

## **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 Associate Vice Chancellor for Strategic Academic Initiatives who will serve as Chair of the Advisory Team, the Associate Vice Chancellor for Finance and Operations, the Associate Vice Chancellor for Strategic Communications and Engagement, professional services unit leaders, and end users in order to:

- Identify opportunities for continuous improvement of policies, procedures or guidelines that are mutually beneficial for all parties
- Identify and prioritize common issues and needs across the organization
- Function as a sounding board for the effectiveness of each professional service unit
- Help 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 for Strategic Academic Initiatives, 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 AgriLife Extension leadership team
- 1 Representative from AgriLife Research leadership team
- 1 Representative from Texas A&M Veterinary Medical Diagnostic Laboratory leadership team
- 1 Representative from Texas A&M Forest Service leadership team
- 1 Representative from AgriLife Institutes
- 1 Representative from Department Heads
- 1 Representative from AgriLife Research Center Directors
- 1 Representative from Ag Caucus of the Faculty Senate
- End users (3 COALS, 3 AgriLife RES, 3 AgriLife EXT, 1 TVMDL, 1 TFS)

### **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. The members that will be rotated will be selected by the Chair of the Advisory Team.

### **4. MEETING FREQUENCY**

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