

Meeting Date: May 14, 2007

CSAC members present: Art Alexander, Alisa Cour, John Dutt, Michael Mills, Jeremy Van Keuren, Vincent Woods

Others present: Kari Guy

Notes prepared by: Kari Guy **Date:** May 14, 2007

CSAC approved:

Topic	Discussion	Action/ Decision
Introduction	Agenda and meeting minutes were accepted.	
Human Resources	<p>The Committee discussed the draft letter on human resources issues, to be sent to bureau directors from the committee. Members suggested a number of changes, including the following: clarifying training opportunities; specifically referencing Bureau Human Resources Coordinators; and noting the responsibility, not just the ability, to include customer service values in job recruitments.</p> <p>Jeremy suggested routing the memo through the Council Execs, and also sending to all Council members.</p>	<p>Kari will revise the memo and send to Jeremy, for presentation to the Council execs. If approved, memo will be circulated to bureau directors and Council members.</p>
Bureau Budget Requests	<p>The Committee discussed the inclusion of customer service activities in bureau budget requests. OMF financial analysts included customer service information in their budget analyses.</p>	<p>Jeremy will compile customer service sections from bureau budget analyses, and distribute to the Committee.</p>
Bureau Outreach	<p>The Committee will work on developing a template based on the BIP #7 recommendations, for bureaus to use in reporting their customer service activities. The template should include bureau missions and goals, employee recruitment and training, and customer service evaluation/surveys.</p> <p>Other items that would be useful for bureaus include guidance documents on how to request training, and how to develop a customer service survey.</p> <p>The Committee discussed the best method of communicating with bureau</p>	<p>John and Vincent will develop a template for reporting customer service activities.</p> <p>Kari will finalize survey and training guidance, and add survey and training examples to the web site, as available.</p>

directors. Possible approaches include working through the HR site teams, holding a brown bag, or dividing the CSAC into groups of two, for meetings with individual directors.

Committee Organization

The benefits of having a Committee Chair, both to put a 'face' on the Committee for external communications, and to manage internal Committee operations, was discussed.

The Committee will elect a chair at the June 11 meeting.

Next meeting

Next meeting is June 11. The committee will review/finalize the template for bureau customer service reporting, and develop plan for communicating with bureau directors.

Handouts:

- Draft letter on human resources issues
- Draft template for bureau reporting