

Strategic Plan – Initiative Work Plan FY2015

Initiative Name: Enhance Staff Development

Date: May 16, 2014

Goal # 6 Goal Chair(s) President Bradley

Initiative # 3 Initiative Chair(s) Wil Downs, Diann Mckee

Thesis Statement: *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 training.*

1. Introduction/Background – What?

Continue and enhance the implementation of the Training and Development Curriculum.

2. Proposal/Purpose/Justification – Why?

Our training and development programs are designed to improve individual and organizational performance in addition to assisting Indiana State University in achieving its overall institutional goals. These programs are designed to assist employees in gaining greater knowledge of the university's operations and how their work affects the university's mission, vision, and values.

3. Discussion of Past Years Results – Benchmark Successes?

There have been over 900 employees that have participated in the Sycamore Service program since its implementation in November 2012.

In addition to Sycamore Service, employees have participated in other various training workshops offered by the Department of Human Resources, such as Staff Council Grievance Training, ATS Performance Evaluation Training, DISC Personality Profile Training, Diversity Training, and other customized course training requested by departments.

- a) **“Webinar Wednesdays”**- These sessions take place during one Wednesday of each month, highlighting different topics of interest to the campus-community.
- b) **Passport to Achievement Program**- The “Passport” is a pocket-sized document with a cover and several inside pages that are designed to resemble an actual passport for travel. It is an effective and useful tool in the ongoing campaign to facilitate continued learning of all employees of the University. By using this Passport, employees are able to keep track of training and personal development throughout their ISU career, and use this tool to help guide them in making location selections for educational destinations
- c) **DISC (Personality Profile Testing)**- Personality clashes among employees, supervisors and managers can have a negative effect on the team. The DISC training workshop is a fun and

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quick method designed to give your team members the tools and people skills they need to understand and appreciate the differences in the people they work with. The DISC model is comprised of four primary behavioral styles: D, I, S and C. Each style is very different, and each style comes with built-in conflict toward each of the other styles.

- d) **Employee Development Library and Resource Center-** We offer an employee training library that houses professional development materials available for "check-out" at no cost. This library also offers self-paced computer testing stations for enhancing job skills. We would like to expand these offerings by adding new materials for self-development throughout the year.
- e) **Graduate Assistant-** We have requested a Tuition Fee Waiver and Stipend for a Grad Assistant. The GA will act as a supplemental resource to continue with our training initiative classroom sessions and will also help in the development of other programs to meet our benchmark goal.

4. Work Plan, Next Fiscal Year – Action Steps – Process – How?

All employees are surveyed at the conclusion of a training workshop. This will help us determine over time if the program was beneficial in:

- Decreasing turnover
- Decreasing recruiting and training costs
- Increasing productivity
- Increase customer service levels
- Increasing positive employee commitment
- Decrease in employee relations issues

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.

5. Reporting and Deliverable Schedule – When?

In FY 2014-2015 we will continue to employ the following action items:

- Evaluate training needs assessment survey results and analyze data
- Training program delivery
- Enhance the Passport to Achievement Program as well as other Training and Development opportunities
- Work with campus partners to facilitate and promote various training programs within the curriculum

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6. Budget – How Much, a General Discussion of Funds Use?

Total Amount Request for general Training Program Costs = \$10,000

7. Stakeholders and Management Plan – Who?

Scott Walden; Training and Development Specialist

Megan Smith; Graduate Assistant

Meagan King; HR Generalist

Bonita McGee; Director of The Office of Equal Opportunity

Elonda Ervin; Director of Diversity

Tami Weinzapfel-Smith; Director of Employee Relations, Employment, Immigration, and Training and Development

Other training partners as needed

8. Outcome Assessment & Future Testing

We will continue to evaluate the effectiveness of the training and development programs by offering evaluations at the conclusion of all sessions, solicit feedback, and record employee attendance in all sessions using the Banner system. The goal is to be able to track individual employee development and offer advice on career advancement and educational opportunities to enhance their current positions. We will continue to compile data by soliciting a needs analysis on the interests of future training programs for the entire campus community.

9. Line Item Budget Discussion that tracks Budget Templates ...

Cost of Tuition Fee Waiver (9 credit hours)	\$6,000
HR Grad Assistant	\$13,000
Professional Classroom Training (Supervisor/Leadership)	\$10,000

Total = \$29,000

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6. Budget – How Much, a General Discussion of Funds Use?

Through strategic dollars over the past several years, we have been able to implement and launch successful programs. These programs can now be maintained through the training & development budget.

However, currently we do not have funds available for the graduate assistant position. We would request this amount be part of the baseline budget for the Training & Development budget.

7. Stakeholders and Management Plan – Who?

Scott Walden; Training and Development Specialist

Megan Smith; Graduate Assistant

Meagan King; HR Generalist

Bonita McGee; Director of The Office of Equal Opportunity

Elonda Ervin; Director of Diversity

Tami Weinzapfel-Smith; Director of Employee Relations, Employment, Immigration, and Training and Development

Other training partners as needed

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9. Line Item Budget Discussion that tracks Budget Templates ...

Cost of Tuition Fee Waiver (9 credit hours)	\$6,000
HR Grad Assistant	\$13,000

Total = \$19,000

Strategic Plan – Initiative Work Plan FY2015

Initiative Name: Sycamore eLearning **Date:** May 16, 2014

Goal # 6 **Goal Chair(s)** Wil Downs, Diann Mckee

Initiative # 3 **Initiative Chair(s)** President Daniel Bradley

Thesis Statement: *The purpose of the eLearning Resources project is to offer a campus-wide online learning solution for faculty, staff, and students.*

1. Introduction/Background – What?

A campus online training solution with constant access to high-quality learning resources where faculty, staff, and students at Indiana State can learn at their own pace, keeping their technology skills up-to-date and competitive in today's workplace.

In order to offer professional training resources to the campus we recently implemented a new online tool. Skillsoft will better serve campus, meet the demands of evolving technology and software, and directly support the University's Strategic Plan.

The goals of this new online learning community are:

- Improve overall Student Success
- Provide students with additional skills for career preparation
- Provide foundational and professional training for student employees
- Expand HR Training and Development resources
- Enhance Faculty and Staff Development for career advancement
- Continue effort of Office of Diversity training and initiatives
- Consolidation of training efforts, resources, and costs
- Provide online training resources for self-directed learning to faculty, staff, and students
- Integrate learning resources into current IT environment for easy access

2. Proposal/Purpose/Justification – Why?

Skillsoft gives departments, HR, and supervisors, a way to assign courses to different users or groups, access learning outcomes, and customize training to fit a variety of needs. Skillsoft has both a large course selection in technology and soft skills training. The courses are broken down into beginner, intermediate, and advanced levels. Skillsoft would provide a learning consultant that would work with each unit to develop tailored courses and training materials that meet specific requirements. With Skillsoft, the University has the option to upload internal training materials and utilize the tool for workshop registration, tracking, and reporting. This tool allows for one centralized training site for the campus.

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3. Discussion of Past Years Results – Benchmark Successes?

Since implementation in October 2013 the usage of Sycamore eLearning has continued to grow with almost 16,000 activated users and almost 2,000 successfully launched courses.

4. Work Plan, Next Fiscal Year – Action Steps – Process – How?

- Document standard operating procedures (SOP's)
- The following learning program requirement goals were reached FY 2014
 - Office of Diversity
 - Career Center
 - The Office of Equal Opportunity
 - Office of Information Technology
 - Built Environment
 - Student Financial Aid
 - The Office of Registration and Records
 - ISU Supervisor Certification
 - University College Student Requirement Course
 - Baccalaureate Nursing
 - Human Resources New Employee Orientation

- Define 2nd Year Goals and Benchmarks
 - New Faculty Orientation
 - The College of Technology
 - Faculty Classroom Integration
 - Library Integration through Books 24/7
 - Department of Human Resource Development (HRD) in COT
 - Enhanced development of programs for staff and faculty through the Office of Human Resources

- Implementation of Skillport version 8.0 (mobile compatibility component availability)
- Integration with IT Environment/Testing
- Expand Marketing and Communication campaign

5. Reporting and Deliverable Schedule – When?

We will continue to utilize Skillsoft reporting procedures. Reports are ran on a monthly basis, unless a department asks for special accommodation; for example, Office of Registration & Records for the FERPA training. Training needs will be continuously be evaluated.

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6. Budget – How Much, a General Discussion of Funds Use?

Total Amount Request for general Training Program Costs = \$85,000 for Skilport 8 and graduate assistant costs. Graduate Assistant will develop new programs for Sycamore eLearning based upon campus/departmental needs. For example, Public Safety has requested a customized module detailing Clery Act and Active Shooter training.

7. Stakeholders and Management Plan – Who?

Scott Walden; Training and Development Specialist

Megan Smith; Graduate Assistant

Meagan King; HR Generalist

Bonita McGee; Director of The Office of Equal Opportunity

Elonda Ervin; Director of Diversity

Tami Weinzapfel-Smith; Director of Employee Relations, Employment, Immigration, and Training and Development

Other training partners as needed

8. Outcome Assessment & Future Testing

We will continue to evaluate the effectiveness of the Skillsoft courses by offering evaluations at the conclusion of each session, solicit feedback, and integrate employee completions in select learning program sessions, using the Banner system. With the launch of the newest version (8.0), the goal is to be able to track individual employee development. During this time, semester usage numbers will be reported out to all stakeholders. Reporting will be separated to determine student, staff, and faculty usage. Data will include the number of courses completed; name/type of course, certification prep courses completed by students, and any other relevant data that can be extracted from Skillsoft. These reports will help stakeholders determine if an additional contract past the second year trial is beneficial to the University.

9. Line Item Budget Discussion that tracks Budget Templates ...

Cost of Tuition Fee Waiver (9 credit hours)	\$6,000
HR Grad Assistant	\$13,000
Skillsoft Licensing Fee and Learning Course Packages	\$66,000

Total = \$85,000