

Texas A&M AgriLife Professional Services Customer Advisory Team Charter

1. NAME

The name of the group is the **Texas A&M AgriLife Professional Services Customer Advisory Team.**

2. MISSION & OBJECTIVES

MISSION:

To bring together a representative group of internal customers to solicit feedback and guidance on the professional service unit's offerings, strategic approach, and service levels to better meet customer needs. The Advisory Team also plays a critical role in fostering a free exchange of creative ideas and solutions to guide integrated professional services goals that elevate AgriLife.

OBJECTIVES:

The Advisory Team will provide a platform for regular dialogue between the Deputy Vice Chancellor, professional services unit leaders, and customers that:

- Identifies opportunities for continuous improvement of policies, procedures or guidelines that are mutually beneficial for all parties
- Identifies and prioritizes common issues and needs across the organization
- Functions as a sounding board for the effectiveness of each professional service unit
- Helps inform and drive future strategies within each professional service unit
- Strengthens bonds and trust between units and professional service units

3. COMPOSITION

The Directors/Leaders within each unit, in consultation with the Vice Chancellor and Deputy Vice Chancellor, will determine the membership of the Team through invitation, to include representatives from the following customer groups:

- 1 Representative from college leadership team
- 1 Representative from Extension leadership team
- 1 Representative from Texas Veterinary Medical Diagnostic Lab leadership team
- 1 Representative from Texas Forest Service leadership team

- 1 Representative from AgriLife Institutes
- 1 Representative from Research leadership team
- 1 Representative from Department Heads
- 1 Representative from AgriLife Research Center Directors
- 1 Representative from Ag Caucus of the Faculty Senate
- End users (2 COALS, 2 RES, 2 EXT, 2 TVMDL, 2 TFS, 1 post-doc, 1 graduate student, and 1 undergraduate student)

3. TENURE

Team members will serve two-year terms—with half rotating off in one year to prevent onboarding a new team every two years.

4. MEETING FREQUENCY

The Team will meet quarterly at a to-be-determined location.