



	<p>name by a provider, which caused access to be limited. That's been resolved now.</p> <ul style="list-style-type: none"> <li>• With EL, you purchase a number of slots that are not tied to a person.</li> <li>• Melinda reported that the affiliation would get a 15% discount for being part of the national council.</li> <li>• The more slots you buy, the cheaper the rate.</li> <li>• Melinda provided some examples of curriculums from EL, and an example of an employee's EL trainings done in 2009.</li> <li>• Upon signing up, 1 or 2 people at each local will be required to do the initial entry and set up.</li> <li>• Melinda acknowledged that some training is required to be face-to-face instead of online, and that someone locally will need to decide which training should be face-to-face.</li> <li>• There is interest within the committee to learn more about EL.</li> </ul>		
V. Customer Service Training	<ul style="list-style-type: none"> <li>• Melinda reported customer service training starts in January of 2010, and will last from 1.5-2 hours. Kay Ross wants to make sure everyone is aware.</li> <li>• Jan advised that Ethics training will also be coming sometime at the beginning of 2010.</li> </ul>		
VI. Review Committee charge	<ul style="list-style-type: none"> <li>• The committee reviewed and updated the charge and work plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Stephannie will provide the updated charge and work plan to Jan before Monday's AEC meeting.</li> </ul>	
<b>VII. Next Meeting</b>	<ul style="list-style-type: none"> <li>• <b>January 22, 2010; 10:30-12:30 pm, Towner II, # 2140</b></li> <li>•</li> </ul>	<p><b>Agenda Items</b></p> <ul style="list-style-type: none"> <li>• Review calendar for the year to do determine when the committee needs to meet for the rest of the year.</li> </ul>	<b>Parking Lot</b>