



Meeting Minutes: Tuesday, May 14, 2019 Student Life Center, BOT

Present:

Barclay, Samantha
Biqiku, Laurel
Brassil, John
Cahill, Bess
Caldwell, Caroline
Carlson, Robin
Carney, Kathy
Cooley, Emma
Cruise-Streat, Kirra
Davis, Jessamyn
Fields, Craig
Flippo, Laura
Hamilton, Brittni
Harbin, Rachel
Ingram, Donna
Johnson, Denise
Kamtarin, Shahpar
Karls, Aletha
Linn, David
Little, Geoff
Majewski, Ashley
Mandeville, Jenny
Nelson, Roberta
Pickert, Donald
Porter, Beth
Rall, Kathleen
Renee Dawson, Toni

Roche, Morgan
Ruiz, Carlos
Rutledge, Scott
Sanders, Sara
Shook, Elisabeth
Smothers, Natalia
Sprague, Megan
Steinas, Jason
Taylor, Susan
Wachter, Michelle
Weisbrodt, Cathy
Woche, Melissa
Wolff, Jeanette

Not Present:

Barrow, Terri
Blackledge, Phillip
Bonner, Stacey
Brooks, Kay
Brown, Harold
Brown, Kenneth
Choate, Corey
Clark, Joanna
Clemmons, Lee
Daughtdrill, Latrice
Dixon, Michele
Eckert, Danielle
Erickson, Catherine

Fox, Anita
Gibson, Madison
Halman, Malina
Harvey, Gregory
Heaton, Ashley
Higgins, Ed
Hilderbrand, Susan
Hughey, Jasen
Jones, Christopher
Jones, Eric
Kane, Kimberly
King, Amanda
Korab, Emily
Luce, Nathaniel
Luffman, Josh
Malone, Amelia
Malveaux, Nicole
Marshall, Paul
Meadows, Shelley
Miller, Amber
Morgan, Rachel
Oliver, Leshuan
Perry, Alexis
Poindexter, Jeana
Scott, Carjamine
Sefcik, Stephanie
Stanard, Ray
Stiles, David
Upchurch, Jodie

Waits, Robert
Walker, Susan

Hopkins, Peggy
Maddox, Lynn
Manlove, Sharon
Thompson, Sonya

Sent Regrets:

Baquera, Felisha
Benitone, Hastings
Fann, Drew
Graham, Kashif
Lawrence Givens, Tiffany
Linski, Jamie
Loudon, Jeff
McChesney, Bailey
Moore, LaTisha
Morris, Diana
Pring, Michael
Richter, Andy
Robinson-Nichols, Ursula
Sims, Beth
Smith, Amy
Westrom, Lynn
Williams, Tara

Guests

Brandewie, Alicia
Brooks, Bari
Bryant, Natasha
Erdman, Kelly
Grant, Deborah

OLD & NEW BUSINESS ANNOUNCEMENTS

Jenny Mandeville, President, called meeting to order at 8:32 am

- April minutes have been approved
- Heart & Soul Aware Nominations now open for 2019/2020 thru July 31, 2019
- Officer election:
 - Vice President/President Elect
 - Caroline Johnston
 - Secretary
 - Jeannette Wolff
 - Treasurer
 - Michael Pring
 - Voting
 - Selection of: Caroline Johnston, Jeanette Wolff, and Michael Pring
- Chancellor Zeppos Resolution for honorarium for accomplishments over the last decade
 - First reading, 2nd reading will occur next month – if you recommend any changes, feel free to reach out to Jenny Mandeville

- Finalize at July meeting
- Presented to Chancellor's office

COMMITTEE REPORTS

Rules and Administration, co-chairs Ashely Heaton & Emily Korab

- No new business to report

Staff Life, co-chairs Elisabeth Shook & Kay Brooks

- Next meeting is Tuesday, May 21 at 10am in Kirkland Hall 311F

Events Committee, co-chairs Shelley Meadows & Amanda King

- No new business to report

Membership Committee, co-chairs Tara Williams & Caroline Caldwell

- Thank you to our greeters
 - Bess Cahill
 - Toni Renee Dawson
 - Roberta Nelson
- Happy birthday!
 - John Brassil
 - Elizabeth Cahill
 - Corey Choate
 - Toni Renee Dawson
 - Kashif Graham
 - Brittni Hamilton
 - Monique Robinson-Nichols
- Spring elections – lookout for email from Jeff Loudon
- Next month, the results will be announced
- Meeting a USAC Member:
 - Hastings Benitone
- Take a few moments to introduce yourself to other USAC members:
 - Which do you prefer, Chocolate or vanilla?
 - Movie theater or movie at home?

Communications Committee, co-chairs Carlos Ruiz & Carjamen Scott

- No new business to report

Mike McDonald, VU Credit Union

- I have been a part of VU for 10 weeks
- What is the craziest thing about the Oxford House and where we are located
 - It was built from the ground up and raised up each time a floor was built.

- 6600 members of the credit union
- Mission is to help the VU community achieve life and aspirations and make things more convenient
- What do you like most about the credit union?
 - The Christmas Club – we are a good place to put your money to save
 - The location; 12 ATMs on campus
 - Can access thru the Pulse system; you can use 38,000 ATM's where it doesn't cost you
- What change would you like to see?
 - Give us more money.
 - Since I've gotten here, our saving rates have increased, so we've gone from giving you basically nothing to doubling it to still give you basically nothing
 - We have not raised our car loan rates since 2013. 72 month car loan for new and used cars is 3.75%

John Lutz, Vanderbilt IT

- Our approach
 - 4/20/13 – VUIT created
 - Our principles for change:
 - Focus on our customers
 - Develop our team
 - Created mobile units; tech hubs for greater mobility
 - Improved consistent interface
 - Cultivate governance
 - Set the dials right
 - Consistently communicate
 - 2/2015: Leaner Teams
 - 5/2016: VUIT & VUMC IT Separation
 - 1/2018: Modern VUIT
- Focus on customers
 - Willingness to interact with customers; want to focus on customer service
 - Understand agendas – learn more about your customer's needs and the reason behind their service call
 - Prepare well
 - Know the news
 - Anticipate questions
 - Fill the gap
 - Be a representative
 - Offerings

- Navigation
 - Attitude
- Add value
 - Show your care
 - Listen carefully
 - Deliver best meetings
 - Leave something valuable
 - Studies show recovery from a mistake is more valuable to consumers than if nothing wrong had happened
- VUinstITute
 - Module 1: Our Work in Context
 - Module 2: Diversity, Equity, and Inclusion
 - Module 3: Customer Service Mentality
 - Module 4: Maximizing Personal Impact
 - Module 5: Effective Leadership
- Creating governance - improve transparency
- Consistently communicate – become more informative
- Activity – very busy behind the scenes.
 - 500,00 calls & 708,000 attack attempts
 - Phishing – report suspicious emails to phishing@vanderbilt.edu
 - If it seems like it may be fake, it's fake
 - Pretexting
 - Wireless Networking Improvements: vuGuest, vuDevices
 - Office Microsoft Office 365 Migration – cloud based
 - Digital Signage
 - Faculty/Staff Satisfaction Survey Top Responses
 - We are making improvements
- Our activity
- Aspirations

CLOSING REMARKS

Jenny Mandeville, President

- Next meeting will be Tuesday, June 11 at 8:30 am in the Student Life Center, BOT Room

Meeting was adjourned at 9:59 am.