# Employee Development Day Program

<table>
<thead>
<tr>
<th>Session</th>
<th>Attendees</th>
<th>Location</th>
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<tbody>
<tr>
<td><strong>Morning</strong></td>
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<tr>
<td>8:30 am – 9:00 am</td>
<td>Pan Dulce &amp; Coffee</td>
<td>Performing Arts Center, Foyer</td>
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<tr>
<td><strong>FLIP SESSIONS</strong></td>
<td>All faculty &amp; staff</td>
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<tr>
<td>9:00 am - 10:25 am</td>
<td>Customer Service Training</td>
<td>Performing Arts Center, Recital Hall</td>
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<tr>
<td>10:30 am – 12:00 pm</td>
<td><em>Facilitated by Valarie Fluellen</em></td>
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<td><strong>FLIP SESSIONS</strong></td>
<td>All Staff</td>
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<tr>
<td>9:00 am – 10:25 am</td>
<td>My Teamwork training</td>
<td>Ozuna 200</td>
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<tr>
<td>10:30 am – 12:00 pm</td>
<td><em>Facilitated by Anita Soliz</em></td>
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<tr>
<td>9:00 am – 10:25 am</td>
<td>The Learning Zone: Brain-Based Learning</td>
<td>Performing Arts Center, Theatre</td>
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<tr>
<td><em>Presenter: Bruce Boguski</em></td>
<td>Faculty</td>
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<tr>
<td>10:30 am – 12:00 pm</td>
<td>PALS &amp; Computer Use training for facilities</td>
<td>Ozuna 122</td>
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<tr>
<td><em>Facilitated by Ginger Carnes</em></td>
<td>Facilities &amp; Housekeeping Staff</td>
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| 10:30 am – 12:30 pm                                                  | Dept Chairs & Faculty meeting: (check with your chair to confirm whether or not you will meet) | GE 234  
                                        | Behavioral Sciences                  | GYM 208  
                                        | Kinesiology                          | GE 225  
                                        | Science                              | EO 150  
                                        | CCE                                   |
| 10:30 am – 12:30 pm                                                  | SACs Committees                         | Library 2nd floor reading area               |
| **Lunch**                                                             | Picnic Lunch                            | Lawn between Performing Arts Center & Ozuna Library |
| 12:00 pm – 1:30 pm                                                   | All Employees                           |                                               |
| **Afternoon**                                                         |                                         |                                               |
| 1:00 pm – 5:00 pm                                                    | Flu Shots administered (bring health insurance card & $25.00) | Performing Arts Center, 184 (Recording Studio area) |
| 1:30 pm – 2:55 pm                                                    | The Learning Zone: Brain-Based Learning | Performing Arts Center, Theatre               |
| *Presenter: Bruce Boguski*                                            | All Staff                               |                                               |
| 1:30 pm – 2:55 pm                                                    | Blackboard Calendar & Gradebook         | Ozuna 121                                     |
| *Facilitated by Anita Soliz*                                          | Faculty                                 |                                               |
| 3:00 pm – 4:30 pm                                                    | The Teaching Zone                       | Performing Arts Center, Theatre               |
| *Presenter: Bruce Boguski*                                            | Faculty                                 |                                               |
| **FLIP SESSIONS**                                                     | Facilities & Housekeeping Staff         | OZ 122                                        |
| 1:30 pm – 2:55 pm                                                    | PALS & Computer Use training (Bilingual)|                                               |
| 3:00 pm – 4:25 pm                                                    | *Facilitated by Ginger Carnes & Araceli Alvarado* |                                               |
| **FLIP SESSIONS**                                                     | Facilities & Housekeeping Staff         | OZ 123                                        |
| 1:30 pm – 2:55 pm                                                    | College 101-Employment to Enrollment    |                                               |
| *Facilitated by Dr. Dan Rodriguez & Charley Garcia*                   | Facilities & Housekeeping Staff         |                                               |
| 3:00 pm – 4:30 pm                                                    | Group Advising Training                 | Performing Arts Center, 101                   |
| *Facilitated by Dr. Yolanda Reyna & Larry Rodriguez*                  | Student Affairs Professional Staff       |                                               |
| **FLIP SESSIONS**                                                     | Secretarial & Clerical Staff Meeting:   | Performing Arts Center, 113                   |
| 3:00 pm – 3:55 pm                                                    | Calendaring meetings-MS Calendar, PARs  |                                               |
| 4:00 pm – 4:55 pm                                                    | *Facilitated by Leticia Neira, Dora Contreras, Sylvia Martínez* |                                               |
| **FLIP SESSIONS**                                                     | Secretarial & Clerical Staff Meeting:   |                                               |
| 3:00 pm – 3:55 pm                                                    | Banner update, travel/travel reports    |                                               |
| 4:00 pm – 4:55 pm                                                    | *Facilitated by Connie Lozano*          |                                               |

*Here’s what people who have seen Bruce Boguski have to say about his presentations:* 
*“Mr. Boguski was energetic, entertaining and enthusiastic, and his information on how to keep students alert, excited and motivated was invaluable.”*  
*Dr. Stamatis Muratidis, Instructor of Chemistry, PAC*
**Customer Service Training:** This session will discuss owning the customer interaction, characteristics of providing excellent customer service and the importance of moving from merely a transaction based interaction to a long term customer relationship.

**My Teamwork Training:** My Teamwork is a web based online collaboration/conferencing tool that is linked to the new VoIP phone system. The tool allows for interactive online collaboration for multiple member meetings that include presentation and handout displays along with roll call and integration with Outlook. The tool is available inside and outside of the Alamo Colleges network.

**The Learning Zone-Brain Based Learning:** Brain Based Learning is the first ever comprehensive and biologically driven framework for performing and learning. It is a system-wide approach based upon current research in Neuroscience and how this research suggests that the brain and body naturally learn and perform the best. Specific techniques for improving performance in the classroom will be illustrated and discussed.

**PALS & Computer Use:** Everyone at PAC has an email address that can be accessed via the Internet anywhere in the world. How can you access that PALS email to stay in touch and what other information can you see via PALS? We especially encourage Facilities employees to attend this session so you can stay in the loop by receiving emails sent to all employees. Bring your Social Security number with you if you don’t already know your PALS email address. (Bilingual sessions in the afternoon.)

**Blackboard Calendar & Gradebook:** The session will show faculty how to create events in the course calendar. In addition, the many functions of the gradebook will be shown to allow faculty how to keep track of students’ grades within a course.

**The Teaching Zone:** New discoveries in learning reveal easy to use, powerful techniques that successfully allow students to raise test scores, improve memory, increase creativity and develop pinpoint concentration. Learning can be exciting and permanent when it is “brain compatible.”

**College 101- Employment to Enrollment:** This session is for individuals seeking to learn more about programs of study available through Palo Alto College and the other Alamo Colleges. This session is perfect for employees (or family members) seeking information about starting or returning to college. Time will be allowed for questions and answers.

**Group Advising Training:** The Group Advisor Training Session is geared towards all Student Affair's professionals who advise and register students. The Session will prepare staff to facilitate Group Advising Sessions by reviewing: registration evaluation, placement and assessment, skill levels, transcript evaluation, and the student registration checklist.

**Secretarial & Clerical Staff Meeting:** These sessions will focus on where you can find the information needed to complete a PAR form; how to calendar meetings using MS Outlook Calendar; what information is needed to successfully complete travel and expense forms; and a Banner update on new features and functions.

**Flu Shots:** No cost for flu shot for those with Community First and Medicare Part B; all others $25.00.
Linking Cooperative Learning to the Research on How People Learn: Participants will come to know the theory and philosophy behind cooperative learning, including its belief in the value and educability of all students and the need to provide cooperative environments that balance challenge and support. As important, however, they will learn how to use cooperative structures to foster academic achievement, critical thinking, and deeper learning. The presenter will emphasize both relevant theory and active learning approaches, particularly in groups. The session will model a cooperative classroom with combinations of direct instruction, interactive group work tied to the session objectives, and whole-class discussion with questions. Participants will experience at least three cooperative structures, and two report-out methods—applicable to virtually all disciplines—that they can apply in their classrooms or online environments.

2010-2011 Outlook: Foundations of Excellence, SACS, and Baldrige: This session provides an overview to initiatives that will be focused on in the upcoming fiscal year(s).

Baldrige 101: This session will provide an overview to Baldrige with a detailed discussion of what Baldrige is, why we are pursuing the Malcolm Baldrige National Quality Award and the process we will follow to submit an application.

Tips by English and Speech Faculty for Assigning and Assessing Student Writing and Oral Presentations for Non-English Faculty and Non-Speech Faculty: Speech faculty will provide strategies for properly evaluating effective presentations. Evaluation tools will include methods for assessing effective delivery, appropriate content, and effective speech organization.

Assessor Calibration Training for Gen Ed Assessment: This session is for faculty who volunteered to assess communication assignments and social responsibility assignments for our General Education Assessment initiative at PAC.

FERPA Training-New Regulations-Our reaccreditation for SACS requires that all employees receive training on FERPA and the new regulations.

Student Satisfaction Training I –Targeted to clerical and professional staff excluding Student Affairs staff, this session will provide training in enhancing the student’s experience with our organization, how students impact our organization, how students perceive service providers, and handling disgruntled students and the unique opportunity provided in that transaction.

Student Satisfaction Training II –This session is targeted to Student Affairs staff who have had customer service training throughout the 2009-2010 year. This session will review the strategies of good customer service and discuss the long term customer relationship. This session is targeted to Student Affairs staff who participated in the customer service training for student services throughout last year.

ACES and Web Training- ACES is the portal for employees’ information pertaining to employee pay, benefits and deductions, tax forms and other such information. We especially encourage Facilities employees to attend this session to learn how to access emails sent to all employees and pay and benefits information. Bring your ACES email address or social security # if you don’t already know your ACES email address.

Using Structured Group Work to Promote Deep Learning: Deep learning emerges from the careful sequencing of assignments and activities "orchestrated" by a teacher committed to student learning. The international research on deep learning has been ongoing, systematic, and convergent. It involves motivating students to acquire a solid
knowledge base through active, interactive learning. This interactive workshop will help teachers understand how to sequence structured assignments and activities to foster deep learning approaches. Students complete relevant assignments outside of class—for which they are accountable—that help them learn new knowledge by connecting it to what they already know. Because students come to class prepared, class time can be spent productively by having students in pairs or small groups compare their out-of-class products to foster critical thinking and constructive feedback. Participants will experience two or more in-depth cooperative activities and learn of several other examples. This workshop complements—but does not duplicate—the morning session on “Linking Cooperative learning to the Research on How People Learn.”

**Leadership Development the Myers Briggs Way** - This session is targeted to Professional Staff. Do you know your Myers-Briggs Personality Type? In this session, you will identify your personality type and learn about successful leadership strategies based on your type. You will gain insight and learn strategies for successfully interacting with other personality types in a leadership role.

**Strategies for Effective Presentations & Special Event Planning** - Speech faculty will provide strategies for effective presentations. Participants will be given methods to provide effective delivery, appropriate content, and effective speech organization. This session will also include a discussion of how to plan a successful event on campus.

**Banner Finance - Requisitions & Review of Processing & Banner Student - Passport Crosswalk of Screens** – This session is open to all, but is targeted to clerical staff. This session will demonstrate how to correctly enter a requisition into Banner and will review the process that should be followed to close out a purchase order once services or merchandise is received. This session will also demonstrate what Banner screens correlate to the old Passport screens used in the past to look up student information.

**ACES and Blackboard – The Way to Go for Student Access to Course Content** - Faculty that teach face-to-face courses will learn how to use ACES and Blackboard Vista as an enhancement tool to post a syllabus, messages/announcements, lecture notes, web links, and grades. A great way to have course content available to your students 7 days a week!

**Strategies for Success in the Online Classroom for Online Faculty** -- This session is designed to invite discourse about the vital importance of creating a classroom community for distance learners. The presentation will focus on creative and effective strategies for increasing engagement and retention in online classes; including, effective course design, increasing student interaction and creating collaborative activities.

**POC Training-updating your webpage** - This training is targeted to current Point-of-Contacts and will review the process for updating and maintaining your department’s web pages.

**College 101-Employment to Enrollment** - This session is for individuals seeking to learn more about programs of study available through Palo Alto College and the other Alamo Colleges. This session is perfect for employees (or family members) seeking information about starting or returning to college. Time will be allowed for questions and answers.
# PAC Employee Development Day – Round Up Some Great Ideas! September 29, 2010

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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| 8:30 am – 9:00 am | Pan Dulce & Coffee  
Performing Arts Center, Lobby                                      |
| 9:00 am – 10:25 am | Linking Cooperative Learning to the Research on How People Learn  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development” |
| 10:30 am – 11:10 am | Tips by English and Speech Faculty for Assigning and Assessing Student Writing and Oral Presentations for Non-English Faculty and Non-Speech Faculty  
Bailey Latham, Ken Harris, Chuck Squire, and Mary-Ellen Jacobs  
Perf Arts 140 - “QEP Development” |
| 11:15 am – 12:00 pm | Student Affairs Staff  
FERPA Training-New Regulations  
Retha Karnes  
Perf 101 “FOE, Baldrige”  
Pat Stone  
Brazos 104 “Compliance”  
Tips by English and Speech Faculty for Assigning and Assessing Student Writing and Oral Presentations for Non-English Faculty and Non-Speech Faculty  
Bailey Latham, Ken Harris, Chuck Squire, and Mary-Ellen Jacobs  
Perf Arts 140 - “QEP Development” |
| 12:00 pm – 1:30 pm | All Other Staff  
Student Satisfaction Training I-  
Gerry Dellano  
Perf 163 “FOE, Baldrige”  
Tips by English and Speech Faculty for Assigning and Assessing Student Writing and Oral Presentations for Non-English Faculty and Non-Speech Faculty  
Bailey Latham, Ken Harris, Chuck Squire, and Mary-Ellen Jacobs  
Perf Arts 140 - “QEP Development” |
| 12:00 pm – 1:30 pm | Picnic Lunch  
Walking Tour of the PAC Botanical Gardens |
| 1:30 pm – 3:05 pm | Using Structured Group Work to Promote Deep Learning  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development”  
Using Structured Group Work to Promote Deep Learning  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development” |
| 1:30-2:15 pm | Effective Presentation Strategies & Special Event Planning  
Carolyn Delecour, Joseph Coppola & Luis Mercado  
Perf 163 –“Baldrige” |
| 2:20–3:05 pm | Banner Finance-Requisitions & Banner Student-Passport Crosswalk  
Sylvia Martinez –Requisitions  
Bridgedette Garza –Banner Student  
Ozuna 200—“Baldrige”  
Using Structured Group Work to Promote Deep Learning  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development” |
| 3:10 pm – 4:00 pm | ACES and Blackboard – The Way to Go for Student Access to Course Content  
For Faculty Teaching Face-to-Face Courses  
April Zimmerman  
Ozuna 200 - “QEP Development”  
ACES and Blackboard – The Way to Go for Student Access to Course Content  
For Faculty Teaching Face-to-Face Courses  
April Zimmerman  
Ozuna 200 - “QEP Development” |
| 3:10 pm – 4:00 pm | Strategies for Success in the Online Classroom for Online Faculty  
Julie Bajusz  
Ozuna 126 - “QEP Development”  
Using Structured Group Work to Promote Deep Learning  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development” |
| 3:10 pm – 4:00 pm | Academic Affairs staff  
POC Training-Updating Your Webpage  
Brazos 224 “Baldrige”  
Using Structured Group Work to Promote Deep Learning  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development” |
| 3:10 pm – 4:00 pm | Student Affairs & College Services  
POC Training-Updating Your Webpage  
Brazos 226 “Baldrige”  
Using Structured Group Work to Promote Deep Learning  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development” |
| 3:10 pm – 4:00 pm | College 101- Employment to Enrollment  
Dr. Dan Rodriguez & Charley Garcia  
Perf 163 -“Baldrige”  
Using Structured Group Work to Promote Deep Learning  
Dr. Barbara Millis  
Ozuna 126 - “QEP Development” |
We received 60 responses to the overall evaluation of the day (printed on back of schedule). Some participants provided more than 1 answer to the “Most Useful” or “Least Useful” questions.

The 66 responses break down into the following employee groups:

- 23 faculty
- 30 professional staff
- 11 classified staff
- 2 administrators

The most and least useful sessions as reported by employee group were:

**Faculty**
- Most useful: Dr. Millis’ Linking Cooperative Learning to the Research on How People Learn
- Least Useful: Dr. Millis’ second session of Using Group Work to Promote Deep Learning

**Professional staff**
- Most Useful: FERPA
- Least Useful: Student Satisfaction Training & Baldrige 101

**Classified staff**
- Most Useful: College 101, Myers Briggs Leadership, Student Satisfaction, and FERPA training were all cited as being useful
- Least Useful: Effective Presentations and POC training

**Administrators**
- Most Useful: FERPA and Dr. Guzman’s Outlook 2010-2011
- Least Useful: Myers-Briggs and Student Satisfaction training

Some suggestions for next year:
- Healthier food with more vegetarian options that are clearly labeled as vegetarian.
- Covering or tents over picnic tables.
- More sessions that they can choose from.
- Sessions geared towards fun and relaxing activities.