

# Center for University Learning

For Faculty & Staff

*Newsletter*

# T Training L Learning C Connecting

Promoting professional and personal development opportunities.

Volume 3, Issue 3 October 2007

## Attention

All KSU Excel graduates!



Plans are in the making for the 3rd Annual Excel Class Reunion.

**Please mark your calendars for January 29th, 2008.**

Details coming soon.  
[www.kennesaw.edu/excel](http://www.kennesaw.edu/excel)

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## New Registration System: A Success!

The Center for University Learning, in conjunction with Information Technology Systems (ITS), launched its new registration system, ComputerTrain, at the beginning of the Fall 2007 semester. KSU faculty and staff now have easier access to review all information on upcoming classroom training programs, the ability to register online while reviewing course descriptions, access to obtaining class transcripts, and the ability to complete various online training sessions. To date, the new system has been very user-friendly and successfully accessed over **3000** times with minimal problems.

Please remember that the Center has **completely shifted to a paperless catalog and will be promoting all training programs online.** In addition, the Center will no longer be distributing hard copies of our training catalog to the KSU community.

If you have not yet accessed the new system, we encourage you to log-in and become familiar with the new features available to you. Step-by-step instructions on how to use the new ComputerTrain System are available on our website at [www.kennesaw.edu/learning\\_ctr](http://www.kennesaw.edu/learning_ctr) under the Schedule and Registration heading.

The Center's staff will be available to assist you with any specific questions regarding the new procedures; please call our office at ext. 3450. We are more than happy to help!

### DID YOU KNOW...

The new ComputerTrain system gives you direct access to your transcript? Simply log into ComputerTrain and click on the "MY CONTENT" tab. Choose "MY TRAINING" from the dropdown menu. On the far right click on the "TRANSCRIPT" link to view all of your completed courses.

### 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.



## KSU Makes Finals in Chancellor's Recognition Awards

The Chancellor's Customer Service Recognition Awards was established by Chancellor Davis to show his appreciation to USG employees for promoting excellence by providing faster, friendlier and easier services to our constituents.

### Congratulations KSU

on being finalists in the following categories for the Chancellor's Customer Service Recognition Awards

#### Outstanding Customer Service Improvement Initiative Award

College of Business  
New Hire Team

#### Outstanding Customer Service Leadership Award

Linda Lyons

#### Outstanding Customer Service Team Award

Financial Aid Staff  
New Hire Team

#### Outstanding Customer Service Institution of the Year

Kennesaw State University



These finalists will compete with approximately 42 other state agencies for the Team Georgia Governor's Recognition for Excellence in Customer Service Awards. The awards ceremony will be held on October 30, 2007. The USG champions and presidents will join state agency heads and champions in honoring those individuals and teams who best represent the "Team Georgia. Ready To Serve" spirit.

To learn more about the Customer Service Improvement Initiative, please visit our customer service website at [www.kennesaw.edu/customerservice](http://www.kennesaw.edu/customerservice)

## Shining Star 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!

**July Winner:** Ana Cleves

**\*August Winners:**

Dr. Philip Aust, Sheryl Carter, Ryan Beckett

**\*September Winners:**

Lori Meadows, Sharon Chesser, Dr. Leigh Funk

### Other nominees for the quarter

Michelle Hildebrand  
Ben Huck  
Shelvie Stiles  
Carmen Diaz  
Vicki Foster  
Kellie Hebblethwaite  
Erik Turner  
Linda Gossett  
Patsy Lai  
Kellie Oxford  
Mary Foster  
Hope Udombon  
Traci Atkinson  
Ruth Richardson  
Michelle Cobb  
Donna Walls  
Holly Wahlstrom  
Kevin Griffin  
Nancy Sanders

Tisha McCalla  
Cordelia Fenwick  
Jenny Morris  
Maureen Patton  
Sandy Parr  
Courtney Ayers  
Lauren Booth  
Ed Rayner  
Pat Gary  
Casey Darrow  
Bernard Anderson  
Angela Maio  
Ashley Holmes  
Mary Fikes  
Marsha Calhoun  
Mary Mitchell  
Lauren Booth  
Karen Gardner

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

\*Due to an increasing number of nominations, we will recognize 3 shining stars each month starting Aug, 2007.

## Attention: Managers and Department Heads Re: Student Assistant Training

Student assistants are still eligible to take classes at the Center if it pertains directly to their job duties. However, the procedure has changed with the implementation of the new registration system. If you have a student assistant(s) in your area that would like to enroll in one or more of our catalog courses, the direct supervisor should do the following:

1. Create a list of the students' netIDs and the course for which they will register.
2. Email the list to [learnctr@kennesaw.edu](mailto:learnctr@kennesaw.edu) so that we can add them to the database. We will notify the direct supervisor when this is complete via email.
3. After the students are added to the database, they will be able to log-on to the system and register.

Should you have any questions regarding this procedure, please call our office at ext. 3450.

## Wellness and Lifestyle Certificate Begins Spring 2008.

The KSU Wellness Center will begin accepting applications for the Spring 2008 **Wellness and Lifestyle Management Program** in the early part of December.

The Wellness and Lifestyle Management Program offers courses and activities that focus on improving one's overall wellness in six different dimensions: Physical, Intellectual, Social, Emotional, Occupational and Spiritual. In addition to exercising and eating right, learn now these other important aspects can effect a person's health and sense of well being as well as his or her work performance.

If you have any questions regarding this wellness program, or want to download an application, please visit the Center's website at:

[www.kennesaw.edu/col\\_hhs/wellness/Wellness\\_Lifestyle.htm](http://www.kennesaw.edu/col_hhs/wellness/Wellness_Lifestyle.htm)

Please direct any additional questions to Sarah Brooks at ext. 3244.

## Certificate in Conflict Management for the Human Resource Professional



Description: The certificate in Conflict Management for the H.R. professional will teach participants how to integrate and implement conflict management techniques into their workplaces. In particular, participants will be introduced to the following: an understanding of conflict styles in individuals and groups, the use of mediation and facilitation

for proactive organizational communication, and organizational evaluation methods for needs assessment.

HRCI credits (approved by SHRM): 36.75 hours

**Dates: January 28 - February 1, 2008**

Location:

Continuing Education Center  
Kennesaw State University  
Kennesaw, GA 30144

Cost: \$ 875.00 (includes continental breakfast and lunch each day and all training materials)

**Registration Deadline: December 17, 2007.**

For more information or to register, please visit  
[www.kennesaw.edu/ksumall/](http://www.kennesaw.edu/ksumall/).

Click on 'Center for Conflict Management' under Stores.

If you have additional questions, please contact  
Channa Threat at 770.423.6637

## Attention: ALL KSU Employees

The Center for University Learning will be distributing a survey campus-wide via email at the end of October. This survey was designed to help us pinpoint the training needs of KSU faculty and staff. The survey addresses topics such as: types of classes/programs you would like to see offered at the Center and the most suitable times of day for training.

**Please take a moment to complete this brief but vital survey; the results will help us better serve you!**

## Upcoming Courses at the Center

### First-time Supervisor Training Workshops:

The below courses are designed, but not limited to, individuals who are frontline supervisors making the transition from peer to boss and who need to acquire basic supervisory skills and tools to assist them in being a success in their new leadership role. All participants will receive a certificate of completion at the end of each course.

**NOTE:** Those Entry-Level Supervisors who have completed the entire series of courses will be awarded a certificate and a letter of recognition.

Date	Time	Course Title	Instructor
Tuesday, October 23rd	2:00-5:00	Sexual Harassment/Retaliation	Cheryl Wayne
Thursday, October 25th	2:00-5:00	Race and Gender Discrimination	Cheryl Wayne
Tuesday, October 30th	2:00-5:00	Setting Realistic and Measurable Goals	Dee Grindell
Tuesday, November 6th	2:00-5:00	Skills for Delivering Quality Customer Service	Dee Grindell
Tuesday, November 13th	2:00-5:00	Business Writing: Composing Emails, memos and Letters that Work	Kathy Matthews
Tuesday, November 27th	2:00-5:00	Basic Budget Management Skills	Donna Bertrand

### Mid-level Managers' Skill Development Workshops:

The below courses are designed, but not limited to, individuals who are currently in or have been promoted to a mid-level manager's position. Duties include supervising and managing the work of others within their unit, may periodically perform the tasks of the people they supervise, conduct the performance appraisal for both exempt and non-exempt staff, and holds budgetary responsibilities for the unit. All participants will receive a certificate of completion at the end of each course. **NOTE:** Those Mid-level Managers who have completed the entire series of courses will be awarded a certificate and a letter of recognition.

Date	Time	Course Title	Instructor
Tuesday, October 23rd	2:00-5:00	Sexual Harassment/Retaliation	Cheryl Wayne
Thursday, October 25th	2:00-5:00	Race and Gender Discrimination	Cheryl Wayne
Thursday, November 1st	2:00-5:00	Enhancing your Coaching/Mentoring Skills	Linda Johnston
Thursday, November 8th	2:00-5:00	Communicating for Results	Dee Grindell
Thursday, November 15th	2:00-5:00	Behavior Interviewing Techniques	Dee Grindell
Thursday, November 29th	2:00-5:00	So this is my Budget: How to effectively manage your budget and make sound budget projections	Susan Dalton
Thursday, December 6th	2:00-5:00	How to Conduct Effective Meetings	Linda Lyons

**KSU Procurement Series:** Attend these classes for a better understanding of KSU Procurement Procedures and guidelines.

Date	Time	Course Title	Instructor(s)
Monday, October 29th	2:00-4:00	Proper Purchasing: Review of Purchasing Policies and Procedures	Donna Bertrand
Monday, November 12th	1:00-4:00	Getting It Paid: Review of procurement procedures for paying external vendors, employee reimbursement and other university obligations.	Karen Gardner Deanna Bennett
Monday, December 3rd	2:00-4:00	PCard Policies: Review of current policies and procedures and clarification of violations	Don Humphrey Julie Peterson

## KSU Shuttle Adds KSU Center to Daily Route



The KSU Shuttle Service has now added the KSU Center to its regular schedule. The following are details regarding this newly added route.

**Shuttle Runs:**  
Monday - Thursday,  
9:15AM to 3:15PM  
(No service Friday.)

Terminal Points: KSU Center and the Student Center (north end in Lot C) signs are posted

### First shuttle 9:15 AM

**Frequency** – every 15 minutes a shuttle will depart from each end of the route

**Stops** – Only on the route from Campus to KSUC, the shuttle will stop at the CCT bus stop on Frey Road below Kennesaw Hall. The shuttle will be there about 3-4 minutes after it departs from the student center. It will not wait; you must be there (or very close) when it stops. **This route is on a strict schedule.**

### Last shuttle 3:15 PM

The shuttle that leaves KSUC at this time will immediately go into the B of A rotation after stopping at the Student Center.

The shuttle that leaves the Student Center at this time will go immediately to the Town Point route after stopping at KSUC. There are no exceptions; those shuttles are committed to the existing off site routes starting at 3:30 PM.

**Please Note: The Center's workshop schedule for Spring 2008 will align with the newly implemented shuttle route.**

**We encourage you to take advantage of this new service and and ride the shuttle over to the KSU Center to attend classes, visit our Resource Library, or to use your weekly 90 minutes of wellness time at the KSU Faculty/Staff gym!**

## CUL Resource Library

*A learn-it-yourself kind of place for KSU faculty and staff*

OK, so maybe your schedule doesn't allow you to take advantage of some of the classes available through the Center for University Learning. Or, maybe you're one of those folks who prefers to learn independently. The Center for University Learning's resource library is saturated with materials for independent learners. Whether you're a front-line staffer brushing up on customer service strategies, a manager trying to polish your leadership skills, a faculty member exploring your teaching style, or you're just an individual looking to improve your interpersonal skills, the Center for University Learning's resource library is sure to have something to arouse your interest. And if we don't have it, please let us know and we'll make every effort to make it available to you.

### Books, Videos, Audiotapes, Computers and More!

Staff and faculty are welcome to use the resources in the library or may check them out. Just show us your employee ID, and we'll let you sign-out materials for a couple of weeks; there is no charge. Please stop by the Center for details.

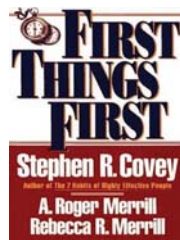
**The Learning Center's resource library is located in the KSU Center, room 176.**

**Open Monday – Friday 8:00 a.m. – 5:00 p.m.**

The Resource Library is also available for meetings, small lectures, and receptions. To reserve the library for your next event, please contact our office at ext. 3450.

## Suggested Book of the Quarter

"Doing more things faster is no substitute for doing the right things," says Covey.



What are the most important things in your life? Do they get as much care, emphasis, and time as you'd like to give them? Far from the traditional "be-more-efficient" time-management book with shortcut techniques, First Things First shows you how to look at your use of time totally differently. Using this book will help you create balance between your personal and professional responsibilities by putting first things

first and acting on them. Covey teaches an organizing process that helps you categorize tasks so you focus on what is important, not merely what is urgent. Stop by the Center for University Learning and check out a copy today!

**The CUL's 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.

## KSU Safe Space

The KSU Safe Space Initiative is a campus-wide initiative that offers a visible message of inclusion, acceptance, and support to lesbian, gay, bisexual, and transgender individuals. The goal of the Safe Space Initiative at KSU is to identify and educate individuals who will affirm and support all persons regardless of sexual orientation and gender identity/expression. Displaying the Safe Space logo sends a message to students, faculty and staff that the person posting this logo supports the equal treatment of gay, lesbian, bisexual and transgender persons. KSU faculty and staff can acquire a Safe Space sticker by attending one of the scheduled Safe Space orientations. Please RSVP via email to [tjoyce@kennesaw.edu](mailto:tjoyce@kennesaw.edu).

### Monday, November 12, 2007

12:30 p.m. - 2:00 p.m.  
KH 1203

### Monday, December 10, 2007

3:30 p.m. - 5:00 p.m.  
CETL House

CETL also has various upcoming Book Clubs and Interest Meetings, please visit their website at [www.kennesaw.edu/CETL](http://www.kennesaw.edu/CETL) for more information

## Upcoming Holidays Got You **STRESSED?**

Are you dashing through the season like a comet?

Are the festivities blitzen your sleep?

Has your budget pranced through the roof?

Your diet danced down the chimney?



## Join us at the Coping with **HOLIDAY STRESS** Lunch and Learn

Friday, November 9th

12:00 Noon-1:00

University Room A

*Conducted by EAP Consultants*



Consortium on Active Retirement and Aging  
(CARA) presents:

### Aging: Charting Our Future

November 8, 2007

KSU Center, Room 400

Professionals from Atlanta Regional Commission (ARC) Area Agency on Aging will present information on planning and delivering of services to meet the needs of the growing aging populations.

The topics for the program include:

- Introduction to Aging/Demographic Trends/Aging Issues
- Aging Programs and Resources Available/ESP
- Lifelong Planning
- Healthy Aging/Preventive Services
- Georgia Cares & Fall Medicare Part D Enrollment/Changes

Course # 082PHLC5866A

Non-Members \$75, to register go to:

[www.kennesaw.edu/ConEd](http://www.kennesaw.edu/ConEd)

Members No Charge, to register call

770-423-6765 or 1-800-869-1151

**KSU Employees \$35**