Call to order at 3:07pm

Present: Gesele Durham, Kay Eilers, Brian Hinshaw, Jennifer DeRoche, Scott Emmons, Rodney Swain
Excused: Jen Hayes, Robin Jens, Hope Longwell-Grice, Warren Scherer, Rob Smith, Louis Molina, Phyllis King

1. Continue review of brainstorming document to formulate recommendations
   a. Discussed student help desk/concierge concept
      i. Help desk (one-stop) to serve as a triage place to assist with any questions and using a ticket system similar to an IT help desk
      ii. A concierge desk concept could have one person who can answer the general questions about many topics and then refer to a specific contact for specific information
      iii. These are potentially two similar, overlapping yet different models. One is student initiated and the other is initiated by someone on campus.
      iv. If these responsibilities fall to advisor, would need to build a structure where they have the time to do some of this.
      v. This concept would need to be introduced early in the student’s career (orientation) so this is the go-to place for all questions.
      vi. Would need to have common set of questions that can be answered at the desk and those that need to be referred.
      vii. Need to consider who would staff this desk and how they would be trained. Need professional staff at this desk.
      viii. The tracking via tickets would provide valuable information regarding where the consistent challenges arise.
      ix. Does some of this already happen in areas on campus? Could this be done with an increased expectation of customer service?
      x. Need to be able to determine if a particular problem was resolved or not.
      xi. Could this be built into a downloadable app for quick questions and responses? Consider having students develop this.
      xii. Where would this service be situated within the organizational structure?
      xiii. Could we have various advisors “on call” at particular times to address questions that cannot be covered by the concierge?
xiv. Documentation and an elevated level of customer service is critical to the success of this concept.

2. Timeline moving forward
   a. October 5th – Tentative presentation to CEMAT with recommendations

3. Assignment of tasks for next meeting
   a. Kay and Gesele to finish revisions of the recommendations document to share a second draft with WGUA for discussion at the next meeting.

Meeting adjourned at 4:11pm

Next Meeting: Thursday, August 20 from 3 to 4:30pm in Chapman 401