

Administrative News from Glen:

I am delighted at the interest of Mary Kay Wardlaw and Doug Zalesky in the soon to be vacant associate director position. Both are excellent candidates. In case you missed our earlier e-mail, they will each make a presentation followed by questions and discussion on May 14, 2014. Participation is available statewide on the OVN network at many sites. If you have questions about this please contact Marie.

State Extension faces additional challenges this summer. Marie Hanson has decided to retire August 1st. We have done our best to convince her to stay on but with limited effect. We are selfishly sad about this for ourselves; but at the same time happy for Marie.

The college is in the final stages of working through the process of allocating raise funds. Employees hired before July 1, 2013 and with satisfactory performance were eligible for market and merit based raises. The market based raise was 1.44% and was allocated centrally to employees' base salaries. Merit based raises were allocated to the colleges and departments to administer. Extension received 1.5% of total salary funds for merit raises for state office and field based UW employees. The state Extension funds were allocated based on 2013 performance appraisal scores. For educators this was 1.4% for meets expectations (2.5 – 3.4); 1.6% for exceeds expectations (3.5 – 4.4); and 1.7% significantly exceeds (4.5- 5). For staff it was 1.3% for meets expectations (2.5 – 3.4); 1.5% for exceeds expectations (3.5 – 4.4); and 1.65% exceptional (4.5- 5). Raise funds for specialists and other employees in college departments were allocated to the departments to administer. A small pool was held in the college and administered by Dean Galey to address the most significant cases of compression, equity and merit, providing another source of raise funds.

It has been a tough weather week here in Southeast Wyoming. I'm hoping for a warm May.
Safe Travels, Glen

Personnel News:



We are pleased to announce that we have successfully completed the search for the 4-H Extension Educator position in Natrona County. **Joddee Jacobsen**, a Casper resident, will start the position May 27th. Joddee grew up on a farm in southeast Idaho and participated in the 4-H program. She is joining us following serving as the program coordinator of the "Cowboy Ethics Character Education Program" for the Boys & Girls Club of Central Wyoming and Wyoming Youth Initiative. We are excited to have Joddee join the UWE team; her experience and networking in Casper will be a great addition to our youth development efforts.

Sheridan County, 4-H and Youth Development Educator – Position #0191, based in Sheridan. This is a non-extended term position. Interviews will be conducted May 13th.

Wind River Reservation, 4-H and Youth Development Educator – Position #6141, based in Ethete. This is a non-extended term position. Interviews will be conducted soon.

Carbon County, NFS – Position #1281, based in Rawlins. This is an extended term track, Assistant UEE position. The position will be reopened and screening will continue until a suitable candidate is identified.

Teton County, 4-H/Youth Development Educator – Position #4440, based in Jackson. This is a non-extended term position. Screening will begin May 30th.

Staff Development/Federal Relations News from Susan:

Professional Development News

In-Depth Training – 2014 will be held **November 3–6, 2014**. Please block these dates on your calendars now. Initiative teams and CNP will be working on training topics. UW Extension will use the Hilton Garden Inn and UW Conference Center for the training in Laramie. Initiative Team representatives serving on the planning committee include: Tom Foulke (CDE), Stacy Madden (4-H), Jossy Ibarra and Kentz Willis (NFS), Windy Kelly (SMRR), and Kellie Chichester and Chris Hilgert (PSAS). Mindy Meuli will represent CNP.

UW Extension – New Employee Training will be held **September 8–11, 2014** in Laramie. All new employees hired since October 1, 2013 should reserve these dates.

ESCAPE – Extension Secretaries Conference, a Professional Event – will be held in Thermopolis, September 23-26, 2014.

Civil Rights Tip and Reporting Tip

How to Report Contacts

Personal contacts are required documentation for Civil Rights Compliance.

Personal Contacts – one personal contact is one person contacting Extension for information or education once. An office visit from John Doe in the morning and his attendance at a workshop in the afternoon are two contacts.

Contacts are office visits, home visits, persons at meetings of various kinds, phone calls.

Colleagues: when in an official “meeting” setting, count co-workers. An example would be planning classes for an agency as a group or a county staff meeting. When having brief discussions with co-workers: “hi, how was your weekend?” no, those interactions are not counted.

Mailing list in which each individual is identified by race and sex can be considered personal contacts. Mailing of newsletters to an identified mailing list can be considered contacts each time the newsletter is mailed. If you are distributing newsletters to agencies or for example at a local business, you cannot count the number distributed as contacts.

Members of workshops are counted as contacts each day of the workshop of which Extension coordinates, sponsors or presents information. Contact by more than one Extension professional can be recorded with the same audience if each is presenting information.

Members of a camp are counted as contacts only by those who teach them or work with them. This is also done on a daily basis. If you teach two classes a day, count both classes.

Persons attending fairs and exhibits (health fairs) are not to be counted as contacts unless they view a demonstration or event conducted by Extension or they talk directly with an Extension staff person.

Persons reached by means other than personal contacts are not counted as contacts for civil rights purposes. Newspapers, radio, television, website, e-mail, social media, and written correspondence, are not personal contacts. These methods are reported as indirect contacts.

Customer Service Tip

Because it's so important to have a loyal clientele base that returns to attend educational programs, it's imperative to make providing excellent customer service a primary goal.

1. Have manners. All Extension employees should be professional and treat customers with respect. Saying thank you and being friendly creates a pleasant environment and invite clientele to contact Extension again.
2. Listen. It's vitally important to know what your clientele and the public really want. Listening is the key to gaining this information.
3. Take responsibility. Instead of trying to save face, own up to mistakes and do your best to correct them when they happen.
4. Be empathetic. Putting yourself in your clients' shoes will help you to understand where they're coming from and successfully solve their problems. If a customer is angry or upset, remember that it's because of the situation and that it isn't personal.
5. Be reliable. If a customer is told that they will be called back at two o'clock, then that is what should happen. Keeping promises shows that you value your customers. Breaking them shows that you don't.
6. Apologize. When mistakes happen, customers should be apologized to. Putting yourself in your customers' shoes should help you to see things from their viewpoint and make your apologies sincere.
7. Survey your clientele. Getting feedback can tell you what things you're doing well and help you to find out where your service is lacking. Even though criticism can be difficult to hear, it can help you to better serve your clients.
8. Follow up. A call to follow up after a problem has been resolved shows that you care about your customers. A call to make sure that your client is happy with the information provided can make your customer feel appreciated. That individual may tell several friends about the great service they received from Extension.

Whatever questions Extension customers have are important to them so treat them with respect, courtesy, and take your time so that you'll be able to answer all their questions fully.

Today is Bill Taylor's last day with Extension. We wish him all the best in his new role as retired. 😊

AND...we need to say "GOOD-BYE" to Amanda Zamudio as today is her last day. She's too young to retire but she's moving back to Arizona. 😞