

POINTS OF INTERESTS

- **Disney Customer Service Experience**
- **Upcoming Social Events**
- **Strengths Training**
- **Calendar**
- **Process Improvement Training**
- **Sixth Floor Storage**
- **OMT update**
- **RMT update**

Student Services

ISSUE 9

SEPTEMBER 19, 2008

You are Invited

Join DOSA and Student Services Reengineering for
Disney Customer Service Experience
Wednesday, October 8
9:00 – 10:00 a.m.
Orgill

Wayne Hampton is with Disney College and CareerStart Programs. He has worked with Disney for 17 years and has experience working in Operations (all four theme parks and three resorts) as well as Recruiting (both domestic and international). Wayne's workshop is an interactive and lively presentation on the Disney customer service experience that provides attendees with the tools to improve customer service in their own work place.

Upcoming Social Events

- **Noon Day Volleyball** – BCLC – Friday, September 26
- **Lair Lunch** – BYOC (Bring Your Own Cash)
Wednesday, October 15
- **Fall Fest** – October – Day and Location TBD

If you have ideas or would like to participate on the social committee, please contact anyone from the team: Marianne Luther, Amy Oakes, Lauren Sefton, Regina Simmons, Dwaun Warmack.

Strengths Training

The majority of the Student Services staff have participated in Strengths Training classes, and with many new additions, we are making plans to offer the course again. Stay tuned for further details on the date of training anticipating that it will be prior to the Buckingham presentation on campus.

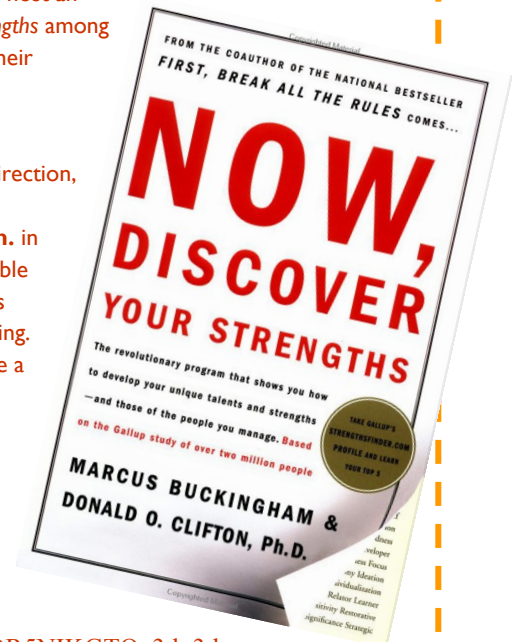
Marcus Buckingham Presentation

Although the contract is not yet finalized, we are 99% sure Rhodes will host an event featuring Marcus Buckingham, author of *Now! Discover Your Strengths* among other books aimed at uncovering your strengths and putting them to their fullest and best use.

His newest book, *The Truth About You*, focuses on finding true career direction, capitalizing your uniqueness, and creating a worklife that plays to your strengths. The presentation will be Wednesday, **October 29 at 7 p.m.** in the McCallum Ballroom. We will have a number of comp. tickets available since we are hosting the event. Since you have participated in Strengths Training here at Rhodes, we thought you might be interested in attending. We are unsure of the number of tickets at this time but wanted to take a poll of your interest.

If you would like a ticket should one be available and commit to attending the presentation, please indicate through survey monkey (control click on the link below) by September 22. Again, not a guarantee but hopefully we can make it work.

http://www.surveymonkey.com/s.aspx?sm=tmTjwRbYHvLdAOR5NIKGTQ_3d_3d



Calendar / Conveners:

September 24	All Facilitators	2:00 – 3:30, Barret 201 Regina Simmons, leader
October 1	All Facilitators	2:00 – 3:30, Barret 201 John Kaltner, Oct. leader
October 8	All Facilitators	5:00, off campus
October 15	Open to campus / all hub meeting	2:00 - 3:30, Orgill Room Send agenda items to John Kaltner
October 22	All Facilitators	2:00 – 3:30, Barret 201
October 29	All Facilitators	2:00 – 3:30, Barret 201
November 5	All Facilitators	5:00, off campus Amy Oakes, Nov. leader
November 12	Open to campus / all hub meeting	2:00 - 3:30, Orgill Room Send agenda items to Amy Oakes
November 19	All Facilitators	2:00 – 3:30, Barret 201
November 26	All Facilitators	2:00 – 3:30, Barret 201
December 3	All Facilitators	5:00, off campus Carol Casey, Dec. leader
December 10	Open to campus / all hub meeting	2:00 - 3:30, Orgill Room Send agenda items to Carol Casey
December 17	All Facilitators	2:00 – 3:30, Barret 201
December 24	All Facilitators	No Meeting / Holiday
December 31	All Facilitators	No Meeting / Holiday

Why improve?

- *To better serve customers*
- *To make better use of resources*
- *To feel better about what we do*

Process Improvement Training

On September 5, the members of OMT and RMT completed a course on the principles and tools of process improvement taught by Gipsie Ranney. For more than twenty years, Gipsie has been a management, quality improvement and statistical methodology consultant to organizations ranging from small businesses to Fortune 100 corporations. Her course led the participants through the topics of:

- Processes and the System – How to Develop a Model for Improvement
- Change versus Improvement – How to Read Measurements to Determine the Difference
- Patterns of Variation – How to Tell the Difference Between Common-Cause and Special Cause Variation
- Tools for Diagnosing Variation – How to Use Control Charts and Fishbone Diagrams for System Improvements

These process improvement concepts and tools are important for adding discipline to the way we make decisions because people typically tend to:

- Overestimate what they know about the system, making decisions on “knowledge” that may be only assumption, myth, or “Groupthink.”
- Overestimate special cause variation and then react in a way that harms the system.
- Overreact to normal system behavior, especially drops in measures.
- Create special cause variation in response to common cause variation and tamper with the system.
- Seize on changes that may or may not fit into a larger program of improvement.
- Ignore the discipline to engage in a full cycle of plan-do-study-act.

The principles and tools of the process improvement class reinforce the values of our reengineering effort:

- Drive decisions as close to the detail as possible.
- Balance all decision-making contexts with a cross-functional team.
- Drive decisions with data.
- Pilot all responses to data.

The first tools we all learned in preparing for reengineering were the Hoshin planning tools for getting the best results from a group of people. The process improvement tools assist teams in getting the best results from the system and the processes in it. RMT and OMT will teach these tools to the rest of the reengineering participants and, later, the President’s Staff.

Sixth Floor Storage

Please send to your facilitators your storage needs so we can allocate space to your team. We'll need to know the square footage you are using now, the nature of the items in storage, and any issues relating to distance of the space from the elevators, including, for example, whether your materials are palletized or are very heavy but not palletized.

Operations Management Team

With assistance from ITS, the OMT has designed a repository for partnership plans. Control click on the link below to access the site:

http://share.rhodes.edu/process_repo

The pages are part of SharePoint but are in a wiki style. Jeff Norris demonstrated the software and will arrange to meet with every hub to provide them with a demonstration. Everyone in Student Services has a responsibility to add to this knowledgebase and to make any edits that need to be made. This is a project that will be successful as everyone contributes and provide oversight.

Relationship Management Team

The RMT has identified 7 phases of the student life for their focus:

- Prospective student considers Rhodes
- Student enrolls at Rhodes College
- Student's first semester at college. Milestone Goals: academic adjustment is being made. Initial involvement is positive, getting connected. Personal growth and value development is occurring.
- Continued Enrollment
- Continued Academic Progress. Chickering: Autonomy/Interdependence; Establish Identity and Purpose
- Continued Involvement. Chickering: Mature Relationships
- Relationship as Alumnus

RMT will be approaching every hub to ask them to answer the following set of questions for each of the 7 phases:

- What are Rhodes' learning objectives for students?
- What services and programs do students need?
- Who provides these services and programs?
- When does Rhodes disengage from student in this phase?
- Describe how you communicate with students in this phase.