for the JHC.
  - iv. It would be worthy to seek clarity for which committees we should represent on and what our roles should be.
  - Morale Survey: Staff Alliance had been standardizing questions and then Staff Councils could add others, and then we would send that out to UAS.
8. Adjourned: Motion: Denise, 2nd: Cody.