IMPERIAL VALLEY COLLEGE
Standing Rules of the Customer Service Committee

Access to the Customer Service Committee is available to all members of all constituencies.

MEETINGS

At its first meeting of each academic year the Customer Service Committee will set a time and place to meet that is agreeable to its members. The Committee will meet monthly; and perhaps more often prior to special events.

AGENDA

1. The Customer Service Committee will generate its agenda according to the Committee's planned activities for the year and from items submitted by any Customer Service Committee member or any member of the campus community of Imperial Valley College.

2. The agenda will be prepared by the Chair/Co-Chairs of the Customer Service Committee and distributed by the Secretary to the Committee members at the beginning of each meeting.

3. In addition, the agenda will be posted on the College website and available for review, with attachments, at the President's Office.

OPERATIONS

1. A quorum must be present to hold a meeting. For this Committee, a quorum is 50% of the membership.

2. Robert's Rules of Order will be used to conduct meetings.

3. Committee members will work to achieve consensus. If the Committee cannot achieve consensus, a vote following Robert's Rules of Order will be taken. Records of dissenting and minority opinion will be included in the final recommendation.

TERMS OF OFFICE

1. The Chair/Co-Chairs of the Customer Service Committee shall be elected for a one-year term by the Customer Service Committee and be a member of the Customer Service Committee. The Chair/Co-Chairs are eligible for re-election.

2. The Secretary of the Customer Service Committee shall be elected for a one-year term by the Customer Service Committee and be a member of the Customer Service Committee. The Secretary is eligible for re-election.

PROCEDURES

Since the Board of Trustees has established the Customer Service Committee to ensure faculty, staff, students and administrators the right to participate effectively in College governance, the following procedures shall apply:

1. The Customer Service Committee will allow for discussion and recommendations to be a shared process by representatives of all five constituent groups. In addition, visitors will be allowed to share their opinions, suggestions, and ideas.

2. Copies of the minutes of previous meetings will be posted on the College website and available for review, with attachments, at the President's Office.

REVIEW AND REVISION

These standing rules may be changed by a majority vote of the Customer Service Committee members.

MISSION

To promote and improve good customer service practices among faculty and staff to assure a productive, courteous, respectful, and responsive campus environment that benefits the students and the community at large.

FUNCTION

To recognize outstanding services by employees, recommend the improvement of customer service, make contributions to the community at large, and contribute in any way to building and maintaining a positive campus environment at IVC.

This is an action-based committee.

This committee reports to College Council.

FUNCTIONS

Orientation Involvement
Staff Appreciation BBQ
Weeks of Thanks & Giving Food Drive
Holiday Gift Drive
Season's Celebration Involvement
Staff Appreciation Ice Cream Social
Employee of the Month Awards
Employee of the Year Award
Years of Service Recognition
Give Back BBQ
Welcome Wagon Tours

- To convey to the College President the views of the campus community on matters relevant to customer service.

- To make recommendations to the College President on activities relating to customer service within the College or within the community at large.

STRUCTURE

1. The Customer Service Committee allows representation from all five groups: faculty, classified staff, students, administrators, and other employees at IVC that may not be employed by the district.

2. The College President is a permanent Ex-Officio member of the Customer Service Committee.

3. Members may stay on the Committee for an unlimited number of years.

4. A Chair/Co-Chairs and a Secretary will be elected by the members of the Customer Service Committee.

5. The Customer Service Committee may create subcommittees as needed to address specific activities.

6. The Employee of the Month/Year (EMY) Subcommittee is made up of individuals that are not necessarily members of the Customer Service Committee. It is made up of two administrators, two faculty members, two classified staff, two students, and the current Employee of the Year.

OPERATION PROCEDURES

Operational procedures for the Customer Service Committee will be developed and maintained by its members.

REVIEW AND REVISION

This section of the Imperial Valley College Shared Governance Policy shall be subject to review every two years by the Customer Service Committee or as directed by the Superintendent/President. When members of the Customer Service Committee approve proposed revisions to this section, the recommendations will be presented to the Superintendent/President.