

TALC ESP Meeting Minutes

The TALC ESP committee met on Friday, September 24, 2004 at 1 p.m. in the Blue Room of Business Sciences Building. Debbie Puett, Chair, called the meeting to order.

Members present were:

Debbie Puett, Chair
Fred Bayley, Vice-Chair
Doris Crute
Glen Gibert

Judy Gordon
Noel Isham
Stephen Matheny
Kelly Metcalf

Cindy Moore
Mike Saunders
Chuck Stutzman
Bruce Waddingham

1. The **history of the committee** was reviewed including the past projects. Committee members were asked to review the history notes to see what ideas they generate for future projects.
2. On page three of the history, the “ACA Focus Group Responses, 2003 (See items below for actions)” add “taken in response to ACA focus groups.
3. Items to continue from last year
 - A. **Campus maps** to be placed on campus and within buildings. Cindy and Bruce offered to lead this item.
 - B. **Campus Café** decision will wait for Stephen’s full report.
 - C. **Telephone survey** is complete. The major problems are limited number of trunk lines, training, and use of voicemail. Stephen will discuss the trunk line situation with Rick Edwards. Judy will take the idea of continuous training on the phones to the staff development group. Stephen is investigating updating the phone system. An alternative would be upgrading the existing equipment. Fred will send him the survey results to pertain to the potential upgrade. The use of voice mail in providing the best information to the caller will be addressed later.
 - D. **Staff evaluations** will be coordinated through the HR plan. Fred, Kelly, Judy, and Mike will help with this review.
 - E. **Parking lot lines** are an issue in red orange, silver and gold parking lots. The gold parking lot needs resurfacing. The red parking lot will probably be addressed first because it is the quickest.
 - F. **Road paving** request was made for this fall and has not been completed yet. Stephen will recheck with DOT to find their timeline for repaving the road.
 - G. **ATM/change machines** will pose an increased security risk. There is a possibility that change machines could be part of the bidding to provide water and juice on campus.
 - H. **Meeting Calendar** will be addressed at the next meeting.

The next meetings are October 25, 2:45 pm and November 30, 2:45 pm.

The meeting adjourned at 2 pm.