Call to order at 3:11pm


1. Review the help desk/concierge recommendation feedback
   a. Consider modifying this recommendation to a password protected advisor one-stop which gives every advisor the ability to serve as a concierge.
   b. Create this as a Wiki. Consider permissions and security levels of who can access this.
   c. Consider including contact information for: All Advisors, Library, Norris, Financial Aid, Registrar, Bursar, Bookstore, etc.
   d. A next step when creating this is doing a focus group with advisors of common questions and then create an FAQ. Could do a monthly survey of advisors to continue building upon this.
   e. This can begin by starting with the materials already created (advisor handbook/manual).
   f. This could be owned by the Coordinator.
   g. Could we create a list of people on campus who are willing to jump in and help students (i.e. student support pledge, student ombuds)
   h. Could we do ask me tents at a few peak times during the year (i.e. before the drop deadlines)
   i. Consider customer service training that could be implemented across campus.

2. Timeline moving forward
   a. Tentative: Present recommendations to CEMAT – November 30th

3. Assignment of tasks for next meeting

Meeting adjourned at 4:36pm

Next Meeting: Thursday, October 22 from 3 to 4:30pm in Chapman 211