

Service, Outreach & Support Committee Meeting

January 23, 2013

4:00 p.m.

Board of Trustees Conference Room, 115

Attendees: Tina Bak, Debra Bright, Rita Dodson, Kevin Long, Stacey Miller, Nancy Nuell, Susan Sullivan, Jacki Zappala, Peter Zakutansky

1. **Committee Chair Update -**

• **Customer Service Update**

- Nancy met with Carmen D'Agostino, of CPOD and she is working with Blue Opal Consulting to provide a one day training seminar on service excellence. (See handout - SOS Alive! Service Starts Here)
- The SOS committee will first be invited to participate in the training. Afterwards a select number of committee members will be asked to facilitate training on the campuses.
- Nancy will email possible dates and times for the training.
- Carmen suggested creating a customer service certificate upon completion of the training. This training could be considered part of required training for managers and supervisors in the future.

• **SOS Volunteerism Recommendations – Final**

- Nancy passed out the draft recommendation to Dr Pollard regarding appropriate use of SOS volunteers (see attachment). Nancy will email the handout. Please email your recommendations and editorial changes to Nancy.

• **Institutionalize SOS through Governance.**

- Nancy would like to propose to the College Council to engage one or more of the governance councils in assuming the SOS responsibilities after this fiscal year. Responsibilities will include soliciting volunteers for campus outreach events and the distribution of the SOS awards, nomination forms, and trinkets.

2. Sub-Committee Reports

• **Service Creed – Kevin Long & Janet Wormack**

- Nothing to report

- It was suggested to post more of the service creed statements around the college alongside the mission statement.
- **Activities & Physical Space** – Stacey Miller & Jacki Zappala
  - The Central Services holiday party was a success. Susan made a recommendation that the top 3 winners would go with Dr. Pollard for lunch, and the remaining winners would go to lunch w/the VPPs. Susan will forward the email including these recommendation to Stacey and Jacki.
  - The 40 West Gude open house is being planned for the last week in March. Jacki will request a representative from each unit (Advancement, CPOD, Facilities, and Auxiliary Services) to assist with the planning for the event. Once the representatives have been identified, Jacki and Stacey will draft a memo for Susan and Nancy’s approval. It will then be passed along to the EVP.
- **Professional Development & Recognition**
  - The subcommittee last met on January 9. Only seven nominations had been submitted in December. Debra Bright will forward Susan Sullivan the certificates and nomination forms.
  - Susan Kryszak had suggested that MC Copies print the certificates.
  - Susan Sullivan will contact Susan Kryszak to see if she had contacted John Lauer or if they should regarding taking over printing the certificates through MC Copies.
  - The next subcommittee meeting will be held on February 6.
- **Communications & Marketing**
  - The subcommittee will make a concerted effort to promote nominations.
  - It was suggested that SOS tables be put on campus with the nomination forms at college-wide meetings and events. The SOS Committee could also ask the Governance Councils to promote trinket recognition at their meetings.
  - The subcommittee has received positive feedback that the nomination forms are appreciated and have been well received.
  - It was suggested that a notice be sent out to supervisors to have them encourage and approve their direct reports’ participation for volunteering on the campuses at the beginning of the semester.

### 3. SOS Moments

Some inspirational SOS moments were shared by members of the committee.

## SOS Alive! Service Starts Here

---

This is a one-day training class in Service Excellence to teach attendees to develop respectful relationships and bring the SOS Creed to life at Montgomery College.

1. Introduction & History of Services Outreach & Support
2. Sharing of personal service experiences
  - a. Participants create shared understanding of service with stories & examples
3. Learning what creates good service
  - a. Service behaviors
  - b. Environment
  - c. Expectations
4. Developing customer service
  - a. Introduce an internal service model
  - b. What gets in the way?
  - c. Practice service skills
5. Building a personal accountability plan
6. Gaining Commitment

DRAFT Recommendation to Dr. Pollard regarding appropriate use of S.O.S volunteers (1/23/13)

In recent months, the Service Outreach and Support committee has been approached multiple times with requests for volunteers for a wide variety of activities held at Montgomery College. In order to better be able to respond to these requests the Service Creed subcommittee was asked to review College Policies and Procedures that may influence decisions about volunteerism. Subcommittee co-chair, Kevin Long presented the attached findings to the S.O.S. committee in November 2012, and the committee agreed that this is important information and sound guidance to follow. Furthermore, it was agreed that additional guidance to the College community should be provided regarding the S.O.S. Committee's priorities in responding to volunteer requests since not all volunteer activities – although allowable under the College's P & P – align with the purpose and focus of the S.O.S. committee

In that regard we recommend the following:

- (1) The S.O.S. Committee should be responsible for coordinating, organizing and implementing volunteer activities that are directly related to its mission of improving Central Services support to the campuses.
  
- (2) If an event falls under the auspices of the "Types of Events Appropriate for S.O.S. Call for Volunteers "(See Attached – Item 1) but it is **not** directly related to improving Central Services support to the campuses, then the S.O.S. Committee can communicate a call for volunteers to the College community but will not further coordinate, organize or implement the volunteer activity. Individual volunteers may choose to provide a greater level of support however this will not be categorized as an S.O.S. activity.