

## Administrative News from Glen:

Input gathering for our academic planning activity is in full swing. I hope that you responded to the employee planning survey that you received a couple of times in the last few weeks. I believe today is the deadline for completion so if you have not, please get it done today. This seems to have been a particularly grueling week for those completing their end-of-year reporting. Hmmmm, I wonder if this might increase the response rate on the employee planning input survey. (This was meant as a joke☺)

The College and UW Extension administration and the initiative teams are gathering planning input from important stakeholder groups in their annual meetings and board meetings through the fall and winter. The first of these sessions will occur next week here in Laramie at the state Master Gardener's association meeting. I'm looking forward to this opportunity to hear from our citizens and interested stakeholders. We are also planning to add an on-line survey opportunity for stakeholders to provide input. Information will be out on that soon. We certainly welcome planning input from clients and stakeholders regardless of their group affiliation.

I know you are all aware of the retirement announcement of our University President, Tom Buchanan. Tom has been a great supporter of the College of Agriculture and Natural Resources and UW Extension. He shows a "UW Serves the State" attitude that has served the University and UW Extension well. I'm optimistic that his successor will carry the same level of commitment to our state; but I really do appreciate Tom and will miss his leadership.

Safe Travels, Glen

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## Personnel News:

**West Area Extension Educator, SMRR** – Position #1699, based in Sublette County. This is an extended term track position. Interviews are being scheduled.

**CNN Area Extension Educator, PSAS/Small Acreage** – Position #0524, based in Natrona County. This is an extended term track position. Screening is underway.

**NW Area Extension Educator, NFS** – Position #1205, based in Fremont County-Lander. This is an extended term track position. Screening is under way.

**NE Area Extension Educator, PSAS** – Position #0568, based in Campbell County. This will be an Assistant or Associate UEE, extended term track position. Screening is under way.

**SE Area Extension Educator, PSAS** – Position #0601, based in Goshen County. This is an extended term track position. The search has been extended, and will close November 9, 2012.

**Converse County 4-H/Youth Educator** – Position #4365 in Douglas. This is a non-extended term track position. Screening is underway.

**Campbell County 4-H/Youth Educator** – Position #6101 in Gillette. This is a part-time, benefited, exempt, non-extended term track position. Screening is underway.

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## Staff Development/Federal Relations News from Susan:

### Professional Development News

#### **UW Conference Center and Hilton Garden Inn**



A very productive week of training is planned for each of the initiative teams and CNP educators. Final details will be e-mailed to all participants who registered in late October.

**The National Election day is Tuesday, November 6 which falls during the conference.** I would encourage everyone to vote via absentee ballot if attending the conference from outside of Laramie. Contact your County Clerk's office to make those arrangements.

### Reporting Tip

Just a reminder, annual reports (October 1, 2011 – September 30, 2012) including annual summaries, job description and goal statement, impact statement, training plan, full summary from on-line reporting, are due **November 1, 2012**. Copies of your reports should be e-mailed to Cathy Shuster and your supervisor (Duane Williams or Kelly Crane). For those on extended term track, either probationary or up for some action, you may turn in the hard copy of your packet November 5 at In-depth Training – Marie Hanson will be on-site during registration. Any questions, please contact your supervisor or me.

### Civil Rights Tip

County civil rights training reviews are being conducted this fall. Many thanks to staff members in Washakie and Laramie counties who have had their reviews. Platte, Sheridan, Goshen, Lincoln, and Uinta counties will have reviews in October and November. The purpose of county reviews is to provide training and raise awareness of the documentation required at the federal level to document that Extension programs are open to everyone. There is a four year rotation, so each county and the Wind River Reservation office are visited every four years.

### Customer Service Tip

Over time, organizations gradually develop their own special terminology, abbreviations, acronyms, and jargon. Extension and our national system are famous for acronyms. For those in the know, these special words are effective in getting across long phrases. But for newer employees both educators and support staff, and people from outside the organization – like customers – this language can be bewildering.

At new employee training each year a list of common acronyms is shared. Make sure a copy is available in your office to use as a translation tool. Be sure to spell out acronyms and abbreviations the first time they are used in a document. For example "The NIFA (National Institute of Food and Agriculture) is our national partner". When working with clientele, keep in mind they won't know the Extension jargon. Communicating clearly is a first step in good customer service, both internally and externally.

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## Cent\$ible Nutrition Program News from Mary Kay:

In-Depth Training is just around the corner and the Cent\$ible Nutrition Program will have all of our educators together for networking, great food, gluten-free cooking, gaining knowledge, and garnering ideas. We will be spending time at the Hilton Garden Inn and also on campus in the Family and Consumer Sciences Department and exploring Special Collections in the Chisum Reading Room at Coe Library. We are excited to have UW faculty and Extension specialists presenting for us.

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