

NC Telecommunications Industry Association  
Human Resources / Training Committee

*Mission: "Provide educational support to members on human resources and training issues Increase number of delivery vehicles for education / training. Develop a process to identify emerging education topics."*

Russell Green, Atlantic, Chairman  
Kim Garner, Randolph Telephone, Secretary  
Ralph Cooke, Yadkin Valley  
Richard Garner, CT Communications  
David Hedrick, CT Communications  
Debbie Johnson, Wilkes Telecommunications  
Phoebe McGavock  
Brad Miller, Citizens Telephone  
Dan Bennett, Ellerbe Telephone, Board Liaison

Angie Miller, Skyline TMC  
Sara Puckett, Ellerbe Telephone  
Al Quarles, Sprint  
Nina Scott, Verizon South  
Preston Sellers, CCCC  
Dianne Sink, Lexcom  
Daniel Talley, Madison River/ MEBTEL  
Rex Walser, North State

**February 18, 2005**

**A G E N D A**

**N C School of Telecommunications**

- I. Call to Order / Welcome / Introductions** **Russell Green, Chairman**  
**Appreciation to Atlantic Telephone, Meeting Host – Lunch Orders**  
**Information from Board Liaison – Dan Bennett**
  
- II. Old Business**  
**October 8, 2004 Minutes**  
**Compare Job Descriptions and Compile Info for Annual Wage Survey**  
**Review and Discuss Evaluations from ECHO Customer Service Training**
  
- III. Roundtable Discussion Items**
  
- IV. Introduction of Program**  
**“NCST Update and Tour”**  
**Janet Gresham, Lead Instructor, Department Chair CCCC**
  
- V. NCTIA – 2005 Vision and Program of Work** **Steve Parrott**  
**President**
  
- VI. Lunch**
  
- VII. Next Meeting April 22, 2005 - Lexington**  
**Adjourn**