

THE EXCHANGE

GERMANNA COMMUNITY COLLEGE
INFORMATION BULLETIN



New Look—Same Great Source of Information

In an recent e-mail message, the Public Information Office shared Germanna's new logo with you. The logo, featured in the masthead above, was developed as part of a comprehensive marketing campaign through Germanna's Institutional Advancement office.

In reviewing various internal and external publications produced by the College, it was determined that it would be beneficial to rename this internal information bulletin (formerly known as *The Pilot*) to be more descriptive of its

purpose.

This bulletin is published by the President's Office and is intended to provide an ongoing platform for the exchange of information of interest/benefit to the College community for the purpose of enhancing internal communication.

We hope that you like the new look and welcome your continued contributions to *the EXCHANGE*. The articles you contribute are what makes this publication meaningful.

Service Awards

The following employees were recognized at the January 3 In-Service event for milestone service to the Commonwealth of Virginia:

20 Years - Jeff Yowell

10 Years - Marie Messier and Canice Graziano

5 Years - Ann Lyons, Michael Read, Paula McLeod, Rebecca Blankenship, Gail Banks, John Donnelly, Anita Sutton, Brent Wilson



Ready, Set...Go Online!

As part of Germanna's re-affirmation of accreditation by SACS, the college is developing a plan to prepare all students for success in online learning.

This year's January in-service was the kickoff for Germanna's Quality Enhancement Plan (or QEP) project. The QEP chairs, Karen Mittura & Kevin Handley, provided an overview of the process and challenged each member of the college community to think about how his or her work can be used to

prepare students for successful online learning.

Got ideas? Talk to supervisors in your area and they will bring your ideas to the QEP Leadership Team.

Stay tuned for QEP updates in every issue of *THE EXCHANGE*.

Ready, Set...Go Online!

Source: Kevin Handley

Please submit items for publication to Cynthia Hill:

• chill@gcc.vccs.edu
- electronic submission,
PREFERRED;

— OR —

• LGC mailbox - please include your name as the source should there be questions pertaining to

It's Cold Outside! GSSA Coat and Shoe Drive

Do you have a coat or two stored in your closet too good to throw out, but something you aren't going to be wearing? How about shoes that you don't plan to wear any more but they're in good condition? If so, then you're the person we need!

The GSSA is sponsoring a coat, shoe, and "other items" drive. From **January 22 through 26**, collection boxes will be set up at LGC

(outside HR), FAC (main lobby), and GCAT (outside the Cashier's window) to collect clean, reusable coats and shoes. We will also accept donations of blankets and new personal hygiene items (towels, shampoo, toothpaste, toothbrushes, soap, toilet tissue, facial tissue, etc.).

All donated items will be directly distributed, free of charge, to children and adults in our local

community.

Any and all donations will be greatly appreciated!

Please join us in this worthy cause—providing loving new homes for those extra coats and shoes!

Source: Christina Dennis



Russell James, GCAT Director

The Center for Workforce and Community Education is pleased to announce that Russell James has been appointed Director of

Germanna's Center for Advanced Technology (GCAT) in Culpeper.

Mr. James comes to GCAT after thirty years in business and industry. During his career, Mr. James worked for several firms in senior sales and business development positions. Additionally, he created and ran his own sales agency for nine years.

He holds a degree in Industrial Engineering from Auburn University and a Master in Business

Administration from Lynchburg College.

He and his wife, Brenda Tanner, reside in Madison County. He has one daughter and one granddaughter.

Source: Kathleen Habel

Canice Graziano Elected to Membership in DKG Honor Society

Canice M. Graziano, Coordinator of Dual Enrollment has been notified by the Delta Kappa Gamma Honor Society for women educators that she has been elected to membership. DKG is highly regarded and respected as a professional education organization.

Mrs. Graziano brings recognition to Germanna Community College by

being a member of this organization, plus her election is indicative of the quality of her abilities, her initiative and her dedication.

Congratulations to Mrs. Graziano, and many thanks for helping to make GCC look good.

Source: Deborah Wilson

Victoria Waldron Appointed to State CUPA-HR Board

Congratulations to Victoria Waldron, Human Resource Manager, who has been appointed to the Board of Directors for the Virginia Chapter of the College and University Professional Association for Human Resources, CUPA-HR.

This national association is focused exclusively on HR in higher education and is comprised of more than 9,500 HR professionals at almost 1,600 colleges and universities. The state chapter will hold a kick-off event this spring in Charlottesville.

Source: Rick Brehm

Wage and Tax Statement Availability

W-2s for 2006 will be posted in Payline by January 31, 2007. Although we have already certified our W-2's through Department of Accounts in Richmond, they require processing and shipping time also. Once we receive our W-2's they will be distributed as soon as possible and sent via intercampus mail for all full-time and part-time wage employees. Work Study Student employees and Adjunct Faculty members will be mailed the same day as usual unless a special request is made to deliver in an alternate method.

Source: Barbara Hall

DOL Launches Online Back Wage Employee Locator

The Department of Labor's Wage and Hour Division has launched a new Web-based back wage employee locator.

It guides employees through an online series of questions to determine if they are owed back wages as a result of a Wage & Hour investigation.

Employees should be ready to enter information about their past or present employment, such as the name and location of their employer.

You can access the back wage employee locator at <https://csxwep1.dol-esa.gov/emploc/>.

Center for Workforce & Community Education Receives CEED Grant

The Chancellor's E-learning Enhancement and Development (CEED) Grant was created to offer colleges an opportunity to deliver programs in new and flexible ways to expand access to students.

The Center for Workforce & Community Education applied for the grant and has received \$11,000 plus an additional \$5,000 from the Fredericksburg Regional Commission to develop an on-line workshop entitled "Employability Skills... Helping You to Help Yourself".

The project will use an existing real time curriculum as the basis for the design of an online/ blended workshop, approximately 3 hours in length.

The Center holds business advisory committee meetings four times each year. Members are asked what their greatest training need is at each of these meetings. In every case, the number one need is the introduction of work ethic for employees.

This theme has been carried over to the

industry-specific business forums recently held for tourism and hospitality and for manufacturing.

The Bay Workforce Investment Board recently completed a survey of regional business and industry. The number one need expressed by respondents was the need for work ethic in their employees.

The online workshop will be available to local employers to use as part of their new employee orientation.

Source: Kathleen Habel

Welcome to Terremark Worldwide Operations

January 18 was a very special day among many very special days at the Germanna Center for Advanced Technology. Governor Tim Kaine made arrangements to personally welcome Manuel Medina, Chairman and CEO of Terremark, future neighbor of the Center for Technology.

More than 300 people were present to welcome Terremark to the community. The Miami-based company will invest \$270 million in the next five to seven years to open a data center on a 30-acre site next to GCAT.

Thanks go to Dianne Condon, GCAT event planner, and all of the rest of the GCAT staff for staging such a spectacular event. To date, the college has hosted more than 12,000 people for a wide variety of events and meetings.



Pictured is the arrival of Governor Kaine by helicopter on the front lawn of the Center.

Source: Kathleen Habel

Nursing: Blueprint for the Habits of Thinking

Karen Mittura and Susan Skinner have returned from Mosby's Faculty Development Institute in San Diego, California this month, where they presented their poster entitled, "Blueprint for the Habits of Thinking."

Karen and Sue have been working on this project since June of 2005 when they attended the National League for Nursing's Faculty Development Institute on the campus of Villanova University.

The project includes work for both the traditional nursing programs at GCC, as well as the online Commonwealth Nursing Program.

Their project was created at Villanova in a workshop on Innovative Curriculum under the direction and inspiration of Dr. M. Elaine Tagliareni, the 2006-2008 president of the National League for Nursing. Dr. Tagliareni is Professor and Independence Foundation Chair in

Community Health Nursing at the Community College of Philadelphia.

Their attendance at the Villanova FDI was partially funded by a Dale Featherston Scholarship through Germanna Community College's Educational Foundation. Karen and Sue thank the Foundation for their support.

Source: Sue Skinner

Windows of the World Spring 2007 Meeting Schedule

Windows of the World (WOW) is a group of Americans and individuals from other countries who are interested in meeting to exchange ideas and views on global issues.

The group meets on the following Sundays from 3 to 6 p.m. at Germanna's Fredericksburg Area Campus in Room 225:

January 21: "A Jamaican Mission Trip" Presenters: Karen Mittura, Misty Sissom, and Judy Woolcock

February 25: "Refugee Service in Fredericksburg" Presenter: Munira S. Marlowe

March 18: "Work and Play in the Cradle of Renaissance Civilization" Presenter: Christine Contrada

April 22: "A Peru Adventure", Sara Lewis

All participants are asked to bring a dish or nonalcoholic beverage to share with others.

Please contact Dr. Gayle Wolfe for more information. Telephone: (540) 891-3057 or 371-8946; E-Mail: jwolfe@gcc.vccs.edu.

Source: Gayle Wolfe

*Retirement Reception
in honor of
James A. Grigsby
to be held
Friday, January 26, 2007
at 3:00 p.m.
at the
Fredericksburg Area Campus
Student Lounge*

RSVP by January 24
to
Ann Walker 891-3021
or
Sandra Monroe 891-3022

Thank You

I want to extend my appreciation and gratitude for the lovely flowers you all sent me last month while I was recuperating from my fall.

That first week when the flowers arrived, I was unable to walk at all, and I spent most of my time in a recliner with my feet up. So the flowers were a welcome sight to enjoy!

I thank all of you who extended yourselves through cards, phone calls, e-mails, and offers to chauffeur me around. Your support and kindnesses are so appreciated, and I am grateful to be a member of the Germanna family! Thank you all!

Most sincerely,
Nancy Noel



e-Mail Etiquette

Communicate professionally

- If you were on the receiving end of your message, what would your reaction be? Follow these general tips to communicate professionally with others.
- Common courtesy is always welcomed in written communication and helps to in two-way communication.
- Do not copy or forward a message or attachments without the author's permission. Asking for permission to forward a message or attachment demonstrates your integrity in personal and business communications.
- Use request delivery and read receipt sparingly. Why not ask for a response from your recipient.
- Avoid offensive language of any kind. Using e-mail to harass others in a sexual, racial or other manner violates civil rights.
- Take the time to proof your message. Use the spell check. Have someone else proof read for you.

Send the right message

- Target your audiences carefully when you broadcast information. Your intended audience will often influence your choice of language and style.
- Use clear and meaningful subject lines that your reader will understand. "Service Quality Meeting Today" is clearer than "Meeting".
- Write single subject e-mail messages whenever possible. Stick to the subject of your message.
- Watch the send button. Remember that any message you send is permanent.
- Separate opinion from facts or other content in the message. Keeping the focus on facts and substance and away from opinion promotes clear understanding.
- Identify yourself and your affiliates clearly. Use the Signature feature in Eudora to create a standard file.
- Create separate signature files for business and personal use if necessary.
- Never insult or criticize via e-mail. Choose to work out differences face-to-face.

- Avoid sending messages to multiple administrative levels when communication on a single level is appropriate.
- Limit the list of recipients and Cc:'s only to the people who are directly involved with the subject.

Be responsive, not reactive

- If you have a strong emotion when composing or responding to an e-mail, pause. Consider another medium of communication. Plan a face-to-face conversation, pick up the phone or have another person pre-read your response before you hit the send button.
- Assume the good intentions and competence of the sender.
- Think three times: before you write, after you write and before you send your message. Carefully compose all responses.
- If you receive a message intended for another person, forward it with a brief explanation. Don't just ignore it.
- Avoid expressions of extreme emotion or opinion in an e-mail message. You will alienate your reader, possibly generate ill feelings and negatively impact work productivity.
- Separate opinion from facts while reading a message, so you can respond appropriately.
- Be concise in all your messages.
- Create templates for frequently used responses. If you receive the same question repeatedly, create a template or stationary (in Eudora) to use. This saves time and provides consistency of response.
- Avoid attaching unnecessary files

Best impressions are lasting impressions

- Always use correct grammar, spelling, punctuation, and paragraph structure. Careless spelling, grammar or punctuation conveys a poor impression of you and the Library. Use the correct spelling feature in Eudora.
- There are several copies of style manuals, including the Chicago Manual of Style, available through our learning resources.
- Use good structure & layout. Reading from a computer screen is different than reading from paper. Keep your

paragraphs short and place blank lines between each paragraph. This allows your reader to scan your message quickly.

- Do not capitalize whole words that are not titles. Capitalizing is generally interpreted as **SHOUTING** to your reader.
- Avoid overuse of the "highest priority" option.
- Place a table of contents at the top of your message if you have several detailed pieces of information to convey. Documents should be placed in an attachment.
- Use an *asterisk* around a word to emphasize a point.
- Get your most important points across quickly! Place your most important information in the first paragraph. Put supporting details in subsequent paragraphs. Readers will often scan the first paragraph and make a judgment about the entire message based upon those first few lines.
- Descriptive subject lines get attention. A strong subject line that identifies the message content enables your reader to file and retrieve your message later. Good descriptive subject lines allow easy scanning for message content in mailboxes.
- Create single subject messages whenever possible.
- Limit sentence length to 20 words or two lines
- Use bullets or numbers and short paragraphs whenever possible. The more succinct your message is, the more likely your e-mail will be read, understood and acted upon.
- Use "active" rather than "passive" voice when possible.
- Use emoticons sparingly. Emoticons are combinations of keyboard characters that convey emotion when viewed sideways...smiley face = :-) = pleasant emotion. They may work with recipients who are familiar with their use but not necessarily with those who are new to the electronic medium. Emoticons are no substitute for clear and concise writing. They are not appropriate for formal business communications.
- Avoid misinterpretation of dates by spelling out the month. Example: 24 Jun 01 or Jun 24 01.

Source: Jacque Hirsch