# Imperial Valley College

## Customer Service Committee

Unapproved Minutes

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| Meeting of October 8, 2009Instructional Conference Room |
| Committee members present: | Yethel Alonso, **Secretary** Erika Aguilar Lisa Cross, **Co-Chair**Sheila Dorsey-Freeman Cesar Guzman | Toni Gamboa Mike Nicholas Patricia Robles, **Co-Chair**Martha Sanchez |
| Committee members not present: | Myriam FletesEd Gould, **Ex-Officio** (Vacant) ASG | Frank MirandaRicardo PradisMary Ann Smith |

1. **Call to Order**

The meeting was called to order at 10:12 am by Lisa.

1. **Approval of Minutes**

Tabled

1. **Calendar of Events**

A calendar of events was handed out to the members.

1. **BBQ**

Patty and Lisa reviewed the list of items that are usually purchased for the BBQ with the committee. They discussed the reduction of some items to save money because the budget may not allow for more. Patty and Lisa suggested that we reuse the decorations from last year since they were not given as door prizes, this way we would only have to purchase the roll of table cover. The committee agreed that this would be a good way to cut costs. Patty and Lisa suggested having a meeting with the shoppers the following Thursday so that they could go over the shopping list.

Yethel stated that Rick Webster agreed to be the DJ for the BBQ. Sergio Lopez will be asked to be the MC. Mike Nicholas will see if he and John Abarca could coordinate being photographers that day. Yethel will provide the set-up to Maintenance. Patty will provide a sign-up sheet to the President’s Office to be shared with Administrative Council.

1. **Weeks of Thanks and Giving**

Toni reported that Mary Ann Smith agreed to organize the food drive and was in the process of getting the boxes she needed.

1. **Holiday Outreach**

Lisa and Patty asked for ideas on the holiday outreach program this year. The committee discussed the numerous ideas, one of which was doing something for IVC employees. Sheila stated that hard times were coming and it was best that we do something for our people rather then helping an organization in the community. Most agreed that although this was a good idea there was no real way to determine who was in need and who was not so it would be better if we did not try to make that determination ourselves. Sheila stated that we should take a break from helping the community this year because IVC would be facing tough times and it may be difficult for people to help. Lisa and Patty stated that the committee always helps the community during the holidays and that they did not agree with not doing anything. Yethel suggested that maybe we could have a drive of some sort so that we don’t feel obligated to help or to spend a lot of money. Sheila suggested continuing the food drive because it would be easier for the employees and she believed that the food bank would be in need of food during the holiday season as well.

Sheila suggested that we continue the food drive through December.

M/S/C Yethel/Erika to continue the food drive through December in place of having a separate holiday outreach program.

M/S/C Lisa/Yethel to have a toy drive for Toys for Tots in addition to the extended food drive.

1. **Meeting Schedule**

There will be weekly meetings prior to the BBQ to ensure that everything is going as planned. Yethel asked if we could move the meeting to 10:30 because it was difficult for her to arrive before then, the committee agreed. Patty stated that on October 14th there will be a meeting specifically for the Management Team and the shoppers. The next official committee meeting would be held on October 22nd.

1. **Other**

Tabled - Presidential Makeover - IVC T-Shirt Day

1. **Adjourn**

M/S/C Lisa/Sheila to adjourn the meeting at 11:00 am.