

**Professional Development & Enrichment Committee**  
**Full Team Meeting**  
**February 27, 3:00-4:00**  
**L-116**

**New Team Member Introductions by Team Leads**

- New members since August 18, 2014 full meeting
  - Kelsey Hall- Customer Service Week
  - Kaitlin Ptacek, Sam Gibbons - Hospitality

**Team Overviews and Group Discussion–**

*Team Leads be prepared to report and encourage group feedback on activities held in the fall, activities occurring in the spring, future ideas and any challenges.*

- Barton Chats – (email from Krystall Barnes)
  - Barton Chats began on October 1st with Stephanie Joiner’s “Self-Motivation” discussion.
  - Diane Engle followed with “Improve Your Concentration” later in October.
  - Our November chat regarding the Clery Act has been postponed until the college receives more information about changes in the law. The Clery Act requires colleges and universities that receive federal financial aid to track information on campus crime and disclose this information to the public.
  - In January, Oleg Ravitskiy offered a session called “Managing Change.”
  - Upcoming Chats:
    - March 10<sup>th</sup> at noon with Kathy Brock speaking about germs and how to fight them
    - April 21<sup>st</sup> at noon with Stephanie Joiner (subject to be announced at a later date)
  - Attendance has been fairly good this year with an average of 8-10 but could be improved (more publicity)?
  - Elaine is hosting supervisor chats throughout the year and has gotten positive feedback from those who attend.
  - I would like some ideas for future topics, as our committee (Diane Engle, Stephanie Joiner, Oleg, and myself) will meet in late spring to start planning for the next school year.
  - I would also like our committee to grow, if anyone has an interest in joining, please contact me.
    - Jill will share with Nursing
  - Open Discussion –
    - For faculty to attend, 3:00 would be best,
- Customer Service – Whitney Asher
  - In November, had communication regarding how Being Thankful leads to better customer service and there were about 15-20 attendees at each session, in December had the drop box for comments so that people would get on their feet and out of the office for a bit, didn’t go over as well as we had hoped.
  - Working towards more interaction between faculty and staff and a monthly basis of customer service support and reminders, looking for ideas. Working on a game. Karly will forward the Customer Service Week emails she receives with excellent direction and ideas, as well as the book from the customer service week company.

- Rich is working on developing a Text Group for sending customer service information.
- Possible topics to look at –
  - Rick brought up Building Bridges-inviting small businesses that are doing really well to talk about their culture and how it works well; possibly John Deere, Playa Azul (Hedrigo), there are many others. Also the topic Customer Service in a Technological Society as a possible focus.
- Customer Service Week – Karly Little
  - Received positive feedback for the 2014 events held, carried over the Say YES to Excellence into spring semester with the scratch pads handed out at the breakfast. Currently in the process of planning a spring surprise before break and waiting for the upcoming October CSW information so that planning can begin.
- Growth & Development (Faculty & Associate Faculty) – Karly Little
  - Haven't met since the development of the Associate Faculty Guide (located on the Professional Development website and in hard copy), met with those who work with Associate Faculty in different areas and are making necessary changes to what is required for specific departments (WTCE, BOL, GVP, etc.),
  - Have been gathering ideas from other Community Colleges (Johnson, Hutch, and Butler)
  - Aiming on how to assist and reach Associate Faculty
  - Suggestions – sessions on Canvas (possible May/June decision on the change), Technology – what others are using. New Faculty – Reminders 101.
  - Survey prioritization
- Growth & Development (Staff) – Deb Reed
  - Held the Time Management Workshop with Brandon Steinert presentation on Trello, had great attendance as well as several connected through GoToMeeting (15 face-to-face and 15 via GoToMeeting).
  - Upcoming Workshop next fall on Healthy Living and Good Work Performance
  - Suggestions – Prezi, possible presenters Jo Harrington and Deanna Heier
- Hospitality – Nicole Berger
  - 79 at the Holiday Social – comparable to last year, this years is scheduled for 12/4/2015
  - Getting ready for the Spring luncheon-5/7/15 @ 11-1:00
  - Will discontinue the Back to School event for fall 2015 due to low attendance in 2014, possibly restart when Camp Aldrich is open for use again.
- Professional Conference Days – Brian Howe
  - Have received a lot of feedback (60-65 surveys returned), the 5 Things was a great hit, will revisit it in the future
  - Continuing with the In-House training – will be requesting suggestions from college employees to share what they know. Please share with those who might be interested.
  - Have an idea for the Keynote for fall PCD's, still looking into cost, dates, etc.

Video - <https://vimeo.com/4998798> - Words