

# T R A I N I N G   L E A R N I N G   C O N N E C T I N G

Promoting professional and personal development opportunities.

Volume 3, Issue 1 March 2007

## New "Get Global" Website Launched as Part of the QEP Initiative

Be on the lookout for the one-hour **BROWN BAG TRAINING SESSIONS**



THIS SUMMER  
June 14, 21, 28 &  
July 12, 19, 26

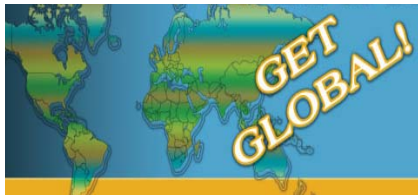
12:30 - 1:30 p.m.  
Mark Your Calendars!

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As part of our institutional accreditation in 2006-07, Kennesaw State University has launched a Quality Enhancement Plan (QEP) with a focus on global learning for engaged citizenship. This plan will be implemented over the next five years, focusing on providing more visibility to KSU's current global learning opportunities and increasing opportunities for students, faculty, staff, and administrators. The "Get Global" campaign supports KSU's 2007-2012 strategic plan of "preparing students to be leaders and creating a campus culture that assures an appreciation of diversity."

In March 2007, the Institute for Global Initiatives introduced the QEP's "Get Global" website that highlights global learning for engaged citizenship. **Global learning** is defined as an educational process that enhances one's competencies for participating responsibly in the diverse, multicultural, international, and interdependent world. "The purpose of the QEP is to make certain that global learning rises to the top tier of the university's educational priorities and outcomes," said Ed Rugg, director of the Center for Institutional Effectiveness. "As an educational institution that prepares tomorrow's leaders, KSU must be ready to impart new knowledge, skills and attitudes to our graduates. The QEP will reinforce global learning for engaged citizenship."



This website adheres to that purpose by providing easy access to "Get Global Perspectives, Competencies, and Experiences."

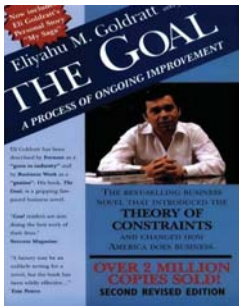
Point your browsers to [www.kennesaw.edu/getglobal](http://www.kennesaw.edu/getglobal) to peruse through the many global learning resources available at KSU. Be sure to check back often as the site will be frequently updated.

#### Mission Statement:

The Center for University Learning exists to instill and inspire the culture of learning throughout the organization by providing quality training and learning initiatives that promote and encourage professional, personal and leadership development for KSU faculty and staff.



## Suggested Book of the Quarter



Written in a novel form, *The Goal* traces the exploits of Alex Rogo, a manager of a poorly performing plant as he learns that many traditional management practices and economic assumptions are no longer valid. The book follows Alex as he undergoes a complete rethink of existing management policies and radically transforms the business. The revolutionary "Theory of Constraints" is developed and explained in clear and concise terms.

### Discover

- \* Why knowing your limits is important
- \* How to maximize the use of your funding sources
- \* How to avoid spending money that will not generate income
- \* How to avoid the law of diminishing returns and focus on Return Investment (ROI)

This multivoiced presentation is lively and interesting and offers food for thought for managers in any field. Available in both book and CD form, stop by the Resource Library and check out *The Goal* today!

**The Resource Library also offers computer access, training videos, books, the Chronicle for Higher Education and much more! Come visit the Center and see for yourself!**

The Resource Library is located at the KSU Center, Room 176. All materials are available to enjoy at the Resource Library or to check out for your convenience.

Hours of operation are 8am-5pm  
Monday through Friday.

## Excel 2007 - Coming Soon!



Excel 2007 is scheduled for May 14th through May 17th. The purpose of the EXCEL Program is to provide an

opportunity for you to achieve lifelong learning, skills development, and to fellowship with newfound friends and colleagues at KSU. It also bands together both Faculty and Staff in a learning experience that will give each participant a sense of value to their leadership roles on campus and how everyone, regardless of their specific role, is a major factor to the success of Kennesaw State University. For more details on the 2007 Program, please visit our site at [www.kennesaw.edu/excel](http://www.kennesaw.edu/excel).



## Customer Service Recognition Program



The Shining STAR Award is given to those employees who give "*that little bit extra*" in their work performance as well as acknowledge all those individuals who have demonstrated outstanding customer service. The following is a list of our award winners and nominees.

### Congratulations!

October Winner: Joe Ann Jackson  
November Winner: Tisha McCalla  
December Winner: Cheryl Cooley  
January Winner: Eileen Anderson  
February Winner: Sam Gardner

### Other nominees

Terry Echols	Stephen Evans
Marsha Calhoun	Terri Lynn
Molly Mendenhall	Brenda Gill
Karen Gardner	Kenya Walker
Marsha Cearns	Kristie Covington
Fred Mason	Brenda Kinchen

**Remember, nominations from peers is not only acceptable but encouraged.**

If you have experienced "**Shining Star**" customer service, and would like to nominate a KSU employee, please visit

**[www.kennesaw.edu/shiningstar](http://www.kennesaw.edu/shiningstar)**  
to complete the nomination form.

**We encourage you to continue to acknowledge and recognize those high performers as well as appreciate your support in this recognition program.**

## Two New Units Added to the Customer Service Improvement Initiative (CSII)

As of January 2007, two new units have been added to the Customer Service Improvement Initiative (CSII) Process. Linda Lyons, Kennesaw's Customer Service Champion, is working closely with representatives from the Bookstore and Business Services to formulate their specific CSII plans to address customer needs. The CSII's overall goal is to provide easier access to services, faster processes so customers can get business done quickly, and friendlier service in a customer oriented culture. The initiative addresses specific basic customer service standards: **GREET** your customers promptly and courteously, **LISTEN** and verify your understanding of the customer's needs, **HELP** customers with your answers and actions, and **HONOR** your commitments in a timely manner. The two participating units have identified key areas within their departments that will focus on processes to enhance better services for both internal and external customers. All plans will be implemented on July 1, 2007, with on-going assessments of their work and progress. Congratulations to the Office of Student Financial Aid Services for completing their CSII plan in fiscal year 2006, and for being our trailblazers in this important initiative.

For more information on the CSII program, please visit our website at:  
[www.kennesaw.edu/customerservice](http://www.kennesaw.edu/customerservice)

## KSU Administrators Senate Update

There will be an honored guest at April's Administrators Senate meeting. Dr. Dan Papp will be in attendance and will field questions from the audience. The meeting will be held April 10 at 11am in BB117. One of the issues that will be discussed is administrators being able to teach courses during off hours for pay. Also, at that meeting Rod Bossert of Human Resources will talk to us about donated leave time. We ask that all administrators make a gallant effort to be in attendance for this session.

It is getting close to nominations and elections time for the Administrators Senate. We will be looking for a candidate for the senator position from Student Success and Enrollment Services and for President-Elect. Be on the lookout for an email asking for nominations for these two important positions.

This has been our first year as a recognized organization in the University Governance. It has been an honor to serve in the capacity of President for the Administrators Senate. I will be stepping down in June and the new Administrators Senate President will be in the capable hands of Linda Lyons.

I appreciate all your support over the past year and invite you to become involved in the University Governance system at KSU. ***We finally have a voice. Let us use it.***

Bob Mattox  
President, Administrators Senate

For more details about the Administrators Senate, please contact Bob Mattox at [bmattox@kennesaw.edu](mailto:bmattox@kennesaw.edu) or visit our website at [www.kennesaw.edu/administrators/](http://www.kennesaw.edu/administrators/).



Saturday, March 31st  
10:00am -11:30am  
KSU Legacy Gazebo

Age Groups- 1-3, 4-6, 7-9, 9-12.

10:00 am - Face painting  
10:00 - 10:30 - Pet a live bunny!  
10:15 - Pictures with the Spring Bunny  
10:30 - Egg Hunt Bring your own basket

Staff Senate is asking staff to donate candy and candy gift baskets for the Spring Egg Hunt.

Donations can be dropped off with Bob Gilbert in Card Services on the 2nd floor of the Student Center.



## Employee of the Month

The Employee of the Month is supervised and awarded throughout the year by Staff Development, made up of members of Staff Senate. Once a month, the nominations that have been gathered are put to a vote by the committee and the results determine the Employee of the month for that month.

The Employee of the Month receives several awards, including a \$100.00 check from the KSU Foundation, a \$25.00 check from the KSU Bookstore, a \$25.00 gift certificate to Sidelines Grill, a framed certificate, a banner, and a parking space of their choice for the entire month.

In addition to the Staff Employee of the Month, the Staff Development Committee facilitates the voting for the annual general staff awards which are held annually in April.

To nominate an Employee of the Month, fill out the form located at:  
[www.kennesaw.edu/staff/eomform.shtml](http://www.kennesaw.edu/staff/eomform.shtml)

## 12 Complete the first Level of the ELC Program



Congratulations to the following 12 staff members who successfully completed Level 1 of the Ethical Leadership Certificate Program and are now continuing on to Level 2 which will be completed on April 27, 2007.

Lillie S. Barber	Sandra Barclay
Gail Carlson	Lynne Hagan
Silva Ianeva	Tisha McCalla
Mary Kathryn McCrary	Molly Mendenhall
Catherine Odera	Cynthia Parkins
Nicole Phillips	Melinda Ross

The Ethical Leadership Certificate is a multi-tiered leadership development program endorsed by the Siegel Institute and managed by The Center for University Learning. This non-credit, certificate program consists of 36, three-hour competency based modules divided into three levels addressing several areas/ issues in leadership development, networking with other KSU constituents and ethical character building skills.

For more information on the ELC Program, visit our website at  
**[www.kennesaw.edu/learning\\_ctr](http://www.kennesaw.edu/learning_ctr)**  
 and click on the link titled Ethical Leadership Certificate

## Additional Uses for Your KSU ID

In January we set up the capability to purchase food at any of the campus food service venues using this same account on the KSU ID card. This works the same way for students and admin/faculty users. At this time the main advantage is convenience. We don't have to carry money around campus, dig out a credit card, deal with change, etc. Nice, but, it's not much to write home about.

Where it gets interesting is when we add the ability to put money on the card with a credit card over a web interface. This makes it even simpler to use, since you don't have to go to the K-Cash terminal. More importantly, it enables a student's parents to put money on the card from home that they can be sure will be used only for food or Copy/Print. We have had constant requests for this kind of service during orientations. This interface will also allow the user to administer their account in that they can review transactions or disable the account if they lose their card. Users will access the system with their NetID and password through the campus LDAP authentication service. Parents will be able to access the system with NetID only to make deposits so the student does not need to give them their password if they choose not to.

If you want a peek go to <https://kcashmanager.kennesaw.edu> but remember this is a live service, just not deployed yet. The login is slow (we're working on it) due to something in the firewall so be patient. Once in the application, it runs fine. So, what's next?

We will continue to add features to the card over the next couple of years, some examples are:

- Enabling employees to use payroll deductions to put money on their card
- Accepting the card at vending machines around campus.
- Accepting the card at the Bookstore
- Adding food restricted accounts to the card that will only work at the food venues.
- This will allow us to provide sales tax free purchases.

This first step was not a huge one. But we will continue to make it easier to use the card and to create more ways to make it useful to all users. Please feel free to contact me with any questions that you might have.

Gary Dalton, Copy/Print Manager  
 678-797-2344