BREAKOUT SESSIONS
WEDNESDAY 1:40 P.M. - 2:30 P.M

STARFISH KUDOS
LALAUNI THOMAS
TC 205
Join us as we learn more ways that Starfish (early alert system) will help us assist students and increase retention. We will cover the upcoming surveys, the importance of reinforcing kudos, and a quick recap of Starfish.

CUSTOMER SERVICE
LAURI ARNOLD-CALDER
MPC 113
Customer Service is a crucial component of retention. What is customer service in higher education? Excellent customer service results from understanding the customer's needs and putting the correct guidelines and service standards in place to meet or exceed their expectations. This session will discuss the campus policies and practices applied to provide our customers (our students) with the service they deserve.

ISD MENTOR TRAINING
DR. TRACY SPENCER
PATC 102
We have a new program, EAGLE, for mentoring our ISD adjuncts and facilitators. If you have been faculty for at least two years, we sure could use your expertise!

USING TEAMS TO COMMUNICATE, FOR FACULTY AND STAFF
JERROD NASH
CB 126
Learn how we can use TEAMS to communicate better with each other and with our students. ZOOM is no longer needed here!

WHAT’S HAPPENING WITH BLACKBOARD?
ANGELA CLARK
PATC 110
Come see the important changes to the landing page and how Blackboard can serve our students better!

2:30 - 2:40 PM BREAK
What's happening with Blackboard?
Angela Clark
Patc 110
Come see the important changes to the landing page and how Blackboard can serve our students better!

Self-care and Stress Relief
Margaret Swope
Patc 102
Does this time of year cause you to be stressed and frazzled? Come unwind and relax as we share some tips on how to plan and prepare self-care for the new school year.

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Lauri Arnold-Calder
Mpc 113
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Using Teams to Communicate, For Faculty and Staff
Jerrod Nash
Cb 126
Learn how we can use Teams to communicate better with each other and with our students. Zoom is no longer needed here!

Thank you for being part of the Lit Family!