Professional Development Team Minutes
07.06.2022

Meeting Facilitator: Emily Forthman, Executive Director of Human Resources

Roll Call:

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

The meeting was called to order at 1:01 p.m. There was a quorum in attendance so the previous meeting minutes were approved by Beth Crowe and seconded by Dr. Cara Doerr.

No additions were brought by the team members for the agenda.

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 will send out a link for all team members to be able to be part of the Epic Training Courses. This is the site where Professional Development Training will be offered in future months.

Emily stated that she secured Sherry Wessel, GM of Harrah's to speak at the upcoming Convocation regarding Customer Service. Emily also reached out to Donna Vassallo for a proposal to provide a few in house sessions for Customer Service. She had been recommended by Dr. Teske as a great trainer who understood Higher Ed.

The meeting was adjourned at 1:43 p.m.