

# Navigate News

March 2024

Understand  
Advising at  
CCCC!

March  
26



**DON'T MISS OUT!**

## PD DAY SPECIAL EVENTS

### Guests, Not Just Students: Transforming Perspectives for Exceptional Service

Wicker Conference Center

Join the world's leading "customer experience coach" John Formica for a unique and transformative professional development session that will explore the concept of treating students as esteemed guests within our institution—how can improving the student experience produce better student outcomes AND make your role more enjoyable? How does adopting a guest-centric mindset significantly impact enrollment, retention, and graduation rates? Drawing from experiences with Fortune 500 companies, Formica will explore strategies to cultivate a Disney-like culture of hospitality, foster positive leadership, strengthen team relationships, drive institutional growth, and improve our work culture. Learn the pivotal role exceptional service plays in the success of our college.

**No matter your role**, this session will guide you to transform the ways we serve students and each other. This is a special experience you will not want to miss!

9:00-  
10:30  
AM

### Customer Service Redefined: Leadership Strategies for Enhancing the Student Experience

Wicker Conference Center

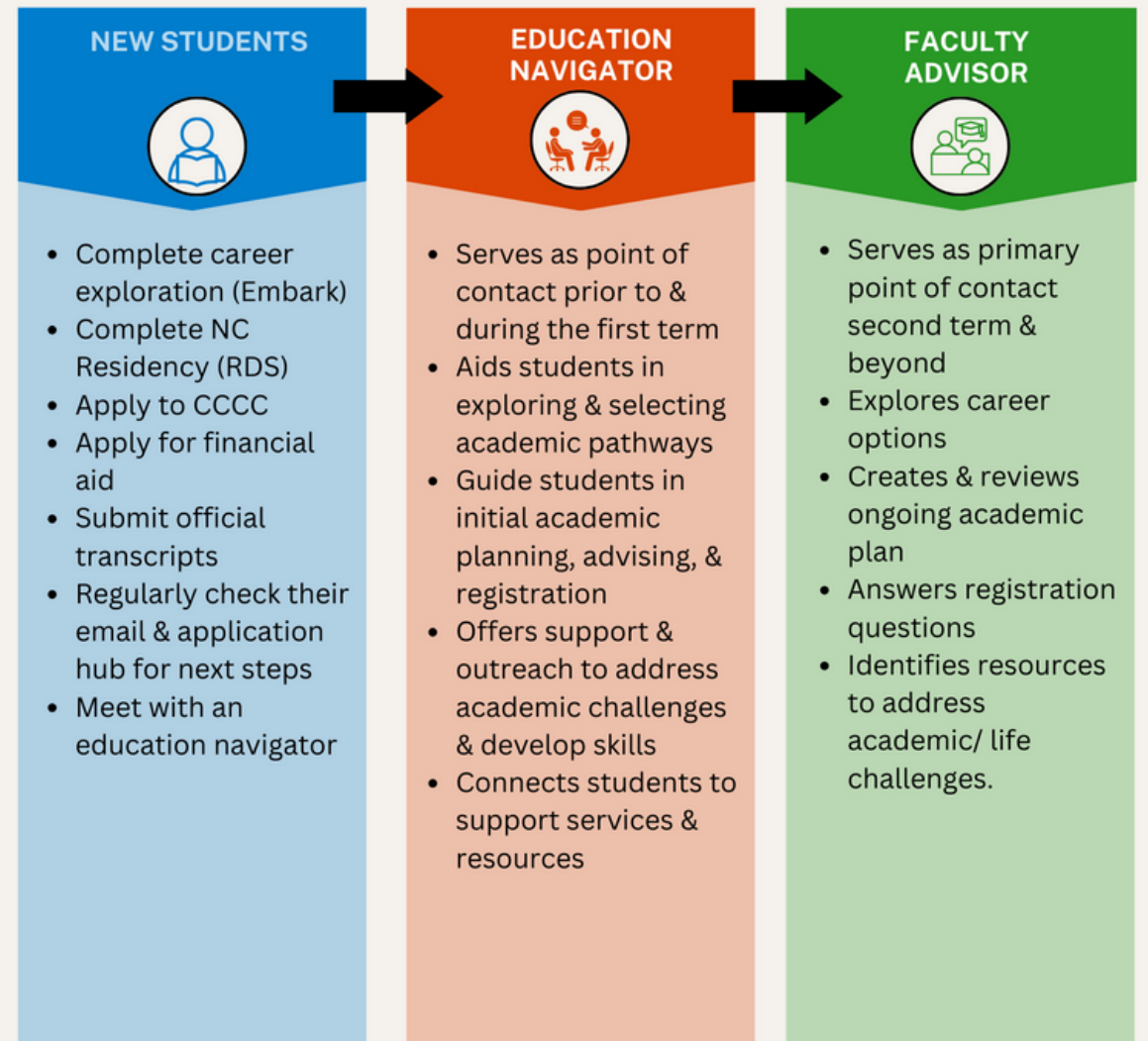
Join us for an engaging professional development session designed for specific college leadership roles who are instrumental in guiding their respective departments and programs. The objective of this session is to equip leaders with the tools and strategies to nurture a culture that prioritizes the student experience, instilling a robust customer service mindset throughout their departments or programs. Discover innovative strategies to rethink leadership approaches, with a focus on enhancing the student experience and providing exceptional service to all students, treating them as valued guests. Learn from a world-renowned expert with extensive experience working with Fortune 500 companies, including Hilton, Walmart, Walt Disney World Resorts, Dominos, and more. We guarantee it will be a useful, entertaining, and thought-provoking experience.

**Intended Audience:** Deans, Directors, Assistant Directors, Department Chairs, Lead Instructors, & Coordinators who oversee a department or program

11 AM-  
12:30  
PM



## ADVISING



Students can identify their Education Navigator and Faculty Advisor by logging into the CCCC portal and accessing the [success hub](#).