

Service Excellence Standing Committee

Meeting: April 10, 2017, 1:30 p.m.

Committee Members:

Keith Barrs, Faculty – Math/Science
Joseph Bell, EGSC Augusta
Sheila Bramlett, Student Affairs
Chelsea Follis, Business Affairs
Sarah Fraticelli, Library
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

AGENDA

Review Purpose: 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

Review and update Service Excellence Plan:

- **Participate in the USG’s Chancellor’s Service Excellence Program**
 - Attend all USG Service Excellence Meetings
 - EGSC’s Ambassador: Norma Kennedy
 - Write and submit required number of Award Nominations (Deadline for submission: July 31)
 - Attend Awards Program

- Develop and implement at least two Process Improvement Projects for the academic year
- **Support recognition of faculty and staff**
 - Assist with the Annual Employee Recognition Program (Fall Workshop, Hosted by HR)
 - Housing is sponsoring a “Favorite Faculty” Recognition
 - Other opportunities:
- **Support opportunities for faculty/staff interactions**
 - First Fridays at the Morgan House (Swainsboro)
 - Honors Night, April 20, 6-9 PM (Swainsboro)
 - Works in Progress, April 21, 7-9 PM (Statesboro)
 - Fall and Spring Graduation (Spring: May 5, 7-9 PM - Swainsboro)
 - Fall Workshop
 - Other opportunities:
- **Collaborate with the Staff Council on activities that promote a positive work environment**
 - Appoint a least one liaison from committee who will attend Staff Council meetings and coordinate when help is needed
 - 1.
 - 2.
 - Assist with holiday luncheons
 - Other Staff Council activities:

- Implement an on-going Service Excellence Training
 - Develop on-line training module targeting:
 - New Hires
 - Existing employees
 - Work with HR to incorporate into new hire on-boarding process and annual training modules
 - Review content annually and update as needed