Professional Development Team Minutes
06.01.2022

Meeting Facilitator: Emily Forthman, Executive Director of Human Resources

Roll Call:

X	Lydia Dover		Evelyn Davis
X	Emily Forthman		Dr. Cara Doerr
	Amy Sheffer	VAC	Beth Crowe
X	Felicia Rouse		Tony Gerard
X	Dan Kineman	X	Rob Lucas

The meeting was called to order at 1:05 p.m. There was not a quorum in attendance so we had to table approving the 5-2-22 minutes until next month.

The committee discussed customer service training as it's a strategic plan goal. The committee discussed wanting to research Chic–Fil –A and any "company" we decide to use for Customer Service training to ensure they aren't going to be sharing values that aren't inclusive. We want to make sure our training is ethically aligned with Shawnee College Mission, Vision and Values. It was brought up that years ago Chic-Fil-A had some areas where there was major concern surrounding their outward denial of support to certain groups. Due to issues like that the team feels that although we will have Harrah's and possibly other community businesses share their customer service training that we will still offer other self-paced online Customer Service training options.

Emily encouraged the group to also think of ways that we could incorporate team building ideas into trainings or group sessions that we do hold. She asked for suggestions and there are none currently but it would be something maybe we can partner better with our other teams such as Cultural Awareness, Employee Relations and DEI Council to fulfill.

OSHA10 course was discussed as it's a need for our Safety Team to complete the certification. Felicia mentioned that we would need to find an instructor for that and then we could get that going for our employees needing it.

An idea brought from the DEI Council is that they'd like to see us provide an email etiquette course as well as parts of customer service training that dealt with responsiveness when it came to handling student emails or questions.

Emily reported that she sent out training to employees who are Grant Managers/monitors per a request from the Business Office.

Emily also reminded the team about the importance of tracking the Professional Development that is completed as we use that for evidence for HLC. Emily explained that she is tracking that manually via email and a spreadsheet. She asked for ideas on ways to improve the reporting of that. We are hoping that eventually HR will be able to purchase a system that will aid in this but for now, manual is how it's done. Emily asked if a shared spreadsheet would be more convenient so that others could add on what they had done as they complete it instead of having to send an email. It was decided it would be good to have that option as well for those that might be more apt. The team didn't feel there would be anything so confidential that it couldn't be shared with other employees if they logged themselves as having been trained in a particular area. Rob reminded everyone of the knowledge base too which is intended to be a searchable database for all go-to information.

Addition to the agenda surrounded discussion to do with the cross-training initiative. We'd like to look at ways to have a summary of responsibilities of what each area does. That would not only help with customer service of knowing where to send someone but could help see what each area does. Ideas were discussed on how we could make this happen. Should it be videos or should it be a database that is more easily searchable. We discussed how it could visually look like the org chart but when a department is clicked on it might have an intro video outlining what they do as well as still have a list of areas of responsibility. So, then you'd know if something was needed regarding Perkins money, that you'd know exactly what area dealt with that. Discussion surround this about any ideas of how to carry this out need to be easy to update, searchable and something that's behind an employee log in instead of just accessible to the public, possibly something on MySCC.

The meeting was adjourned at 2:10 p.m.