

Fall 2014

Service Excellence Newsletter, Fall 2014

Rollins College Service Excellence Team

Follow this and additional works at: https://scholarship.rollins.edu/service_excellence

Recommended Citation

Rollins College Service Excellence Team, "Service Excellence Newsletter, Fall 2014" (2014). *Rollins College Service Excellence*. 3.
https://scholarship.rollins.edu/service_excellence/3

This Newsletter is brought to you for free and open access by the All College Committees and Initiatives at Rollins Scholarship Online. It has been accepted for inclusion in Rollins College Service Excellence by an authorized administrator of Rollins Scholarship Online. For more information, please contact rwalton@rollins.edu.

SERVICE EXCELLENCE

WOW SERVICE

WHAT PEOPLE ARE SAYING



acknowledgements

- ★ Anne Ketteringham
- ★ Amanda Vock
- ★ Aspen Fox
- ★ Bayrex Rodriguez
- ★ Bethany Bower
- ★ Brian Bellissimo
- ★ Brian Friscia
- ★ Caroline Nason
- ★ Carmen Rasnick
- ★ David Markland
- ★ Doug Vickey
- ★ Elizabeth Boggs
- ★ Eric Graveling
- ★ Facilities Management
- ★ Gustavo Vasconez
- ★ Jason Taningco
- ★ John Houston
- ★ John Overberger
- ★ Jonathan Miller
- ★ Joe Monti
- ★ Julia Larson
- ★ Karla Knight
- ★ Kathy Custer
- ★ Lester Lewis
- ★ Lynda Boyce
- ★ Mary Vitelli
- ★ Michael McFadden
- ★ Scott Bitikofer
- ★ Shirley Haberjan
- ★ Stephanie Briganty
- ★ Steven St. John
- ★ Travis Ray
- ★ Vanessa Garay

“ ”

John Houston

Dr. Houston has always been kind, approachable, considerate, and extremely supportive of his students’ success. He’s given me guidance on my first research experience, and he worked with me after facing difficulties in my personal life. He always makes time for me and other students, and he clearly cares about us as whole human beings. Dr. Houston is also highly collaborative and cooperative, and it is a joy to work with him on any project, in any role.

-Mercedes Gosnell

“ ”

Jonathan Miller

The Office of Alumni Relations would like to recognize Jonathan Miller for his Service Excellence. Jonathan was kind enough to host our team for a “Library Resources” session as part of our annual retreat earlier this month. Jonathan did a wonderful job of updating the staff on the resources of the Olin Library as it relates to our work, but he didn’t stop there. He went above and beyond by creating a customized online research guide for us. We are grateful for his time and thoughtfulness!

-Nichole Schlund

“ ”

John Overberger

John has been a huge asset to the Center for Leadership and Community Engagement. Over the last few weeks, we have needed him in a variety of capacities, all of which he has been a joy (and fun) to work with. He always responds quickly, and keeps us in the know regarding orders. He has made our transitions so easy, because of the support he has provided.

-Meredith Hein

“ ”

Aspen Fox

This year, Rollins welcomed one of its largest first-year classes ever and there was one name that all students, faculty, and staff got to know during that Orientation process; it was none other than Aspen Fox! Serving our students through the Of- fice of Student Success, Aspen was the strong woman behind all of the hard work and collaboration that goes into planning such a large-scale effort. Aspen is always a knowledgeable resource, an administrative whiz, and an ever-present student advocate. Rollins is definitely a better place because of her!

-Tricia Zelaya

Read more WOW acknowledgements at bit.ly/wallofwow2014



Recognize a fellow staff or faculty member for delivering excellent service by filling out a WOW card or submit an electronic WOW online: rollins.edu/giveawow

CHECKING IN



Q & A

With Acting President Craig McAllaster

Craig McAllaster shares in his own words what it means to provide excellent service at Rollins College.

Q: How do you define Service Excellence?

A: I think Service Excellence is just that, providing excellent service. If everyone does the minimum job, “as expected,” we might be a good institution, but we strive to be an excellent institution. In order to do that, we need to provide exceptional service.

I sometimes use the analogy of the classroom. If you meet all of the requirements in my graduate seminar, you will probably get a B. To get an A you go above and beyond. We are going for the A.

Q: Give me an example of Service Excellence you have witnessed during your time as Acting President.

A: During move in, I learned one student’s parents were blown away by the Facilities staff because a student wanted to put her fridge under her bed and the staff took it upon themselves to make it happen by cutting wood to raise the bed and installing it for her. To me, that kind of service is going above and beyond what is expected. All of our faculty and staff care about our students, so my belief is that kind of thing happens every day.

Q: Can you share your thoughts on the four service pillars?

A: Being **responsive** means determining what’s most urgent and responding in an appropriate time. That could be Facilities fixing a leak, or faculty helping a student who has missed classes. The way we treat each other is immensely important.

Being **respectful** means showing civility, smiling, saying “Hi,” helping out others when we can. We should all do those things gladly. We need to stop sending crazy emails and instead talk and listen to each other. We are all passionate about what we do -- and we don’t have to agree -- but it’s important to not be hurtful, not attack others, and instead have a dialogue.

Being **collaborative** means we work together, that the sum is more than the individual parts. In the Center for Leadership & Community Engagement, we are particularly exceptional in this. I think collaboration is so important, and I hope to keep recognizing the individuals and departments that do this well.

I see **competent** as being a lifelong learner, as opposed to just getting by with what you know now. This ranges from an employee in IT knowing the latest codes, to someone in the bursar’s office effectively and efficiently processing student tuition payments, to faculty being current in their field. Because we are a learning organization, we need to be constantly learning.

ROLLINS WINS EMPLOYEES’ CHOICE AWARD

2014 Orlando Sentinel Top 100 Companies for Working Families



We all know that Rollins is a special place to work, but this year, thanks to a coordinated effort by the Staff Advisory Committee (SAC) and Human Resources (HR), the entire Central Florida community knows it, too. Rollins has consistently been on the list since the inception of *The Orlando Sentinel's* Top 100 Companies for Working Families rankings began in 1994. In 2014, Rollins was awarded with its highest ranking to date, #3 on the list of companies with 500 or more employees – up against the ranks of larger higher education institutions, theme parks, and other top Central Florida employers. In addition, Rollins took home the “Employee’s Choice” award.

“This is an award to celebrate the work of the whole community,” said Assistant Director of Human Resources David Zajchowski. While HR is often the department that assembles and submits the nomination materials for this annual competition, Zajchowski is the first to credit SAC for the ground swell of support that was necessary for Rollins to take home the unique honor of being named “Employees’ Choice” out of all the

employers that participated. SAC identified employees who had stories that exemplified why Rollins was a great place to work, including tuition benefits, gym access and health programs, the bicycle rental program, and the annual Clean Sweep event. SAC reached out and encouraged employees to write letters of nomination on Rollins’ behalf and to send them to HR so everything could be submitted together as part of the application process. “This award is a reflection of all the work going on at Rollins,” said Zajchowski.

Not only do these types of awards speak to the pride of being a Rollins employee, they also help get the word out about why it’s a great place to work.

“From a recruiting perspective, these awards definitely help,” said Zajchowski. “We actively promote this award on any job listings, and the applicants often reference it in their cover letters and interviews.”

Service Excellence Hosts Successful Book Club



“I wanted to send you a brief note to let you know that I had a great time yesterday during Book Club. You guys did a great job at moderating the discussion. Time flew by!! I hope to be able to attend future events!!” – Faculty Participant

“Thank you again for sharing your time to lead this valuable session. The conversation was inspiring and insightful, and I really enjoyed meeting and learning from other colleagues in this setting. I look forward to inviting a colleague to join me at the next Book Club this fall.” – Staff Participant

Led by members of the the Service Excellence Orientation & Training Sub-Team, Rollins faculty and staff had the unique opportunity this summer to participate in a book club to discuss, respond, react, and apply lessons learned from a current leadership text. Participants covered issues discussed in three different books over the course of six meetings. A total of 45 members of the campus community participated in meetings which fostered dialogue, interaction, professional development and community building around Rollins’ four service standards: Responsive, Respectful, Collaborative, Competent.

Books that were covered during the first year include *You Don’t Need a Title to Be a Leader: How Anyone, Anywhere, Can make a Positive Difference*, *Eat that Frog! 21 Great Ways to Stop Procrastinating and Get More Done in Less Time* and *Leadership and Self-Deception: Getting Out of the Box*.

Meetings were held in a small, intimate setting as opposed to a training class format to enhance sharing and build community and fellowship. Participants enjoyed the opportunity to dialogue and discuss concepts and ideas in the books and see how it related to their role at the college.

“My hope is that the book club helps participants increase their knowledge and their understanding of the Rollins service standards and philosophy,” said Zajchowski.

The second year of the book club is already underway; *Nine Minutes on Monday: The Quick and Easy Way to Go From Manager to Leader* was discussed in August. Later this month, *All In: How the Best Managers Create a Culture of Belief and Drive Big Results* will be covered by the group. Two additional books are set to be discussed by the group in March and the Summer of 2015.



Service Excellence team hosts appreciation barbeque

On October 16, the Service Excellence Team hosted a barbecue lunch on the Cornell Fine Arts Museum patio for more than 200 staff as a way to say “thanks” for a great fall opening.

“As a member of the Facilities team, It means a great deal to be able to share such moments with the rest of the campus community as we celebrate a healthy opening to our Fall semester,” said Assistant Director of Housekeeping & Transport Services Facilities Management Luis A. Villafuerte. “It’s an honor to work here, and the appreciation BBQ is just one of the many ways that Rollins shows its support back to us all.”

ANNOUNCEMENTS

DEC 19

2014 Staff Holiday Luncheon
12 P.M-2 P.M. (Alford Sports Center)

This annual event is designed to bring staff together to celebrate the holidays.

YOUR VOICE MATTERS

R

2014

Staff Engagement Survey

- 2014 Staff Engagement Survey results are in!
- This According to results just published, staff:
- Feel proud to work at Rollins College
 - Find their jobs interesting and challenging
 - Are committed to Rollins’ standards of service excellence
 - Are willing to go above and beyond what is expected of them
 - Believe their departments are good places to work
 - Would recommend Rollins as a great place to work!

In addition, positive score trends indicate that staff perceptions regarding workplace accountability, performance feedback, recognition, collaboration, intradepartmental communication, voice in decision making and ability to challenge existing processes are improving.

These improvement trends are very encouraging, said Matt Hawks, who chairs the Service Excellence Team. Through our SE initiative we have raised the bar for service and put many new standards, systems and practices in place over the past 4 years. These and other workplace improvement efforts are helping to shape and influence positive change, Hawks says.

To read more about the survey, visit bit.ly/RollinsStaffSurvey2014.