

**BYLAWS, POLICIES AND PROCEDURES
OF THE
QUALITY OF SERVICE COUNCIL
Stetson University**

Article I: Statement of Purpose

1.1 Council History

In 1988-89 President H. Douglas Lee, recognizing that quality of service is primarily delivered by the front line people of the university who handle incoming calls, meet campus visitors and maintain the facilities, appointed the Quality of Service Task Force. The task force, which was comprised of University staff, was commissioned to study the issue of quality of service, provide an overview of Stetson's current strengths and challenges and make recommendations for study and improvement. Since joining Stetson in 2009, President Wendy B. Libby has continued to support the council's efforts to participate in community events, celebrate coworkers, and foster a more open communication, which promotes building a culture where employee involvement matters and creating a great place to work.

1.2 Mission Statement

The purpose of the Quality of Service Council is to act as a catalyst within the Stetson community to promote communication and courteous service. The Council seeks to achieve improvements in internal interactions—to serve as a channel of communication between departments and among individual staff members. It seeks to promote a sense of community by providing opportunities for social interaction and employee recognition. The Council achieves its purpose through dissemination of information, training programs and Stetson employee events.

Article II: Council Membership

2.1 Members

The Council will consist of sixteen (16) voting members comprised of full-time active employee's representative of various departments across the DeLand campus with a minimum of six months of university employment. Each member will serve a term of three years. Additional membership consists of two ex-officio members comprised of the prior year's Chair and the Director of Human Resources.

2.2 Admission to Membership

At each monthly Council meeting, the Council members may bring forth nominations for membership consideration to replace those voting members on their last year of membership. Eligibility for nomination will include ability to perform the work of the Council, congeniality and a commitment to the mission of the Quality of Service Council. A former Council member will be eligible for re-nomination after a minimum of one year has passed from their prior service on the Council.

The field of nominations will be narrowed by majority vote to one candidate and two alternates per vacancy and will be listed in the minutes of the meeting.

Nominees will be contacted by the Council Chair in the order of majority vote until all vacancies are filled. The nominee list will be maintained by the Council Vice-Chair and used as vacancies arise.

Before accepting membership, each nominee must commit to a three-year term of service, regular attendance at all Council meetings, participation in activities and maintain a level of confidentiality with Council business.

2.3 Term

Voting members serve a term of three years defined as June 1st through May 31st. Depending on the service needs of the Council, the Council officers may request a departing member remain on the Council for one year in a non-voting capacity.

2.4 Attendance

The Secretary will keep record of Council member attendance at monthly meetings. Members who miss three (3) consecutive meetings will be contacted by the Chair regarding their continued intent of membership on the Council.

2.5 Resignation/Termination of a Member

If an employee is no longer employed by the University, service in the Council will automatically be terminated.

To resign from the Council, a member must submit written notification to the Chair. The Chair will schedule a meeting with the resigning Council member to discuss the issues behind the resignation.

To fill a vacancy resulting from the resignation of a Council member, the Council will offer the vacated position in the order of majority vote to the names on the previously approved nominee list. If there are no approved candidates, normal procedures outlined in Section 2.2 will apply.

Article III - Officers

3.1 Council Officers

Following nomination and election by majority vote of the Council membership each May at the end-of-the-year luncheon, the following officers will serve one-year terms. (Incoming members will participate in the May end-of-year luncheon officer voting process. Outgoing members will be excluded from the end-of-the year luncheon officer voting process.)

Chair
Vice-Chair
Vice-Chair Elect
Secretary
Treasurer
Website Coordinator

Should the Chair or Vice-Chair vacate their position before October 1st, the Vice-Chair will fill Chair and Vice-Chair Elect will fill Vice-Chair. The replacement officer will be credited for a full year of service in their new position. Should an officer vacate their position on or after October 1st, the replacement officer will not be credited for a full year of service in their new position and will fulfill this position the following year. A normal election process will be held to fill any other officer vacancies.

3.2 Duties of Each Office

The Chair of the Council will prepare the agenda for all monthly council meetings, and reserve space for meetings. The Chair will preside at all meetings, and will oversee all standing committees; Employee Recognition, Lunch and Learn, Welcome, and Events. The Chair will update Quality of Service letters: New Employee and Supervisor Thank You letters. The Chair will oversee website and newsletter for accuracy. The Chair will prepare a written annual report of the council's activities and will inform the Stetson community of these activities at least twice a year. Chair will coordinate the end of year Council Appreciation Luncheon. Chair will present departing members with a certificate of appreciation at that event.

The Vice-Chair of the Council will serve in the place of the Chair as directed by the Chair or in the event that the Chair is unable to carry out

any of their duties. Following the Council Appreciation Luncheon, the Vice-Chair will provide new members with a copy of the Bylaws Policies and Procedures, meeting calendar. and a Committee member list. Following the end of the Chair's term of office, the Vice-Chair will serve as Chair in the following year.

The Vice-Chair Elect will oversee the recruitment process and work with the Vice-Chair to prepare recruitment letters and new member packets. Following the end of the Vice-Chair's term of office, the Vice-Chair Elect will serve as the Vice-Chair in the following year.

The Council Secretary will record minutes at every Council meeting and will distribute them to all Council members within one week of the meeting. The Secretary will track membership attendance at all Council meetings and determine whether a quorum is present. The Secretary will also receive all Council correspondence and bring to the Chair for review. The Secretary will notify members of any special Committee meetings.

The Treasurer will oversee and coordinate the Council's budget with the Chair. The Treasurer will keep all copies of Council annual reports; reconcile receipts to expenditures; prepare reports, check requests, purchase orders and other documentation as requested or needed. The Treasurer is responsible for providing an annual budget report to the Chair.

Website Coordinator will update the Quality of Service webpage throughout the year with upcoming event information, RSVP links, event photos, current committee members, calendar of events and any other important information that the Chair indicates.

3.3 Ex-officios

Each year there will be a minimum of two ex-officios on the Council to include the Director of Human Resources and the prior year's Chair.

These members are non-voting members and serve in an advisory capacity only. They will attend all regular Council meetings.

Article IV – Meetings

4.1 Timing and Frequency

The Council will meet monthly. The Chair may call special meetings as needed.

All Quality of Service Council meetings are closed meetings, limited to Quality of Service members and ex-officios. Outside guests will be allowed, by special invitation, for a specific presentation or purpose. Once their presentation is complete, the guest will be excused from the meeting.

4.2 Meeting Procedures

The Council meeting will be conducted in the following manner:

- Call to order
- Roll call
- Budget report
- Old business
- New business
- Meeting adjourned

4.3 Agenda

Any Council member who has an agenda item to include in new business should notify the Secretary at least one week prior to the scheduled meeting. Items not included on the agenda may be tabled for discussion until the next meeting at the Chair's discretion.

4.4 Voting

A minimum of 50 percent of the membership must be present in a meeting, to include special meetings requiring a vote, in order for a vote to occur. The majority vote will rule.

Article V –Committees

5.1 Standing Committees

- Employee Recognition Committee
- Lunch and Learn Committee
- Welcome Committee
- Event Committee

Additional Committees may be formed as needed.

5.2 Employee Recognition Committee

The Employee Recognition Awards Group will consist of a minimum of (4) council members. The committee will be responsible for managing the year end Employee Recognition Awards.

The selection process of the end of year Employee Recognition Awards will be as follows:

- Any full-time or regular part time active employee of Stetson University may be considered for nomination of an employee award. Current Quality of Service voting members and employees who have received an award in the previous three years are ineligible.
- Nomination emails will be sent by the committee through Human Resources, and posted on Stetson announcements. The nomination form should be included on both, along with the Quality of Service webpage. Communications will include: award categories with definitions, instructions for submitting a nominee, list of current ineligible employees, deadline for nominations, prizes and date when winners will be announced. The winners will be announced at the Employee Recognition Event in April.
- Nominations may be submitted to any members of the committee. (Members are required to submit nominations received to the Recognition Awards Committee within 24 hours of the deadline date.) Nominations will not be accepted after the deadline date.
- The Quality of Service Council Chair will send members the nomination spreadsheet in advance for review and call a mandatory meeting, open to voting members only, to select the winners in each category. This meeting will be held no later than three weeks prior to the recognition ceremony each year to allow adequate time for the committee to make preparations.
- Committee will oversee the employee award voting process. After all Quality of Service Council members have submitted votes, the nominee with the most votes in each category will be selected as the winner. The award selection process is based on content of written nomination and applicability to the specific award definition and not on the number of nominations an employee receives in any given category.
- In the event there is a tie among nominations in any given category, the Council will conduct a vote between the tied nominations to determine the winner.
- Committee will request nomination form from Web Services, provide Powerpoint, secure photography, provide script, order plaques, and certificates, process check requests, and order parking sign for Staff Employee of the Year winner. Ensure

announcements and invitations are sent. Follow up with Stetson Today Story, and post photo of winners to digital screens and Quality of Service website.

Spirit of Stetson Awards Group will consist of a minimum of two (2) members. Award will be presented once a month.

- Committee will promote Spirit of Stetson Award, provide nomination list to council for monthly voting, purchase gift cards, and write appreciation note to winner.
- All council members invited to present to winner

5.3 Lunch and Learn Committee

The Lunch and Learn Committee will include two (2) members. The committee is responsible for scheduling speakers to host sessions in conjunction with other departments, order beverages and desserts, setup needs with facilities, and create and distribute invitations to the campus community.

5.4 Welcome Committee

The Welcome Committee will include two (2) members. This committee will act as a liaison to Human Resources to be included in the New Employee Orientation held monthly. Committee members will give an overview of the Quality of Service Council. Committee will contact new employees within their first month of employment (list provided by HR) to welcome them to Stetson, and answer any questions they may have.

5.5 Event Committee

The Event Committee will include five (5) members. This committee is responsible for handling and managing events like the holiday luncheon and the Ice Cream Social/BBQ.

- Committee will order catering and setup needs, design and distribute invitations, keep record of RSVPs, secure entertainment, décor, raffle prizes, handle the reservation on the venue, and promote the events. All members of the Quality of Service council are to assist with these events. Committee will facilitate the assignment of these and additional tasks as needed.

| Any Council member may propose an amendment(s) to the Quality of Service Bylaws, Policies and Procedures by placing amendment(s) on the agenda, as described in 4.3.

If a minimum of 50 percent of the Council members are present, then a vote may occur on the proposed amendment(s) further consideration. If approved, the Chair will amend the bylaws and provide each member with an updated copy. The Chair will also forward the amended bylaws to the President of the University and the AVP for Human Resources with a brief description of why the amendment was made.

| Revised 8/6/2018