

**Professional Development Committee
Minutes 11/9/11**

Present: Shanna Legleiter, Julie Knoblich, Caicey Crutcher, Virginia Fullbright, Regina Casper, Richard Abel, Ron Kirmer, Anne Higgins, Carol Dellinger

Old Business:

Survey Results: Shanna provided the results of the survey given to the SCE team. Interestingly, the results showed that the members preferred face-to-face training, with 33% wanting an internal provider and 40% wanting an external provider. The survey results are attached. Building a service culture was given the highest rating for across-campus importance, while improving systems, stress management skills, improving face-to-face communication and understanding and uncovering customer needs were the highest rated items under individual department training. No write-in suggestions for other training topics were made, so the committee felt that we had covered training options pretty well.

It was noted that our goal was to determine what kind of training was needed, and how often do we provide it.

From the survey results, the committee held a lively discussion about possible open-ended questions for the focus group session. Many ideas were discussed:

- What we used to do in the past that are no longer continued
 - Mystery Shopper
 - Appreciation (Pride Awards, spirit boosters from Baudville, etc.)
- Building a Service Culture as a campus-wide training, with a menu of items (from the original survey) for supervisors to choose from for individual departmental training.
- Question concerning values – what customer service do you value for yourself?
- Developing a Departmental Guide to put on the web to help with frequently asked questions
- How can we communicate better to understand the roles we each play and how they relate in the overall scheme?

We decided to ask Dr. Quinn if she has recommendations on paring the SCE committee down for the focus group, in ways that will include Fort Riley, supervisors with several employees, etc. We want to also ask her if she feels it is a good idea to invite an outside facilitator (such as Julie Kramp) to hold the focus group session, rather than have a committee member do it. Carol will pursue this.

Questions from the above topics will be developed for the focus group and sent for approval from committee members.

New Business:

Fort Riley Professional Development Committee: Dr. Quinn provided a list of names for the Fort Riley PD committee: Brandon Maxwell, Military Programs Coordinator; Walter Brown, Military Schools Instructor; Brenda Siebold, FR/BOL Instructor; Abby Werth, FR staff.

Submitted by Carol Dellinger