

**Professional Development  
Meeting Minutes  
9/14/11**

**Present:** Shanna Legleiter, Rick Abel, Virginia Fullbright, Anne Higgins, Carol Dellinger and Caicey Crutcher

**New Business:**

AQIP Assignment: Dr. Quinn has asked that we look at Customer Service training as a directive, and that we make this process an AQIP project. After lengthy discussion, the group decided to do a brainstorming session to come up with questions for a blind survey to give to the Service Enrichment committee (SEC). From those responses, four or five open-ended questions will be developed to ask a focus group. The focus group will be led by a The SEC will be asked to serve as a focus group to see what we want included in customer service training, and what the best delivery method will be.

Past customer service training was provided by a group of employees who were paid to develop a customized program from a college-format Noel-Levitz customer service program. Shanna will research current Noel Levitz opportunities in this area. Anne will ask college campus HR's if and how they do customer service training on their campuses. Carol will do the same through the counselor side. It was noted that industry customer service in Great Bend is usually handled internally.

**Old Business:**

**Budget:** Discussion will be held at the 9/26 President's Staff meeting about our funds and directive.

**Training Shells:** Evelyn Parker will take over responsibility for the Bloodborne Pathogens shell. Shell titles will be simplified to reflect what they are: Employee Annual Training (includes Bloodborne Pathogens and Student Employment Supervisor Training), Employee Mandatory Training. Anne is working on a rotation system for retraining which is due next year for those who did the initial training.

**Starlink:** It was recommended to put out suggested titles each month and to possibly have a brown bag lunch watch time with discussion opportunity afterwards or something along that line. It was suggested to recommend customer service programming (Anne had researched several on Starlink.)

Submitted by Carol Dellinger