

## EXECUTIVE COMMITTEE PLAN OF WORK

2017-18

### MEMBERS

Kathleen Schreier Rudgers, Chair  
Jen Prosceo, Vice Chair  
Cathy Clarke, Communications Officer  
Anne Zachmeyer, Events Officer  
Joanne Bagley  
Dianne Simpson  
Lindsay Vallone  
Wendy Wheeler

### SUMMARY

As liaison between Staff Council and the RIT Administration, the Executive Committee will be a catalyst for positive change. Here is how we will do that:

### GOALS AND OBJECTIVES

- Dissemination. Continue communicating with staff members and find ways to improve.
  - Investigate and implement alternate methods of communicating to staff without regular computer access.
- Raise the level of customer service across RIT:
  - Serve as a role model for excellence in customer service through our interactions with administration, SC members, RIT staff constituents, and with one another.
  - Encourage and empower constituents to take proactive steps to address their own concerns (helping them to realize their own potential power and impact), while also serving as a resource to staff for issue resolution (when reasonable and appropriate).
  - Host brown bag lunch events for staff with RIT administration.
  - Rolling out a campaign for customer service to SC.
  - Remind constituents about web resources related to their concerns.
  - Provide departments with feedback regarding the usability and navigability of informational websites.
- Continue to develop mutually beneficial relationships with RIT administrators, work with Dr. Munson to understand his vision for RIT, and learn how SC can help execute that vision as it evolves.
  - Increase general awareness about Staff Council:
  - Explore the idea of creating a SC Slogan.
  - Gather and publish testimonials from current SC reps.
  - Publish blog(s) on this year's customer service focus.
  - Build unity/community with SC reps and encourage them to be SC ambassadors.
  - Create PR Video/Clips.

**EXECUTIVE COMMITTEE PLAN OF WORK****2017-18****GOALS AND OBJECTIVES (continued)**

- Act as a role-model for being solution-driven rather than problem-focused:
  - Assist our committees in achieving their goals for the year.
  - Forge innovative alliances using SC members' connections.
  - Develop document/talking points for reps to use when talking to constituents when concerns are brought forward.
- Review the SC Bylaws.