

## **BUSINESS AFFAIRS COMMITTEE OF THE BOARD OF TRUSTEES**

North Carolina Agricultural and Technical State University  
Greensboro, NC

April 25, 2014

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### MINUTES

The Business Affairs Committee of the Board of Trustees convened on Friday, April 25, 2014 at 8:08 a.m., in Room 102 of the Alumni Foundation Events Center with Mr. Emerson Fullwood presiding.

Roll Call revealed the following:

Present:                   Mrs. Pamela McCorkle-Buncum  
                                  Mr. Willie Deese  
                                  Mr. Emerson Fullwood  
                                  Mrs. Janice Bryant Howroyd  
                                  Dr. Harold L. Martin, Sr.

Others Present:         Mr. Scott Hummel, Associate Vice Chancellor/Comptroller  
                                  Mrs. Chartarra Joyner, Associate Budget Director  
                                  Mr. Larry Kreiser, Internal Auditor  
                                  Mr. Glen Newell, Chief of Police and Public Safety  
                                  Mr. Andrew Perkins, Associate Vice Chancellor for Facilities  
                                  Mr. Robert Pompey, Jr., Vice Chancellor for Business & Finance  
                                  Mrs. Daphne M. Rogers, Recorder, Business and Finance

Absent:                    Mrs. Laura Meagher

The meeting was called to order by Mr. Emerson Fullwood followed by the roll call. A motion to approve the minutes from the February 21, 2014 was moved and properly seconded by Mr. Willie Deese and Mrs. Pamela McCorkle Buncum. Mr. Fullwood yielded the meeting to Mr. Robert Pompey, Jr. for the following updates:

Mrs. Angela Peterson began her presentation with a high level summary of the Student Satisfaction Survey. A total of 2,135 students, equivalent to twenty percent of the student population, participated in the survey.

Overall, student customer satisfaction levels in the Campus Enterprises units at North Carolina A&T State University have increased across the board. While levels of importance have remained consistent, some year-to-year variances may be the result of the adoption of new satisfaction scales.

Valuable insight has been gained through the survey process. Best practices achieved have led to marked increases in satisfaction. Additional attention will be given to select areas with opportunities for improvement.

Mrs. Howroyd asked if Barnes and Noble have a point system? Mrs. Peterson stated that she would look into this inquiry. Mr. Deese suggested that the Aggie Wings truck come to a full Board of Trustees meeting. He also stated that the results shared are tremendous improvements. Mr. Fullwood commended Campus Enterprises for their hard work and dedication to customer satisfaction.

Mrs. Nikki Williams updated the Board on the University's Managed Print Services initiative. This initiative, Managed Print Services (MPS) involves managing hardcopy devices such as copiers, printers, multifunction devices, and fax machines in a unified fashion. Important aspects of MPS are management, billing, maintenance and optimization of hardware throughout the contract life. Currently, the Purchasing department has visited different areas on campus and installed devices that will allow networking capabilities for everyone. This will encourage responsible printing while eliminating waste and achieving significant cost savings.

Mrs. Chartarra Joyner stated that effective March 27, 2014, Governor McCrory issued a memorandum to all State agencies directing them to implement a variety of general fund appropriation spending restrictions for the remainder of FY 2013-14 to include: salary increases except for promotions or increased responsibilities; limited travel; and purchases of material and supplies. Mrs. Joyner also stated that we would not receive our full annual appropriation due to cash shortfalls at the state level.

Mr. Pompey stated that the University would continue to manage the current receipt shortfall by holding non-essential positions vacant and manage the purchase of goods and services.

With no further business, the meeting adjourned at 9:32 a.m.

Recorded by:

*Daphne M. Rogers*