

## Division of Student Affairs

March 24, 2009

12:30-2:00 p.m.

KSC 208

**Attendees:** Laurie Cigan, Ken Clarke, Rick Cote, Maggie Cullop, Lily Fultz, Shirley Green, Bill Hart, Ellen Hedlund, Heather Kruse, Corey Loucy, Richard Morales, Cecile Babich Morrow, Stella Napoles, Ivette Quintero, Jim Rubin, Esther Schon, Greg Silcox, Rick Sheets, Paula Vaughn

### Common Knowledge Presentation and Discussion – Maggie and Lily

- *Twenty Common Knowledge Items* – handout detailing key processes/information with which every employee (including work study/temp) should be familiar.
- Jim and/or Heather are available to join individual department meetings to discuss iGoal/iStartSmart with employees.
- Discussion of importance of adding intercultural competency to “common knowledge” list
- Discussed importance of being aware of how we are perceived by our “customers” at all times
- “Critical Roles/Job functions”: There should always be more than one person able to carry out that area’s various tasks. This ensures that students are assisted during the key person’s absence.
- Discussion that *college needs* should drive any new implementations of SIS
- JoAnn will be involved with next implementation of SIS
- Noted was that there has been a “workload shift” since implementation of SIS. Some offices are experiencing a significant workload increase due to the new system
- **Action Item → Shirley and Bill to investigate workload shifts within each department of Student Affairs**
- **Action Item → Shirley will have an email sent to the “all student affairs employee” distribution list that will include the *Common Knowledge* list as well as this month’s meeting agenda.**

### Customer Service Training/Employee Learning Outcomes – Presentation: Ellen, Cecile, All

- In depth breakdown was given of those in attendance at customer service training as well as all employees at PVCC to compare the ratio of temporary to permanent employees within the college.
- Customer service standards at PVCC may be adopted from *High Impact Service at the District Office* handout which lists standards to achieve high impact service.
- Distributed a draft of *Learning Outcomes for Employees* prepared by DOCAT (Division Out of Class Assessment Team)
- **Action Item → All – Please email Ellen if there are any customer service standards or learning outcomes listed in materials distributed that you feel are not necessary/appropriate to include further discussions.**
- Discussed advantages of adopting a common language related to this topic
- Discussed alternate training programs that are available to help improve customer service, employee morale, help people become aware of their role in the organization, importance of a shared vision and mission and creating an atmosphere of celebrating one another’s accomplishments. One example is a program titled, *Gung Ho!*, by way of, “The Secret of the Squirrel, the Way of the Beaver and the Gift of the Goose.”
- Future discussion required regarding what benchmarks Division is using to measure how staff is perceived by students or “customers”
- **Action Item → Rick, Jim and Michaelle Shadburne to discuss reinstating meetings of staff development component of E&OL Team. Also to consider inviting Ellen, Cecile, and others to team** (The staff component of this team has been inactive for last 5 years due to lack of funding and staff availability to attend meetings/events)

### Positive Social Change Follow-up – Richard and Jim

- Discussed results of self evaluation relating to *Consciousness of Self and Others* submitted by group

- Group determined next step will be to (1) focus on areas of necessary improvement as determined from evaluation, (2) set tangible goals to attain improvement in specified area, (3) establish guidelines to ensure continued success
- Group agreed to include “True Colors” or similar team building activity at next meeting.

**Department Announcements:**

- Service Learning - SLICE Program received the 2009 Diversity Advisory Council Award of Excellence!
- Financial Aid office distributed a fact sheet of processes involved in attaining and maintaining Financial Aid at PVCC – employees should have access to and use this information as a reference guide.
- Women’s Leadership Group is has begun annual recruitment cycle. Board Approved employees are welcome to apply prior to September 1<sup>st</sup>.

**General Announcements:**

- There has been a distribution list created which includes all employees in the Division of Student Affairs in an effort to allow for announcements and shared accomplishments.
- Laurel Smith and Norma Chandler are hosting a training for Federal Work Study and Temporary employees on Friday, 3/27 from 3:00-5:00 p.m. (*Work Study specific training from 3:00-3:30, all Temporary employees to join at 3:30 pm*)
- Cross Training for processes at Information Desk has been scheduled for April 2 & 3 from 1:00-4:00pm in KSC 185.

**Next Meeting: Tuesday, April 28 from 12:30-2:00 pm – KSC 208**