

## Goodhue Front Desk LEAP Action Summary

<b>LEAP Workshop Year: 2018</b> <b>Action Dates: 2018-2019</b>	<b>For more information, contact:</b> SueAnn Joyner- <a href="mailto:joyners@uww.edu">joyners@uww.edu</a>
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<p><b>General Goal:</b> The combined Goodhue front desk goal is to test the new manual. We are going to use it in our training and will provide each worker a copy to take notes in during training. This manual will be a resource for each student worker.</p>	
<p><b>Planned Actions:</b></p> <ul style="list-style-type: none"> <li>• Have the manual printed by August 15<sup>th</sup>.</li> <li>• Choose the training dates. (2- 6 hour days)</li> <li>• Have a thorough training using the manual as a guide, with practice opportunities.</li> <li>• After 1 month, meet with LEAP group to discuss anything that may need updating or changing.</li> </ul>	
<p><b>Deliverables, Completed Actions:</b></p> <ul style="list-style-type: none"> <li>• Completed rough draft of manual. Only a few edits remain.</li> </ul>	
<p><b>Notes:</b> LEAP team member will be teaching certain aspects of the Goodhue front desk positions during the training meetings. They will also be looking for opportunity to help train/retrain throughout the year.</p>	