Professional Engagement Institute

11/14/14 1:00-3:15 Sugar Pine Building

Everyone is Welcome!

1:00-1:30 Sugar Pine 100 **Project Management Fundamentals**: Michelle Vidaurri Discover the power of planning and prioritizing in your everyday work. Consider your events, implementation of technology, or reports requiring multiple authors *your* project. Gain useful tips that will help remove the pressure of project management and promote successful results.	1:00-1:30 Sugar Pine 114 **Adding Concept Maps to Your Teaching Toolbox**: Erin Naegle & Brenda Whited Are you looking for ways for students to synthesize and make more connections of major concepts? Join us for a workshop and discussion of using concept maps in your class.	1:00-2:00 Sugar Pine 126 **Integrating Technology into the Workplace**: Michelle Walker, Matt Fox, Shawn Jordison & Kirsten Miller *Technology can be your best friend!* This collaborative workshop presented by staff and faculty in EOPS, DSPS, and General Counseling will include a demonstration of electronic files/forms, digital signatures, and virtual meetings through Google Hangout. Emphasis will be placed on general applicability to standard office practices.
1:40-2:10 Sugar Pine 100 **Go Ahead, Make My Day** Dr. Angela Fairchilds How we approach helping students (and others) and the importance of going that extra step.	1:40-2:10 Sugar Pine 114 **Student Voices** Student Participants: Sam Pearce, Josh DeSalles, Monika Aldabe, and Mattie Milani Facilitator: Adrienne Seegers Join us for a conversation with current students about what Columbia College does well and where we have room for improvement.	

2:20-2:50 Sugar Pine 100	2:20-2:50 Sugar Pine 114	2:15-3:15 Sugar Pine 126
Putting the Excellence in Customer Service: Kathren Pritchard	**Managing Stress: Practical Strategies and Tips for Dealing With Stress**: Tamara Oxford	**Online Education Initiative - How Does Columbia College fit into the OEI?**: Melissa Colon, Teresa Borden & Jana Connell
Learn how to transform your customer service skills from good to excellent!	Differentiating between internal stress (e.g. anxieties, perfectionism, unrealistic expectations, disappointments) and external stress (busy schedules, life challenges, difficult transitions).	In the first phase of the initiative there are a total of 24 colleges piloting 3 staging groups: Full Launch, Online Student Readiness and Online Tutoring Services. Columbia College has been selected to participate in the Online Tutoring Services Pilot group, and along with 7 other colleges will be responsible for piloting effective online tutoring services for our own students during spring 2015. These pilot groups will be an important resource in preparing courses for inclusion in the OEI Exchange as the project progresses. The Online Course Design Rubric used to review all courses that will participate in all 3 pilots will be shared and discussed.