

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

Customer Service - Coleen

- Status
 - Discussed student training
 - Need to contact student employee supervisors to get the “buy-in”
 - Expectations – online format: time log, dress, the understanding of a “real” job, resume building, responsibility regarding time, and department specific items.
 - Possible development of a list of departments by buildings to help students know what’s where.
 - Discussion of their first day of employment
 - Time to do the shell – videos of information
 - Link to the Student Employment page - <http://dev.bartonccc.edu/administration/hr/index.html> - if you are interested in seeing the process for New Employees – click on New Employee in the left column - follow through the letters and information by clicking on the Continue on the pages – choose Student Employee.
 - Discussed the need for Discussion Groups for Student Employees
 - One per semester, 1-2 months into the semester
 - Discussed topics from Noel-Levitz Discussion Groups
 - Went through the discussion notes from the Noel-Levitz training – these are located on the PD webpage - http://dev.bartonccc.edu/administration/hr/prof_dev_comm/customerservnow.html - in the right column (notes from discussion groups). Administration→Human Resources→Customer ServiceNOW → right column.
 - Decided that they would find topics that seemed to have importance and can be addressed.
 - Starting with discussion regarding room reservations, etc.
 - Employee Feedback
 - Discussed the electronic suggestion box with Dana. There will be a form and email address that they will go to.
 - Discussed possibilities for recognition of good Customer Service on GB Campus
 - Identify someone who has gone over and above the norm of customer service.
 - Anyone can let us know – Who? What Department? What was seen?
 - Have a definition with the online form.
 - Recognize as needed, if there isn’t one per month, that’s ok, if there’s more than one per month, that’s ok too.
 - Place profile on the web, be recognized in the Good News.
- Needs?
 - None at this time, new members of the subcommittee are doing great.

Customer Service Week – Shanna

- Status
 - In the process of developing the new item to be delivered to reinforce Customer Service, delivery will be the first week of April.
 - Thinking about meeting in the Summer to discuss new CSW theme – plan a welcome back for August and to get a jumpstart on 2013’s events
- Needs?
 - None at this time, everyone is very positive and supportive.

Barton Chats – Dana

- Status
 - Dr. Abel is leading both Integrity sessions, Dana assisting
 - Oleg will be presenting final sessions on Communication
 - In the fall, planning to have all sessions from 3:00-4:00, no noon sessions.

- Needs?
 - The group has been really good, interested in the feedback from personnel.

Professional Conference Days - Ron

- Status
 - The subcommittee will be meeting after Spring Break to work on Fall PCD.
 - If there are any suggestions for the Fall sessions, please send to Ron
 - Dana requested another set of 30 minute sessions for the web redesign
 - Meet the Coaches was good, but would have better results in the Fall
 - Academic Division Meeting preferably in the morning
- Needs?
 - None right now, however when Professional Conference Days are happening, there may be places that help is needed.

Growth and Development - Rick

- Status
 - Computer training sessions have been going well, we have had good participation in all courses. We have received requests for computer workshops.
 - Disney will be occurring in the fall
- 2013 Fall - Change to two sections –
 - So that we can reach areas specifically for staff and faculty as well as begin to involve associate faculty, we have decided to have two sections within Growth and Development.
 - Faculty/Associate Faculty – Rick
 - Staff - ???

Budget

- Current status of 2012 remaining funds
 - It was decided that remaining funds would be used as needed – Customer Service Week treats, etc.
- Desired amounts for next 2013 FY (submitted to Dr. Quinn – February 27) - \$9250
 - Customer Service Week - \$1000
 - Events/Food/Prizes/Possible Motivational Items
 - “Thank you” items throughout the year
 - Barton Chats - \$500
 - Healthy Food/Tool Box Items
 - Growth and Development – \$1000
 - Instructional Cost/Speaker and/or Guest Speaker
 - Customer Service – \$250
 - Positive Motivation/Thank You/Way-To-Go Recognition
 - Professional Conference Days – \$6500
 - Spring PCD –
 - Speaker/Snacks
 - Breakfast – still carried by President’s Office
 - Fall PCD –
 - Speaker/Snacks
 - Breakfast – still carried by President’s Office
 - Fall Camp Aldrich Cook Family Event
 - Food/Life Guard/Kid Items/Prizes

Other

- April PD Group Meeting – 26th
 - Planning
 - Group organization and goals
 - Brief discussion about new faculty and staff orientation
- 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