April 6, 2017

Staff Professional Development Committee Meeting

Members Present: Sandy Jensen, Kathy LeGrand, Eugene Smith, Kim Ochoa, Anita Bartlett, Jermie Fansler, Rachel Macy, and Rae Ann Kruse.

Agenda items:

1. Eugene Smith—Dr. Evans has requested Diversity Training be provided for staff. Eugene indicated sessions will be available during the summer and fall. Sessions will only be 45 minutes to 1 hour.
2. Eugene Smith—First Generation: Understanding First Generation and Millennial Students will be April 14 at 1 p.m. in 302 Wilkin (T), President’s Conference Room (E), and CM 175 (S). The session will be recorded and available on myNOC under instructional resources for those who can’t attend.
3. Kim Ochoa reported on CPR training. 46 selected staff completed CPR training in the fall (3 in Stillwater, 10 in Enid, and 33 in Tonkawa). CPR training cost $25 per person plus $60 for travel to Stillwater and Enid. Sandy is checking with Dr. Vineyard to see if there is additional need for staff in Enid. A recommendation was made to include security officer in the training if they aren’t already trained. Kim will work with our training to open up additional training session in May-July for staff who are interested.
4. Rachel Macy reported that Franklin Covey’s corporate training is too expensive. The Seven Habits and Principled Centered Leadership is available through Pioneer Tech. The committee discussed starting Seven Habits training with staff in the fall.
5. Rae Ann Kruse reported that Dr. Evans is interested in customer service training for staff. Rae Ann will be meeting with business and industry training specialists at Meridian Technology Center next week to discuss creating personalized training that combines customer service and StrengthFinders.

Discussion:

1. Several corporations provide exceptional customer service training: Disney, Chik-Fil-A, and Southwest Airlines. A recommendation was made to check with Connie Sturgeon in Enid about training. OSU provides customer service training to employees free of charge. Could we use OSU trainers? Rae Ann will look into these options.
2. Committee members check calendars in their areas to identify busy times in their divisions:
	1. Registration—3rd week in July
	2. Foundation—May and June
	3. Finance—now through July 1
3. In discussions after the meeting adjourned, Jermie Fansler questioned why their wasn’t more follow up with StrengthFinders and recommended pre-planning a post action activity for VPs to use in follow up sessions with their division staff. A set of training objectives and an activity will be created for the upcoming Customer Service training.
4. The Tonkawa group also discussed creating a calendar of training events for the fall semester so staff can plan ahead.
5. Rae Ann is following up to see if any unused PD funds from this year will be rolled over to next fiscal year.