MINUTES OF OCTOBER 30, 2006 NCCU EXECUTIVE COMMITTEE MEETING

The meeting of the Executive Committee was held at the Radisson Hotel, Research Triangle Park on October 30, 2006 at 12:00 p.m. Present were Cressie Thigpen, Kay Thomas, George Miller, Robert Williams and Ed Stewart. Also present was Greg Phillips, reporter for the Durham Herald Sun.

The purpose of the meeting was to discuss initiatives and goals for the NCCU Board of Trustees for the academic year 2006-2007.

The discussions centered around seven main topics. They were the Capital Campaign, Customer Service, the International Program, the BRITE Center, a Board retreat, commitment and responsibilities of the Board and the university's athletic success.

1. **Capital Campaign.** The Committee felt that the NCCU Board should have 100% financial participation. The general consensus was that we should not designate a specific amount that each member should contribute but that every member should contribute something annually. George Miller felt that the professional staff in the Office of Institutional Advancement should assist the Board in developing strategies to raise money. George also felt that the Chairman of the Board and the Vice Provost for Institutional Advancement should send a letter to each board member stressing the importance of the Board having 100% participation and identifying programs to which members can contribute.

2. **Customer Service.** This is an area that still causes concern as evidenced by the last letter Board members received from a student at the law school. Members were also concerned that poor customer service may affect giving to the Capital Campaign. Members felt we should reemphasize our commitment to good customer service and encourage the administration to continue developing programs that will address the issue of customer service. In this light, members offered the following suggestions to improve customer service:

   a. Having a 1-800 number that students and alumni can call to lodge complaints about poor customer service.
   b. Using testers (students and alumni) to interface with university employees to determine if the employees are promoting good customer service.
   c. The university should have, at a minimum, a yearly training session on customer service.
   d. There should be customer-training sessions for every new hire.
e. The university should use random surveys to test the effectiveness of the customer service programs.
f. There should be periodic evaluations of employees regarding customer service.
g. The university should establish a rewards program for employees who receive high marks for good customer service.

There was also a discussion about having a meeting between the Student Committee and the Personnel Committee with the person who is responsible for handling customer complaints to make sure that employees and students understand the complaint process that the university intends to employ regarding customer service.

3. International Programs. There was a general feeling that further developing the international studies and study abroad programs could enhance the competitiveness of the university. Members felt we needed to inform the administration that this is a priority of the Board. There was some discussion about how we could get involved with this issue. One thought was that we could encourage others to give to the programs. However, several of the members were unclear about what programs actually exist and whether there is one unified program to which individuals can contribute. The members also expressed an interest in receiving a schedule of the upcoming international plans and programs.

4. BRITE. Everyone was very excited about BRITE and felt we should inform the administration that we support all efforts of the administration to continue to develop the program.

5. Retreat. There was some discussion about whether the Board should have a short retreat. The purpose would be to discuss the issues raised and discussed at the Executive Committee meeting and any other matters that Board members might like to discuss. The general feeling was that we would discuss this with the full Board.

6. Commitment and Responsibilities. Several of the members felt we still needed a clearer understanding of our commitment and responsibilities. In the August edition of Trusteeship Magazine there appeared an article titled Building a Board that Sticks Together. The article suggested that one way of defining the commitments and responsibilities of a board is to develop a formal "statement of trustee responsibilities". After reading the article, Cressie Thiggpen emailed the author and requested a copy of a formal statement. The author emailed Cressie a copy used by Hartwick College. George Miller has agreed to modify the "statement of trustee responsibilities" to fit our needs and the members agreed we would disseminate this document
to the other trustees at the November meeting for their comments and suggestions.

7. **Athletic Success.** Ed Stewart suggested that we prepare a Resolution recognizing the success of all of our athletic teams for the calendar year 2006 and present the Resolution at our meeting in November. Everyone thought this was a good idea.

Respectfully submitted:

Cressie H. Thigpen, Chair