

# Center for University Learning

For Faculty & Staff

*Newsletter*

# T Training L Learning C Connecting

Promoting professional and personal development opportunities.

Volume 4, Issue 3 October 2008

## DID YOU KNOW...

The Center offers customized training based on an assessment of your area's needs?

Through team building exercises, specialized training, group facilitation, and consulting services, customized training can help your team in a variety of ways.

For further details, contact our main number at 770-499-3450.

**Let us develop a training program for you!**

## Learn more about our services inside this issue

Facilitator's Corner: An Interview with Dee Grindell.....	2
Shining Star Awards .....	2
KSU Brings Home the Gold (cont).....	3
Striving To Achieve Results.....	3
Resource Library Information.....	4
CARA Conference: Issues at the End of Life .....	4
Certified Personal Training Program .....	5
KSU Safe Space.....	5
KSU Management Training Session.....	6
Online Training Available .....	6
KSU Introduces new Email System.....	7

## Kennesaw brings home the gold... again!

On Tuesday, October 14, 2008, Kennesaw State University was named Institution of the Year at the Chancellor's Customer Service Excellence Awards Ceremony. KSU honorees were chosen out of 250 nominations; this is the second year in a row that KSU has been granted this esteemed award. The Chancellor's Customer Service Outstanding Excellence Awards is an annual celebration for individuals within the University System who provide faster, friendlier and easier services to their customers.

The Board of Regents' Chancellor's Office presented KSU with the following awards:

**Outstanding Customer Service Institution of the Year**  
Kennesaw State University, Gold Award

**Outstanding Customer Service Leadership Award**  
Linda Lyons, Gold Award

**Outstanding Customer Service Improvement Awards**  
KSU Bookstore, Bronze Award  
Enterprise Systems and Services (ESS), Honorable Mention

**Outstanding Customer Service Individual Award**  
Dr. Charles Aust, Bronze Award

**Outstanding Customer Service Call Center/Help Desk Award**  
Enrollment Services' Communication Center, Bronze Award

**Outstanding Customer Service Team**  
Digital Back Office Enrollment Services, Honorable Mention

"The success that Kennesaw has achieved through its awards and recognitions in our customer service program is contributed to the outstanding commitment and collaboration from all KSU constituents in promoting a culture of service on this campus. I commend all members of the KSU community for their participation and support in this important initiative and for building this reputation of good service throughout the University System of Georgia.", says KSU's Customer Service Champion, Linda Lyons. (continued on page 3)



### 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.



## Facilitator's Corner



Dee Grindell is the Principal/Owner of Revive Education Services LLC, a dynamic training and consulting organization that provides memorable, results-oriented learning experiences and performance coaching for front line employees and all levels of management. Dee founded Revive specifically to move

beyond traditional training and provide learning experiences that emphasize skills and information required to master everyday and ongoing challenges in the workplace. Over the past twelve years, Ms. Grindell has trained thousands of front line managers, and senior leaders, and is known for her energizing training programs which provide real life solutions and tools to maximize staff performance.

Dee has worked on behalf of the Center for University Learning at KSU since August of 2007. She provides customized communication skills training and team building to numerous KSU departmental faculty and staff. She is an instructor for KSU leadership and staff development courses including Exceptional Customer Service, Communicating for Results, Behavior Event Interviewing, Setting Realistic and Measurable Goals, and the Use of Effective Leadership Styles through the DISC Self-assessment Tool. She has also consulted with senior leaders and mid-managers at KSU on work performances and conflict resolution concerns.

Dee earned a Bachelor of Science Degree in Behavioral Science/Secondary Education and a Masters in Education/Human Resources Development from Georgia State University. She is a certified Human Resources Professional, (PHR) and recently became a certified DDI instructor. Her current and former clients include Athens Regional Healthcare System, St. Mary's Hospital, Children's Healthcare of Atlanta, Hands-On Atlanta, Goizuetta School of Business at Emory University, Tenetcare Health System, WellStar Healthcare System, and John Deere Landscapes.

An inspiring and unforgettable educator, Dee Grindell's passion for service excellence and commitment to the front line resonates with all staff and ultimately, their customers.

## Shining Star Customer Service Recognition Program



The Shining STAR (*Striving To Achieve Results*) 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 Winners:

Ann Schroeder, Admissions Office

#### August Winner:

Kimberly Cephus

#### September Winner:

Patti Dunn

#### Other nominees for the quarter

Debbie Redwine	Wanda Sexton
Tonya Jones	Jenny Morris
Maggie Scott	Tisha McCalla
Hollis McCollum	John Anderson
Charlotte Doolin	Daniel McKeon
Julae Grosz	Fred Mason
Martha Reed	KSU Housing
Molly Mendenhall	Kathryn Siggelko
Steve McDonald	Cynthia Elery
Tim Ste. Marie	Pat Beardsley
Kellie Oxford	Liz Dolezal
Debbie Hreha	Michelle McGinty
Patti Dunn	Wendy Davis

Postal Services Department

If you have experienced star quality service, please acknowledge that person by submitting your nomination at our website: [www.kennesaw.edu/shiningstar/](http://www.kennesaw.edu/shiningstar/)

## Kennesaw brings home the gold... again! (continued from page 1)

KSU is dedicated to providing top customer service by diligently listening to customers' concerns, being proficient and knowledgeable in job duties, and demonstrating a willingness to go above the customers' expectations in a timely manner.



In keeping aligned with KSU's continuous emphasis on its positive strides toward excellence in customer service, The Center for University Learning is now offering an online Customer Service Training Series. This series will provide you with information, tools and skills necessary to make delivering and supervising great customer service easier.

The series focuses on best practices in giving customer service, managing customer service gaps via service recovery techniques, and helping staff provide the best service to all internal and external KSU customers. To find out more about our training series, please visit <https://computertrain.kennesaw.edu/>

---



---

## KSU employees are Striving To Achieve Results

On Tuesday, October 7, 2008, Kennesaw State University hosted its first annual Customer Service Recognition Luncheon sponsored by the Credit Union of Georgia. This luncheon event recognized all shining stars that were nominated to date and announced the 2008 Shining Star of the Year. Dr. Papp opened the luncheon and introduced guest speakers, Dr. Bobbie Bailey, entrepreneur and loyal supporter of KSU, and her niece, Julie Crews, Director of Corporate Training for Continuing Education.



(Pictured left to right) Linda Lyons, Johnny Camp, Dr. Dan Papp, Percy Ivey, Dr. Bobbie Bailey, Jamie Burns, Kathy Bouyett

The Shining Star Program acknowledges and rewards employees who exhibit outstanding customer service behaviors that, in turn, promote a culture of service on the KSU campus. Percy Ivey, Assistant Manager of Bookstore Operations, was named the Shining Star of the Year for 2008. Percy was presented a plaque and a \$100 check by Johnny Camp, Director of Business Development for the Credit Union of Georgia.

The Customer Service Luncheon also recognized Kennesaw State University for its stellar commitment to Customer Service as indicated by the numerous awards received at the state level from the Governor's and Chancellor's offices.

If you have experienced star quality service, please acknowledge that person by submitting your nomination at our website: <http://www.kennesaw.edu/shiningstar/>

If you would like to contact Kennesaw's Customer Service Champion directly you can email Linda Lyons at [customerfocus@kennesaw.edu](mailto:customerfocus@kennesaw.edu) or call her at 770-499-3450.

## 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 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.



Consortium on Active Retirement and Aging  
(CARA) presents:

**Care Management: Issues at the End of Life  
November 20, 2008 at 9:00AM - 2:30PM  
KSU Center, Room 300**

As people are living longer, their expectations about quality of life throughout the lifespan are increasing. The focus of this CARA program is to discuss a variety of issues leading up to and including the end of life. Presenters will discuss the choices that one can make and examine ethical and legal challenges that face individuals as they manage the final aspects of their own lives.

Topics include location and type of care at the end of life, advanced directives, ethical challenges and issues, family information and support, and financial readiness. The program will be facilitated by Dr. Lois Robley, Assistant Director, Siegel Institute for Leadership, Ethics & Character at Kennesaw State University. Dr. Robley specializes in healthcare ethics, corporate ethics, end-of-life ethics. She teaches ethics, professional ethics, ethics in leadership, ethical theory, and the ethical care of the vulnerable - topics that form the subject matter of many of her presentations.

Course # 092PHLC5871A  
Non-Members \$75, **KSU Employees \$35**  
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

*For additional information about this program, call 770-420-4423 or e-mail [pmatthew@kennesaw.edu](mailto:pmatthew@kennesaw.edu)*

## Certified Personal Training Program

The Certified Personal Training Program is offered through the KSU Employee Fitness Center and provides a safe and effective environment for EFC members to be instructed, one-on-one, on various weight training and aerobic exercises in an intimate setting.



### Personal Trainer Services:

- Designs an individualized exercise program based on results of MicroFit fitness assessment and the member's personal fitness and health goals.
- Provides personal attention during exercise.
- Educates members on the following:

*Components of exercise including aerobic, strength, and flexibility*  
*Fundamentals of strength and aerobic training*  
*Proper and safe use of equipment*

### Why a Personal Trainer?

- For members who want supervision 2-3 times a week to hold them accountable for exercising
- For members who want to update their current fitness routine to take them to the next level
- For members recovering from an accident/injury/surgery to get them back into shape (in conjunction with their physical therapist)
- Weight loss & more!

The Personal Trainer is certified through the American Council on Exercise (ACE) and the American Red Cross in Adult CPR & AED. For additional information, please email [wellctr@kennesaw.edu](mailto:wellctr@kennesaw.edu).

## 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 10, 2008**

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

## Jeff Thompson, attorney-at-law, addresses KSU management



Jeff Thompson, attorney-at-law from the firm Constangy, Brooks & Smith will be returning to KSU for another informative and engaging program for Directors, Chairs, Managers, and Supervisors.

This management training session will include such topics as:

- What University Managers, Chairs, Supervisors Should Know About Employment Law
- Resolving Conflict with Difficult Employees
- Properly Documenting Performance Issues
- Motivating Today's University Employees
- What's on the 2009 Horizon in Employment Law for Universities

**This program is scheduled for:  
Tuesday, November 4, 2009 at 11:00 am  
Social Science Building, Room 1021**

Jeff will also discuss other topics of interest specific to individual situations and will be available to answer your questions as it pertains to this subject area. **If you supervise other employees please plan to attend this highly informative and helpful program.**

## FREE on-line courses available at the Center

The Center for University Learning now has available a new offering of online courses through ComputerTrain. Topics such as:

**Effective Business Writing**  
**Project Management Skills for Non-Project Managers**  
**Effective Management: Developing as a Manager**  
**Skill Development for Supervisors**  
**Fundamentals of Customer Service**  
**Basic Budgeting Skills, and**  
**Time Management**

These courses can now be accessed directly from your desktop to assist you in developing specific skill sets that will enhance your work performance. You can also enroll in certificate programs through four specialized Development Paths:

**Customer Service Training (Skills for Delivering Quality Service)**  
**Team Leadership (Effectively Managing Work Teams)**  
**Peer to Boss (Transition tips for New Supervisors/Managers)**  
**Project Management**

To review the above development paths, please see pages 35 - 38 of the Registration Manual:  
[http://www.kennesaw.edu/learning\\_ctr/PDF/registrationinstructions.pdf](http://www.kennesaw.edu/learning_ctr/PDF/registrationinstructions.pdf)

To take advantage of these online training opportunities, please go to our webpage, for instruction on how to get started now with these FREE online courses [http://www.kennesaw.edu/learning\\_ctr/registration.shtml](http://www.kennesaw.edu/learning_ctr/registration.shtml)

## New faculty & staff email system set to launch in 2009

### Email



#### User Assessment About Existing GroupWise Service Leads ITS to Deploy a New Faculty & Staff Webmail Solution.

The inspiration for the new email solution came from a general consensus of users pointing to the emerging inadequacies of the existing email service. For instance, as inboxes grow each semester many users have to spend valuable time filing and retrieving messages. Additionally, they have to delete email messages frantically to stay under the set fifty megabyte limit. Consequently, a new email service with key end-user benefits was selected to replace GroupWise.

**The new Faculty & Staff Email Collaboration Suite is a full-feature messaging and collaboration application offering reliable, high-performance email, address book, shared calendar, and web document authoring capability.** Other benefits include:

*A rich, interactive web-based interface that can be accessed from anywhere at any time.*

*A much larger storage space capable of holding hundreds of thousands of email pages.*

*Powerful search tools that can quickly scan a user's e-mail and pull up relevant content.*

*Group scheduling which recognizes and acts on certain text in messages. For instance, hovering over the word "tomorrow" in an e-mail message brings up a list of all appointments on the next day's calendar. Hovering over dates does the same.*

*Attachments (like Word or Acrobat files) can be viewed immediately as HTML instead of being downloaded and opened in other applications.*

ITS is determined to provide the campus with a successful transition and, as such, is dedicated to offering great support to all faculty and staff every step of the way. Extensive support resources will include an instruction booklet, a reference website, training workshops, online training, and the service desk support center.

Stay informed by regularly accessing the new website located at:  
<http://its.kennesaw.edu/zimbratraining/>.

*The ITS Team*