

Service Excellence Committee

Minutes

EGSC's Service Excellence Committee met on Wednesday, November 1, 2017, 3:30 p.m., in the B-171 JAM Center conference room

Members present:

David Altamirano, Social Sciences
Chelsea Follis, Business Affairs
Sarah Fraticelli, Library
Norma Kennedy, Institutional Advancement (chair)
Victor Poole, Information Technology
Lara Pope, Student Affairs
Maria Stuckey, Human Resources
Jessica Williamson, EGSC Statesboro

Members unable to attend:

Joseph Bell, EGSC Augusta
Sheila Bramlett, Student Affairs
Pat Homer, Humanities
Mina Vora, Mathematics/Natural Sciences

Order of Business:

1. Committee members were welcomed and thanked for their time and support of service excellence measures by committee chair, Norma Kennedy, who also serves as EGSC's Service Excellence Ambassador and campus representative for the USG Service Excellence Initiative.
2. Members reviewed the committee's established purpose, function and membership composition. It was unanimously agreed upon that everything remains applicable to ensure the committee's full scope of responsibility, therefore, no changes are needed at this time.
3. Norma Kennedy provided an overview of the USG's Service Excellence Program. In addition to EGSC's internal Service Excellence initiatives and activities, EGSC is required to participate in the USG's Chancellor's Service Excellence Program, which includes:
 - Attendance at all USG Service Excellence Ambassador Meetings and the Chancellor's Service Excellence Awards Program.
 - Submit the required number of Award Nominations each year.
 - Develop and implement at least two Process Improvement Projects for the academic year (Norma is working with departments and Jeannie Chamberlin/Synder Remarks on campus projects to streamline student advisement processes (DegreeWorks implementation) and enrollment management communications).
 - Jessica Williamson volunteered to assist Norma Kennedy with project reports/nominations and to attend USG Service Excellence meetings if Norma is unable to participate.
4. The Service Excellence committee agreed to support EGSC's Staff Council with activities that promote a positive work environment.
 - Sarah Fraticelli agreed to represent the Service Excellence Committee at Staff Council meetings and will coordinate the committee's help when needed.
5. The committee has identified the following projects to focus on during the 2017-2018 academic year in an effort to: (1) Strengthen EGSC's service culture, (2) Build collegiality and (3) Improve operational processes. Sustaining a culture of excellence requires continuous fostering through communication, accountability, recognition and training. With successful implementation, greater employee engagement should be realized.

A. Strengthen communication and nurture faculty/staff interactions

- An on-line employee “newsletter” will be developed within the myegsc portal for those who wish to share personal news among the group (voluntary basis only) such as: info about new hires, including a photo of them so that we can put a name and face together; birthdays, births of children and grandchildren; other special news; retirements; professional achievements, milestones, etc.
 - Chelsea Follis, Victor Poole and Norma Kennedy volunteered to develop and manage this project.
- The committee will work collaboratively with the Culture of Respect Committee on their upcoming employee survey regarding the workplace environment to help address any concerns expressed in the survey results.

The committee also recommends that the survey include a question regarding the type of rewards employees prefer (What are motivators? Tangible/intangible, favored types of recognition, etc.) to use as a guide to strengthen the work culture.

- Jessica Williamson and Norma Kennedy, who also serve on the Culture of Respect committee, will be the liaisons for this project.
- Internal Communications: The committee will take every opportunity to convey to employees the significance of providing a high level of service internally to one another. We are all on the same team and everyone’s ultimate goal is to help students. With that in mind, professional courtesy should dictate a high level of response to colleagues in any situation, especially those interactions that directly impact our students.

B. Expand Recognition Opportunities

- The committee agreed to assist HR with EGSC’s Employee Recognition Program held annually during the Fall Workshop. During this event, awards are presented for service milestones, each Administrative Unit recognizes a STAR Staff member and Academic Schools recognize Distinguished Faculty on each campus.
 - Maria Stuckey, Service Excellence committee member representing the HR department, coordinates the recognition program and will be our liaison to coordinate help with the annual employee recognition program.
 - Norma Kennedy will continue to keep the Service Excellence webpage updated to reflect recognitions each year.
- The committee plans to expand recognition into an ongoing event by creating two new programs: “You Rock” (name subject to change) and “Faculty/Staff of the Month.” Details for each program have not been fully developed, but the committee’s intention is to encourage students, faculty, staff, and other stakeholders to submit nominations for each category. A nomination link will be added to the homepage and winners will be recognized on the webpage and through social media.
 - Faculty/Staff of the Month” nomination and selection criterion is being developed and will be posted on the Service Excellence webpage. It is proposed that faculty and staff receive the recognition only once per academic year.
 - The “You Rock” award will be implemented to encourage and reward faculty, staff and student workers who make a difference for another person or who go beyond the call of duty. Program details are in development. Nominations will be received through an online submission and nominees will be recognized on an on-going basis.

- David Altamirano, Victor Poole and Norma Kennedy agreed to develop the two new recognition projects.

C. Expand Professional Development Opportunities

(The committee will work on these projects collaboratively with the Office of Human Resources)

- Enhance faculty/staff recruitment measures.
The committee suggests revising the wording in job announcements posted on EGSC's webpage to encourage "right fit" recruitment, which should contribute to strengthened employee retention:
 - Convey EGSC's values and access mission
 - Highlight our collegiate environment
 - Include information about TAP, the fitness center, café, etc.
 - Include salary range – entry/mid/top tier to convey transparency and alleviate misunderstandings prior to interviews being scheduled

- Incorporate unified, ongoing service excellence training into the on-boarding process for new-hires, especially front-line staff.
 - This will be especially critical as EGSC's New Employee Orientation moves into a totally online environment with the implementation of OneUSG.
 - Staff Training: The USG Service Excellence Ambassadors group has recently updated a training module focused on Service Excellence. The primary challenge is identifying the appropriate personnel who have the time and resources to deliver the training.
 - Norma has trained to deliver the training and will work with HR to get this established.
 - Student Worker Training: Several departments represented on this committee (Enrollment Management, EGSC Statesboro and the Library) acknowledged that they already provide "customer service" training to student workers; our committee will use each department's training guide/manual to create a unified manual.

- Ongoing training
 - The committee agreed to support future Staff Workshops as a way to build morale and teamwork so that we can better serve students, other stakeholders, and one another.
 - At the recent Staff Workshop, Dr. Deborah Vess, VP for Academic Affairs, presented a program on the Developmental Model of Intercultural Sensitivity, which she uses as a construct for effective team work. A copy of her presentation has been posted on the Service Excellence webpage.
 - Norma Kennedy will work with Dr. Vess to build on this concept by providing regular information to Senior Staff to demonstrate how strong teams are developed and methods to increase staff morale.

D. Process improvement

- Two campuses projects are in progress: Streamlining Enrollment Management Communications and streamlining the Advising Process (DegreeWorks).
 - Norma has been working with individual departments and consultant Jeannie Chamberlin/Snyder Remarks on these areas of focus.

6. Next Meeting: Committee meets with President Boehmer, Thursday, November 9, 9:00 AM, President's Conference Room; Polycom will be available for committee members in Statesboro and Augusta.
7. With no further business, the committee adjourned at 2:30 p.m.