Present: Nick Amico, Althea Aschmann, Jean Brickey, Barbara Crawford, Rachel Holloway, Judy Lilly, Dianna Martin, Becky Saylor, Charles Stott, Linda Woodard, John Wooge

Absent: Karen Boone, Greg Brown, Trudy Epperly, Teresa Lyons, Kellie Morris

Guest: Kurt Krause, Vice President for Business Affairs

Chair Jean Brickey called the meeting to order at 3:05 PM. The agenda was approved as presented. The minutes of the January 28, 2004, meeting were approved as written. New commission members were introduced. Nick Amico has been appointed as the representative for the Graduate Student Assembly. Dianna Martin was appointed to complete the term of Judy Alford.

1. Speaker: Kurt Kruse

Kurt Krause gave an overview of his past experience and business philosophy. He worked for the Marriott Corporation for 21 years, his last position being the Brand Vice President for the Marriott’s Renaissance Hotels. Immediately before coming to Virginia Tech, he served as the Executive Director of the Office of Consumer Advocacy and Initiatives for the U.S. Department of Homeland Security. His philosophy of “savvy service” incorporates an inviting sense of welcome, random acts of kindness, personalized service, and crisp conduct and language. He believes these apply in the university environment. He also discussed inclement weather closings, and the problems and issues involved. He provided a brief review of parts of the university’s master plan and the concepts that guided its design.

2. Committee Reports:

• Commission on Equal Opportunity and Diversity (CEOD)
  ◊ CEOD sub-committees provided input on exit interview surveys for faculty and staff.
  ◊ There was also considerable discussion of the position statement reaffirming our civil liberties approved by CEOD. The statement has been reviewed, revised, and approved by the Faculty Senate. CEOD asked that members present the statement for discussion and comment to their constituent groups before the Commission would vote to substitute the Senate’s version for the one approved earlier. Commission members expressed reservations regarding the statement. Members stated that the purpose is unclear, and they were not sure how it would be used or why it was needed. There was
also concern that the statement could be in conflict with current and proposed university policies, and that two university departments were singled out. The Commission chose to take no action on the statement.

- **Employee Benefits Committee**
  - Jennie Reilly, the university’s ADA coordinator, discussed her role and disability awareness.
  - Doug Martin reviewed the current legislative session. Most benefits-related bills have either been tabled or deferred to next year. The VRS purchase of service at a reduced rate ends June 30, but forms must be completed by May 24. A reminder will be sent out to employees.
  - The committee is continuing to review supplemental benefits.

- **Staff Senate**
  - It was decided that elections would be conducted via electronic voting.

3. **New Business**
   - April 21 meeting: Doug Martin will present an update on benefits.
   - May 19 meeting: The date of the May meeting needs to be changed due to a conflict with Staff Appreciation Day. The commission will be polled for alternate dates.

There being no further business, the meeting adjourned at 5:00 PM.