

Celebrating Milestones Solution Team

LEAP SPRING 2020

Solution Team Members: Lauren Anderson, Christian Avila, Rosario Gonzalez,
Arlete Lansdown, Monique Moreno, Maria Sanchez

Mentor: Leslie Carr

TABLE OF CONTENTS

Cover Page	1
Table of Contents	2
Executive Summary/Introduction	3
Event Objectives	3
Market Analysis	4-5
Organization and Management	5
Marketing and Sales	6
Funding	6-7
Funding Request	
Proposed Funding Requests	
Financial Projections.....	7
Appendix	8-13
Acknowledgements	14

EXECUTIVE SUMMARY/INTRODUCTION

Starting in the Spring 2020 semester at College of the Canyons, the Celebrating Milestones LEAP Solution Team has been tasked with curating a project that includes celebrating the first year of service, congratulating, and acknowledging milestones for new hire employees. The college already has a phenomenal service awards ceremony, occurring on a yearly basis. Keeping this in mind, our group found a project that worked closely with the existing service awards.

The College of the Canyons' yearly Service Awards Program was put in place to commemorate the employee's years of service to the college. Currently, they honor five, ten, fifteen and twenty plus years of employment. These are seen as the milestone years. They are celebrated with a luncheon or dinner and some type of award for reaching their accomplishment.

The goal of our solution team is to add to the already existing service award ceremonies by including employees who have completed their first year of service at College of the Canyons. This addition will immerse our newer employees in the celebration, not only allowing us to show our appreciation to them, but also showing them all the future possibilities that they have while working on our campus. This recognition will include permanent part-time, full-time classified and confidential staff, administrators, as well as full-time and part-time faculty, which would include both credit and non-credit faculty. These employees will all be included in the currently celebrated service award luncheon along with those celebrating their five- and ten-year anniversaries. We look forward to this addition assisting in raising morale among newer employees and encouraging them to continue their career at College of the Canyons. Our solution team's focus and attention to appreciation, gratitude, and recognition will lay the groundwork for starting all new employees on the right path for a long and enjoyable career at College of the Canyons.

EVENT OBJECTIVES

- Plan a monthly recognition for our employees completing their first year at COC.
- Integrate a first-year recognition into the already established Service Award Luncheon for five- and ten-year employees.
- Recruit the Service Award Committee, Deans, Chancellor, Supervisors, Leslie Carr, Human Recourses, Reprographics, and the Public Information Office to assist in making these celebrations a reality.
- Provide a congratulatory greeting card signed by Dr. Dianne Van Hook and the employee's Supervisor during the month in which the employee completes their first year at College of the Canyons.
- Announce via email to all staff letting them know that this is something new and that we look forward to celebrating with them.
- Employees will receive a swagbag containing a water bottle with the Celebrating YOU logo inside of a reusable College of the Canyons logo bag, a small box of specialty chocolates, and a pin at the yearly luncheon. No dates will be placed on the water bottles or the reusable bag to ensure that any leftover supplies can continue to be used year after year.
- Identify funding source for; cards, swagbags, pins, food and beverage at luncheon
- Develop a unique celebration each month to acknowledge employees upon completion of their first year.
- Organize the individual celebrations as well as the yearly ones.
- Implement the project.

MARKET ANALYSIS

Following a brief group discussion, we quickly concluded that as employees, we respond best to appreciation expressed through recognition of the work we put forth to our supervisors. This is due to the thought that it confirms the work is valued by others. When employees, their work, and their sacrifices to the workplace are valued, their satisfaction and productivity rise, and they are motivated to maintain and even improve their contributions. Our group spent time researching whether other higher education institutions are also celebrating their employee's completion of the first year of service, and how they are doing so. A firsthand experience from a member in our group, confirmed that Nevada State College hosts a yearly Classified Appreciation Luncheon, but do not acknowledge their employee's years of service. Additionally, Antelope Valley College also organizes a Classified Appreciation event where staff spends a morning with their college president, enjoying bagels and coffee. At this event they do recognize employees for years of service, but exclude employees celebrating the completion of their first year. It was also noted that in both cases, the appreciation luncheons were exclusive for classified employees and did not include other staff on campus.

In addition to analyzing public higher education institutions, the group also questioned the private sector. The retail store Kmart celebrates their employees every other month when management purchases pizza or lunch for their employees. A local law firm holds an office party luncheon that started with celebrating birthday parties. This was started by an internal employee to encourage employee morale and celebrate the individuals. While the private sector and colleges celebrated their employees, for the most part, they seemed to exclude their one-year anniversary and did not see the need to celebrate this as a milestone.

Employee recognition helps to:

- Retain top talent
- Increase employee engagement
- Encourage high performance

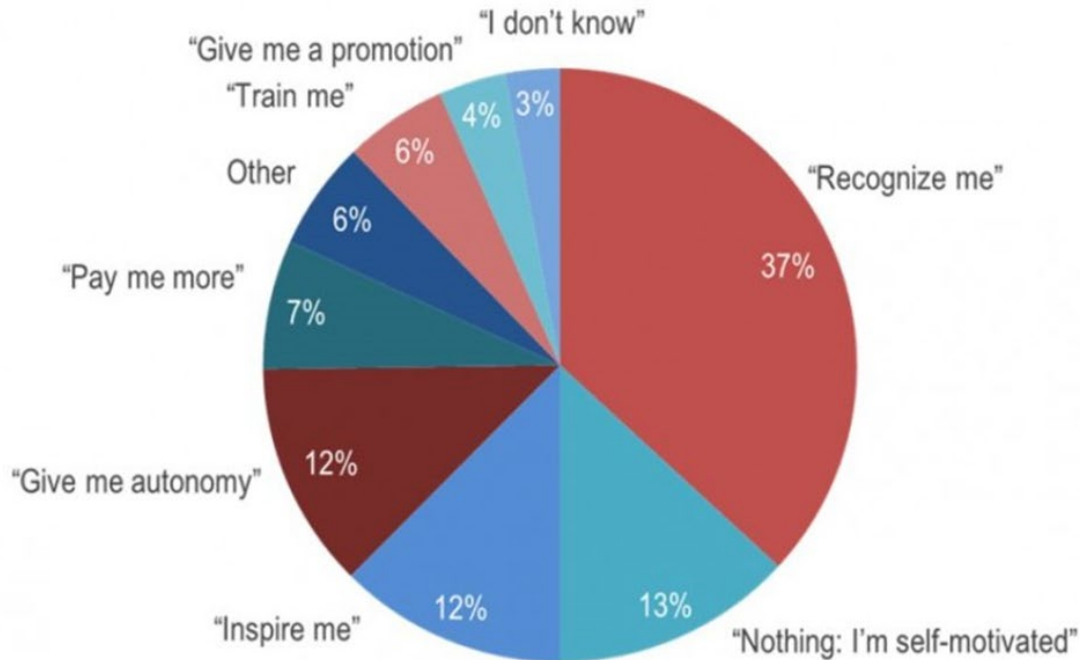
Great Place to Work-Certified™ company O.C. Tanner sent out an employee survey that included the question, "What is the most important thing that your manager or company currently does that would cause you to produce great work?" As noted by the 37% majority below, employees identified that being recognized is a prominent driving force for them to produce great work for their employer/company.

See chart on the following page for results.

(Market Analysis Continued)

Results of the Great Place to Work-Certified™ company O.C. Tanner employee survey.

Most Important Drivers of Great Work



Source: <https://www.greatplacetowork.com/resources/blog/creating-a-culture-of-recognition>

ORGANIZATION AND MANAGEMENT

- Celebrating Milestones – Celebrating YOU! event will be merged with the Service Awards Luncheon already taking place at College of the Canyons as implemented by the Professional Development Department with Leslie Carr as the Director and Sarah Dettman as the Professional Development Technician.
- The planning will be aligned to the Service Awards with the direction from Leslie Carr and the Service Award Committee. Leslie Carr will contact individuals to recruit them to assist with the event, 8-10 individuals make up the Service Award Committee.
- The Celebrating Milestones LEAP Team, which consists of 6 members, will join the Service Award Committee to assist with the event and identify the one-year anniversary celebration of employees.

MARKETING AND SALES

Marketing will be done by first sending out an email to inform all employees about the changes to the current service award recognition and addition of the first-year celebration. This will be done with the intention of spreading awareness about the new and updated program. Monthly emails will be sent to employees who are eligible to be recognized through the Celebrating YOU program. In addition to the individual congratulatory email being sent out, our committee will send an email to everyone on campus, informing them of the name employees who completed their first year, their department of service and an encouragement to say congratulations to these specific employees.

Our group has also decided that we will send a card to the supervisor of the qualified employee prior to their one-year anniversary, so that the supervisor and other employees in the department can show their appreciation. The mock-up of this card is included in the appendix. All of the cards will be sent to be signed by Dr. Dianne Van Hook, to add even more significance.

FUNDING

Two prominent departments at College of the Canyons will graciously be providing assistance with Celebrating YOU. The Professional Development Department will be providing a 4-piece chocolate truffle package with the College of the Canyons logo from Chocolate a la Carte, in addition to providing the meal during the luncheon and a one-year anniversary pin. The Professional Development Department will also be providing name tags for employees attending the event, which will note that the employee is celebrating their one-year anniversary on the tag.

Additionally, the Graphics Department will be contacted to print 250 cards that will be congratulating the employee on their one-year anniversary. This card will contain a general message, and Dr. Dianne Van Hook will be contacted through Christina Han Cock on a monthly basis to sign all of the cards for employees celebrating their one year during that month. The card will then be passed onto the employee's supervisor to sign as well. A proof of the congratulatory greeting card can be found in the index, page 9. In addition, a tag will be made for the employee's Service Award gift, noting the one-year congratulations. A sample of this business card-sized note can also be found in the index, page 9. Lastly, in the near future, the team will reach out to other departments throughout campus and inquire about donations to gift employees; such as asking the Bookstore if they have any College of the Canyons t-shirts that can be donated.

The funding request needed will be used to cover the costs for two hundred and fifty water bottles and two hundred and fifty reusable gift bags. The gift bags will have the College of the Canyons logo and the water bottles will have the "Celebrating YOU!" logo. We have ensured not to include any dates or years, so extras will be able to be used in the years to come. The estimate for costs and items will be provided by Via Promotionals; see the index for quote and a sample of the items. To request the funding, Dr. Diane Fiero, Assistant Superintendent and Vice President of the Human Resources, will be contacted to discuss any available discretionary funding to cover these expenses. Looking to the future of this event, the group would like to see ongoing, established, continued district funding to cover these expenses and any others that may arise with the success of this project.

(Funding Continued)

Proposed Requested Additional Funding:

<u>Item:</u>	<u>Quantity:</u>	<u>Cost Per Item:</u>	<u>Total Amount</u> <u>(Includes sales tax and shipping):</u>
Drawstring Reusable Backpack	250	\$ 2.99	\$ 926.74
Aluminum Bottle 25 Oz.	250	\$ 4.20	\$ 1, 366.98
			<u>GRAND TOTAL:</u>
			\$ 2,293.72

FINANCIAL PROJECTIONS

The financial projections have been and will continue to be based on the total employees celebrating their one-year anniversary between the months of August through July of the following year. This projection aligns with the current dates used by the Service Award Committee. For our current planning of the upcoming Service Awards, Dr. Rian Medlin, Director of Recruitment & Employee Services for the Human Resources Department kindly provided a list of nineteen total employees that will be celebrating their one-year anniversary at College of the Canyons between August 2019 – July 2020.

APPENDIX:

Includes:

- a. Sample card with logo, Dr. Van Hook and Supervisor will be signing. Page 9
- b. Sample gift tag for swagbag (Celebrating YOU) Business Size Card..... Page 9
- c. Sample of 25 oz. Aluminum Water Bottle (with the College of the Canyons logo) ...Page 10
- d. Sample of Reusable Gift Bag (Celebrating YOU Logo) Page 11
- e. Quote from Via Promotionals for Aluminum Bottle Page 12
- f. Quote from Via Promotionals for Reusable Backpack Page 13

a. Sample card with logo, Dr. Van Hook and Supervisor will be signing



b. Sample gift tag for swagbag (Celebrating YOU) Business Size Card



c. Sample of 25 oz. Aluminum Water Bottle (with the College of the Canyons logo)

LAYOUT PROOF

Verify the spelling of all text and accuracy of imprint.

APPROVED BY: _____ DATE: _____

- Yes; proceed as is. Colors and Layout are correct.
- No; please revise per changes and proceed.
- No; please revise per changes and re-proof.



Date: 6/26/20
Client: Arlete Lansdown - Humanities
College of the Canyons
Item: 25 oz. Aluminum vbottle - Strium
Item Color: To be determined
Imprint Color: Blue 541 and Yellow 116
Item Size: 10" h x 2.75" dia. Single wall aluminum consgtruction and screw on rubber sealed cap with carabiner clip.
Print Method: Digital full color print
Print Location: wrap around
Qty:250

This is a **final proof**, your signature indicates that this is ready for print Sign and fax to 661.254.1050 or sign and email to viapromos@yahoo.com - Or please make changes and notify us.
Any Questions Please Call: 661.254.4910

Full color digital printed logo - shown with a 5" wide x 3" high imprint



Bottle Atrium 25 oz Client Layout 062620_viapromos.pdf

d. Sample of Reusable Gift Bag (Celebrating YOU Logo)

LAYOUT PROOF

Verify the spelling of all text and accuracy of imprint.

APPROVED BY: _____ DATE: _____

- Yes; proceed as is. Colors and Layout are correct.
- No; please revise per changes and proceed.
- No; please revise per changes and re-proof.

Date: 6/26/20
Client: Arlete Lansdown - Humanities
College of the Canyons
Item: Everest Backpack
Item Color: Royal Blue/Clear
Imprint Color: Reflex Blue
Item Size: 13" w x 16" h with cinch rope
Imprint area: 10" x 10"
Print Method: 1 color imprint - Reflex Blue
Print Location: 1-sided COC Logo
Qty: 250 **ON SPECIAL TILL 6/30/2020 \$2.79 EACH**



This is a **final proof**, your signature indicates that this is ready for print Sign and fax to 661.254.1050 or sign and email to viapromos@yahoo.com - Or please make changes and notify us.
Any Questions Please Call: 661.254.4910



e. Quote from Via Promotionals for Aluminum Bottle



25876 The Old Rd. #317 * Stevenson Ranch, CA 91381
 661.254.4910 800.680.0991
 Fax: 661.254.1050 viapromos@yahoo.com

Sales Order

Date Ordered	S.O. No.
6/26/2020	15852

Bill To: College of the Canyons Arlete Lansdown - Humanities Div 26455 Rockwell Canyon Rd./BONH-239 Santa Clarita, CA 91355	Confirm Shipping Address: Initial _____
Customer Resale No:	

Customer PO #	Terms	Project	Rep	Due Date
	Net 30	Bottle 25 oz Aluminum 06/26/20	MTV	

Item	Item Description	Qty.	Amount	Amount
ITEM	Item DBT-AT19 Atrium 25 oz. Aluminum Bottle Item color: _____ Imprint color: Full color digital using pms yellow 116 and pms blue 541 Imprint: COC Celebrating You!	250	4.20	1,050.00T
ITEM	Set up for full color	1	55.00	55.00T
SHIP/Freight	Ground from MO - 3 day ship SHIPPING/FREIGHT - estimated Production time 5 working days Sales Tax - Los Angeles County		157.00	157.00
			9.50%	104.98

It is understood that an underrun or overrun may occur and a pro rata billing of no more than 10% is acceptable to the customer. All claims must be made within 10 days of receipt of shipment. No returns can be made without prior review of product and approval. Please question this with your sales representative, if you have any questions.
PLEASE SIGN THIS PO AND FAX OR EMAIL BACK TO AUTHORIZE AND COMMENCE THE ORDER. THANK YOU!

Signature: X	Date:	Total	\$1,366.98
--------------	-------	--------------	-------------------

Customer Phone	661.362.3117	Fax #	661.254.1050
Customer E-mail	arlete.lansdown@canyons.edu		

f. Quote from Via Promotionals for Reusable Backpack



25876 The Old Rd. #317 * Stevenson Ranch, CA 91381
 661.254.4910 800.680.0991
 Fax: 661.254.1050 viapromos@yahoo.com

Sales Order

Date Ordered	S.O. No.
6/30/2020	15861

Bill To: College of the Canyons Arlete Lansdown - Humanities Div 26455 Rockwell Canyon Rd./BONH-239 Santa Clarita, CA 91355	Confirm Shipping Address: Initial _____
Customer Resale No:	

Customer PO #	Terms	Project	Rep	Due Date
	Net 30	Backpack Clear 06/30/2020	MTV	

Item	Item Description	Qty.	Amount	Amount
ITEM	Regular pricing 3.29 each discounted to 2.99 ea. Item 941 Everest Tall clear drawstring cinch backpack Item size: 13" w x 16" Imprint area: 10" w x 10" h 1 - color imprint Imprint color: Standard REFLEX Blue	250	2.99	747.50T
ITEM	Set up on screen	1	55.00	55.00T
SHIP/Freight	SHIPPING/FREIGHT Sales Tax - Los Angeles County		48.00 9.50%	48.00 76.24

It is understood that an overrun or overrun may occur and a pro rata billing of no more than 10% is acceptable to the customer. All claims must be made within 10 days of receipt of shipment. No returns can be made without prior review of product and approval. Please question this with your sales representative, if you have any questions.
PLEASE SIGN THIS PO AND FAX OR EMAIL BACK TO AUTHORIZE AND COMMENCE THE ORDER. THANK YOU!

Signature: X	Date:	Total	\$926.74
Customer Phone	661.362.3117	Fax #	661.254.1050
Customer E-mail	arlete.lansdown@canyons.edu		

ACKNOWLEDGMENTS

The Celebrating Milestones LEAP solution team would like to extend great gratitude to our mentor, Leslie Carr for her kindness, patience, knowledge, and willingness to always assist and provide support. Collectively, we thank Leslie for walking alongside us throughout the duration of this project.