

**HOUSEKEEPING ADVISORY COMMITTEE
CONFERENCE ROOM, CHEEK-CLARK BUILDING
MAY 24, 2012**

Welcome and Introduction:

Mr. Darius Dixon welcomed and thanked everyone for attending the meeting. Members of the Advisory Committee present were: Kyaw Aung, Virginia Baillif, Sylvia Bland, John Williams, Shawn Caldwell, Angela Womack, Saw Lawla Moo, Juanita Williams, David Fraley, George James and Donald Wright. Also present were Tracy Agnew, Christopher Chiron and staff support Mary Craven.

The minutes for the May 10, 2012 meeting have not been completed and will be reviewed at the next meeting.

Roundtable Topics:

Mr. Dixon asked the Committee members if they had any issues they would like to raise.

- Ms. Bland and Mr. Fraley reported that they had spoken with employees in the Housing Zones and asked them about work schedules and training. Employees from several zones indicated that they would like training on policies and procedures, particularly regarding attendance, the “nine-minute rule,” and seasonal adjustments to work schedules and meal periods due to the heat in the afternoon in some residence halls that do not have air conditioning.
- There was a follow-up to a concern raised last meeting regarding Customers not paying attention to wet floor signs, particularly for the floor crew, whose work can create a greater hazard for customers walking on it. Mr. Caldwell is checking on different floor signs to be used for the floor crew to help address this concern.
- There was some discussion about maintenance of equipment and a reminder that machines must be cleaned with each use (e.g, buffers) to reduce wear.
- There was a question about the width of dust mops across zones. Some zones only had narrow dust mops to use on large areas. Mr. Dixon advised the members that if anyone has equipment needs or concerns, they should raise them with their supervisor first, then if necessary, the Assistant Director, then him.
- There was discussion about balancing service level expectations with staffing shortages. Several members noted that many employees take pride in their work, so that even with a short staffing plan in place, they still feel the need to provide full service. Mr. Dixon stated that, particularly in Housing, the service level expectations have not aligned with the staffing level and that the contract with Housing is currently being reviewed.

- There was a question regarding team cleaning, particularly about flexibility in using different products. Some employees have raised concerns that the current chemicals do not clean sufficiently. Mr. Williams noted that there is a wider range of chemicals in the team cleaning system that can be used in place of or along with the chemicals currently being used. Mr. Dixon stated that the department will continue to look for ways to further refine the team cleaning system. He added that there would be a demonstration for a bathroom cleaning machine that might save time and effort for staff.
- Mr. Chiron stated that eight employees had participated in a one-week trial of the Rosetta Stone language software to learn English. The trial went very well, and the employees all thought the program would be very helpful. Approval to move forward with the program was expected to be given soon.

Housekeeping Climate Improvement Initiates Evaluation:

Mr. Dixon led the Committee through a status update on the Climate Improvement Initiatives. The table of initiatives is updated monthly and posted to the Housekeeping website. The Advisory Committee was tasked with addressing several initiatives. The focus of the Committee for the next few months will be to provide recommendations in three areas:

- Pros and cons on issues related to shifts and work schedules.
- Ways to Increase culture change and understanding and promote mutual respect.
- Identifying policies that need clarification and training, and ideas on improving the communication system.

At the next meeting, the Committee will establish three subcommittees to address these three issues. Members were asked to consider which subcommittee they would prefer to join and to begin thinking about the scope of each subcommittee's assignment.

Next Meeting:

The next meeting will be held on Thursday, June 7, 2012 at 7:30 am in the Cheek/Clark Conference Room.