Minutes of September 5 were approved.

Dr. Covey reported on the College of Law student struck by a truck at the intersection of Piedmont and Decatur on October 2. He commented that the family of the student was very appreciative of the support they had received from the Georgia State community. Dr. Kaminshine praised in particular the support provided by Dr. Stout and her staff.

**President’s remarks**

Dr. Patton reported that the issue raised by preservationists regarding the site for the Science Research Laboratories Building had been resolved in time for the bidding process to proceed as planned. He thanked Mr. Lewis for handling this matter.

Dr. Patton reported permit issues had arisen which would result in postponing completion and occupancy of the freshmen and interest housing projects until fall 2009. He indicated that groundbreaking would now occur in spring 2008.

**PERS**

Dr. Lederberg called attention to the draft PERS policy and procedures distributed with the agenda for the meeting. She explained that PERS would provide data not only for reporting sponsored programs, but also for delineating FC10 support by the categories of instruction, research, and service. She announced the electronic PERS would roll out the week of October 9-14.

Dr. Lederberg made a motion to adopt the policy and procedures as presented. Dr. Kaminshine seconded the motion. The motion passed.

**Budget/enrollment update**

Dr. Henry reported estimated fall 2007 enrollments as 27,080 students and 322,500 credit hours. He added that fall 2007 revenues exceeded the budgeted revenues by $300K. He projected spring 2008 revenues as sufficient to more than offset the year-to-date shortfall due to summer 2007 revenues being $400K below budgeted revenues. Dr. Patton thanked all who had worked to achieve the fall 2007 results.

Dr. Fritz stated that a small number of registrants were still at risk due to financial aid issues. He pointed out that students were much more attentive to payment deadlines for fall 2007 than in prior semesters. He also noted that only 68% of entering students were HOPE eligible, which reflected a change in eligibility requirements by the state. Dr. Adamson cautioned that many students discovered they were not HOPE eligible, after they had already enrolled, so they might be looking to transfer to less expensive system institutions in spring or fall 2008. Dr. Kaminshine commented that Georgia State was still a bargain.

Dr. Patton observed that while SAT scores for new freshmen at Georgia State had dropped very slightly, SAT scores had also dropped nationally. He pointed to the university-wide Honors Program as a vehicle for recruiting larger numbers of topnotch students. He added that students would quickly learn what was required for HOPE and make adjustments. Dr. Henry stated that a lot of students were slightly short of the required 3.00 gpa’s, but had good SAT scores.

Ms. Hurt commented that the University Commons was likely a major factor in attracting more freshmen. Dr. Fritz
concurred and added that many elements had contributed to the successes in recruitment and retention. Dr. Patton stressed the importance of the quality of campus life.

Customer service

Dr. Patton commended the responses by the various units to the College of Law student incident mentioned above. He encouraged on-going efforts to improve customer service in the more ordinary day-to-day operations of the university as well. He invited the deans and vice presidents to report on recent customer service improvements.

Ms. Hurt reported the University Library would be lengthening Saturday and Sunday hours of operation in order to accommodate students formerly served on weekends by the IS&T open computer lab.

Dr. Covey reported on the opening of the Student Health Clinic at the University Commons. He shared comments from clinic staff regarding greater cooperation from students as patients and more effective services.

Dr. Adamson reported on the opening of the new College of Arts and Sciences Office of Academic Assistance. She pointed out the importance of appropriately designed space for serving students, such as dedicated space for advisement. She added that staff members were engaging in conversations about customer service as a follow-up to moving into the new space.

Dr. Huss reported on a one-day customer service training program at Indian Creek Lodge for Robinson College of Business staff. He commented that the discussions at this second year program had demonstrated the cumulative effect of focusing on customer service, and that the programs would be conducted annually. He agreed to share information about the program, which was organized by the college staff empowerment team, with the other deans.

Dr. Fritz reported on the success of the Mega One Stop Shop during fall 2007 registration after a successful pilot run in spring 2007. He noted some other institutions had permanent locations for such operations in order to have all-year one-stop services. He commented on on-going efforts to address customer service issues with staff in Enrollment Services, including more attention to back-office staff. He indicated that the Human Resources Office was assisting with development of personnel evaluation forms, which would include customer service-related elements. He suggested attention to rewarding customer service-related behaviors.

Mr. Albert reported IS&T offices would be moving from Classroom South Building to Citizens Trust during the winter break with minimal interruption of services. He announced the Help Desk would be relocating to the old open lab space and for the first time would have a walk-up window for in-person assistance. He added that future plans included a faculty resource center.

Dr. Henry announced Georgia State had six finalists for University System customer service awards.

Announcements

Ms. McElroy announced the results of the CAA Challenge blood drive, which drew almost twice as many prospective donors as the American Red Cross was prepared to serve. She also announced the 2007 Athletics Golf Classic to be held October 15 at Eagle’s Landing.

Dr. Adamson distributed a poster advertising special events in the College of Arts and Sciences.

Ms. Hurt announced the Library North entrance will open October 14, and the grand opening will be November 15.

Dr. Kelley announced William Novelli, CEO of AARP, will be the J. Rhodes Haverty Lecturer on October 25.

Mr. Roth announced the launch of the fraud hotline.