

SOS Full Committee Meeting

June 29, 2011

Meeting Minutes

Members Present: Marci Applewhite, Tina Bak, Sherri Bokor, Debra Bright, Paula Carrasquillo, Kima Earl, Kathie LaMartina, Tim Link, Kevin Long, Denise Matheny, Stacey Miller, Susan Sullivan, Mansur Tavakoli, Kurt Wiebusch, Diane Woods, Janet Wormack, Jacki Zappala

Committee Chair Update - Susan Sullivan

- Susan welcomed the committee and thanked everyone for their service.
- Susan was away on vacation and got caught up by reviewing full committee and subcommittee minutes.
- She thanked the committee for making “momentum” progress in such a short time.
- Susan and Nancy will schedule a meeting with Dr. Pollard when she returns to the office on July 8 to share drafts and updates of the committee’s work.

Service Creed - Kevin Long & Janet Wormack

- Shared a draft mock up of service creed, version 3, of the direction that we’re going.
- The creed has been tweaked. There is now a personal tone throughout. The language has been shortened and made more consistent so that it is more easily digested.
- Committee members were asked to review the creed.
- Kevin and Janet requested additional feedback by July 11, before the information is presented to Dr. Pollard.
- Susan Sullivan commented that she liked “We will” – it’s more active.
- Kevin explained the process. They had looked at different industries, such as hospitality, and posted on the group portal. Elements from different models were pulled together. The language was tailored to hit key points.
- Susan Sullivan thanked the entire committee for their work.
- Mission and vision got approved on June 20 by BOT. It was posted on the website.

Activities & Physical Space – Stacey Miller & Jacki Zappala

Stacey reported on types of events:

- ***Mannakee back lot picnic*** which would be open to everyone in the building. This would be limited to Mannakee residents because each of the other campuses already has their own end of year activity.
- ***Mannakee open house*** - during professional week perhaps at the fall opening meeting on Aug 24. Kurt indicated that the lobby will not be finished until mid to late Sept. for the Mannakee renovations. The open house would be opened to the entire college community.
- ***Collegewide picnic*** - It used to be at Smokey Glen Farm, but got low turn- out. It might be worth considering bringing it back to one of the campuses. There is new energy and excitement, and the committee co-chairs expressed confidence that there could be a good turnout if the event was organized and pulled together.

- **Holiday season party** – This could be an opportunity to bring the college community together. This year it could be on the RV campus.
- **Spring fling or event** at the end of March before commencement to bring the whole college community together. The committee is open to suggestions and comments.
- Susan Sullivan commented that budget is an issue. What would it cost? Lots of groups require money. Susan said she would inquire with Dr. Pollard about the budget.
- Mansur requests that SOS be a theme at the fall welcome back opening meeting. Susan has a strong sense that SOS will have a strong presence at the opening fall meeting or at the staff forum. That might be a good way to share the committee's work.

Jacki updated on the physical space part of the committee.

- **Questionnaires (2 types) were distributed for:** 1) Mannakee residents 2) collegewide
- Results were analyzed. Jacki passed around a copy of the results and she will email Carroll Ngo the results to distribute with the minutes.
- Among some of the responses to the questionnaire were departments should be housed together; security concerns in Mannakee; physical obstacles (services that unit provide that may negatively be affected by noise and space)
- Responses regarding visitors to the building indicated that we could have better signage and a better directory listing (half of the information on the directory in the lobby is incorrect). Lighting could also be improved both within the building and in the parking lot at night.
- There were additional comments at the bottom of the questionnaire. If you're interested in seeing all the comments, please send Jacki an email.
- Jacki thanked Paula Carrasquillo for putting together the questionnaire.
- Summary and results of the questionnaires were anonymous (identified by a number)
- Susan and Nancy will be sharing with Dr. Pollard so the college can determine how to move forward to alleviate problems identified in the survey, based on revenue and resources that are available.
- Susan wants to emphasize that the renovations are **capital funds** and not college operating funds. The renovation funds being used are actually old funds from when the project was delayed for two years. A goal will be to try to change perceptions – timing and how we articulate that to the broader college community is critical.
- Tim Link asked how many people are housed in Mannakee? Were they housed there because there was no place to put them or was it determined to be the best place to put them? There are too many people in too small an area.
- Kurt informed the committee that facilities and the consultants are going to interview all departments to help figure out who should be reconsolidated.
- Jacki will communicate these results collegewide, will ask Communications office to help to make sure that the language is appropriate because we don't want to raise the ire of people when we're trying to explain to them what is happening and why it's happening. People shouldn't feel like we're raising tuition for our students because we're frivolously spending money on things like renovations.
- Kim McGettigan asked why is MKE being the ideal spot for bookstore for students to have access to it? It is more sensible to keep on the RV campus.
- Susan said the recommendations the committee won't make everyone happy. If you have suggestions send to chairs (Stacey & Jacki)
- Mansur asked if the handout Jacki passed out was the questionnaire or results. Jacki informed that it was the actual results.

Professional Development & Recognition –

Marci Applewhite & Debra Bright

Marci shared the sub-committee's recommendations.

- She explained that the committee recommends using “trinkets” as awards.
- She asked if the group had looked at the Zappos' video. Nancy was supposed to forward link but committee has not received it. Susan said it's very unique. The proposed reward program would be based on the Zappos reward program model.
- The reward program would have to come as an initiative that Dr. Pollard mandates so that we can keep it going.
- Who would serve on the sub-committee? Ownership is an issue. Who's going to serve on it? Is it a volunteer or is someone elected? Should it be a one person position?
- Program should be peer to peer or through nomination process. Based on the SOS creed. In order to receive a larger award, one would be nominated for two out of a section (service, support, outreach). 16 different items/criteria. Need to have two out of each section before receiving the big award.
- Receive award at an event or meeting with Dr. Pollard. The committee hasn't looked at the cost. That'll be the next step.
- The nomination will be either paper ballot or electronically. Where would they be found on each campus (or WG)? There will be a website link through MyMC , Inside MC Online, or on the College's main website. This is NOT an anonymous process. Why does person deserve the award?
- Paper ballots could be collected on a monthly basis. Needs someone to take ownership of it.
- Nominees can receive same award more than once but need to receive two from each section.
- Marci indicated the rewards program is not going to be a monetary award. It's not meant to take place of other awards such as Outstanding Service Award. It's meant to be something fun.
- Kathie LaMartina recommended that the nominations be done electronically. Paper ballots would be hard to control.
- Marci inquired would everyone have access to a computer.
- Jacki informed that building services worker have limited access to computer. They have to use their supervisor's computer. We need to be careful that those employees that share computers are not going to be criticized or questioned why they are using the computer.
- Debra Bright suggested that the primary method of nominating be done electronically, but that some paper ballots be available via HR or someplace central.
- Marci suggested paper ballots could be available through admissions on each campus. It could be collected in a box and picked up once on a monthly basis.
- SOS committee members are committed for a year.
- Janet asked if students can make nominations. Put paper ballots on each campus in the Admissions office. Nominations can be multiple interactions in and out of the college. Susan will inquire with Disney to see how they do it.
- Marci stated that the rewards program is not meant to be a popularity contest. It is a yearly event where Dr. Pollard would be involved.
- Marci suggested there could be a link on the college's main webpage where we could recognize and rotate nominees on Inside MC Online. It could say this person _____ was nominated.

- The committee suggests creating a customer service manual. Each unit will have sections to it. Would make it available online through the Professional Development link (CPOD?).
- A quarterly module in customer service to be completed online. It would be an assessment which would show you everything you need to know. It could be used for retraining without employees feeling that they're being punished. It would be handled internally within a department. It would be a private matter and no one would know that an employee is completing the module.
- Customer service – do away w/secret shopper if the idea is to positively reward people.
- Mentorship program – open up and create greater communication with MKE. HR would need to be involved. HR would be absent from their own position.
- Susan commended the Professional Development and Recognition sub-committee on their hard work.
- Next sub-committee meeting will be held on July 11. Send email with recommendations so we can talk about them.

Communications & Marketing –

Tina Bak & Denise Matheny

- Paula was going to give a demo but couldn't due to the smart station being unavailable in the room the meeting was held.
- Denise put together a draft of the communication plan. Will change as committee shares what they need.
- Denise thanked Paula for creating the blog and will send an invitation for everyone to join.
- Denise passed out the communication plan and the attachment, as well as the SOS website content draft.
- Denise reviewed some goals/ideas for the video which included:
 1. Adopt a service creed cementing already existing best service practices
 2. Be more sensitive about academic rush times when planning activities or event
 3. Recognize and encourage peer to peer service and create professional development opportunities
 4. Plan activities and events that will promote service and build moral among service providers
 5. Renovations should be designed to create a more welcome and service oriented environment in the Mannakee lobby (funded by capital budget not operating budget)
 6. Recognize and encourage peer to peer service
- Send Paula additional items you feel should be on the website.
- Get writer to help with video for fall opening meeting, meeting was scheduled for June 29 at 4 pm. Use a little humor to get message across. Things that we chose that need to be included are things from each of the committee.
- Susan suggested the use of the academic calendar would be another avenue to make people aware of important committee event dates.

SOS Moment

- Marci – Debra was out for the subcommittee meeting and they found a way to link her into the meeting via phone.
- Marci thanked Kim McGettigan for the last minute suggestions.
- Mansur spoke of the Ted.com website as a wonderful resource for a variety of talks and speeches. He recommended the video, "Hidden power of a smile." This is what we need at the college. Smiling is contagious.

- Jacki – there are moments in her office almost every day. The Office of Equity and Diversity have a wonderful male student assistant. Those who work in Jacki’s office are older and can’t lift things or have back problems. They frequently need something to be moved or picked up. Wonderful SOS moment that we have him and he can help us and always with a smile.
- Paula brought up an SOS concern. Based on what she read on the website she is under the impression that beginning in the fall, students can only register online. Tim said there is a caveat, early placement students. Paula is concerned about early placement, ESOL, and handicapped who may not feel comfortable registering online.
- Tina commended the service she received in getting her tires done. Costco (?) opened their doors early to service her.
- Kathie LaMartina shared information regarding the IT Self service helpdesk. Kim Emery has been instrumental in doing the podcast (how to navigate self-service). She was fantastic. Consensus from many in the meeting how fantastic Kim is.
- Marci gave a kudos to Kathie LaMartina. Marci indicated that her office routinely has phone service and power disruptions. Kathie is their savior by setting her office up in OITB.

The meeting adjourned at 3:25.

The next meeting will be held on July 27th at 2pm in the Board of Trustees conference room in the Mannakee building.