

SERVICE EXCELLENCE TASK FORCE REPORT

October 29, 2014 – April 27, 2015

Committee Members:

Donald Avery

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Karen S. Jones

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Norma Kennedy (Chair)

Overview of work projects:

- The first organizational meeting was conducted on 10/29/14, and Dr. Boehmer attended to set forth the committee's objectives which will focus on: improving morale, strengthening the work environment, and optimizing effectiveness in business processes.
- Organized and executed a Professional Development Day on 12/19/14 with 2 interactive team-building training sessions:
 - "The Power of Yes, And," and "Service Excellence Will Grow Your Campus!"
 - Attendance included 56 faculty and staff from all 3 campuses.
- The committee has been collecting, reviewing, and compiling data to incorporate into our efforts so that they are strategically and accurately aligned:
 - *Great Colleges to Work For* survey; results will be received this summer. (NSK also provided assistance to HR with survey profile)
 - Employee Survey was conducted for feedback on customer/service excellence.

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- Norma Kennedy (chair) attended the USG Service Excellence Ambassador’s Meeting in Macon on 4/16/15. “Best practices” were identified and will be shared.
- The Task Force committee met on 4/17/15
 - Specific “inhibitors” of service excellence were identified and everyone brainstormed for possible solutions. Currently, the committee is working to develop strategies and tactics which (1) support a positive and supportive work environment, and (2) eliminate/reduce service excellence “inhibitors.” **(Attached)**
 - Two foundational Service Excellence “road maps” were drafted for Cabinet consideration and inclusion in the employee handbook and orientation program:
 - “Core Values” **(Attached)**
 - “Service Excellence Principles for Supervisors.” **(Attached)**
- The recently awarded 2015 STAR Staff and Distinguished Faculty winners will be submitted for the Chancellor’s Service Excellence Awards this summer. Norma is working with HR and the Unit Heads to collect information necessary to prepare compelling nomination applications. Supporting data is critical for consideration and is due to Norma by 7-1-15.
- The Committee met with Dr. Boehmer on 4/22/15 to provide an update of the committee’s progress. A representative from Human Resources will be invited to participate on the Task Force, and it was confirmed that the scope of the committee’s responsibilities support its intended purpose. Since the committee’s work will be ongoing from year-to-year, everyone agreed that the task force should be

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converted to a Standing Committee to ensure sustainable continuity of the committee's efforts.

New areas of focus for the committee include:

- Re-work the Annual Employee Recognition Program (Considerations: make it more interactive, meaningful, and less segmented; incorporate the 3 locations into one event; rethink the nomination process – open it up to everyone).
 - Develop an intentional, low-cost plan for periodic faculty/staff social gatherings to build a stronger sense of community among employees.
 - Develop ideas to create a strategic plan for employee leadership development; Explore USG resources, as well as private HR consulting firms. If possible, also incorporate leadership development opportunities for students.
 - Assist with process improvement efforts in big impact areas: Enrollment Management and Human Resources; explore the use of outside consultants.
- The committee will reconvene in May to provide additional recommendations to Dr. Boehmer.