Meeting Notes
Business and Operational Practices Working Group
July 30, 2014, 8:00-9:30 a.m., HH 309

Attending: Roxanne Adams, Blake Araki, Heidi Bornhorst, Justin Delp, Dyann Fong, Earl Matsushita (Convener), Nicholas Metivier, Alan Nakanishi, Traci Shimizu, Clifton Tanabe, Rebekah Carroll, Susan Hippensteele

Guests: Lynn Mayakawa, Harry Partika

1. Discussion of Initiative Implementation
   a. Protocols for BCs across campus
   b. Have already developed job description for BCs
   c. Friday, August 1 - Deadline to appoint BCs

2. Discussion with current BCs
   a. Questions
      i. What do BCs need to be trained on?
      ii. Is there one set that we want to use as a model?
      iii. If you were brand new, what would you need to know to function?
   b. Current BCs shared experience
      i. Large part of the job is communication between different parties
      ii. Continuous, sustainable follow-up
      iii. Responsive to all needs
      iv. Good manager
      v. Knows how to get things done- knows the protocols
      vi. Policies by department- not person

3. Approaches to training
   a. Problem-solving based
   b. Role-playing

4. Discussion of Current BC needs from Facilities
   a. Strong communication
   b. Understanding of the Chain of Command
   c. Be involved/consulted with for large projects

5. How to Organize the Training
   a. Discuss who is going to do what
      i. Team Work exercise
      ii. Come back together
      iii. Role-playing
      iv. Question: Who needs to be in front of the BCs?
         1. Opportunity to present a Who’s Who
         2. Scope of responsibility
         3. Hierarchy
         4. Explain how WOs are processed
            a. Chain of events

Next Steps
1. SH will follow-up with additional BCs

Next Meeting: Wednesday, August 5, 2014, 9:00-10:30 a.m., HH 309