

UT-Austin
ProCard Project Team Agenda

Project Team:	ProCard Policy and Process Team
Date:	December 4, 2018
Start/End Time:	9 am to 10:00 am
Location:	UTA 3.212 Antones
Team Members:	Susie Brown, McCombs School of Business Dorothy Gillette, College of Pharmacy Theresa Kelly, Integrative Biology, College of Natural Science Julie Lake, Jackson School of Geosciences Cynthia Martin-Hajmasy, Internal Audit Erica Moreno, Athletics Sara Palacios, Cockrell School of Engineering Cheryl Pyle, Office of the Dean of Students Amy Ramirez, College of Fine Arts Andy Spiegel, College of Liberal Arts (Team Leader) Ellis Trinh, Dell Medical School Echo Uribe, Briscoe Center
Staff Resources:	Felix Alvarez, Process Owner Matt Burns, Administrative Support Kendyl Cervenka, Subject Matter Expert Olga Finneran, Communications Natalie Kendrick, Subject Matter Expert Terri Shrode, Subject Matter Expert Alice Gustafson, Project Manager (by phone)
Objectives:	Check-in and make necessary adjustments for VOC interviews, complete another team VOC interview, review usage and control process map, if time

----- **AGENDA** -----

TOPICS	WHO	TIME
1. Welcome back and agenda review	Andy	5 min
2. Voice of Customer (VOC) check-in: - How is it going? - Changes to the questions and script? - Is the feedback tool working?	All	30 min
3. Practice VOC interview	All	15 min

4. Process map – review usage and control map	Alice, All	If time
5. Review of completed work items, next steps, action items, and timeline	Andy	5 min
6. Close meeting	Andy	5 min

Meeting Notes:

1. A brief meeting to check in with team members on their VOC interviews. Most said they were having success but a few were still needing to schedule interviews.
2. The team interviewed one team member to practice a VOC interview but also take advantage of the knowledge within the team.

ACTION ITEMS (From Previous Meetings)	RESPONSIBLE	STATUS
Draft email VOC invitation and post to box	Alice	Completed
Draft VOC Script and post to box	Alice	Completed
Load team ground rules and decision-making document to box	Alice	Completed
Type potential solutions and load to box	Alice	Completed
Create usage and control process map	Alice	In process
Develop project plan through May 2019	Alice	In process
Upload law school report to Audit folder in box	Alice	Completed

ACTION ITEMS (From Today's Meeting)	RESPONSIBLE	DUE DATE
Complete VOC interviews and upload notes into Box	All	12.10.18