

Longwood University  
Staff Advisory Committee minutes  
September 15, 2011 1:30pm  
Ruffner 103

Keary Mariannino called the meeting to order.

**Members Present:** Grant Avent, Angie Covert, Ray Heinrich, Angela Jackson, Keary Mariannino, Sharon Perutelli, Rena Reynolds, Jennifer Sawyer, Mary Jo Stockton, Chris Stratton, Cynthia Thompson, and Della Wickizer

**Members Absent:** Freddie Adcock, PeeWee Baldwin, Carolyn Higgins, Tracy Shook, and Hunter Swanson

The minutes from the meeting on August 18, 2011, were approved.

Keary Mariannino gave an update on all the committee meetings she has been invited to attend as a representative for the Staff Advisory Committee:

- The Spirit Initiative Committee – Daphne attended and reported to Keary that there are some technical issues with the fight song. The release in October may be unrealistic but a preliminary recording has been made. Great feedback has been received about the mascot. Names have been proposed and after eliminating some it was narrowed down to three which are being voted on. The result will be revealed at Rock the Block. The mascot will have two jerseys one with 18 and one with 39 and several lances. There will be a fee schedule for appearances.
- The “Community Service Day”/Inauguration Committee – The day of service will be Thursday October 20<sup>th</sup>. Save the date literature and emails will go out and there will be information at Rock the Block.
- The Executive Council – Lots of ideas were expressed. The President’s main focus is customer service. Keary asked for ideas from members on defining customer service and best practices for Longwood to take back to the executive council. Angela suggested making sure it is understood that the customer is not just a student or parent but also each other. Angela asked who is going to hold us accountable for internal customer service. It was then discussed that the students are bound by an honor code and so could staff. There was then a discussion on how to effectively define and measure good customer service internally. Keary invited members to email her with any further ideas
- The Budget and Planning Committee is meeting in the next week and Jennifer would attend.
- The Sustainability Committee – An update was given on what the subcommittees have been doing and there is \$10,000 in grant money available for a speaker in the spring.

**OLD BUSINESS:**

The subcommittee for the Halloween Bash has not met yet.

**NEW BUSINESS:**

Fundraising ideas were discussed and an informal poll will be taken by members regarding some of the proposed ideas.

Parents Council Grant – It was agreed the committee should apply for this grant to use in offering a scholarship. Cynthia Thompson will work on the grant.

***In order to maintain anonymity, the SAC committee went into closed session to discuss emails directed to the website of concerns, comments, and suggestions.***

There being no further business, the meeting was adjourned at 2:30p.m. Our next meeting will be Thursday, October 20 at 1:30 p.m. in Ruffner 103.

Respectfully submitted,  
Mary Jo Stockton