**Professional Development & Enrichment Committee**

**Team Lead Meeting**

**March 13, 2018**

**S137 or Zoom**

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

* Barton Chats – Rodney Stanfield
  + Activities still on the radar are Ted Talks, but still brainstorming ideas. Still searching for 2-3 more committee members. Rodney wanted us to send him the current members of the group, and also see if Krystall Barnes, previous lead of the committee, would be willing to share how she ran the committee.
* Customer Relations – Shelli Schmidt
  + Samantha Stueder, previous lead of the committee, took the remaining items that she stored in her office over to Shelli, who is now the lead. Shelli said Ronnie would be willing to help with committee if needed. Shelli had a few questions regarding what the target market for this group is; students, faculty, staff.
* Customer Service Week – Karly Little
  + Karly stated there were only 3 remaining committee members, and they were at a loss on how to move forward. They are down on resources, and ideas and were hoping they could combine with Customer Relations. Both groups have the same ideas on customer service, and would be stronger together. Karly and Shelli will now be working together to provide customer service based presentations to campus. They will be getting back to us with a name for the new committee.
* Growth & Development Committee – Rodney Stanfield & Ronnie Dean
  + Rodney and Ronnie haven’t got their schedules quite aligned to be able to meet to get things going for this group. They wanted a list of current members and would possibly be recruiting more. Had some questions on what this group has done in the past; trainings, etc.
* Hospitality – Nicole Berger
  + Best turn out for the holiday social in a few years. Upcoming events are planned: April 30th is the Spring luncheon, they will do the Fall Frolic, with soups, in the fall, and have a date set for the Holiday Social, December 7th, 2018. At this time they are a full committee.
* Professional Conference Days – Todd Mobray
  + Met with Elaine and other deans to discuss attendance of this spring’s Professional Conference days. This was the first year that they had the GoToMeeting links available for all the sessions. Seats in the actual sessions were low, but the flu was going around, along with the GoToMeeting links, maybe hindering the attendance. They are looking at the direction that this team should go, and are looking for more active members. There’s always just a few of them that participate. They had 55 surveys’ returned with all positive comments. Elaine sent out an email asking for the faculty to make sure and fill out the surveys. This group would possibly be willing to combine with the Customer Relations group/Customer Service week, to provide all kinds of trainings for both faculty and staff.

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

We asked that all of them look over the Charter and let us know if there needs to be changes.

**Budget** – Julie

Discussed the amounts that were left for all the groups.

**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