

**Professional Development Committee  
Minutes  
April 26, 2013  
3:00-4:30 – L116**

[Video – Everyday Leadership - 6 Minutes](#)

**OLD BUSINESS**

**Subcommittee Reports:**

**Customer Service**

Members of the committee were not present, but Carol noted that they are planning to work on researching suggestions from the Customer Service group work. These suggestions can be found by going to the Professional Development website. Dana also shared information regarding the development of the Customer Service Suggestion Form that will be online developed by the Customer Service group. Colleen did feel the committee needed additional members, so she recruited Sherri Henry, Rich Unrein, and Laura Folkerts. Virginia Fullbright will now be working on both Customer Service and Customer Service Week committees.

**Customer Service Week**

Shanna noted that the committee was very happy with the results of their work this year. Plans are already in the works for next fall. It was disappointing that several noted in the survey that they did not take time to participate – perhaps we need to work more at getting supervisor buy-in to promote that it is okay to take the time to attend. Even though some said the “giveaways” were not needed, the committee felt that it was an inexpensive and fun way to keep Customer Service in employees’ minds throughout the year.

**Barton Chats**

Dana was pleased with the year and looks forward continuing the series next fall. Ideas from the survey were to have some things geared specifically to supervisors. It was also suggested to ask supervisors for topics for their staff to get buy-in for encouraging attendance. Other topics were offered by the survey participants as well. The timing of the events is always an issue...they will continue to offer the same topic at a couple of different times – maybe a little later in the day to accommodate faculty schedules. They will also continue to offer healthy snacks.

**Professional Conference Days**

Ron said that he has already received several recommendations for breakout session for the fall professional conference days. Fort Riley will share speaker Mike Wesh (from KSU) – he will be available to the Great Bend Campus at 3:00 p.m. on Thursday, August 15. The committee is considering having a pot luck supper at Camp Aldrich rather than a catered meal, and would like to have swimming and horseback riding available this year. The committee also thought of having homemade ice cream for dessert. There is still a concern that staff is too busy at the beginning of the fall semester to participate fully in the week’s events. A recommendation was to have something specifically for staff at a different time of year, and to have two sessions from any “speaker” so that offices can split staff.

**Growth and Development**

Rick shared that the computer training went well, and plans to keep the same format for next year. He said that the reminders he sent out were helpful, netting extra people for the sessions. Other ideas for computer training were iPad and Cloud instruction. There was some thought about tying professional development to a reward system for attendance, or contract maintenance.

**Change in Growth and Development Committee** – Because of the need to keep plenty of opportunities available for both staff and faculty development, the committee will have a chair, and then will have a

person under them responsible for staff development and another for faculty development. Dr. Abel has graciously agreed to work on the faculty side.

## **NEW BUSINESS**

### **Budget**

Copies of the current budget were distributed. We have \$735.21 on hand, less expenses for the latest Barton Chat and the snacks for this meeting. We felt that we made very responsible use of the funds that were allotted to us this year. A copy of the budget request for next year was also distributed, or can be viewed at Tdrive/HRProfessional Development/Budget/2013-2014 Budget Requests. Budget approval will not be known until after the Board of Trustees approves the overall college budget in July or August.

### **Feedback (survey) – 15 Minutes**

The survey offered very positive statements, and many excellent suggestions. Anne summarized the comments and posted them at the end of the survey in the last e-mail she sent out. Everyone is encouraged to take a look at this document. Each subcommittee was asked to take their section and discuss the feedback among their membership. The downside was the number of people who indicated that they did not participate at all because of time constraints. Carol noted that there was a lot of confusion this past year between the Professional Development offerings and the Noel-Levitz Customer Service training as well as the mandated in-house training which comes due every three years. This coming year our committee offerings will not be competing with so much other material, so our attendance may go up. We also need to talk more to supervisors to get them to encourage attendance.

### **Announcements**

Anyone wishing to make any changes regarding the committee for next year (i.e. change subcommittees) are asked to contact Anne or Carol ASAP. Also, if anyone who was not at the meeting has ideas for next year, or has recommendations for additional committee members, please let us know.

Anne and Carol would like to extend a huge **THANK YOU** to all who served this year. This has been a great learning, growing experience and we can hardly wait to see how next year develops! We are proud to take what has happened this year to the NISOD convention at the end of May and share it with other schools. If anyone would like to see the Power Point, we would be glad to share!

There are extra Customer Service notepads available if anyone wants to pick them up.....they are in Carol's office.

Submitted by Carol Dellinger