



**Meeting Name: Quarterly SERVE Center
All Hands-On Deck Virtual Meeting**

Date: November 28, 2023



WELCOME



All Hands on Deck Meeting Protocols

We will:

- Be respectful of your time
- Ask that you avoid distractions and mute yourself
- Ask that you put your questions in the chat feature
- Leave space for questions and answers
- Post the recording and PowerPoint on Together to SERVE at <https://serve.uncg.edu/together-to-serve/>

SERVE Center at UNCG Vision & Mission

SERVE's Vision

SERVE envisions a diverse, inclusive, equitable system of education where barriers to learning cease to exist, allowing all learners to pursue success.

SERVE's Mission

SERVE's mission is to work collaboratively to provide high quality research, evaluation, and customized support that drives positive educational outcomes for all learners.

Maria Pitre-Martin's Priorities for 2023-2024

- Prioritizing the Workplace Environment and Organizational Sustainability
 - Enhancing Organizational Communication and Security
 - Focusing on Organizational Protocols
- Adapting to Changing Situations
 - Investigating the Process for Payments/Reimbursements
- Continuously Improving
 - Considering Strategic Planning Efforts for SERVE Center
 - Considering Professional Learning for all SERVE Center Staff
- Building Partnerships
 - Developing New Partnerships
 - Enhancing Current Partnerships

Prioritizing the Workplace Environment and Organizational Sustainability – All SERVE staff will receive by November 30th



The purpose of this document is to serve as an operational document to ensure that all Dixon Building personnel, occupants, and tenants follow the same guidelines in the event of an emergency.

FIRE

- If you see or smell smoke, or see fire, evacuate the building immediately.
- Pull the fire alarm pull stations as you exit the building.
- Once you are in a safe location, outside of the building, contact the following to report the emergency:

Monday-Friday 8am-5pm:

Notify Gateway's Director of Facilities – (336) 217-5141

Nights, Weekends, Holidays:

Gateway Maintenance – (336) 217-5115

- If you hear the fire alarm, leave the building immediately.
- DO NOT re-enter the building until instructed to do so by emergency personnel.

BOMB THREAT

- If you find a suspicious package, do not move it. Call Gateway's Director of Facilities at (336) 217-5141.
- If you receive a bomb threat, stay calm, warn others in the immediate area (i.e. notify SERVE Executive Director at (832) 477-3891).
- Contact 911.
- Follow the instructions of 911 Emergency Personnel.

Prioritizing the Workplace Environment and Organizational Sustainability

Dixon Building



On-Call and Security Guard Information

CONTACT	NUMBER	SCHEDULE
On-Call Maintenance	336-217-5115	Call this number Monday to Friday after 5pm for maintenance-related issues.
Security Guard South	336-209-8640	Security Guard is ON-SITE between 4pm to 8am, Monday to Friday, and 24/7 Saturday and Sunday
Security Guard Union Square Campus	336-908-8563	Security Guard is ON-SITE between 7am and 10pm, Monday to Friday
ALWAYS – IN CASE OF EMERGENCY – DIAL 911		

ALWAYS – IN CASE OF EMERGENCY – DIAL 911



Greg Benton	336-451-1864	Gateway – Facilities Maintenance Supervisor
Bobby Warner	336-362-9011	Gateway – Senior Facilities Maintenance Technician
Tony Turner	336-362-6175	Gateway – Facilities Maintenance Technician
Robert Stephens	336-338-0814	Gateway Security Supervisor

Prioritizing the Workplace Environment and Organizational Sustainability

Dixon Building Delivery Entrance Change:



Prioritizing the Workplace Environment and Organizational Sustainability

	
V3.3c	V3.4
Total Votes = 2	Total Votes = 23
Votes – with suggestion = 2	Votes – as is = 19

Prioritizing the Workplace Environment and Organizational Sustainability - Growing the SERVE Center Brand

LinkedIn



<https://www.linkedin.com/company/serve-center-at-uncg/>

Please follow us and repost the great work of SERVE Center staff.




Prioritizing the Workplace Environment and Organizational Sustainability – Reviewed Yearly

Flexible Schedule/Telework Plan and Agreement

A flexible work arrangement is one where the employee has flexible work hours, a hybrid work schedule (working both on-site and remotely on a regular basis) or is primarily working remotely. The University worksite remains the official work location of the employee if the employee works primarily on-site (50% or more of their regularly scheduled workweek). Employees who are working off-site more than 50% of their regularly scheduled workweek will not be guaranteed a dedicated workspace on-site and may be working in shared space when reporting to an on-site location. This Agreement is intended to document flexible work arrangements and ensure that both the supervisor and the employee have a clear, shared understanding of the employee’s flexible work schedule and/or teleworking arrangement. Each arrangement is unique and depends on the needs of the position, supervisor, and employee. In defining a flexible work arrangement, the employee and supervisor are expected to evaluate the costs and benefits of flexible work schedules and/or telework, identify work expectations, and clearly communicate how expectations will be met. A signed, approved copy of this Agreement is required for any regular teleworking arrangement, regardless of the percentage of time an employee is teleworking. This Agreement is also provided as an option for supervisors to document flexible work schedules approved within their division/department.

This Agreement may be terminated by the division/department or Human Resources at any time. It does not alter or supersede the terms of the existing employment relationship. Approval for any teleworking arrangement lasting longer than 30 days must be approved by the Provost/Dean/Vice Chancellor and by the Associate Vice Chancellor for Human Resources. Human Resources reserves the right to deny teleworking arrangements.

Employee information:

Employee Name:	
Employee ID:	
Job Title:	
Position Designation (check all that apply):	<input type="checkbox"/> SHRA <input type="checkbox"/> FLSA Exempt <input type="checkbox"/> Permanent <input type="checkbox"/> EHRA <input type="checkbox"/> FLSA Non-Exempt <input type="checkbox"/> Temporary

Prioritizing the Workplace Environment and Organizational Sustainability

SERVE Center Staff Vacancies	Status
Program Specialist (NCHEP)	In the hiring process
Associate Director	In the hiring process
Communication Specialist	In the interview process

Continuously Improving Project Management and Communities of Practice



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Adapting to Changing Situations Trainings

- ❑ Forthcoming training regarding the submission of the following:
 - Travel/Reimbursements
 - Supply order requests
- ❑ During the months of January and February, we will be asking program areas to meet with SERVE Center Operations staff for training purposes.



Adapting to Changing Situations

Technology Update with David Starnes

Zooms to TEAMS

- UNCG will be switching to MS Teams for video meeting over winter break
- All staff will lose access to Zoom Dec 31st

Adapting to Changing Situations

Technology Update with David Starnes

Teams is getting better

- Many of our old Teams problems are improving
 - Breakout rooms features
 - Large meetings and Webinars
 - Guest access
 - Reliability

Adapting to Changing Situations

Technology Update with David Starnes

Teams Resources

Several training opportunities to learn Teams:

- Self paced videos on Linked in learning
- One on one consultations
- Group workshops

<https://technologyinitiatives.uncg.edu/teach-with-teams/>

Questions?

Clarifications and Updates

- ❑ UNCG will be observing the Winter Holidays Dec. 25-28 and Dec. 29, the University will be closed. For Dec. 29, you must use 8 hours Vacation or 8 Personal Observance Leave (if you still have it remaining). Personal Observance Day must be used by December 31, 2023.
- ❑ FERPA training is due by December 31, 2023
- ❑ The SERVE Center Strategic Planning Efforts will begin in 2024. More information is forthcoming

Next proposed dates for Quarterly SERVE Center All Hands on Deck Virtual Meetings

February 27, 2024

May 29, 2024

August 29, 2024



QUESTIONS AND ANSWERS



SERVE Center at UNC Greensboro
5900 Summit Avenue, Suite #201
Browns Summit, NC 27214

www.serve.org

336-315-7400



THE UNIVERSITY OF NORTH CAROLINA AT GREENSBORO