

Center for University Learning

For Faculty & Staff

Newsletter

T Training L Learning C Connecting

Promoting professional and personal development opportunities.

Volume 5, Issue 1 March 2009

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

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New faculty & staff email system launched

For several months now, the Information Technology Services Department has been diligently working on a new email system for the faculty and staff of Kennesaw State University. Zimbra, the new email collaboration suite, is slated to replace GroupWise at the end of March 2009. According to Information Technology Services, about 1,000 end-users have already been migrated to the new system. "We are overjoyed that so many end-users have jumped on board as beta testers and early-adopter users. The insightful feedback that we have received from these users has been a great benefit in moving the project along" said Veronica Trammell, Manager of the Technology Outreach section.

Zimbra is a full-featured messaging and collaboration application offering reliable, high-performance email, address book, and shared calendar capabilities. Other benefits include:

- A rich, interactive web-based interface that can be accessed from anywhere at any time.
- A much larger storage space than GroupWise, 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.
- Seamless integration with Microsoft Outlook 2007 and Mac Mail.

"We are looking forward to the complete transition from GroupWise to Zimbra. We feel that Zimbra is a product that can keep up with the rapid pace of growth at KSU, and will improve and expand our email collaboration capabilities" said ITS trainer, Sid Kemp.

More information, including training, migration news and user guides can be found at the following website: <http://its.kennesaw.edu/zimbratraining>.

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



Elizabeth Starnes, Enterprise Systems and Services Project Manager, joined Kennesaw State University in July 2006. As project manager, she develops and implements comprehensive project plans and management deliverables for ESS as well as managing daily project management activities, including issue resolution and communication across teams to ensure on-time and successful delivery.

In addition to her primary duties, she also teaches Project Management for KSU through the Center for University Learning. Her achievements at the University include Excel Graduate 2007, Honorable Mention from the Chancellor's office for Outstanding Customer Service for Six Sigma Project 2008, and the Center for University Learning's Spring 2009 Facilitator of the Quarter.

Prior to working at KSU, Elizabeth worked as Director of Community Programs for a non profit organization. In her five years of service she developed the Community Service Block Grant, United Way Grant, Summer Food Service Program grant, and developed MOUs for transportation programs and employment programs with Department of Family and Children Services with outcomes-based management practices.

As a Board Member for the Georgia Community Action Association (GCAA), she created and produced Statewide newsletters for the GCAA, designed public relations brochures for Tallatoona CAP, Inc. and GCAA, compiled and designed the GCAA and Southeastern Association of Community Action Agencies (SEACAA) annual conference booklets and represented their interest at the Association of County Commissioners Annual Conference. She also trained community service staff on outcomes based management practices at State, Southeastern and National Community Action Annual conferences and meetings.

Elizabeth has been married for four years to Derik and they have a beautiful son, Briggs who is seven months old. They are also proud parents to her twin 4 year old niece (Bella) and nephew (Braden). She is an avid gardener that loves to spend time in her Koi garden, but most of all she loves spending time with her family.

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 and to acknowledge those individuals who have demonstrated outstanding customer service. The following is a list of our award winners and nominees. Congratulations!



October 2008 Winners:

Zachary Farley and Lauren Booth

November & December 2008:

no winners selected

January 2009 Winner:

Stephen Evans

February 2009 Winner:

Debbie Hreha

Other nominees for the quarter

| | |
|-------------------------|---------------------|
| Sherry Kronenberger | Julia Pelenyuk |
| Sandra Robinson | Tisha McCalla |
| Mansour Abusaid | Kimberly Ingle |
| Motaz Sharkasi | Michelle Hildebrand |
| Diana West | Angie Nunz |
| Donna Adams | Steve McDonald |
| Dixie McCombs | Elizabeth Starnes |
| Karen Gardner | Jeanine Heming |
| Tamara Livingston | Joni Malson |
| Stephanie Frankovich | Kate Mickey |
| Nancy Hill | Maggie Diaz |
| Vivian Bonilla | Suzanne Boesl |
| Nancy Sanders | Brenda Arthur |
| Rose Proctor | Sam Gardner |
| Khari Belgrave | Nicole Densmore |
| Janet McGovern | Maryellen Skiles |
| Kim Fendley | ITS Zimbra Team |
| Emily Lupita Plum Guclu | |

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

Shared services at KSU

In the summer of 2008, the Board of Regents announced that a shared services approach to payroll and benefits administration would be implemented for USG institutions. The Shared Services model will result in the consolidation of various payroll and HR functions with the goal of increased functionality and service to customers.

Over the past months, KSU and other USG institutions have been working with Automatic Data Processing, Inc (ADP), the nation's largest payroll services company, to develop and implement the ADP suite of products as part of the Shared Services project.

On July 1, 2009, KSU – along with 35 other institutions - will go live with a new suite of services hosted by ADP which will replace KRONOS, Peoplesoft HRMS, and other Payroll and HR functions. In the near future, the Center for University Learning, in collaboration with ITS and HR, will host training classes for the KSU campus on the features of these new systems.

Schedules of these classes will be made available to all employees through the Center's ComputerTrain registration system and target groups will be contacted directly for attendance. Please watch your e-mail closely for these announcements. To read more about the Shared Services project, visit www.usg.edu/sharedservices.

FREE online courses available at the Center

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

- 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:
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 www.kennesaw.edu/learning_ctr/registration.shtml

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.

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.

Attention: Managers and Department Heads Re: Student Assistant training

Student assistants are eligible to take classes at the Center if it pertains directly to their job duties.

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 contact Anita Jackson at ext. 3450 or email learnctr@kennesaw.edu with the student's name and NetID so they can be manually added to the course.

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

CUL Resource Library

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



Okay, 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.

2009 Excel Retreat - will you be there?



Mark your calendars!

May 20-21, 2009

KSU Center Room 300



The Center for University Learning will be hosting the first Excel Retreat for all Excel graduates. The purpose of the retreat will be to bring together graduates from the EXCEL program to assist in the assessment of this training initiative in order to provide a more effective program in the future.

Topics/activities for this two-day event are:

- A training workshop on leadership skill development
- Team building exercises
- Open discussion segments discussing usage of skills obtained from the program
- Panel discussion and afternoon networking social with KSU's senior leadership

Look for details on how to register coming soon via email.

4th Annual Excel reunion a success!



On Thursday, February 19th, 2009, the Center for University Learning held its 4th annual Excel Reunion at the KSU Center.

Over 70 past graduates of the Excel program came together for fellowship, fun, and of course, food! The "rise and shine" themed event allowed participants to reunite with their graduating class as well as network with other KSU faculty and staff members that also graduated from the Excel program. "The EXCEL reunion brunch was an awesome event! It should not have been missed by any Excel alum.

Great food, networking with colleagues and a chance to reflect on your own EXCEL experience. What more could you ask for in an event?" said Dana Carter, 2004 Excel graduate.

Thanks to the Excel Reunion planning committee-- Donna Hamby, Deanna Hendrickson, Pearl Gray, Nola Humphries, Percy Ivey, Paula Kantenwein, Kathy Rechsteiner, Pamela Smith, and Antony Ware-- for a job well done.

Special thanks to Dr. Papp, the President's Office, KSU Foundation, and the following sponsors who made this event a huge success: Domino's Pizza, Capalbo's Mexican Cafe, Froots, Hemingwayz and Gracious Gathering.

