

THE PATHWAY TO SUCCESS

RECRUIT AND RETAIN GREAT FACULTY AND STAFF– Implementation Chair – Daniel J. Bradley,

GOAL SIX: Take measures to enhance the University’s ability to recruit and retain great faculty and staff in order to realize its goals and fulfill its mission.

Initiative Three: Enhance Staff Development, Implementation Chair – Wil Downs

Timelines for Enhancing Staff Development -

- a) **A Staff Training and Development Program**, with courses, learning experiences and tuition assistance, to enable staff to learn, advance and better serve students and the entire campus community.
 - a. The first step towards achieving this objective is to hire a Training and Development Specialist to provide oversight and direction to the development of staff training and development. The recommendation is to move Scott Walden who currently is employed at ISU as the Benefits Coordinator. Scott has 12 years training and professional development experience while employed at Disney and Thompson Learning-Prometric. Moving Scott from his current role as a Benefits Coordinator to the Training and Development Specialist will create a vacancy in the Staff Benefits area. The Benefits Coordinator position is vital to ISU and would need to be filled upon approval of the Training and Development Specialist position. Scott has already begun developing follow-up training on Customer Service Excellence that would be available for the entire campus. Scott has taken the Disney product and developed an ISU oriented training program. Scott and Tami Weinzapfel-Smith have both been involved in the Disney Training that has taken place with the One Stop Shop and are excited about rolling this product out to campus.
 - b. We already have approval for a graduate assistant in our budget. We would hire this individual for the 2010 fall semester. The graduate assistant would assist with program development, room arrangements, and facilitation of a survey to campus regarding training and development needs of Staff employees. We already have a candidate in mind for this position.
 - c. A representative advisory group will be established to serve as a guide and support for the development of the various elements of this initiative. They will be involved in the review of the training needs assessment survey information, as well as input regarding best practices at other universities. The training needs assessment will assist in the development of a training curriculum. This group will also be involved in helping to establish methods to assess the success and impact of programs that are presented.
 - d. If funds are given, we anticipate by the beginning of 2011 developing other programs based on the needs identified as well as providing Customer Service Excellence and Supervisory Training. Our intent is that these will become mandatory programs for all staff personnel. The Supervisory Training may need to be modified for the different audiences but anyone who is involved in

supervising staff should be required to attend some type of training. Also it would be an element for the development of future management within the University.

b) An Enhanced Staff Orientation Program

- a. The Staff Council will be formed in June 2010. The Staff Council has already agreed at their retreat that the Employee Relations committee will be working with a team from Human Resources to develop a robust Orientation or On-boarding program. No additional staff is anticipated for this initiative. Best Practices will be reviewed from other universities. Orientation will include exempt and non-exempt Staff. A mentoring program will be developed for both exempt and nonexempt staff. The enhanced staff orientation program should be in place after the first of the year.
- c) **Computer access** for all staff, regardless of position, so they can tap into the latest news of the University, which is being offered, more and more, online.
 - a. The Staff Council will work with Human Resources to identify areas/departments on campus that lack accessibility to a computer. This has been an ongoing issue for the Support Staff Council. The Staff Council has already adopted this as an item to work on collaboratively this next year.

Budget Requirements for FY 2011

1. In order for this program to begin it needs to have an individual to provide oversight and direction to the development of staff training and development. This is the Training and Development Specialist Position (Job Description is included). Without this position this initiative cannot move forward. Scott Walden who has experience in this field is an internal candidate for this position. However we cannot assign this task to Scott without allowing the position he currently fills as Benefits Coordinator to be refilled. The cost plus benefits would be \$49,270 annually (Scott's current salary). This position needs to be identified to be filled by July 1 and the authorization to start the "external" search for the Benefits Coordinator in June.
2. The Graduate Assistant will be a great contributor to the development of a specific web page for Training and Development Programs through the HR Web site. This position will also provide assistance in the survey and program development. The anticipated cost is \$9,600 plus the cost of a computer at \$500. For a total of \$10,100.
3. Training budget should also be evaluated once the program is active. The current amount in the training budget should be sufficient for the next fiscal year.
4. If we are able to have an enhanced staff orientation which includes exempt as well as non-exempt staff this will increase the costs due to the desire to provide break beverages and food for as many as 150 in a year. We anticipate the cost of expanding the staff orientation into an additional half day with the Phase 2 orientation as done in the past being an additional \$2,500.
5. Staff recognition currently takes place in many forms through service awards, medallion awards, and the extra mile award. We are not anticipating any additional funding for recognition until FY2012 as other recognition programs may be developed.