



EXCEL 2010
is scheduled for
May 17th - May 21st.

Interested in participating?

*Look for details
coming soon via email.*

**Learn more about our
services inside this issue**

Want to be a Shining Star.....	2
Shining Star Awards	2
KSU Celebrates Customer Service Week (con.).....	3
Book of the Quarter.....	4
Resource Library Information.....	4
Who's Inspecting Who.....	5
Facilitator of the Quarter.....	6
We Give a Hoot.....	6
Student Assistant Training.....	7
Personal Trainer Program	7
Customer Service	
Purchasing and P-card Drop-In Workshop	7
TeamGeorgia Message.....	7
Ethics Policy Training	8
Remaining Fall Classes	8

KSU Celebrates Customer Service Week



Dr. Jerome Ratchford speaking at Customer Service Luncheon

On Monday, October 5, 2009, in celebration of Customer Service week, Kennesaw State University hosted its second annual Customer Service Recognition Luncheon sponsored by the Credit Union of Georgia.

This luncheon event recognized all shining stars that were nominated from July 2008 –

June 2009 and announced the 2009 Shining Star of the Year. Dr. Jerome Ratchford, Vice-President of Student Success & Enrollment Services, opened the luncheon and introduced guest speaker, Kay Frey, Principal of Kennesaw Charter School who spoke on how to provide customer service in an educational setting. KSU's Customer Service Champion, Linda Lyons, offered Customer Service Acknowledgements and Deborah Scott, Customer Service Champion from the Board of Regent's, presented the Board of Regent's Recognition & Chancellor's Customer Service Awards. The program concluded with the presentation of the Shining Star of the Year award by Rebecca Cooper, Director of Business Development, Credit Union of Georgia.

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. (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.



Want to be a Shining Star?

Do you want to be the next Shining Star but need to hone your customer service skills?

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/>

Are YOU the 2010 Shining Star of the Year?



Brent Obleton,
2009 Shining Star of the Year Recipient

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!



June 2009 Winner:

Vickie Burrus

July 2009 Winner:

Liz Dolezal

August 2009 Winner:

Laura Letbetter

September 2009 Winner:

Courtney Jones

Other nominees for the quarter

Tisha McCalla	Cathleen Kiss
Kim West	Christy Bohannon
Julie Rowe	Stephen Evans
Natalie Meneses	Marsha Powell
Ana Edwards	Ryan McGee
Joe Webb	Donna Adams
Shari Sheridan	Shelive Booth
Emily Lupita Plum Guclu	David Baugher
Graduate Admissions Staff	Sandy Novak
Kevin Griffin	Steve Howard
Patsy Lai	Jeff Brynes
Sean Rowland	Carrie Jones
Tamara Hutto	Ryan Beckett
Juanne Greene	Molenda Elem

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

KSU Celebrates Customer Service Week (continued from page 1)



From left to right: Kathy Bouyett, Nicole Phillips, Brent Obleton and Rebecca Cooper

Brent Obleton, Administrative Specialist in Multicultural Student Retention Services, was named the Shining Star of the Year for 2009. Brent was presented a Shining Star of the Year plaque and a \$200 check by Rebecca Cooper.

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.

Congratulations to KSU's Customer Service Council for receiving the Excellence of the Year Team – Gold Award and to Registrar, Kim West for receiving Outstanding Customer Service Leadership Award – Honorable mention.

If you have experienced star quality service, please acknowledge that person by submitting your nomination at our website:
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 or call her at 770-499-3450.



Linda Lyons presenting token of appreciation to guest speaker, Kay Frey

KSU's Customer Service Improvement Council:

Ron Bullock	Angie Conti
Julie Crews	Ana Edwards
David Evans	Maria Gadberry
Deanna Hendrickson	Danielle Herrington
Percy Ivey	Dr. Susanne Kelley
Michelle McGinty	Kathy Rechsteiner
Chrystal Rouse	Tamara Sheridan

Linda Lyons, Council Chair

"A customer is the most important visitor on our premises.

He is not dependent on us. We are dependent on him.

*He is not an interruption of our work.
He is the purpose of it.*

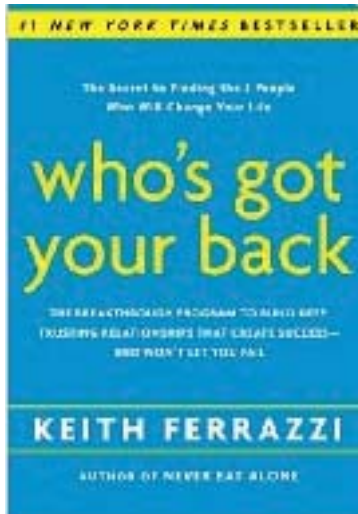
He is not an outsider of our business. He is part of it.

We are not doing him a favor by serving him.

He is doing us a favor by giving us the opportunity to do so."

Mahatma Gandhi (1869 - 1948)

Book of the Quarter: Who's Got Your Back



So many of us are caught in a constant tug-of-war between work and wellness. Keith Ferrazzi's *Who's Got Your Back* offers a strategy to execute on your most ambitious plans without costing your happiness, well-being, or sanity--in fact his program promises to enhance them by building deeper, more supportive relationships.

Ferrazzi offers a nine-step approach to building what he calls "lifeline relationships," an inner circle of deep, trusting peer support partners who serve as advisors, cheerleaders, and accountability watchdogs. These are more than colleagues, more than friends--they are true, caring comrades in arms who respect you enough to tell you like it is. The gem of this program is that Keith pays attention to the mechanisms that have been proven to make change stick--a striking difference between most self-help programs and Ferrazzi's signature "let others help."

What's more, with *Who's Got Your Back* you'll create working relationships that are meaningful well beyond your shared success--a rare and welcome gift in the world of professional development.

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.

Who's Inspecting Whom??



In June of 2009, the KSU Customer Service Council initiated a new program aimed at assessing KSU units on their customer service performance and providing supportive feedback and/or accolades on the current services being rendered. This new program, the Customer Service Inspector program, is based on a “Secret Shopper” concept whereby a unit/college is secretly reviewed or “inspected” over a three-month period. At the conclusion of this three-month period, an assessment report is presented to the area’s manager outlining the inspector’s observations along with next steps and recommendations for resources/ training, if any are required.

KSU units which demonstrate excellent customer service attributes, as outlined in the Governor’s state-wide customer service initiative, will merit special recognition. Each

inspection consists of an assessment of the unit’s front-line operations, telephone skills, and the user-friendliness of the unit’s website. The Office of the Bursar was the first unit to be inspected. In September, Rita Adams, Bursar, was presented with a summary report and a plaque with the Bursar offices’ overall customer service rating of “A” or 4.2/ 5.0.

Inspectors consist of KSU Staff, Faculty or Students who have been oriented on the program’s goals and the particular aspect of the unit’s operations that they have been assigned to inspect. Each inspector assesses the identified unit using (5) Customer Service attributes: **Courteousness, Helpfulness, Accessibility, Responsiveness and Knowledge.**

The council is in the process of identifying additional faculty, staff and students to serve as inspectors for upcoming unit assessments. If you are interested in serving as an inspector, please contact Paula Billups or Linda Lyons in the Center for University.



For more on our Customer Service Initiatives, visit the Customer Service webpage at:

www.kennesaw.edu/customerservice



Facilitator of the Quarter



Bernard joined the KSU community in 2006, where he initially served as a study abroad advisor in the Office of International Services and Programs. In 2008, Bernard became the Associate Ombuds, a position that he concurrently held with his study abroad position. He transitioned full-time to the Office of

the University Ombuds in July 2009. A trained and certified mediator, Bernard has substantial prior experience as a former EEO Officer and is committed to the proactive resolution of conflicts at the lowest level possible.

Since joining KSU, Bernard has been actively engaged in the campus community. In addition to his work duties, he has served as a staff senator for the 2007-08 academic year, a founding member of the Zeta Omega chapter of Phi Beta Delta International Honor Society, and Legacy Owls Toastmasters. As a former international educator, Bernard has presented workshops at professional venues such as the Georgia Association of International Educators and the Georgia International Leadership Conference, of which he served as the 2009 conference chair. Additionally, he has served as a Trainer Corps member for Region VII of NAFSA: Association of International Educators.

A New Orleans native, Bernard completed his undergraduate degree in business and urban studies at the University of New Orleans. He earned a master's degree in business administration with a human resources management specialization from the University of Phoenix – Atlanta Campus. Bernard immensely enjoys the training and public speaking aspects of his role in the Ombuds office. Through the CUL, Bernard has instructed workshops on communication strategies for positive conflict resolution, civility in the workplace, and co-facilitated the campus-wide sexual harassment prevention course.

We Give a Hoot

On October 14, 2009, Kennesaw's Office of the Registrar met for a full day retreat at Red Top Mountain Lodge for customer service training. The goal for the team is for all members to receive their certificate in Customer Service Excellence.



The workshop was conducted by Kennesaw's Customer Service Champion, Linda Lyons and KSU's Senior Training Specialist, Paula Billups.

Topics covered were the history and overview of the Governor's Customer Service initiative, customer service attributes and expectations, teamwork and the focus on the internal customer, True Colors work performance assessment, and telephone techniques.

The session included interactive exercises as well as identifying customer service action steps for the team to take back and incorporate into their work environment.



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.

Purchasing & PCard Drop-In Workshop

Help is on the way!

Are you a PCard holder? Do you buy items or services for KSU? If so, you may appreciate the opportunity to attend the Purchasing & PCard Drop-In Workshop on Friday, November 20, 2009, from 1:00 pm to 3:00 pm.

The workshop will take place in a computer lab (Burruss Building Room 477) so that Procurement Staff can walk you through any process with which you may be having problems or simply be unfamiliar.

You may drop-in at any time during the workshop for individual assistance with any purchasing-related topic, such as completing an AGS request, allocating PCard transactions, the bid process, PCard "do's and don'ts" and University approvals required to buy certain goods and services.

If you're currently planning or in the middle of buying something and have questions about your specific purchase, this workshop is the place to be. Our goal is to answer all your questions and help to make the purchasing process simple, smooth, and painless.

Please send an email to John Kreeger (jkreeger@kennesaw.edu) if you plan to attend. Registration for this workshop is not mandatory and you are welcome to drop in any time up to 2:45pm.

TEAM GEORGIA
GeorgiaCustomerService.com

FASTER. FRIENDLIER. EASIER.

I brought this book to read in line.
I never got past page one.

You're here for me.

» WHERE WAS I?

Ethics Policy Training

The Board of Regents has mandated that all full-time benefited state employees complete the online Ethics Policy Training.

For instructions on how to access the training, please visit www.kennesaw.edu/learning_ctr

For those with limited access to a PC or for those who have experienced technical difficulties with the delivery of the course, there will be two drop-in sessions in BB 477 during the following dates and times:

Tuesday, November 10 - 1:00pm until 4:00pm
Friday, November 13 - 9:00am until 12:00pm

Remaining Fall Classes at the Center

Getting It Paid – 101

Room: KSU 174
November 4, 2009
2:00PM-4:00PM

UPS and Campus-Ship Procedures

Room: KSU 174
November 11, 2009
9:00AM-12:00PM

Module 4: Crisis Manager Series

CPR Training	HazMat Training
Room: TBA	Room: KSU 174
November 12, 2009	November 19, 2009
9:00AM-12:00PM	9:00AM-12:00PM

Communicating for Results for Mid Level Managers

Room: KSU 174
November 19, 2009
1:00PM-4:00PM