

**Professional Development Committee
Minutes
February 13, 2013
3:30-4:30 – S-137**

Customer Service – Coleen

- Coleen has recruited Rich Unrein, Sherri Henry, Laura Folkerts, and Virginia Fullbright to join the team
- Topics from discussions during Noel-Levitz training
 - Each month research one of the items, search for results or actions that can be taken and report it to the college.
- Student Training
 - Plan to meet with supervisors to get lists of expectations, develop specific training due to the fact that not all student employees will be doing the same tasks.
- Ongoing Customer Service reminders
 - Interest in highlighting customer service – develop a “Good Job” area on the website in which randomly people who have received kudos are recognized.
- New Hire Training –
 - Concern of how to get the new employees together for the training. Possibility of a 30-45 minute video for new hires that they receive during their first meeting with HR, then twice a year have a two hour meeting to discuss customer service and how things are going.
 - Discussion that customer service shells will still need to be developed due to the fact that an employee may need to improve or be refreshed in a certain area per their performance appraisal.
 - Anne will look into locating schools that are modeling Noel-Levitz to see what they are doing.
- From the forum in which customer service training was encouraged, it was discussed that a possible online comment box for concerns or kudos be developed. Comments would be viewed by several who would then either solve or send the situation to the correct area. Further discussion and supervisory support is needed.

Customer Service Week – Shanna

- Update
 - Many appreciated the note pads received at the start of the new year.
 - Aiming at the spring for another delivery.

Barton Chats – Dana

- Update
 - There had been concern about the chats occurring during lunch and how to report that on the time sheet. Therefore, all sessions will be moved to 2:00-3:00 in the fall semester.
 - Integrity will be 3/15 and 3/26 from 2:00-3:00, no changes to Communication as of yet.
 - So far, have received positive feedback on the events.

Professional Conference Days - Ron

- Planning update –
 - Upcoming meeting to begin planning for the fall PCD.
 - Will communicate with Dr. Quinn regarding budget responsibilities for food of events.

Growth and Development - Rick

- Computer Training – Word, Excel, Access
 - Word – 2/21, 3/28, 4/25
 - Excel – 2/14, 3/7, 4/11 – 3:00-4:00, T117
 - Access – 2/28, 4/4, 5/2 – 3:00-4:00
- Disney Leadership – moved to Fall
- Academic Integrity –
 - DVD was viewed, came to realize that it is a one-time use; to put on web would cost and additional \$300. DVD was returned
 - Faculty are searching for online items that have the information. Dr. Abel will review and submit for use for the Integrity Barton Chat.
 - Information will be placed on the PD website so that all can access it and it not be specifically for academics.

Budget

- Desired amounts for next FY
 - Allotted amount in 12-13FY - \$2500
 - Asking for \$5250 more for 13-14FY
 - Customer Service Week - \$1000
 - Barton Chats - \$500
 - Growth and Development - \$1000
 - Customer Service - \$250
 - Professional Conference Days - \$5000 (Ron will discuss with Dr. Quinn)

Other

- Discussed opinions for the new layout of the PD – everyone was very supportive as there is less stress and things are happening. With the ability to focus on one project or area, the level of the workload has decreased. It was also shared that things are much more positive than before.
- Discussion of possible changes for next year – we want people who want to be a part of the professional development throughout the campus, will ask at the committee members at the April meeting for their input – do they want to rotate, step-off, etc.
- April PD Group Meeting – 26th
- Feedback Survey – 2 questions from each group – due March 25
 - will send out April 1 with completion date being April 12 so that we can have the information for our April meeting

Minutes recorded by
Anne Higgins & Carol Dellinger