

The **Tigers' Roar**

SGC Faculty & Staff Newsletter

November 2008



President's Message



Wow! It is hard to believe it is time for the holidays. We are so busy working on many important initiatives that it makes the time pass quickly.

In this issue, you will find a recap of our visit from Dr. Silver. We are making great progress, but it was very worthwhile to have him review and validate the plans we have in place to accomplish our QEP goals. Plus, we highlight the 2nd place award we received from the USG Customer Service Task Force. I hope each of you will continue upon this foundation and think of ways in your area to help improve SGC.

Furthermore, during this season of giving thanks, I want to let each of you know how much I appreciate all you do. Whether you teach, serve on the QEP task force, maintain our facilities, advise students or promote the college, each of you helps us succeed in our mission of providing a quality education to our students. I wish you all a very special Thanksgiving and hope you enjoy some quality time with those you hold dear!

Virginia Carson
PhD, Interim President

SGC Enrollment Services: 2nd in State for Customer Service

The South Georgia College Enrollment Team, with employees from admissions, financial aid, records, housing and business affairs, have made great strides in improving the enrollment process for students.



Thanks to a concentrated focus on improving customer service at South Georgia College, the school has been awarded a silver medal in the University System of Georgia (USG) Outstanding Customer Service Improvement Initiative Awards.

In coordination with Gov. Sonny Perdue's focus on uniting state agencies to make Georgia the best-managed state in the country, USG's Chancellor Erroll Davis Jr. asked the 38,000 faculty and staff employed by Georgia's 35 public colleges and universities to provide faster, friendlier, and more efficient service to their "customers," including more than 270,000 students. To encourage participation and validate the importance of this initiative, a Gold, Silver and Bronze award were given on individual, team and institution levels.

Over 250 nominations were received for this recognition, and South Georgia College won Silver in the Process Improvement category. This category recognizes a division or program that has designed and implemented a planned process improvement or initiative that has resulted in a significant positive impact on their customers over the last year. SGC won the award for its Enrollment Process Improvement Initiative, which the college

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Keith Newell: New HR Director



Keith Newell

Keith Newell is SGC's new Director of Human Resources.

Newell joined the college on October 6 to work with Donna Ross prior to her retirement on November 1 of this year.

Newell has held several key administrative positions at East Central Technical College, his most recent being Dean of Instruction for the Coffee Campus. A graduate of South Georgia College, Newell also holds a bachelor's degree in business and a master's of business administration from Georgia Southern University.

SACS VP: Dr. Pete Silver SGC on the Right Track to Reaccreditation

South Georgia College is on its way to gaining reaffirmation of accreditation through the Southern Association of Colleges and Schools' (SACS) Commission on Colleges.

Dr. Joseph "Pete" Silver, SGC's SACS liaison, visited campus on October 10, and spent the morning in various meetings with the committees that have been charged with addressing the issues for which SGC was cited in June.

Following his meetings with these committees, Dr. Silver spoke at a campus-wide assembly held in Stubbs Hall. During his remarks to faculty and staff, he said he was pleased with the progress he saw being



Dr. Pete Silver

made in this ongoing process. He said the college is headed in the right direction and is taking the necessary steps to address the issue.

The SGC response to SACS is due April 2009. In June 2009, the SACS Commission will respond with its decision.

We want to hear from you...

We're proud of you, faculty and staff! Please send information and photographs on your extracurricular activities representing the college, such as speaking engagements and conference presentations, to kayla.tillman@sgc.edu. We also welcome any special "Thank-you's" to a faculty or staff member who has performed beyond the "call of duty."

New Leadership of Longleaf Pine Preserve

Visitors always seem to comment on the natural landscape of the SGC campus, part of which is due to the longleaf pine/wiregrass remnant forest located near the Alumni House. The preservation of this area was initiated by biology faculty and other campus staff in the late 1990s, with major support from former SGC faculty member Dr. Rebecca Yeomans in 2005.

With Dr. Yeomans' departure, Dr. Carl McDonald, Interim Vice President of Academic Affairs, will now lead the longleaf project, with assistance from Dr. Jim Cottingham, Vice President of Student Affairs, and Walda Kight, Director of Community and Foundation Relations. The next step is to pull together key players and address future plans, which involve a focus on the environmental protection and educational aspects of this area.

notable names

◆ **Dr. Virginia Carson**, SGC Interim President, has been tapped to chair the General Education Committee and **Dr. Carl McDonald**, Interim Vice President of Academic Affairs, the Educator Preparation (EPAAC) Committee for the University System of Georgia (USG).

◆ **Dr. Carl McDonald** has also been appointed to serve on the Chancellor's Advisory Committee on Alternative Dispute Resolution. Chancellor Erroll B. Davis Jr. of the Board of Regents said USG has become a national exemplar in this field.

◆ **Valerie Webster**, Interim Director of the Valdosta SGC Entry Program, has been asked to join the reorganization team of RACIE (Regent's Advisory Committee on Institutional Effectiveness).

◆ **Dr. Randy Braswell** Director of Admissions, Records and Research, spoke at the 55th Anniversary of Phi Theta Kappa Honor Society (representing the Class of 1978) during Andrew College's Homecoming in Cuthbert, Ga., October 4.

◆ **Leann Boyd**, Information Services Librarian, conducted a panel presentation, "Meeting the Challenges for Literacy Needs in a Bilingual Society," along with Sarah Hepler of Georgia Highlands College, at the 20th Anniversary of the Georgia Council of Media Organizations Convention in Athens, Ga., October 15-17.

College Life



The TigerMobile was a big hit at the Coffee High School Homecoming Parade. Staff who participated in this outing were **Casey Durden**, Recruiter, and Admission Advisors **Melissa Howell** and **Britney Winters**. Casey and Britney (*right photo, 1 to r*) proudly hold the SGC sign. They were joined by SGC students Drew Cravey and Brittney Gosmer (*left photo, in car*).



Nursing students Renee Copeland, Tamara Hobbs, and Hilary Patterson (*1 to r*) assist SGC Nursing Instructor **Buckie Sasser**, RN, MSN (*2nd from right*) in providing complimentary blood pressure screenings for the public at the South Georgia College booth during the Coffee Regional Medical Center Health & Safety Festival, held October 4 in the Central Square Gymnasium in Douglas.

Dr. Codrina Cozma, Assistant Professor of English (*left*) visits with SGC student Erika Wyatt following a book discussion in September inside the William S. Smith Library. Cozma's recently-published book is titled "The Power of the Spoken Word: Literature in the American Broadcasting and Film Industry of the 1990s."



South Georgia College
is going green!



Recycling Program Kicks Off

SGC employees now have several options available for recycling.

Look for the “Keep Your Habitat Green” Tiger on campus.

Large containers in each building are already being used to shred sensitive paper documents, such as tests. Additional bins are being delivered to collect aluminum cans, plastic bottles, paper products, and oversized plastic containers.

We encourage each team member to support SGC’s effort to go green. If you see trash on campus, please pick it up and place it in the appropriate containers.

For more information, contact Jim Folds, Director of the Physical Plant, at 260.4387.



SGC Enrollment Services:

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began this past January with the implementation of Lean Six Sigma, a strategy often used in business to improve efficiencies. As part of Wes Brown’s certification as a black-belt for Lean Six Sigma, he had to choose a project. At the same time, the Enrollment Services area was receiving customer complaints about service received and long lines incurred during the financial aid process. Since this area touched every potential student at SGC, it was determined this project could reap great benefits.

Initial data collection revealed an average of 45 days to process an admissions application, with a median of 20 days during the Fall Semester of 2007. Furthermore, the average wait time to see a financial aid counselor exceeded one hour during the Spring Semester first and second week of class. A three-phased approach was initiated to reduce processing time and time waiting to see a counselor.

Phase I created a restructuring of both the admissions and financial aid departments, brought in consultants to provide additional training to front-line personnel, and put standardized procedures in place to ensure that everyone was on the same page.

During Phase II, which is still ongoing, incremental improvements are being made to further fine-tune the process and provide a more personal touch in dealing with the student.

Data collected from the Spring Semester of 2008 revealed a significant improvement in the time to process an admission application, an average of 33 days with a median of 6 days. In addition, during the first two weeks of the Summer Semester (considered a trial run for the financial aid wait time), the data revealed promising results: an average of 10 minutes per student.

Phase III of the project, the emphasis in the 2009 academic year, is to cross-train the counselors from admissions and financial aid. The goal is for one counselor to handle the entire enrollment process for their applicant pool. At present there are six counselors, three in admissions and three in financial aid, each having an approximate workload of 400 students. Upon full implementation of Phase III, the number served will be halved; thus improving the personal touch that is somewhat lacking in the way prospective students are processed today.

“The hard work and dedication this group of individuals demonstrated as they carried out this project is nothing short of amazing,” said Dr. Virginia Carson. “South Georgia College is first and foremost a service institution, and we must serve our customers – the students – in a friendly and efficient manner.”

SGC Men's Soccer Reaches Post-Season 10th Straight Year



Layne Sylvester



Kelly-May Christopher

Ten in a row of anything is a pretty impressive streak. It is especially so in the world of collegiate athletics.

And yet that is exactly what the SGC men's soccer team achieved this season – its 10th straight appearance in the conference tournament. The Tigers earned a berth by defeating the Middle Georgia College Warriors October 26 in Douglas.

SGC beat the Warriors handily, winning 3-0. Christian Acevedo and Sean Howe scored for the Tigers. Luke Stonebridge and Jordan Williams combined for the shut-out.

The win gave SGC a 12-3-1 record and first place in the South sub-region. On November 1, SGC will play Young Harris at Darton.

The SGC women finished their season on October 17, with a win against Andrew, bringing their season record to 7-8-1. They finished in fourth place in the South sub-region and out of the playoffs.

Foundation To Host Golf Tournament



The South Georgia College Foundation Golf Tournament will be held Friday, November 21, at the Douglas Golf and Country Club.

Proceeds will benefit the SGC Foundation's Athletic General Fund.

Team players will enjoy an 18-hole round with cart, as well as breakfast and lunch. Prizes will be awarded to the first and second place teams and for the closest to pin and longest drive in the tournament.

To volunteer or participate in this event, contact Walda Kight, Director of Community and Foundation Relations, at 260.4268.

Snakes Alive!

Murray the Burmese python visited a group of approximately 100 SGC students October 22 during a Red Ribbon Week anti-drug demonstration at the Clower Center. Robert Preston, Public Information Specialist, said his 11-year old, 15-foot snake has "performed" at over 200 events in the past nine years.





Happy Birthday!

NOVEMBER

2

Jennifer Hall

3

Lionell Bennett

4

Jacob Longoria

5

Autumn Williams

7

Annette Lewis

8

Sheila Cady

9

Wes Brown

10

Virginia Carson

Lisa Harrell

13

David Ellis

Adam Safer

17

Scott Sims

Paul Wise

18

Michael Phillips

19

Lori Seward

29

Charleen Griner

SGC November Anniversaries

FIRST 10:

1 year

Wayne Quinn
Britney Winters

2 years

Leann Boyd
Kasey Dorminey

3 years

Linda Andrews

4 years

Tammy Parker

9 years

Yolanda Crosby
Daphne French



MILESTONES:

10 Years

Peggy Dobbs
Elisabeth Johnson
Donna Ross



*Congratulations
HR Director
Donna Ross
on Retirement
November 1!*

November CALENDAR



3 & 10

Fall Planting

Continuing Education

4

SGC Advisement Day

No Classes

4-5

SGC Early Registration

for Spring '09

6

Thanksgiving

Floral Design

Continuing Education

7

Open Enrollment

Benefits Change

Deadline

21

**SGC Athletic
Celebration &
SGC Foundation
Golf Tournament**

27-28

Thanksgiving Holidays



NOTICE:

The early deadline for
Spring Fee Payment:

5 pm, Monday,
December 15



SPOTLIGHT EVENT:

**National
BBQ Festival**

*October 31-November 1
Douglas, GA*