

President's Cabinet Meeting
April 27, 2010

Members present: Steve Bergfeld, John Costello, S.J., Donna Curin, Michael J. Garanzini, S.J., Phil Hale, John Hardt, Jon Heintzelman, Rob Kelly, Tom Kelly, Phil Kosiba, Bill Laird, Wayne Magdziarz, Susan Malisch, Ellen Munro, John Pelissero, Kelly Shannon, Lorraine Snyder and Paul Whelton

Guests: John Campbell, Justin Daffron, S.J., Michelle Dayton, Tobyn Friar, Tim McGuriman, Peter Prina, Jorene Richards, Kevin Smith and Kana Wibbenmeyer

Absent: Emilio Iodice

1. Father Garanzini opened the meeting at 8:00 a.m. and Kelly Shannon offered a prayer.
2. The minutes of the April 13, 2010 meeting were approved unanimously.
3. Kelly Shannon invited Katie Hession to present an update on the university's media campaign. Katie presented new ads and other media that will go into the marketplace later this month.
4. Bill Laird invited John Campbell and others to present the new Maroon and Gold Standard of Service customer training tool, which was developed in-house this year to define university-wide benchmarks for customer service. A video and online program were developed to enhance service to students across the university. Online training will be offered to all staff in the weeks and months ahead. Father Garanzini suggested that student ambassadors who lead tours for the admissions office and other appropriate non-staff groups would also benefit from this training.
5. John Campbell then reviewed the recently-launched LUC Installment Plan application, iPlan, which eliminated the need for external tuition plans and which provides our families with the ability to set-up payment plan budgets and to make tuition installment payments which immediately post to student accounts. Enrollment in this new university plan began on March 17.
6. Father Garanzini presented the idea of inaugurating a Spring awards and honor event in 2011, which would showcase student work, research, art, music, etc over the course of a weekend so that parents could come to campus. It was agreed that Rob Kelly, John Pelissero and others would begin a conversation to organize this event next year.
7. Steve Bergfeld gave an update on the Cuneo property management plan. Aramark has been released for management services at the property, and the new general manager for Cuneo will be Kevin Ginty, who earned his MBA at Loyola and who has extensive corporate and conference services experience.
8. Phil Kosiba invited Kana Wibbenmeyer to review summer construction projects on the LSC and phased pedestrian plans through December 2010.

The meeting was adjourned at 10:10 a.m.