

# FACULTY OF ENGINEERING DEAN'S STAFF ADVISORY COMMITTEE

Thursday, November 17, 2011  
1:30 – 3:30pm

E2 3324

## Minutes

**Present:** Bev Rodgers, Jonathan Woodcock, Carol Kendrick, Kristen Deckert, Mike Hurst, Linda Kenyon, Phil Bezaire, Breean Belton, Robert Wagner, Adel Sedra, Alison Gelata, Rina Salazar, Sue Nelson (Recording Secretary)

**Regrets:** Charlie Boyle, Bert Habicher

### I. Report from the Dean

#### UAE:

- Dean visited Dubai for three days in conjunction with the celebration of the second anniversary of the campus.
- There are currently 12 faculty members plus staff with a total of 140 students enrolled.
- There are two engineering programs and two math programs being offered.
- The addition of more programs will be considered once the steady state of 500 students has been reached. This will take a few more years.
- 15 students from the first cohort will be on the Waterloo campus for winter 2012. 11 are already in Canada for fall 2011 on their work term.
- 30% of the students are female. One third of the students are from the local area and are children of ex-pats. The rest are from different countries in the region with a good portion coming from sub-Saharan Africa.
- Our partner in Dubai is HCT which is the largest education system in the UAE and is modeled after the Ontario college system.
- Our revenue sharing agreement allows us to access the facilities for our students, faculty and staff. Our location is one of 16 and has about 1000 students apart from ours.
- All staff employed in Dubai are local residents however, some are UW graduates and R. Roach is from UW.
- Senior co-op students are employed as TA's and mentors.
- Administrative systems are the same as the main campus.
- Waterloo Engineering is becoming well known in the entire area which was one of our goals.

#### Space:

- The E6 official opening was well attended by staff, students, faculty and visitors.
- The DWE C-wing renos have started and when complete will be occupied by Civil Engineering.
- Two thirds of Chemical Engineering is now located in E6 with the rest still occupying the A and B wings of DWE.
- An overpass will connect DWE to E2.

#### Vision 2015:

- Final versions of department plans have now been received and the overall faculty plan is being written.

- Two or three external assessors will be invited in January/February 2012 to review the final plan.
- A decision has already been made to invest \$10M in new undergraduate lab equipment. The bulk of the investment will be made in Mechanical, Civil, Chemical and Electrical/Computer Engineering.

**Lunch Time Coverage:**

- The Dean is encouraging departments to remain open across the lunch hour.

**II. Work from Home Guidelines**

- An Email was circulated recently advising units of the formal process to follow for the approval of working at home arrangements.
- Decision, in consultation with L. Kenyon, will be made at the department level.
- Any existing arrangements also need to be formalized.
- This formal process is to cover long term arrangements rather than brief time away from campus to work uninterrupted.
- It is not anticipated that too many of our positions could accommodate working from home.

**III. Creating a Culture of Client Service**

- The Dean would like suggestions and feedback from staff on how to instill a culture of client service throughout the faculty.
- Every unit has different clients to service and some client service is more obvious than others.
- Each unit must determine who their clients are and how to prioritize customer requests.
- A decision must be made on what our standards should be and how to deliver them.

**Suggestions:**

- Develop standards of customer service for the faculty.
- Develop a faculty of engineering customer service course to be delivered to staff in each unit as a group retreat.
- New staff members should be advised of the standards when they start.
- Managers need to lead by example.
- Annual staff appraisals cover customer service issues so staff can be encouraged or required to take customer service courses.

**Measure of Customer Service Success:**

- Some departments currently do student exit surveys.
- Exit surveys may be too late.
- Engineering Machine Shop would be a good place to initiate a customer survey while students are still attending UW.
- Surveys would need to be customized depending on who clients are.

Identification of staff that provide exemplary customer service would be up to the manager as part of the annual appraisal.

DSAC members will solicit feedback and suggestions from colleagues and forward them to the Dean.

**IV. Membership Update**

- Terms are expiring for the following Committee Members: Carol, Bert, Alison, Breean, Mike and Charlie.
- L. Kenyon has contacted the appropriate department heads to request the appointment of new members or confirmation to re-appointment an existing member.

## **V. Other Business**

- Upcoming guest speakers – Will address again in the New Year when new DSAC members are in place.

Suggestion: OHD on customer service.

An HR representative will be asked to attend the December 2011 meeting to speak about the Hay System. Members are to advise L. Kenyon of their availability at the next meeting. This speaker may be deferred into the New Year if attendance is going to be too low.

Meeting adjourned at 3:00 p.m.