**Professional Development & Enrichment Committee**

**Team Lead Meeting**

**November 6, 2017**

**S137 or GoTo Meeting**

**Team Overviews –** *be prepared to report on your team’s activities*

* **Barton Chats – OPEN**

Possibility for lead - Stephanie Joiner? Rodney would be interested in joining this group.

* **Customer Relations – OPEN**

Possibility for lead – Shelli Schmidt

* **Customer Service Week – Karly Little**

Sent emails to employees this last month for customer service week. In the past the group has fed people and watched videos, but it’s the same people showing up every time. Talked about how to make it bigger, but Virginia stepped down, so that leaves just Kelsey and Tana as members with Karly as the lead. Considered combining with Customer Relations committee. Julie brought up maybe joining in with Fort Riley, GV and Leavenworth.

Karly will do some research on trainings to help grow the interest. Considered sending people to Disney Customer Service Summit to get training, and then bringing it back to present.

* **Growth & Development Committee – Rodney Stanfield & Ronnie Dean**

No report yet. Getting with Ronnie to discuss ideas and the direction of the group. Word, Excel, and Trello could be possibilities for presentations.

* **Hospitality – Nicole Berger**

Fall Frolic was successful with approximately 75 in attendance, and the Holiday Social is planned for December 8th. There will be more details coming out later this week campus-wide.

Nolan Esfeld has joined as a new group member.

* **Professional Conference Days – Todd Mobray**

Todd had an idea for Growth & Development - Browser troubleshooting (cut Todd’s job in half).

Fall Professional Conference days was a full week. Feedback wasn’t high. Only had 7 returns. Same people presenting different versions of the trainings. Team feels they are getting into a rut. They are working on getting new presenters and topics. Need more variety such as Panopto and plug-ins. Looking at software companies to see about online trainings/presentations. People who come are the same people every year, and the ones who really need training don’t show up. Need more feedback on how to change presentations/topics.

**Team Charter** – Julie and Jenna (see next page)

Give feedback if team leads would like to make changes.

**Budget** – Julie

Send budget out to leads.

Extra Notes:

Todd thinks $3000 is good for their committee. Going to use the Kansas Leadership Center for a speaker again next fall.

Growth and Development will have a time slot during PCD’s. Going faculty related rather than staff. Call for presentations just from staff.

Survey? Do we need to see what our customers want?

**Drive Student Success**

1. *Improve Student Success and Completion*
2. *Enhance the Quality of Teaching and Learning*

**Cultivate Community Engagement**

1. *Cultivate and Strengthen Partnerships*
2. *Reinforce Public Recognition of Barton Community College*
3. *Provide Cultural and Learning Experiences for the community*

**Emphasize Institutional Effectiveness**

1. *Develop, enhance, and align business processes*
2. *Provide a welcoming and safe environment*

**Optimize Employee Experience**

1. *Support a diverse culture in which employees are engaged and productive*

**Team Charter**

**Barton Community College**

**Professional Development & Enrichment Committee**

**Name of Team**

Professional Development and Enrichment Committee

**Committee Purpose**

The purpose of this committee is to (1) reconnect employees with one another; (2) invigorate why we work at Barton; (3) assist employees to find the passion for what we do; (4) acknowledge that the welfare of all employees is important; (4) encourage communication and networking within the college areas; (5) provide training activities relevant to both faculty and staff; and (6) promote continued quality customer service practices.

**Duration and Commitment**

The team has been commissioned as a permanent institutional team. The time commitment varies depending on the time of year and the number of planned activities.

**Boundaries and Limitations**

Meetings will be held throughout the year to generate committee member ideas and develop/host planned activities.

**Expected Results**

The committee is made up of the following five sub-committees.

* Customer Relations – This sub-committee serves to encourage positive interactions between Barton employees and those they interact with by focusing on quality customer service as the main topic in discussions and presentations. The committee aims to provide information and guidance on best practices when interacting with customers, both internally and externally, to ensure Barton’s overall quality of customer service remains as proficient as possible.
* Customer Service Week – This sub-committee focuses their efforts on customer service oriented events during Customer Service Week in October.
* Professional Conference Days – This sub-committee plans and develops fall and spring Professional Conference Days activities for faculty and staff, which includes speakers and topics relevant to employees.
* Barton Chats – This sub-committee brings employees from all areas of campus together for conversation and encouragement. Sessions are informative, entertaining, and relevant to both faculty and staff.
* Hospitality – This sub-committee plans and hosts hospitality activities to reconnect employees with one another at different times throughout the year.

10/20/2016