

**PROFESSIONAL DEVELOPMENT COMMITTEE  
MINUTES  
JANUARY 11, 2012**

**GUESTS – Angie Maddy and Randy Thode**

**Discussion:**

Until now, our committee has focused on how to provide individualized and ongoing training in customer service. Randy has approached us with an offer to provide funding from Title III for a consultant to expand our approach in training to include a systems analysis to determine if we need possible changes to improve the system which will, in turn, improve customer service. Angie has shared interest in this approach and has offered Student Services as a starting point.

Information shared from Randy -

Student Services runs survey's to online students - checking satisfaction, does website assist with problem, how have they contacted Barton, speed of resolution, etc. Results have been good, but with those comments that are made, it seems that something in the system needs work.

Title III has about \$11,000.....must include online students. They would like to join with PD and see if we could do a systems analysis or a system perspective. Example given of K-State's consultant. We could promote a parallel with the customer service.

Example – There has been more than one person working on the same student problem due to communication problems.

Web form status – a structured way of communication control - an example might be to redesign the way a person can communicate via e-mail....create a web form that provides one point of entry, and all staff of that specific area – Financial Aid, Enrollment Services, Advising, etc. would then be aware of the queries and responses. This would help prevent non-returned calls, the run-around and so forth.

Systems Analysis could be done by a third party. No preconceived ideas. Determine the implementation of process. Student Services is willing to be the start point for the analysis.

It was shared that Noel Levitz did an overview of the college over 10 years ago – that is where the Quality Service Team started.

We will wait until after focus group results are received, and then submit our recommendations to Dr Quinn.

**OLD BUSINESS**

Focus Group

Members - assigned by Dr. Quinn, waiting on participants

Facilitators - Gil and Julie

Site - Salina, 2 hours, VP office will pay.

Date – end of January, Early February

## **NEW BUSINESS**

Future of the Committee -

New directions?

Funding

Courses/training we will assume responsibility for managing

Budget request to pay for in-house training

Be responsible for finding/promoting free training items

PD web site

Other

It was discussed that all will send proposal ideas to Anne of things of what we think PD should do, after the focus group results have been received.

- Basic training - excel, word, access
- Starlink use, as well as start small discussion groups
- Monthly motivation lunches
- What about the associate faculty??
- Enhance motivation

**Next Meeting – February 8<sup>th</sup>, 3:30-4:30, S-137**