Service Excellence Standing Committee

Meeting: October 19, 2015

Proposed Solutions to Project Focus:

- Collaboration with Faculty & Staff Council
  - Staff Liaison: BM
  - Faculty Liaison: PF & YW
  - Collaborate to find ways to improve morale
    - Involve staff & faculty family in events
    - Similar activities to EEP
    - Employee of the Month
    - Be changemakers personally in our own roles
    - Holiday luncheon
    - Improve communication between faculty and staff

- Annual Employee Recognition Program
  - Moved to Fall Workshop
    - Supervisors present awards
    - Employee voting for awards
    - Off-campus location / other campus location
    - Provide a chance for Plant Ops/Auxiliary Services to not have to work the event
    - Motivational Speaker
    - Opportunities to socialize with other divisions and campuses together

- Potential Campus Involvement Opportunities
  - First Friday events: organized/hosted by divisions
  - Wellness Program
  - Interacting with students
    - Events at the dorms
    - Involve SGA to resolve communication concerns
    - Have lunch in the cafeteria / interact with students
  - Collaborate with other campuses
    - Attend their campus specific events

- Training/Leadership Development
  - Pathways / resources for professional development
  - Training for new front-line staff
  - Staff hierarchy improvement plan similar to faculty's tenure process

Main areas of focus this year:

- Recognition of Employees
- Liaise with other committees to assist with events
- Training and Leadership

Next Meeting: Monday, 11/16/15 at 3:30pm