



# THE PATHWAY TO SUCCESS

## THE STRATEGIC PLAN OF INDIANA STATE UNIVERSITY

### **GOAL SIX:**

#### RECRUIT AND RETAIN GREAT FACULTY AND STAFF



**Indiana State  
University**

*More. From day one.*

**Initiative:** 3      **Initiative Title:** Enhance the Development of Staff

### **Introduction**

It is essential in this initiative that appropriate attention be paid to issues related to staff recruitment and retention. To accomplish these tasks, the Training and Professional Development objectives were designed to continuously improve the knowledge, skills, and abilities of all employees so that they are able to think critically and communicate effectively, adjust to a changing environment, and enhance the quality of their work. This will be accomplished by implementing a cohesive training and development plan by using innovative learning concepts and technology.

### **Purpose**

Our purpose is to provide learning opportunities that assist in the continued growth of the University by maximizing the performance of individual ISU employees, teams and departments. We provide learning opportunities in employee skill development, supervisory and management skills, leadership and business team development, diversity awareness, and customized departmental consultations.

The above factors should indicate a positive correlation in reaching the University's employee retention goal of 60% of staff after 6 years of service as outlined in the University's benchmark initiative. Furthermore, by offering this curriculum, we will reinforce the University's commitment to enhance the ability to recruit and retain great faculty and staff in order to realize its goals and fulfill its mission.

### **Methods**

- Employees have successfully completed the newly launched ISU Supervisor Certification Program
- Majority of Staff have successfully completed "Sycamore Service" Customer Service Program
- Continue to offer "Webinar Wednesday" generalized topic events
- GED Program successfully launched program March 2013
- Continue to evaluate and strengthen the effectiveness of the NEW Staff full-day Orientation Program
- Adult Literacy Program successfully launched for current employees March 2013
- Continue to expand and evaluate the Employee Development Library



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## **Discussion**

Our training and development programs have been designed to improve individual and organizational performance in addition to assisting Indiana State University in achieving its overall institutional goals. These programs were created to assist employees in gaining greater knowledge of the university's operations and how their work affects the university's mission, vision, and values. One component is the impact to other department goals defined by the University's Strategic Plan. They include:

Sycamore Express as part of the champion team and ongoing customer service training based on the model presented by Disney. This impacts the entire campus community through the customer service training and ultimately student retention.

Community engagement – by creating a more engaged employee through training and development initiatives will make more employees to be interested in community involvement

Quality of Life – by engaging employees impacting their outlook of the university and providing avenues for communication via our web site and collaboration. We are also pursuing items such as discounts in the community and updating those on our web site.

A fundamental piece of the initiative, includes the ISUNEW (New Employee Welcome) program that was implemented on January 3, 2011. Since implementation, 347 new employees have successfully completed this program. With a year to date retention rate of 98% (34 separated employees). Other benchmarks include: Sycamore Service ; Customer Service Training Initiative - Phase One, Sycamore Service Tool; Customer Service Training Initiative - Phase Two, Supervisor Certification Class (10 Core Course Certification), "Webinar Wednesday" Informational Seminars, Specialized Training Sessions (As needed by departmental/supervisor requests), Recognition of Service Program/University Medallion Award/ New L.E.A.F. (Leading by

## **Summary**

The initiative has been successful to date. Particularly, with respect to the new orientation program and customer service training initiatives. Since implementation, there have been 347 new employees that have attended the NEW Orientation program and 889 employees that have attended the "Sycamore Service" training. These measures will be aligned with the University's strategic plan. Areas that are to be assessed include the development and retention of great staff. We anticipate our training will have an impact on reaching the University's employee retention goal of 60% of staff after 6 years of service.

We predict that our training programs, such as "Sycamore Service" and the NEW Orientation program, will indirectly influence first-year student retention to 74 percent, with the long-range goal being 80 percent. We will also continue to conduct one-on-one interviews and follow-up surveys after the employee has complete the first 60 days of service with the University.

## **Initiative Chair(s) and Contact Information**

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