

Service Excellence Committee

AGENDA

November 1, 2017, 3:30 PM

Committee Members:

David Altamirano, Faculty – Social Sciences
Joseph Bell, EGSC Augusta
Sheila Bramlett, Student Affairs
Chelsea Follis, Business Affairs
Sarah Fraticelli, Library
Pat Homer, Faculty - Humanities
Norma Kennedy, Institutional Advancement (chair)
Lara Pope, Student Affairs
Victor Poole, Information Technology
Maria Stuckey, Human Resources
Mina Vora – Faculty – Math/Science
Jessica Williamson, EGSC Statesboro

Order of Business:

1. Review committee's purpose, function and membership for any necessary revisions:

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 using continuous communication and awareness, recognition, recruitment of right fit employees, orientation and training, measurement and goal setting, process improvement and accountability.

Function: Recommend policies and procedures as necessary and proper to accomplish its purpose.

Membership: (listed above)

2. Overview of USG's Service Excellence Program:

- Attendance at all USG Service Excellence Ambassador Meetings and the Chancellor's Service Excellence Awards Program.
- Submission of Award Nominations each summer.
- Develop and implement at least two Process Improvement Projects for the academic year.
- Identify at least one member who can assist Norma with project reports/nominations and attend meetings in her absence:
 - 1.
 - 2.

3. Select a least one liaison from the Service Excellence Committee who will attend Staff Council meetings and coordinate when help is needed for activities that promote a positive work environment:

- 1.
- 2.

4. Identify projects to (1) strengthen EGSC's service culture, (2) build collegiality and (3) Improve operational processes:

- **Communication and Nurturing of faculty/staff interactions**

- Develop an on-line employee "newsletter" within the myegsc portal for those who wish to share 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.

- Select committee member(s) who will develop and manage this project:
 - 1.
 - 2.

- Other ideas:

- How can we boost participation at campus events?

- **Recognition**

- Employee Recognition Program (held annually during Fall Workshop)

- Select committee member to be our liaison with HR and coordinate how we can help as a committee:
 - 1.

- Expand on Housing's "Favorite Faculty" awards by extending to the Statesboro and Augusta campuses. (Idea: Promote 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.)

- Select committee member(s) willing to oversee this project:
 - 1.
 - 2.

- Other recognition ideas:

- **Service Excellence Training**

- How can we incorporate into the on-boarding process for new-hires?

- Ongoing training

- Staff workshop
- Other ideas:

- **Process improvement**

- Enrollment management/Advising: Snyder Remarks/Jennie Chamberlin

- Ideas for other campus projects:

5. Next Meeting:

Committee Meeting with President Boehmer, Thursday, November 9, 9:00 AM, President's Conference Room; Polycom will be available for committee members in Statesboro and Augusta

- Identify who will/will not be able to attend: