

# Imperial Valley College Customer Service Committee Approved Minutes

## Meeting of April 15, 2011 9:00 am in the Board Room

Committee members present:	Lisa Cross, Co-Chair Toni Gamboa Maria Esquer Todd Evangelist* Albert Izarraraz, ASG Rep*	Frank Miranda* Susan Moss Mike Nicholas Patricia Robles, Co-Chair Mary Ann Smith
Committee members not present:	Erika Aguilar Yethel Alonso, Secretary Myriam Fletes* Sheila Dorsey-Freeman*	Ed Gould, Ex-Officio* Cesar Guzman* Ricardo Pradis* Martha Sanchez

\*Non-voting member

**1. Call to Order**

The meeting was called to order at 9:10 am by Patricia Robles

**2. Approval of Minutes**

Tabled.

**3. Budget for 10-11 and 11-12**

Patricia Robles reported that the 10-11 original budget of \$3,000 was recently increased by an additional \$3,000 for the Years of Service lapel pins and clocks (which should cover the next few years) and for the IV Press ad.

She also stated that \$3,000 was proposed for 11-12, but only \$790 was approved. The \$790 is for the Employee of the Month/Year expenses. Other activities do not cost anything, such as the food drive and the holiday drive. The Staff Appreciation BBQ and the Ice Cream Social will not be funded, unless the committee next year decides to do a fundraiser.

**4. Subcommittee Reports**

**a. Employee of the Month**

The last three winners were Jose Alarcon for March, Linda Amidon for February, and Roberto Delgado for December. There has not been an April winner announced yet. Mary Ann Smith will talk to Omar Ramos to request that the April winner be announced as soon as possible.

The committee reviewed the current EMY procedures and discussed adding timelines. The committee would like winners announced at the beginning of each month. Based on the discussion, revised procedures will be reviewed at the next meeting.

The Customer Service Committee recognizes the leadership that Yethel Alonso provided in 2009-2010 to the Employee of the Month/Year Selection Committee during the absence of an Employee of the Year chair.

*M/S/C Smith/Evangelist to have the Employee of the Month and Employee of the Year procedures reestablished as organized. All records and nominations are to be handed over to the current 2009-2010 Employee of the Year, Omar Ramos, the designated EMY Selection Committee chair, which will bring the Selection Committee in alignment with the established program.*

**b. Assisting in Disasters**

Todd Evangelist reported that there was an IVC student whose house was in a fire. The American Red Cross has assisted the student, and the College was asked to assist with textbooks. The bookstore kindly agreed to provide textbooks on consignment. If monetary donations are received by the Foundation, they will be deposited in the CSC account. At this time no monetary donations have been received since the bookstore agreed to help with the textbook request. Lisa Cross said that she spoke to the student and offered to be contacted if any other assistance was needed.

**c. Years of Service**

The tentative date for the Retirement and Years of Service Ceremony is May 26<sup>th</sup>. Toni Gamboa is working on getting the vendor information for the clocks. The lapel pins have been ordered. The card that goes with the lapel pin is being slightly redesigned.

*M/S/C Smith/Cross to have Todd Evangelist be the presenter of the 2010-2011 Employee of the Year at the Retirement and Years of Service Ceremony.*

**5. Other**

None.

**6. Next Meeting**

The next meeting will be held on Friday, May 6<sup>th</sup> at 9:00 am in the Board Room.

**7. Adjourn**

The meeting was adjourned at 10:05 am by Patricia Robles.