

Center for University Learning

For Faculty & Staff

Newsletter

T Training L Learning C Connecting

Promoting professional and personal development opportunities.

Volume 4, Issue 2 July 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

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CUL Introduces New Online Courses for Fall

Have you ever wanted to take advantage of the Center's many learning opportunities but did not have the time to leave your desk to take a class or workshop? Well your wish will soon become a reality! This fall, The Center for University Learning will roll out online courses through ComputerTrain. These courses are a viable alternative to provide flexibility for those who cannot attend a workshop or class and provides "just in time" training.

Rosetta Stone, one of the nation's top language learning software, utilizes a combination of images, text, and sound, with difficulty levels increasing as the student progresses, in order to teach various vocabulary terms and grammatical functions intuitively, without drills or translation. The Center is very excited to announce the rollout of the Rosetta Stone Spanish Language Series (Beginning, Intermediate and Advanced Levels 1-3) to KSU this fall.



In addition, the P-Card works software instructions and P-card policies and procedures courses will be available online. Users will be able to log onto their ComputerTrain accounts at their convenience and complete the yearly-required P-card refresher course.

The following are just a few of the other topics that will be available online through the ComputerTrain system:

- 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
- Time Management

Detailed instructions on how to access the online classes will be available when the fall 2008 online catalog is released!

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



For anybody that's taken any type of Web development and design course or Dreamweaver classes, I'm sure you've met Chris Ward.

Chris has an approach to teaching with an amazing ability to deliver this training with an excitement for the topics covered. His experience and knowledge of the subject matter is

engaging and provides an excellent foundation for the learner.

Chris Ward has been with KSU as an employee since April, 2002. He also attended as a student and graduated in 1995 with a BA degree in Political Science. Although Chris was born in Maryland, he was raised in Georgia for most of his life. An only child, Chris learned early to exercise his creative abilities and enjoyed learning various musical instruments. He's a graduate of Sprayberry High School, where he participated in several stage productions, honing his acting skills and musical capabilities. While a student at KSU, he had the opportunity to intern with Speaker of the House Newt Gingrich, while he was an adjunct professor here at KSU. Chris states that this was a very interesting experience. Although Chris graduated with a Political Science major, he originally majored in Elementary Education with the intention of teaching. Although, he was somewhat sidetracked by his other educational leaning, it was his love for teaching that led him to his current position.

After college, Chris worked as a recovery auditor, which was a far cry from what he felt were his skills and capabilities. Eventually, Chris went on to work in the Marketing Department of this company, from which he began to educate himself on the different presentation tools, such as Photoshop and PowerPoint. From there he went on to become a marketing coordinator at a Web Hosting company, where he taught himself how to create web pages. These experiences led to his current position as Web Master for Kennesaw State. His love for teaching as well as web design has contributed to his success, and he stated that without a doubt, it is his passion.

Chris sees teaching as fun, it comes naturally for him. He enjoys the fact that he's contributing to learning. He sees teaching as relationship building and enjoys the interactions with students which he feels leads to more effective teaching. In addition to Chris' busy schedule, he also consults with those he's taught after their training. It's just another extension of what Chris provides.

A couple of other things that are important to Chris – his love for sports, which he says supersedes everything and also he's an avid (or should I say fanatic) fan of Star Wars. Being a Star Wars aficionado has been an interesting experience. He's a Star Wars trivia buff and can recite the lines verbatim. This isn't surprising considering he has seen the Star Wars series over 1000 times! He's also an avid sports fan. His favorite sports teams are, Georgia Force Arena Football, the Baltimore Orioles and Baltimore Ravens. I'm sure you'll agree that Chris Ward deserves the honor of "Facilitator of the Quarter."

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!

February Winners:

Jeannie Wearn, Karin Elliott, Catherine Odera

March Winners:

Shane Blalock, Catherine Trask

April Winners:

Ellen Siepser, Mary Mitchell

May Winners:

KSU Moving Crew, Chuck Aust, Eileen Wirpsa

June Winners:

Wendy Davis, Kim Fendley

Other nominees for the quarter

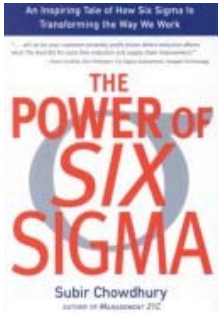
Lisa Beasley	Sammy Wong	Melissa Whisler
Tisha McCalla	Rachel Haynes	Joseph Traywick
Daniel Battista	Terry Echols	Kimberly Holland
Sarhi Wiggins	Jenny Morris	Rami Abdul-Hadi
Donna Adams	Keira Lewis	Stephanie Frankovich
Cheryl Gray	Michele Miller	Bernard Anderson
Elaine Helm	Rose Proctor	Candis Lobik Dickson
Jenny Morris	Linda Werner	Robin Crawford
Erica Lowe	Missy Sullivan	Anita Van Brackle
Nancy Sanders	Patsy Lai	Danielle Harrington
Kenny Harrison	Jazmyne Rowe	Shane Barkley
Sam Gardner	Faith Donohue	Cynthia Sweitzer
Casey Darrow	Sara Tilbian	Molly Mendenhall

In collaboration with the Credit Union of Georgia this fall the Center for University Learning will be hosting a **Customer Service Recognition Luncheon** acknowledging all individuals who were selected as our monthly **"SHINING STARS"**. At this luncheon one individual out of our pool of recipients will receive the **"Star of the Year"** award along with a \$100.00 check.

If you have experienced star quality service, please acknowledge that person by submitting your nomination at our website:

www.kennesaw.edu/shiningstar/

Recommended Book of the Quarter



The concept of Six Sigma is often difficult to explain, let alone put into practice. To simplify the method and exemplify the benefits of the business philosophy, Subir Chowdhury, has created a fictionalized tale of two typical business professionals, one a middle-aged manager who's just lost his job and the other, an old friend with a thriving career thanks to the Six Sigma strategy.

Using a format and tone similar to Spenser Johnson's *Who Moved My Cheese?: An Amazing Way to Deal with Change in Your Work and in Your Life*, Chowdhury explains the basic principles of Six Sigma in a clear, engaging manner so that everyone can effectively employ the technique.

Simple and straightforward, *The Power of Six Sigma: An Inspiring Tale of How Six Sigma Is Transforming the Way We Work* is an invaluable management guide, intended for a broad audience, regardless of their role or status within an organization or institution.

***The CUL's Resource Library also offers computer access, training videos, books, 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.

Excel Program Graduates a New Class!

The recently graduated Excel class of 2008 class members brought a variety of skills and talents to the table which contributed to the success of the leadership workshop. The background of participants ranged from ITS support to Lecturers. The week was filled with insightful and informational sessions that provided lively interactive discussions. Workshop facilitators were engaging and knowledgeable of their subject matters. They encouraged the participants to think like leaders and to each share their unique skills and abilities. "The Excel Program training enhanced my leadership skills to a level that makes me more capable to coincide with Dr. Papp's mission for KSU's goal for the future" said Pearl Gray, Excel 2008 graduate. The Excel 2008 class adopted the motto: "If it is to be, it is up to us", a derivative of the tagline from a facilitated session by Bob Wise.



Thanks to all who expressed interest in this year's program. **Be on the lookout for information on the Excel 2009 Class scheduled for May 18th - May 22nd, 2009.**

Congratulations to the graduates of Excel 2008:

Tamara Baulding	Karmen Binion	Kathy Boyd	Sandra Cobb
Dacia Davis	Pearl Gray	Donna Hamby	Leesa Hay
Deanna Hendrickson	Meg Hensley	Silva Ianeva	Robert Jordan
Nancy Jo Kirk	Karen Marks	Mary Lynn Orr	Todd Powell
Richard Pugh	Ann Schroeder	Veronica Trammell	



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: Building a Support Team for Older Adults
September 23, 2008 at 9:30AM - 2:30PM
KSU Center, Room 400**

This program will help you develop an understanding of the Care Management model and how the role has evolved and broadened to include not only medical needs but financial, social, spiritual with a more holistic approach to "practice" with older adults. The presenters will discuss strategies for identifying and accessing services to empower older adults and their families. The program also includes two panels whose members will discuss social and health care issues as well as financial matters associated with Care Management.

Presenters:

Andrea Morrison, RN, BSN, geriatric care management

Bonnie Sullivan, MSW, case management supervisor, Senior Services North Fulton

For additional information about this program, call 770-420-4423 or e-mail pmatthew@kennesaw.edu

Course # 091PHLC5870A
Non-Members \$75, **KSU Employees \$35**
to register go to:

www.kennesaw.edu/ConEd

Members No Charge, to register call
770-423-6765 or 1-800-869-1151

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. The Program will begin August 2008.

For additional information, please email wellctr@kennesaw.edu.

Print Your Training Certificates - Coming this Fall



In our efforts to move to a paperless system to match our ever-progressing paperless society, starting in the fall, all ComputerTrain users will be able

to print their own certificates after completing a course. This will alleviate any wait time from when you complete the course and when you will receive your certificate! Detailed instructions on how to print your certificates will be available when the fall 2008 online catalog is released!

“Shots Fired”

...the last thing you'd want to hear in a workplace or University. Unfortunately, this contemporary, violent event has become a reality in our workplaces and schools. Today, anyone can become a victim of workplace violence, but despite common belief, injury or death is not inevitable. The key to survival is the proper mindset and related awareness tools. Join us at this upcoming session that will address your road to survival.

**Tuesday, August 26 at 2:00pm
KSU Center Room 300**