

Power of Service Events Spring 2018

Date	Event	Presenter(s)	Times Offered	Location	Description
1/25/18	NMHU - an inclusive campus, welcoming for all. https://nmhu.zoom.us/j/762750632	Crystal Burch, Michelle Bencomo & Jessica Jaramillo	10:00-11:00 or 2:00-3:00	SUB 321 Zoom	First impressions matter – especially on the first day of arrival on a college campus. Students arrive with a mix of emotions such as excitement, nervousness, and fear among other emotions. The reasons vary from student to student, but students tend to feel anxious due to all the unknown buildings, processes, and new faces that make up their new college experience. This is not necessarily a bad thing; some anxiety is normal, even healthy. However, we as an institution can do a lot to ensure their university experience is welcoming when they visit our campus.
1/25/18	ZOOM for Staff https://nmhu.zoom.us/j/8202146443	Diana Marrs	10:00-11:00 or 2:00-3:00	SUB 322 Zoom	Learn how to effectively use ZOOM video conferencing software for online meetings with co-workers and with students. This training session will cover ZOOM basics and tips and tricks for ZOOM meetings.
2/22/18	Managing Email https://nmhu.zoom.us/j/762750632	Adde Ladi	10:00-11:00 or 2:00-3:00	SUB 321 Zoom	Learn tips and tricks for effective communication through email, keeping email organized, and getting the full benefit of Outlook 2016. Learn how to set an Out of Office Reply message, use your calendar, and more.
2/22/18	Phishing Email https://nmhu.zoom.us/j/510690913	Laird Thornton	10:00-11:00 or 2:00-3:00	SUB 322 Zoom	Learn how to spot, avoid, and protect yourself from spam/phishing attacks. Understand how these malicious attacks are used to target and acquire sensitive and/or personal information by pretending to be a trustworthy organization or source.
3/22/18	Verbal Judo https://nmhu.zoom.us/j/762750632	Clarence Romero	10:00-11:00 or 2:00-3:00	SUB 322 Zoom	Verbal Judo De-escalation Awareness Training
3/22/18	Active Shooter Training https://nmhu.zoom.us/j/510690913	Adrian Crespin	10:00-11:00 or 2:00-3:00	SUB 321 Zoom	Active Shooter/Active Threat Awareness Training
4/26/18	Accounts Payable Policy and Procedures Travel Policy and Procedures https://nmhu.zoom.us/j/762750632	Crystal Romero	10:00-11:00 or 2:00-3:00	SUB 321 Zoom	This presentation will brief faculty/staff on the correct Policy and Procedures for Accounts Payable and Travel. It will also help clarify any misconceptions on the Accounts Payable and Travel Policy and Procedures.
5/24/18	Ask ITS https://nmhu.zoom.us/j/762750632	Shay Bassett & Marcy Silva	10:00-11:00 or 2:00-3:00	SUB 321 Zoom	The following topics will be covered: Department Updates, Summer Projects, Zoom Room Scheduling, Update to D2L, Brightspace, and OneDrive. This will be followed by a Question & Answer session, where audience members can ask anything related to ITS.
5/24/18	Closing the Loop - Responsiveness, Follow-Up, and Positive Communication https://nmhu.zoom.us/j/510690913	Michelle Bencomo	10:00-11:00 or 2:00-3:00	SUB 322 Zoom	At NMHU, we shouldn't strive to provide good customer service. We should strive to provide excellent customer service. Are we doing everything we can to give our students the best experience? During this session we'll evaluate our individual customer service style and review ways we can improve our individual and campus-wide communication and responsiveness so students know we care.

Each topic will be presented twice per day, and will be available via Zoom.

To recommend a topic, please contact Laird: lhthornton@nmhu.edu



A Certificate of Completion and Gift Card will be provided to each participant who attends 10 events between September 2017-August 2018.