

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