

## GOAL Winner Announced

**C**oosa Valley Technical College, Seven Hills Rotary Club and the Greater Rome Chamber of Commerce announced **Treceia Jones-Watts** as the local Georgia Occupational Award of Leadership (GOAL) winner at the Seven Hills Rotary Club meeting at *Coosa Country Club* in March.

Jones-Watts, a Practical Nursing student at CVTC, was chosen among four finalists by a selection committee as the 2007 GOAL winner.

**Kathy Cochran**, *Practical Nursing Instructor* at Coosa Valley Technical College, nominated Jones-Watts for the award. "The nursing department nominated Treceia because of her desire to learn, her passion for her chosen profession, and her strong will to succeed with her life's goals. It is an honor to be her instructor and watch her progress through the nursing program at CVTC. I see great things in her future," stated Cochran.

Currently in her second quarter of nursing at Coosa Valley Technical College, Jones-Watts also attended Contra Costa College in California. She has worked with **Dr. Randy Sumner** at *Redmond Family Care* as a medical assistant, at *Coosa Medical Group*, and Kaiser Permanente Medical Center. Jones-Watts' hobbies include working as a wedding consultant, speaking at schools on autism, and assisting in special education classrooms. After graduating from the Practical Nursing program at CVTC, she plans to continue her education and become a psychiatric nurse.

"Technical education was the bridge I needed to help me become a nurse," Jones-Watts said. "When I think about technical education, I think about skill, knowledge, and specific training. What better avenue to get those things than Coosa Valley Technical College. Coosa Valley Technical College has been phenomenal for me and has helped me on my road to success."

As the 2007 GOAL winner, Jones-Watts received a \$200 scholarship from the Seven Hills Rotary Club and a gift certificate from the Greater Rome Chamber of Commerce. Jones-Watts will also receive an all-expense-paid trip to Atlanta where she will compete with students from other technical colleges in Georgia for the title of State GOAL winner, the GOAL medallion, and the grand prize – a new automobile. The state winner's local GOAL coordinator and the nominating instructor will each receive a check for \$250.

Other CVTC GOAL finalists included **Scott Edwards** in Echocardiography, **Detrice Ferrell** in Marketing Management, and **Donna Scott** in Business Office Technology. Each of these finalists received a \$100 scholarship from the Seven Hills Rotary Club and a gift certificate from the Greater Rome Chamber of Commerce.

The GOAL program, currently in its 36th year, was the first statewide program in the nation to recognize and reward excellence among students enrolled in technical colleges. 🏠

## CVTC Chosen to Develop Customer Service Curriculum

**A**lmost a year to the day after **Governor Sonny Perdue** challenged agency heads of the State of Georgia to "instill a culture of customer service throughout their departments," *Coosa Valley Technical College* has been awarded a contract by the State of Georgia to develop customer service training curriculum for Georgia's 109,000 authorized state employees.

"Each Georgia citizen who walks through our door for a government service is an opportunity," said Governor Perdue. "It is my intention that Georgia government employees will take advantage of those opportunities, showing citizens that we respect and value their time."

"Recognizing that customer service is a part of every state employee's job, regardless of their job level or the type of agency in which they are employed, Governor Sonny Perdue established the Office of Customer Service with the primary goal of Georgia employees providing the best customer service of any state in the nation," stated *CVTC Service Industry Academy Director Beverly Padgett*. "The Office of Customer Service set out to create a training initiative to ensure that all state employees demonstrate excellent customer service through the use of proven techniques and practices."

The Office of Customer Service contacted Georgia's Quick Start program for assistance in carrying out Perdue's initiative. Quick Start began in 1967 to provide free, high-quality training services to new or expanding businesses in Georgia. Quick Start has been nationally recognized for providing customized training for hundreds of thousands of employees and for thousands of businesses and industries throughout the state. Because of CVTC's recognition for customer service, Quick Start recommended the college to develop the curriculum needed. "Our great reputation and goodwill involving all things 'customer service' made us the first choice to provide the training for the State of Georgia," stated *CVTC Vice President of Economic Development Pete McDonald (LR'87)*. 🏠

**2007 GOAL  
winner  
Treceia Jones-  
Watts (left)  
and  
nominating  
instructor  
Kathy  
Cochran.**

