



**JOINT ADVANCEMENT AND DIVERSITY AND MULTICULTURALISM COMMITTEE**  
**MAY 19, 2009**  
**1:30 P.M.**

**BOARD ROOM**  
**WELLS FARGO PLACE**  
**30 7TH STREET EAST**  
**SAINT PAUL, MN**

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**Please note: Committee/Board meeting times are tentative. Committee/Board meetings may begin up to 45 minutes earlier than the times listed below if the previous committee meeting concludes its business before the end of its allotted time slot.**

Committee co-Chairs Duane Benson and Christine Rice call the meeting to order.

- (1) Customer Service Survey Results (pp. 1-12)

Advancement Committee

Christine Rice, Chair  
Cheryl Dickson, Vice Chair  
David Paskach  
Thomas Renier  
Louise Sundin  
Terri Thomas

Diversity and Multiculturalism Committee

Duane Benson, Chair  
Clarence Hightower, Vice Chair  
Allyson Lueneburg  
Tom Renier  
Louise Sundin  
Terri Thomas

**Bolded** items indicate action required.