

Support Staff Meeting June 20, 2013

Attended

Angela Currie	Anita Garcia-Holzemer	Anne Elkins
Anne Knott	Kristi Gunerius	Danette Riordan
Dorothy Moller	Noreen McKinney	Jane Morgan
Jennifer Longchamps	Tammy Lee	Susan Singer
Kara Wolkenhauer	Kristine Juhl	Joni Morrell
Nancy Menard		

Meeting called to order at 10 a.m.

Thank you:

Thanks to Dorothy for providing the snacks.

Thanks to Susan for providing the game and door prize; Tammy won the prize.

LCC Update:

There was no LCC meeting last month; no report.

Who to Call List:

- Anne Elkins has put all suggestions together on the Who to Call List ;that is used by those that answer the 4000 line to direct calls.
- The list will be posted on the intranet.
- If you have a new program/service that calls might come in for, please let Anne know the name and the first 3 contacts for the list.

Acronyms on the Intranet:

Departments ~ Administration ~ Guides ~ Acronyms

Anyone can update this page. Please put your acronym under correct heading (or best guess).

Meeting room cancellation etiquette:

Please cancel meetings in rooms when you are not in need of the space. Joni is often looking for the use of a room, nothing shows available, yet there are many rooms that are empty. Let's work to keep our room reservations clean. If you do need to schedule many room for anticipated use, have a reminder to cancel those unneeded rooms – if you do it prior to a week of the meeting you will not be charged room rent

GSMU-related items

- Cancellation policy clarification: Do we need to update the wording on the public side to state per registration, per class, per order, per class, etc., and how do we

want to handle cancelations. Some AAs are only charging one cancelation fee even though two classes may be canceled because it does not take any more time to process the second cancelation at the same time.

Susan will come up with some wording and processes to present to Carol Browder and see what fiscal's input is.

- Checkout questionnaire: T&L has spent a considerable amount of time and funds on advertising for their summer classes. A question has been created on the public check out screen asking "How did you hear about the event(s) for which you are registering?" This question also appears on the backend where the AAs must answer when registering students. If the AA does not know how the person heard about the class, we are to use "Other".
 - It was asked if this question could be added to the printed registration form for when registrations are faxed or mailed in. Susan and Joni are not sure there is enough room on the new form for anymore text.
- Roster invoice notes: GSMU reports that the issue of entering an invoice number for Class A, being carried forward to Class B when both classes were purchased on the same order number has been resolved. It was asked that if any one notices that this is not the case to let Susan and Tammy know.
- Custom Import Tool: Joni demonstrated the tool. She will forward the email from Tanja that has the form and instructions. Tammy will post both items to the GSMU intranet page.

Department go-round:

Dorothy: As of July 2, 2013 there will no longer be any certification help at the ESD. Joni will send out a script that can be used when calls are received and someone is looking for certification. Extension 4022 will be setup with a message directing callers to contact another ESD and OSPI, but no message will be accepted at this number.

Angela: Busy learning a new job and setting up portables at offsite programs.

Kara: Was at a training yesterday for Fixed Assets but put on hold until discussion with Carol. Earliest Brian will be back is the 9th of July.

Anne Knott: MERO grant cut again! Leaving for vacation.

Kristine: Payroll should be ran on Monday.... Hope and Wendy are both out today.

Kristi: Glad to have Angela. Snohomish Detention (new program) opens the 3rd week in August. Hiring a new Program Specialist that will have a variety of duties and work part-time out of T&L.

Noreen: E-rate process starts up July first. She will be out in September for some time to take her son to college.

Susan: She will be working 4-10's throughout the summer and has those weeks noted on her calendar. An order for 40 computers have come in for the replacement plan.

Jane: Another 5% has been cut from the budget. New funding though is allowing the hiring of 3 new PI positions.

Joni: Work source student Trevor will be here around the 1st of July to start working work Darrell. May also have some disabled workers that will be helping.

Meeting adjourned at 11:25 a.m.

Minutes respectfully submitted by Tammy Lee.