

Prairie View A&M University

Fall 2018 Administrators and Staff Summit

Theme: *Igniting Our Passion to Serve*

Opal Johnson-Smith Auditorium
Willie A. Tempton Memorial Student Center
Friday, August 17, 2018
7:45 a.m. – 12:30 p.m.

OPENING ACTIVITIES

~ **Presiding:** LaDonna Harris, Vice President Staff Advisory Council

7:45 a.m. – 8:25 a.m.	Continental Breakfast and Registration ~ <i>Compliments of Sodexo</i>	MSC Retail Foyer <i>“Chick-fil-A Area”</i>
8:30 a.m. – 8:35 a.m.	Invocation ~ Charles H. Lewter, IV Dean, Johnson-Phillip All Faiths Chapel	
8:35 a.m. – 8:40 a.m.	Posting of the Colors ~ NROTC and AROTC	
8:40 a.m. – 8:45 a.m.	National Anthem ~ Carolyn Williams, Associate Executive Director for Extension	
8:45 a.m. – 8:55 a.m.	Conference Overview ~ LaDonna Harris Vice President, Staff Advisory Council	
9:00 a.m. – 9:05 a.m.	Greetings from the Executive Administration ~ Yolanda Bevill Special Assistant to the President	
9:05 a.m. – 9:10 a.m.	Greetings from the Staff Advisory Council ~ Chandra Adams President, Staff Advisory Council	
9:10 a.m. – 9:20 a.m.	Greetings from the Administrators Advisory Council ~ Steve Ransom Council Member, Administrators Advisory Council	

STUDENT PANEL

~ Presiding: James A. Wilson, Jr., Associate Provost for Academic Affairs

9:20 a.m. – 10:00 a.m.

Customer Service: Listening To The Voices of PVAMU Students ~

Princess Ojuolape, *Student Moderator*
Executive Vice President of SGA

Student Panel

Cierra Thomas	Dillian Davis
Antonio Terrell	Jakerria Hughes
Georgia Jackson	Christian Farley

10:00a.m. – 10:15 a.m.

Questions and Comments ~

10:15 a.m. – 10:25 a.m.

Break

ELEVATING CUSTOMER SERVICE

~ Presiding: Anitra Addison, Assistant Vice President for Auxiliary Services

10:25 a.m. – 10:30 a.m.

Introduction of Keynote Speaker ~

Anitra Addison
Assistant Vice President, Auxiliary Services

10:30a.m. – 11:15 a.m.

Keynote Address ~

Heath Boice-Pardee
Associate Vice President for Student Affairs, Rochester Institute of Technology
Author: *Elevating Customer Service in Higher Education: A Practical Guide*

11:15 a.m. – 11:30 a.m.

Questions and Comments ~

UNIVERSITY UPDATES

~ Presiding: Michael L. McFrazier, Vice President for Administration

11:30 a.m. – 12:20 p.m.

University Updates ~ (5-7 minutes)

- Office of Development
- SACSCOC Reaffirmation
- Office of Compliance
- Office of Human Resources
- University Police Department
- Office of Information Technology
- Office of Student Affairs
- Athletics Department

12:20 p.m. – 12:30 p.m.

Announcements and Closing Remarks ~