

Service Excellence Committee Minutes

EGSC's Service Excellence Committee met on Monday, April 10, 2017, 1:30 p.m., in the George L. Smith conference room

Members present:

Sheila Bramlett, Student Affairs
Chelsea Follis, Business Affairs
Beitha Butler-Griffin, Student Affairs
Pat Homer, Faculty - Humanities
Norma Kennedy, Institutional Advancement (chair)
Deborah Lee, Faculty – Social Sciences
Victor Poole, Information Technology
Maria Stuckey, Human Resources
Jessica Williamson, EGSC Statesboro

Members unable to attend:

Keith Barrs, Faculty – Math/Science
Joseph Bell, EGSC Augusta
Sarah Fraticelli, Library

Order of Business:

1. Committee members were welcomed and thanked for their time and support of service excellence measures by committee chair, Norma Kennedy.
2. Members then reviewed the committee's established purpose and function and agreed that the purpose statement remains applicable to ensure the committee's full scope of responsibility:

To identify opportunities which will strengthen EGSC's service culture and then work collaboratively with campus units to develop and implement those opportunities through an intentional, ongoing Service Excellence Plan, with emphasis on building collegiality and improving operational processes through:

- Continuous communication and awareness
- Recognition
- Recruitment of right fit employees
- Orientation and training
- Measurement and goal setting
- Process improvement
- Accountability

Therefore, no changes to the committee's purpose and function are needed at this time. Additionally, the unit representation is broad enough to ensure good communication and plan implementation, so no revisions are needed for the committee's membership.

3. Next, the committee reviewed the various components of EGSC's Service Excellence Plan and discussed ideas for successful outcomes for each item:

A. 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.
EGSC's Ambassador and campus representative is Norma Kennedy. She also serves on the Advisory Committee for the USG Service Excellence Ambassador group. The group tries to meet face-to-face at least twice a year. The March meeting with the Chancellor at Middle Georgia State University in Macon was postponed due to the Legislative Session, and the meeting has not been rescheduled yet. She will keep the committee informed in case anyone would also like to attend. Should she be unable to attend, she asked that one of the committee members be willing to attend in her absence.
- Write and submit the required number of Award Nominations.
The exact number is set by the Chancellor each year. Deadline for submission is typically around July 31. Norma asked each committee member to assist her in this process by sending suggestions for faculty, staff, teams, and programs to nominate. She emphasized that while we have many deserving folks for these awards, supporting data is critical to ensure a strong, competitive nomination.

In 2016, EGSC nominated the College Readiness Tour Team for Outstanding Team of the Year, as well as EGSC and President Boehmer for Institution of the Year. The College received third place and state-wide recognition for Institution of the Year. Dr. Boehmer and several members of his cabinet were able to attend the Awards Program.

- Attend the Chancellor's Service Excellence Awards Program.
Once a date is established for the 2017 Awards Program (it's usually held in late October), Norma will notify committee members should they be interested in attending the event with her.
- Develop and implement at least two Process Improvement Projects for the academic year.
Various process improvement plans have been implemented in conjunction with existing campus projects (such as the reorganization of Enrollment Management, the creation of ACE, implementation of the HR Office's on-line Employment Application). Since Snyder Remarks is providing services to EGSC for process improvement, Sheila will contact Jennie Chamberlin to see how she and Norma can work together to expand on what is being planned for this upcoming year.

B. Another responsibility of this committee is to support recognition of faculty and staff. The committee reaffirmed its commitment to continue providing assistance to various units and departments to assure success of the following campus recognition initiatives :

- Assist with the Annual Employee Recognition Program (Held during Fall Workshop, hosted by HR). Our committee member, Maria Stuckey, is overseeing this event, so she will notify the committee as to how we can help.
- Build upon housing's new initiative involving student nominations for "Favorite Faculty" Recognition and provide wide publicity coverage.

It was suggested that this idea be extended to the Statesboro campus, and possibly the Augusta campus, as well, since housing residents will primarily be submitting the names of faculty on the Swainsboro campus. The initiative will be promoted to students via a voting table where they'll be able to cast their nominations during the first 3 class days of each month (excluding Saturday and Sundays). Faculty will only be eligible to receive the recognition once per academic year and will be recognized on the EGSC webpage, as well as on a poster during Fall Workshop.

C. Support opportunities for faculty/staff interactions.

Norma shared a few opportunities with the committee:

- First Fridays at the Morgan House (Swainsboro)
- Honors Night, April 20, 6-9 PM (Swainsboro)
- Works in Progress, April 21, 7-9 PM (Statesboro)
- Commencement Ceremony (Spring: May 5, 7-9 PM – Swainsboro campus)
- Fall Workshop
- Other opportunities:
 - Members from the Statesboro campus suggested having a regular social event similar to First Friday at the Morgan House, but locate it in Statesboro – perhaps "Third Friday's in Statesboro" as a way to engage faculty and staff from the Statesboro campus. The group discussed implementation ideas and challenges regarding how to provide volunteers for refreshments and possible off-campus locations. It was agreed that quarterly might be the best way to start, and then expand as interest grows. The committee will work together to see if this idea can be implemented during the 2017-18 academic year.
 - It was also recommended that we implement some type of fun activity at Fall Workshop that allows everyone to interact and get to know each other better since most folks tend to sit with their own units and don't mix a lot with others. The committee agreed to work with HR and Staff Council on a way to create more interaction.
 - Another recommendation was to create an on-line employee newsletter within the myegsc portal so that those who wish to can share more 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. The committee agreed that this is a viable way for everyone to interact and feel more connected to one another. Norma Kennedy and Victor Poole agreed to see if Dr. Boehmer approves of this initiative, and will try to implement it for fall semester, 2017.

D. Collaborate with the Staff Council on activities that promote a positive work environment. The Committee agreed to collaborate with Staff Council through the following measures:

- Appoint a least one liaison from the Service Excellence Committee who will attend Staff Council meetings and coordinate when help is needed. The following committee members agreed to serve in this capacity:
 1. Bea Butler-Griffin
 2. Jessica Williamson
- Assist with holiday luncheons. Bea and Jessica will notify us on how we can assist.
- The committee agrees to support other Staff Council activities as they are presented.

E. Implement an on-going Service Excellence Training.

The committee strongly agrees that regular face-to-face training that specifically covers service excellence best practices is critical to our success in providing a good college experience to students, as well as maintaining positive favor with the public. Some type of training should be implemented during the new employee orientation, as well as an annual training that includes all staff and student employees. Currently, there is no training that addresses customer service, which is especially critical for our front-line staff. The primary challenge is identifying the appropriate personnel who would have the time and resources to deliver the training. Norma will continue to work with HR and the President to get this established.

4. With no further business, the committee adjourned at 2:30 p.m. and will try to reconvene during the summer.