

Center for University Learning

For Faculty & Staff

Newsletter

T Training L Learning C Connecting

Promoting professional and personal development opportunities.

Volume 5, Issue 2 July 2009

DID YOU KNOW...

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

Through specialized training, team building exercises, 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

CUL Welcomes New Trainer.....	2
Shining Star Awards	2
Transition to ADP (cont.).....	3
Online Training Available	3
Book of the Quarter.....	4
Resource Library Information.....	4
Customer Service Corner	5
Administrative Professionals' Day a Success.....	5
Excel 2009 Retreat.....	6
Student Assistant Training.....	7
Personal Trainer Program	7
Customer Service Inspector (CSI) Program.....	7

Transition to ADP Underway



In an effort to support the USG initiative to consolidate HR / Payroll through a Shared Services strategy, Kennesaw State University is currently in the process of transitioning from PeopleSoft HRMS and the current Kronos

product to the Automatic Data Processing (ADP) time and labor management product and suite of services. ADP is the largest provider of payroll services in the country and offers a range of HR, payroll, tax and benefits administration services.

The scheduled "transition date" for all USG schools is August 10th, 2009.

The ADP services which will be utilized by USG schools consist of these five modules:

BOSS: This is where employees will access benefits information.

Employee Self Service: This is where employees will access payroll information.

eTime: This replaces Kronos for time entry and leave requests.

eV5: This replaces the current Peoplesoft application. All data in Peoplesoft will be transferred.

Manager Self Service: This is where managers will access employee information.

(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.



CUL Welcomes New Trainer, Paula Billups



Paula joined the team in April, 2009 as Senior Training Specialist. In this role Paula will be responsible for delivering the ongoing training initiatives provided by the Center for University Learning.

She will work collaboratively with the ITS department to upgrade the Element K Learning Management System (LMS) and evaluate future LMS online options for the University. Additionally, Paula will work with the University to develop customized training as required.

Paula joins the University with over 15 years experience in Information Systems, Project Management, Change Management, and Training Design and Delivery.

Most recently she designed instructor-led and web-based training for Ariba. She has a passion for training systems design and delivery and has provided independent training services for the Atlanta Public School district, Spelman College and the University of Phoenix- Atlanta campus.

Paula graduated from Southern Illinois University – Edwardsville with a Masters Degree in Business Administration and from the University of Missouri-Rolla with a Bachelors Degree in Computer Science. She also received a certificate in Instructional Design and Technology from the University of Georgia. Paula is a Cobb County resident and a graduate of the 2006 Leadership Cobb class.

With her wealth of knowledge and experience, we are confident that Paula will be a great contributor in assisting the Center in moving forward with our charge and will be a valuable addition to our team.

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!



March 2009 Winner:
Brent Obleton

April 2009 Winner:
Tisha McCalla

May 2009 Winner:
Dale Suffridge

Other nominees for the quarter

Nicole Densmore
Stephen Evans
Sherry Kronenberger
Wendy Moore
Kim Fendley
Sabrina Williams
Rhonda Nemeth
Thomas Jones

Liza Harris
Trina Dean
Donna Adams
Buck Harris
Oscar Beltran
Kathy Rechsteiner
Junaid Bhatti
Kelley Kirk

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

Transition to ADP Underway (continued from page 1)

In preparation for this transition, KSU and other USG schools are currently participating in a “Parallel Test” in which they simultaneously record their work hours and exception time into the current Kronos system as well as the ADP eTime system so that the two payrolls can be compared and evaluated to ensure paychecks will be correct after the conversion. All KSU employees should register at the ADP Portal and participate in the Parallel Test to help ensure a successful transition.

ADP training is being provided via “Online Training” modules and “User Guides” to faculty, staff, and students. Training instructions as well as instructions on how to register in ADP are available on the ADP Shared Services Human Resources Website. The address is: <http://www.kennesaw.edu/hr/adp.shtml>

FREE online courses available at the Center

Did you know the Center now has online courses through ComputerTrain?
Available are 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:

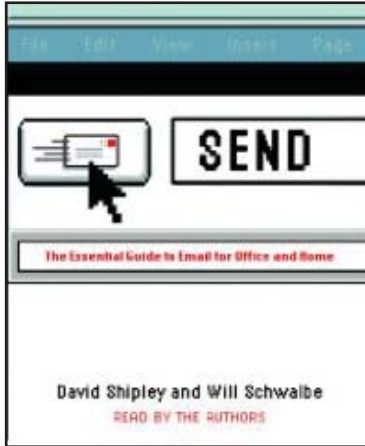
- Customer Service Training (Skills for Delivering Quality Service)**
- Team Leadership (Effectively Managing Work Teams)**
- Peer to Boss (Transition tips for New Supervisors/Managers)**
- Project Management**

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

Book of the Quarter

SEND: Why People Email So Badly and How to Do it Better



When should you email and when should you call, fax, or just show up?

What is the crucial—and most often overlooked—line in an email?

What is the best strategy when you send (in anger or error) a potentially career-ending electronic bombshell?

Enter Send. Whether you email just a little or never stop, use a desktop or a handheld, here, at last, is an authoritative and delightful book that shows how to write the perfect email—at work, at school, or anywhere. Send also points out the numerous (but not always obvious) times when email can be the worst option and might land you in hot water (or even in jail!).

The secret is, of course, to think before you click. Send is nothing short of a survival guide for the digital age—wise, brimming with good humor and filled with helpful lessons from the authors' own email experiences (and mistakes). In short: absolutely e-ssential.

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.

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3rd Annual Administrative Professionals' Day, a Success!



On Wednesday, April 22, 2009, the Center for University Learning hosted its 3rd annual Administrative Professionals' Day Celebration, sponsored by the President's Office and the Credit Union of Georgia, at the KSU Center.

More than 100 Administrative Assistants across campus came together for a time of fellowship and fun and to enjoy the break from their daily routines.



Nancy Lewis, President of Progressive Techniques, was the keynote speaker for the event. Her discussion on Developing a Better You and Taking Charge of Your Career and Your Life was impactful and rejuvenating.

Thanks to Dr. Papp and the President's Office, and the Credit Union of Georgia. Their sponsorship made this event a huge success. Thanks, also, to Kathy Rechsteiner for providing the centerpieces for this event. For more information on this event, visit www.kennesaw.edu/apd



Excel 2009 Retreat:

Thoughts from Paula Kantenwein, Excel graduate



For perhaps the first time in its history, which dates back to 2001, the Excel program suspended its annual week-long program this year and instead used some of that time to conduct a self-assessment retreat—two full days of programming held at the KSU Center. Excel graduates from all years were invited to participate. The turn-out was substantial, both in numbers and across the

multiple years of graduates, demonstrating continued support for the value of the program by its alumni and our supervisors.

The purpose of this gathering was to revisit the program's focus and programming and to identify key leadership values and concepts that will be the core takeaways of the Excel program graduates going forward. The first day comprised the reasons behind our participation and a review of the program as it has existed to date.

Immediately, we were put to the task of rethinking the reasons why we participated in the Excel program, our favorite/least favorite components of the various days' events, and then we conducted a SWOT analysis of the program to provide us with the information that would become the foundation of discussion on the second day.

We also reviewed 67 leadership competencies and participated in a group effort (both in sub groups and then collectively) to narrow those competencies down to the top 16 that we felt most important that future Excel graduates come away with following their participation in the program. This was a challenging exercise sparking spirited dialogue and deep thinking.

On the second day, guest speaker, Nancy Lewis addressed the group on leadership through humor, anecdotes and a group exercise. During the exercise, we evaluated ourselves to see what leadership style applied most to us as individuals while also learning the characteristics of other leadership styles. Through this practice we were able to identify the characteristics of our sub group (people with the same dominant leadership style) that helped us not only appreciate our own style, but those of our colleagues.

By teaching us how to be attuned to the dynamics of leadership styles as well as individuals in a given situation, this exercise equipped us to work more effectively in leadership situations and to see where other styles might work more or less well. On the final afternoon, while tired, we still had a huge task ahead of us: to write a mission statement, a vision statement, and a slogan for the newly re-tooled Excel program, based on the work we'd done the previous day and a half. This exercise turned out to be the most fun, perhaps, of all. It was exciting to think even more creatively about the updated program we'd just constructed together and envision the possibilities for its future impact, the people we want to reach to be a part of that future, and to anchor those aspirations for the program in a sound, comprehensive and lofty mission statement.

The concluding afternoon of the retreat consisted of an important session with the members of President Papp's Cabinet. I cannot say enough about them and the support they provide by making themselves available to us this way. The time they take out of their busy schedules to come and talk with the Excel graduates each year and now, especially at the conclusion of this very important retreat. These are some of the busiest people on campus and are responsible for some of the weightiest issues that impact our university and they still are accessible for discussion and remain open minded to suggestions. We are fortunate and grateful to work in such a mutual environment. I work in the President's office so I see the Cabinet members each week, but for so many across campus, interacting with them is a very new and unique experience.

Kudos to Linda Lyons, again, for her excellent leadership, ability to put together a comprehensive program (be it retreat or full week leadership program), keeping us on track, driving us hard toward the end goals and keeping us happy and motivated throughout the taxing process. Linda is the backbone of the Excel program as well as this year's retreat, and manages to step aside and give room for the Excel leaders to speak, act, collaborate and create. Next year's program promises to be even stronger and more lasting in its impact on the university as well as the community that holds KSU as a valued member.

Paula Kantenwein
Secretary to the President
Excel Class of 2007



Student Assistant Training

Managers and Department Heads:

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.

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.

Customer Service Inspector (CSI) Program

The Purpose of the CSI Program is to assess areas on their customer service performance and to give supportive feedback and/or accolades on current services being rendered.

- ▶ The program is based on a “secret shopper” concept where a unit/college is secretly reviewed over a three month period.
- ▶ Inspectors consist of faculty, staff, or students; 3 unknown inspectors' visits will be conducted to gain multiple perspectives and strengthen the validity of the assessment.
- ▶ An assessment report will be presented to the area's manager outlining the inspectors' observations along with next steps and recommendations for resources/training if needed.
- ▶ Units demonstrating excellent customer service attributes as outlined in the Governor's state-wide customer service initiative will merit special recognition.

For more on our Customer Service Initiatives, visit the Customer Service webpage at: www.kennesaw.edu/customerservice

