

VASFAA

BOARD - COMMISSIONER - COMMITTEE PLANS & REPORT FORM

(Add additional objectives and status reports as needed)

Committee: Support Staff Training

Commissioner/Board Position: Mike Poma/Rep-at-Large Professional Development

Year (e.g., 2005-06): 2006-07

Committee Members: Donna Taylor - Chair

Standard Goal 1: To provide training for VASFAA and non VASFAA members on during the fall of each year on topics important to the support staffs.

Objective 1 (*HOW the committee plans to achieve the stated goal*):

Status Reports of Objective 1 (*Please report your progress toward achieving the stated goals – this is where the committee provides updates to the Board, including any suggestions or modifications to the goal and/or the Strategic Plan*):

Date: 09/07/2006

Report: Requested ideas for training topic and received responses that customer service training, especially dealing with difficult students, would be appropriate. Contacted commissioner to request permission to use a vendor as a presenter – this was granted after verifying with VASFAA president that it would not be in violation of the vendor policy. Reviewed professional development sessions offered by a variety of vendors. Contacted TG. Tom Rebstock will be presenting at the Williamsburg site on Oct 16th. Because this workshop is an all day event we will be using three of TG's professional development trainings – “Keys to Customer Service”, “Dealing with Difficult Students”, “Making a Difference, One Student at a Time”. TG has also agreed to present at two half day sessions yet to be announced.

Date: 09/25/2006

Report: Met with chairs of Experienced Aid Officer training and Training in Williamsburg. Plans for the joint training in Oct were finalized. One registration table will be set up for all three trainings – rosters of participants will need to be on the table along with name badges. Ed will contact Kerri regarding people paying for the training on site. We did a walk through of the rooms – the room for support staff should be adequate. A small breakfast bar – muffins and fruit – will be available on Monday morning. Lunch will be provided for all three trainings in the same room. Menu items were discussed and decided on. After the training a happy hour ‘cash bar’ will be available at the hotel for those interested. Balloons will be placed at the corners to help lead people to the training. We need to stress in our communications to attendees that parking is in the hotel, not on William and Mary's campus. Experience Aid has agreed to pick up the cost of the food for all three groups – if the costs become too high Support Staff will also contribute.

Date: 1/25/2007

Report: Three customer service training workshops were held across the state – Williamsburg, Annandale and Roanoke. TG provided a trainer and materials for the training in all three locations. Approximately 50 people attended the sessions with each session being between 17-18 participants. The training seemed to be well received and applicable to the audience.

Our total expenditures for the year is \$509.18. The only additional expense that we may incur is helping to sponsor a speaker at the May conference. Please note that we were able to keep our expenses to a minimum largely due to TG providing the training. Had the trainers been schools we would have had travel expenses for the trainers. Another factor was I was able to stay with friends at the NoVA site and VT provided the car (and covered the expenses associated with that). We did not provide food/snacks at the training, with the exception of the Williamsburg training, which also reduced our cost.

I was not successful getting committee members – even those who indicated on volunteer forms that they were interested did not respond to inquiries regarding their interests in being on the committee. Again, with this year's training that was not a huge issue however it would have been helpful to have been able to divide the training sessions so a different person, hopefully someone in that area, was the host(ess) for the event.

I would encourage next year's committee chair to assess the areas that we are providing the training trying to cover as large a 'drive-to' area as possible. Also, Williamsburg training which offered support staff, experienced aid and new aid all in one location worked well.

<u>BUDGET</u>	
<u>Item</u> (Broad general categories)	<u>Cost</u>
Total expenses	\$509.18

Board Approved Amount: \$ 600
Date: _____
(Use separate sheet if necessary.)