

East Tennessee State University

Staff Senate

Meeting Minutes - Draft

Date: July 13, 2026

Time: 2:30 p.m. – 3:28 p.m.

Location: Culp Center 311 & Zoom

Facilitator: Cody Morelock, Staff Senate President

Scribe: William Cate, Staff Senate Secretary

Senators Present: K. Albarado, S. Barger, J. Bidwell, D. Bishop, W. Cate, R. Colwell, J. Crigger, K. Ferrell, D. Finney, A. Fortney, J. Fulkerson, B. Garland, S. Hooven, E. Hutchinson, R. Kellogg, J. Lively, J. Lockmiller, C. Maupin, E. Montana, C. Morelock, S. Murphy, G. Osborne, M. Peters, D. Roach, R. Sells, B. Siddell, A. Slaughter, J. Strauss, L. Thomas-Joseph

Guests: Drs. Levesque and Van Wie

Absent: A. Birchfield, V. Canter, A. Fortney, S. Moore, D. Nelson Barnes, A. Skeens, B. Smith, J. Watson
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Agenda Overview

1. Call to Order
2. Introduction of Guests
 - a. Dr.'s Levesque and Van Wie
3. Approval of Previous Minutes
 - a. [June](#) Approvals
4. Information Items
 - a. President's Report
 - b. Treasurer's Report
 - c. Committee Updates
5. Old Business & Follow Ups
6. New Business
 - a. General Senate Election Updates
 - b. Senate Executive Elections (August)
7. Announcements, *What is on your mind?*
8. Adjourn

East Tennessee State University

Staff Senate

Meeting Notes

1. **Call to Order**

President Morelock called the meeting to order at 2:30 p.m. Due to inclement weather, a Zoom link was provided for folks unable to travel to the Culp Center.

2. **Introduction of Guests**

Dr. Levesque introduced Dr. Van Wie, the director of the new one-stop shop called *Buc Central*, which aims to consolidate front-facing financial aid, bursar, and registrar services in the Culp Center. Dr. Levesque explained that while the original goal was to open Buc Central in August 2026, the timeline has been pushed to early November 2026 due to construction and redesigning of spaces, including moving the Welcome Center to the bookstore.

Dr. Van Wie presented the existing plans for Buc Central, a new one-stop student services center combining front-facing functions from the bursar, financial aid, and registrar offices. Buc Central aims to streamline services, improve student satisfaction, and handle tasks like account balances, payments, and general questions across all undergraduate and graduate students. The center is scheduled to open in November 2026, with initial staffing including cross-trained financial aid counselors, a registrar staff member, and a new cashier position, while existing offices will continue operations during a transitional period. Dr. Van Wie emphasized that more complex tasks will be referred to specialized staff in each area represented in Buc Central.

Buc Central will have extended hours and virtual capabilities, with plans to eventually direct all student communications to a centralized Buc Central email address.

3. **Approval of Previous Minutes**

President Morelock presented the June minutes for consideration. No corrections were needed. Due to audio issues on Zoom, Senators Murphy (virtual) and Sells and made motions to approve the June minutes, and the motions were seconded by both Vice President Albarado and Senator Ferrell (virtual). The motions carried, and the June minutes were approved.

4. **Information Items**

President's Report

President Morelock provided updates from University Council -

East Tennessee State University

Staff Senate

- Faculty Senate President, Dr. Stevens, reported the Faculty Handbook was removed from the Faculty Senate webpage for revisions to updated with new adopted policies. The Faculty Handbook should be available in a few months.
- Dr. Sanders shared that the NCAA changed guidelines to allow athletes 5 years of eligibility to play competitively. Athletics is investigating how this change impacts international student-athletes due to visa restrictions, etc.
- ITS reported a testing phase for uploading grades from D2L directly to Banner.

Treasurer's Report

President Morelock provided an update on the Staff Senate account balances at the end of FY26. The FY26 total spend was \$16,735.69, leaving \$1,000 available spend.

Committee Updates

President Morelock and Vice President Albarado met with Assistant Vice President Andrea Yangeo to discuss new partnerships between Staff Senate and the Office of Human Resources.

Senator Fulkerson reported on the Staff Concerns Committee's work addressing accessibility concerns, including plans to improve signage and utilize a golf cart equipped to support different needs. The committee is partnering with various campus departments to address these concerns.

Senator Joseph-Thomas announced that the staff senate election would be released on Wednesday, with competitive races in EOC positions 1, 3, 4, and 6. Elections for Executive Committee will be held in August.

5. Old Business & Follow Ups

None.

6. New Business

None.

7. Announcements, *What is on your mind?*

Senator Sells announced the new ETSU Parking app. The app supports the campus community locate parking, navigate to available parking, and manage

East Tennessee State University

Staff Senate

parking permits.

8. Adjourn

Senator Strauss made a motion to adjourn, and it was seconded by Senator Siddell. The meeting adjourned at 3:28 p.m.

East Tennessee State University Staff Senate

Supporting Documents & Reminders



EAST TENNESSEE STATE
UNIVERSITY

Buc Central

One Stop Center

Bursar, Financial Aid, Graduation, Records and Registration

Opening: November, 2026

Why a One-Stop at ETSU?



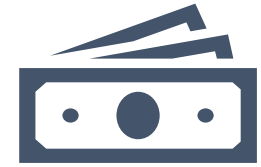
- Supports our Mission to provide a "student-centered community."
- Reduces the ping-ponging of students—fewer referrals, handoffs, etc.
- Increases student satisfaction and reduces stress.
- Provides a seamless, efficient, and friendly experience with integrated, accessible services supporting in-person, mobile, and call-in interactions.
- Improves communication among offices, creating administrative efficiencies while also reducing the amount of time students spend moving from office to office in search of an answer.

Buc Central



- Buc Central will serve as ETSU's one-stop hub where all undergraduate and graduate students can take care of essential business such as enrollment, payment, and financial aid.
- Staff at the center will be trained on all of these topics so students can get all of their questions answered at one center without having to reach out to multiple offices.
- In essence, we will become the "Campus Concierge," offering combined services at a single destination.
- We will provide the *student-facing* services of the Bursar, Financial Aid and Registrar's offices in one convenient location (current Welcome Center).

Buc Central Bursar Services



Account balances

Authorized users

Billing

Business Office holds

Discounts & Waivers

Fee payment deadlines/Purges

Late fees

Payment Plans

Payments

Refunds

Third party billing



Buc Central Financial Aid Services



Awards/Packaging

FAFSA

FWS

FSA ID

Graduate/Licensure Awards

Grants

Loans

SAP & SAP Appeals

Scholarships

Verification

Work-Study

Buc Central Registrar Services



Academic & Personal Records
Academic Probation & Suspension
Enrollment Verification
FERPA
Grades
Graduation
Interpreting Academic Policies
Major/Minor Changes
Registration/Class Scheduling
Transcripts
Transient Study
Withdrawals



Function & Flow



Function

- Kiosks (Navigate 360)
- Front Counter
- Virtual services
- Private offices
- Zoom room
- Security

Flow

- Student checks in
- Front Counter staff triage and assist student
 - One Registrar staff member
 - One Cashier
- Escalation to other Buc Central staff as needed
 - Four Financial Aid Counselors and Assistant Director



Communication & Collaboration



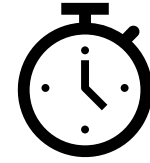
Buc Central Website

- Hours, phone, email (buccentral@etsu.edu), physical location
- Link to Buc Central Appointment Scheduler and FAQs
- Dropbox for uploading documents
- Future “Virtual Counter” to connect via zoom & links to self-service

Marketing & Communication Plan

- Social media launches
- Email blasts
- etsu.edu home page announcements

What's Next???



Open Buc Central – November 2026

Program evaluation – Spring 2027

- Number of student visits in total and by functional area
- Student Surveys and Focus Groups
- Feedback from staff
- Referrals
- Wait times, etc.

Explore adding services

Expand website functions, including a Virtual Counter

A Little Bit About Me...

Entire career in higher education--Mostly launching student success and retention initiatives--but also an advisor for many years

First-generation student; adopted; raised in Gary, IN

Moved here in January from the top of a mountain in Creston, NC

Married with one adult son who lives in Mountain City

Hobbies include cooking, water sports, traveling, and “EBaying”

Passionate about all animals, especially rescue & special needs dogs



Cooper, Poppy & Stellaluna

Questions?



Kim Van Wie
Director, Buc Central