

**Professional Development Committee
Minutes
November 16, 2012
3:00-4:30 – L116**

Present: Dr. Rick Abel, Dana Allison, Krystall Barnes, Rick Bealer, Coleen Cape, Carol Dellinger, Sheryl Elliott, Anne Higgins, Ed Johnson, Ron Kirmer, Julie Knoblich, Sarah Shirer, Roni Wertz.

Customer Service – 10 minutes

- Customer Service – NOW – Noel Levitz
 - Currently 190 GB have completed through module 10
 - Currently 29 FR have completed through module 10
- Success & Challenges
 - Discussion regarding the need for this type of training, even for student workers
- Ideas for Next Year
 - Make Customer Service the 8th shell of the Mandatory Training? – will need approval from Dr. Heilman
 - Develop customer service shells for students specific to the areas they will be working in
 - Development of shells will begin summer 2013 – more focus on content, layout, etc. of shells until then.

Customer Service Week – 10 minutes

- Feedback from Survey – Sheryl
 - They have received many suggestions from the survey sent out after the event
- Successes & Challenges
 - Challenge – conflicting times due to Noel-Levitz training.
- Ideas for Next Year
 - Will keep the momentum regarding customer service through the academic year.
 - Planning for 2013 is in process

Barton Chats – 10 minutes

- Success & Challenges
 - There was varied attendance
 - Overall it was enjoyed and appreciated; the time to discuss with fellow employees
- Ideas for Next Year
 - Times will be same in the spring – lunch and afternoon
 - 2013 – exercise & time management

Professional Conference Days – 10 minutes

- Dates – January 9-11, 2013
- Ideas for Spring 2013 – tentative dates are in process
 - Web design
 - Meet the Coaches
 - Health Program – 2x
 - Shell Training Workshop
 - Breakfast & Administration talk – 2x

- Possibility of two breakfasts/talk (one at 6:45 a.m. the second at 8:00 a.m.) to accommodate those who cannot leave an office unstaffed.
- Academics Meeting
- Speaker - motivation

Growth and Development – 10 minutes

- Plans for Spring
 - Interest to develop materials for continual use
 - Academic Integrity – DVD – possibly join in the Barton Chat time
 - Will set-up computer training for spring
 - Recommendation that further programming, such as Disney Training, or other things related to staff professional development be incorporated, using the additional budget funds available.

Budget – 5 minutes (tdrive/HRProfessional Development/Budget/2012-2013 Budget)

- Remaining Funds
 - CSW - \$100 for the remainder of the academic year
 - Growth & Development - \$300 – Academic Integrity DVD
 - Extra funds for Growth & Development available
- 2013
 - Keep track of all spent to help determine needs for next year

Feedback (survey) – 5 Minutes

- 10-12 questions
- 2 questions per sub-committee
- 2 general PD (website & future ideas)

Other – 15 minutes

- Pictorial Directory
 - Shared that PR will be sending out informational emails when new employees join the college
 - Development of pictures added to current directory – discussion with HR needed as new website look/navigation is being developed next spring.
- Future Customer Service Training Shells
 - Ideas were sought for the content of these shells. These will be worked on as a summer project.
- Team Responsibilities
 - Shared the importance of “team” - as things happen, your assistance may be needed, even if you aren’t on that sub-committee.

Discussion about further possibilities for Professional Development Team development

Video – Mark Bezos: [A life lesson from a volunteer firefighter](#)

Thanks to each Professional Development Representative!!!

**We couldn’t do this without you.
If you missed the meeting, take a moment to watch the video.**

Minutes recorded by AMH