

First Impression Steering Committee

TOP THREE ISSUES-FACULTY July 2009

- 1) First Impression Webpage Ready to Introduce:
 - a. <http://www.georgebrown.ca/centres/HCA/first-impressions.aspx>
 - i. This site will be used for all First Impression communication for students, Faculty and Staff
 - b. <http://www.georgebrown.ca/centres/HCA/first-impressions-feedback.aspx>
 - i. Section of this webpage designed to encourage two-way communication between students and First Impression Steering Committee
 - c. Contact: Karen Moss kmoss@georgebrown.ca

- 2) Guest Speaker Protocol
 - a. Guest speaker protocol is now ready for review and comments from Chairs, Coordinators and faculty.
 - b. See attached checklist
 - c. Contact: Morag McKenzie mmckenzi@georgebrown.ca

- 3) Communication Standards
 - a. 24 hr. standard for email and voice mail set as best practice.
 - b. Tools and guidelines to be distributed by Chairs/Managers
 - c. Contact: Suzanne Caskie scaskie@georgebrown.ca

First Impression Steering Committee

TOP THREE ISSUES-STAFF July 2009

- 1) First Impression Webpage Ready to Introduce:
 - a. <http://www.georgebrown.ca/centres/HCA/first-impressions.aspx>
 - i. This site will be used for all First Impression communication for students, Faculty and Staff
 - b. <http://www.georgebrown.ca/centres/HCA/first-impressions-feedback.aspx>
 - i. Section of this webpage designed to encourage two-way communication between students and First Impression Steering Committee
 - c. Contact: Karen Moss kmoss@georgebrown.ca

- 2) Support Staff Training
 - a. Two hr. training scheduled for Oct. 27th and 29th (choice of dates)
 - b. Combination of workshop and discussion focusing on customer service/First Impressions
 - c. Contact: Morag McKenzie mmckenzi@georgebrown.ca

- 3) Communication Standards
 - a. 24 hr. standard for email and voice mail set as best practice.
 - b. Tools and guidelines to be distributed by Chairs/Managers
 - c. Contact: Suzanne Caskie scaskie@georgebrown.ca