

**Professional Development Committee
Minutes
September 12, 3:30-4:30
S-137**

Present: Dana Allison, Coleen Cape, Carol Dellinger, Anne Higgins, Shanna Legleiter

Sub-Committee Reports – 50 Minutes

- Customer ServiceNOW - Coleen
 - ConnectionsNOW Update
 - 72 employees have entered Module 1
 - 9 employees have completed all Modules
 - New web page – Anne
 - Created a webpage for Customer ServiceNOW, includes Module list, discussion dates, quotes
- Professional Conference Days – Ron
 - Ron was not present, but sent the following email
 - 52 responses to our preference survey.
 - good response!
 - identified that we would like a state of the college address for PCD days from Dr. Heilman or Dr. Quinn and any other Administrators that would like to report.
 - An opening breakfast for all college employees has been identified and should be considered MANDATORY, offices can be closed for a short time so that ALL Employees may attend.
 - definitely we want some activities aimed at Staff. Staff is definitely feeling left out of the PCD days training.
 - If we need to consider a start date that is earlier so that the last minute enrollments etc. can be covered we should make these adjustments!
 - There are some definite meetings that will not change and these will be scheduled.
 - Further adjustments and decisions will follow when we know more about the financial and committee activities that are identified that may pertain to the PCD Days.
 - Request from Quinn – “Meet the Coaches” at the Fall 2013 PCD
- Barton Chats – Dana
 - Going quite well for the first two
 - 8/ 28 - 7 attendees
 - 9/7 – 11 attendees
 - Excellent participation
 - Problems with StarLink connecting in L-116. There has been communication with IT and Audio/Visual Services, no solution has been found.
 - We were asked if this is something that could be recorded. After discussion, it was decided that it shouldn't be for “safe” conversation.
- Customer Service Week – Shanna

- Reviewed plans for the week and offerings for college employees
- Full PDC members will need to assist for certain parts of the week where more people are needed – Shanna will be sending out an email to the committee.
- Receiving excellent assistance from ReGina and the Coffee Cove.
- Shanna will send out information next week regarding the events and activities
- Funds have been approved for use for this week
- Growth and Development/Computer Training – Rick
 - Discussion about the Computer Training budgeted in for fall 12. Decided that the fall computer training not be held due to the Customer Service Training, Bloodborne Pathogens Mandatory Training, upcoming mandatory training, etc
 - Determined that contact regarding dates for spring computer training should be decided upon soon.
 - More funds will be remaining for spring speakers/training, etc.

Budget – handout – 5 minutes

- Discussion of funds
 - Funds were discussed – charges for Customer Service Week, changes made for Fall Computer Training sessions

Other –

- Discussed information regarding a Q&A session. Wondering about how we can track the Customer Service Training via survey's
 - Graduation Survey – now part of the online course shell – Mike Cox
 - Student Satisfaction Inventory – Caicey Crutcher
 - Survey to Students taking Online Classes – Randy Thode
 - Randy has added 3 questions regarding the Customer Service received but the student.
- Google Survey requested at the end of the semester by Dr. Quinn regarding all events PDC held this semester.
- Discussion regarding Customer Service – concern about the systems, our future steps once all employees have completed the training.
 - Enrollment Rx
 - Online concerns and/or questions page – contacts
- Future AQIP for the training that is occurring needs to be developed. Anne and Carol have started working on it.
- Begin planning the November meeting/event for all members

Future Meetings –

October 10, 3:30-4:30

November 16, 3:00-4:30 – change to include all members

December 12, 3:30-4:30 – all members – CANCEL due to finals, faculty schedules, etc.

January 9, 3:30-4:30

February 13, 3:30-4:30

March 13, 3:30-4:30

April 10, 3:30-4:30