

GLENDALE COMMUNITY COLLEGE



HUMAN RESOURCES STRATEGIC PLAN April 2008

FACULTY AND STAFF DEVELOPMENT PLAN

Components of the Two Year Faculty & Staff Development Plan

Faculty and Staff Development Self Study for 2006-08

1. Plan Cover Sheet (with original signature of district chief executive officer).
2. Mission Statement.
3. Summary and History.
4. Goals, Objectives, Activities, and Outcomes for 2006-08.
5. Budget Summary.
6. Needs assessment and survey instruments used in developing the plan.
7. Method for plan evaluation.

Flexible Calendar Program for 2007-08

1. Advisory Letter (Self Study Request)
2. Certification Letter
3. Flexible Calendar Certification Form
4. Flexible Activities Form for 2001-02.
5. List of flexible calendar committee members

2006-2008 Two Year Faculty & Staff Development Plan

District: Glendale Community College _____

The information contained below represents the mission of the district's TY 2006-08 plan. This should reflect only program operation and/or administration of the Faculty and Staff Development Program during the period from July 1, 2006 through June 30, 2008.

Staff Development Mission Statement

Our mission is to provide professional and personal development training programs for all Glendale College employees and members of the Board of Trustees. The programs we offer are designed to enhance the performance and effectiveness of the participants in their current positions and to broaden the employees' knowledge and skills to prepare them for future job responsibilities.

STAFF DEVELOPMENT

PLANNING

2004-2005

2005-2006

2006-2007

STATUS

The severe budget cuts in state revenues in 2002 created a budget crisis at GCC. The State also eliminated the funding earmarked for Staff Development. As a result the program was drastically cut:

- Released time for the faculty coordinator eliminated

- Conference travel funds eliminated
- Campus presentations by outside experts eliminated
- Tuition reimbursement stopped
- Campus workshops by local presenters greatly reduced

The Staff Development office was eliminated and the Office of Human Resources undertook the duties of maintaining the records and verification of Faculty Flex activities for faculty and made an effort to maintain the Staff Development Plan despite limited funding.

2004 - 2005

The program remained unchanged except for

- The appointment of a faculty coordinator at 40% released time
- Staff Development and Flex Committees reinstated
- Funding remained minimal.
- An employee survey was conducted to ascertain what employee training was needed, and to prioritize what could be offered on the limited funding available.

2005-2006

- The college increased the ongoing Staff Development Budget to \$15,000
- The Staff Development Officer's released time was augmented to 60%
- Another survey was conducted to prioritize SD offerings.
- Workshops were greatly expanded using the information from the survey.
- The limited new funding necessitated using GCC faculty and staff as presenters and workshop facilitators
- Tuition Reimbursement of Faculty and Classified staff was reinstated to a limit of \$300 per person per year
- The Staff Development E-Newsletter was initiated

2006-2007

The Staff Development Budget was increased by \$72,376 due to a one time budget item from the State. The District continued its funding of \$15,000. This engendered a 2 year Plan that is being developed by the Staff Development Officer and the Staff Development Committee. Since the increased funding was not forthcoming until the spring of 2007, it was decided to adopt a \$52,000 budget for the year, spending the district's ongoing funds first and carrying over the balance of the State's one time funds for the next year.

The following are actions taken as of January 2007:

- Yearly survey to all staff was conducted
- Continued increase in Workshop offerings was made possible by the new funding from the State
- Self Study conducted as per instructions of the Chancellor of California Community colleges
- Tuition Reimbursements increased to \$400 per person per year
- Presenters at conferences reimbursed to a limit of \$400 per year
- Funds to be allocated to each Division for expenses of Division Retreats. This money to be divided among the Divisions according to their FTEF
- Ongoing work on 2 Year Plan to be delivered in April of 2007

Presented by;
Lynn McMurrey

Staff Development Officer
January 24, 2007

TWO YEAR FACULTY AND STAFF DEVELOPMENT PLAN

2006-2008

The following Plan is very ambitious, given the funding and personnel available to Staff Development at Glendale College. We will not be able to accomplish everything that is listed below. We will, however go as far as we can, with the limited funds allotted to us by the State and the District. Spending on activities will be made according to the priorities set by the survey instruments used this year and last year.

GOAL 1 - Technology Training –To continue the training of all Glendale Community College staff in the use of emerging technologies that is significant, wide-ranging and well organized

Objective 1 – to provide technology training to enable staff to use emerging technologies

Activities – Computer Operating Systems Training workshops

Outcomes – Proficiency in using Windows 2000, Windows XP, Windows NT, Windows Vista, and/or MAC operating systems

Objective 2 – To continue the training of all Glendale Community College employees in the use of Microsoft applications and software to reduce computer illiteracy

Activities – Include but are not limited to Microsoft Word, Access, Outlook and Excel

Outcomes – Proficiency in using the Software studied

Objective 3 – To encourage all staff to use presentation software to enhance presentation and instruction

Activities – Offer Microsoft PowerPoint and FrontPage training workshops

Outcomes – Ability to create, save, and present effectively, basic presentations; create note pages and handouts or presentations, apply style and use templates; Design and publish personal and department web pages, and create online forms and surveys

Objective 4 – To provide training to all

Activities – Technology training

Outcomes – Updating job skills through training software accessible at the workstation (Oracle)

Objective 5 – To provide MOUS Microsoft Office User Specialist training to all interested staff

Activities – Provide MOUS training

Outcomes – Provide MOUS certification to proficient users

Objective 6 – To continue training all staff in the use of the campus email system in order to improve communication skills/processes campus-wide: To eliminate or reduce dependency on paper products

Activities – Eudora, Outlook, and Outlook Express training

Outcomes – Proficiency in using Eudora, Outlook, and Outlook Express sending,

receiving, forwarding, personalized features, sending/receiving attachments and using the address book.

Objective 7 – To continue training employees in the use of the Internet and the World Wide Web: To improve communication/research processes campus-wide

Activities – Internet and World Wide Web training

Outcomes – Proficiency in using the Internet, CCCConfer and GCC's web site

Objective 8 – To train employees to use the Internet/World Wide Web as a global resource for information networking

Activities – Searching using the Internet. How to use Search Engines?

Outcomes – Ability to analyze/validate information; how to cite sources and copyright laws

Objective 9 – To train employees to use, create and maintain a home page

Activities – Web Page development training (using FrontPage or other HTML editors)

Outcomes – Successfully create a homepage and demonstrate proficiency in the maintenance of the created page

Objective 10 – To train staff to effectively develop desktop publishing skills to produce flyers, newsletters, and other publications

Activities – Offer Desktop Publishing workshops

Outcomes – Ability to construct a publication, add graphics, manipulate text, and apply layout design

Objective 11 – To train interested faculty in the processes necessary to convert face-to-face instruction to online delivery instruction

Activities – Provide beginning and advanced workshop in WebCT

Outcomes – Resolution of issues surrounding distance learning including; instructional design, pedagogical strategies; interactivity and applications for interactive technologies; designing classes for the Internet; key faculty, organization and administration issues

Objective 12 – To train interested faculty in the processes necessary use new Instructional software, as it emerges.

Activities – Provide beginning and advanced workshops in Anti-plagiarism software (Turnitin), creating tests on line (Respondus), Pod Casting, etc.

Outcomes – Successful usage of the above.

GOAL 2: To increase the knowledge, skills and abilities of staff through flex workshops, retreats, in-house training, conferences, and incentives to upgrade their professional expertise.

Objective 1 - To focus on the mission of the College to better serve students and the community

Activities – Offer (Go Fish) Customer Service Training

Outcomes – To solve problems before they become conflict; to improve service to students and the community

Objective 2 - To upgrade professional expertise; to increase job skills and provide opportunities for leadership development

Activities – Provide professional training seminars, workshops, and conferences

Outcomes – Acquisition of new job and conceptual skills; increased/improved job skills

Objective 3 - To develop and improve personal and professional expertise in order to improve job performance

Activities – Organize and implement flex workshops/events; ongoing throughout the semester

Outcomes – Improved confidence, self-esteem and appreciation of the college environment

Objective 4 - To provide the staff an avenue to interact, share ideas, and learn new personal and professional skills

Activities – Organize special projects and facilitate retreats, etc.

Outcomes – To increase communication among staff that will improve knowledge and skills in the workplace and improve the campus climate

Objective 5 - To introduce new staff to the culture of Glendale Community College; to aid new staff in learning the policies and procedures of the Business Services Dept. and Human Resources and other areas of the campus work environment

Activities – Organize and implement a new Classified Mentoring Program

Outcomes – An opportunity for new staff to meet the more experienced staff in order to share information on the operations and procedures of the campus.

Objective 6 - To provide information on campus procedures that will aid staff in improving service to students and the community

Activities – Update and provide staff with Classified Employee Handbook

Outcomes – To improve campus communication and interaction and improve services to students and the community

Objective 7 - To welcome new staff to Glendale Community College and to help make the transition into a new job with new skills

Activities – Develop, organize and implement New Classified and Management Orientation program

Outcomes – To improve campus communication and interaction and improve services to students and the community

GOAL 3: To provide support, coordination and facilitation through conferences, workshops flex activities, and tuition reimbursement that focus on educational excellence

Objective 1 - To improve instruction by improving teaching methodologies and peer interaction

Activities – Offer Instructional Skills Workshops

Outcomes – Individual renewal for improving teaching methodologies. A forum to network with others and discuss teaching methods

Objective 2 - To improve instruction by networking with other instructors

Activities – Continue to offer On Course workshops

Outcomes – Individual, professional, and personal renewal and commitment to the teaching profession

Objective 3 - To Implement Student Learning Outcomes (SLOs) across the curriculum

Activities – Continue to offer workshops on SLOs

Outcomes – SLOs implemented in at least one class in each discipline

Objective 4 - To provide an opportunity for renewal to all faculty and to discuss, participate, and learn teaching pedagogy, instructional delivery methods, curriculum design, grant writing and learning styles

Activities – Provide Flex workshops/events; on-going, mid-semester and pre-semester

Outcomes – Increased opportunities for all faculty to discuss, participate, in and learn teaching pedagogy, instructional delivery, curriculum design, grant writing and learning styles

Objective 5 - To learn from colleagues about the craft of teaching; share information about teaching strategies, and give evaluation peer involvement in a meaningful way

Activities – Offer What Works Workshops and participate in non-tenure peer evaluation

Outcomes – Enhanced learning techniques, meaningful dialogue about teaching and learning processes; improvement of instruction

Objective 6 - To provide an opportunity for renewal for content covered in one's discipline; to provide a forum to network with others in a related discipline

Activities – Advertise discipline specific conferences/travel

Outcomes – Individual renewal for the content covered in one's discipline. A forum to network with others in a related discipline

Objective 7 - To provide an opportunity for adjunct faculty to express their concerns about the special challenges of teaching part-time

Activities – Organize a forum for adjunct faculty

Outcomes – Networking of colleagues that understand the special challenges of teaching part- time.

Objective 8 - To introduce new faculty to the culture of Glendale Community College

Activities – Develop and implement new faculty mentoring program

Outcomes – an opportunity for new and more experienced faculty to exchange techniques on teaching and learning, and the ways in which the institution operates.

Objective 9 - To provide faculty an opportunity for renewal

Activities – Encourage Sabbatical Leaves

Outcomes – Renewal and re-energizing for teaching and learning

Objective 10 - To provide faculty with an avenue to interact, plan, coordinate activities, share ideas and platforms for improved instruction

Activities – Provide special projects/retreats, etc.

Outcomes – Increased communication among new faculty

Objective 11 - To provide opportunities for faculty and staff to become aware of cultural differences and the importance of diversity

Activities – Offer diversity conferences and workshops

Outcomes – All staff would have the opportunity to become aware of the various cultural differences and the value of diversity

Objective 12 - To provide the campus with a global perspective on issues that affect teaching and learning.

Activities – Invite off-campus speakers and video conferences that provide a global perspective of current political, cultural and economic issues

Outcomes – A greater understanding of global perspectives on current political and economic issues as relate to education as well as the value of diversity

Objective 13 - To provide an avenue for college staff to provide an event that demonstrates the importance and value of all people with regard to racial, cultural, gender, sexual orientation, and other diversity aspects

Activities – Organize and promote special projects

Outcomes – A greater understanding of different perspectives that occur due to diverse cultural, gender, political and group differences.

Objective 14 - To provide diversity training as related to the hiring cycle

Activities – Provide diversity training

Outcomes – Acquisition of skills needed to serve on hiring committees and fairly participate in a hiring process

Method for Plan Evaluation

Staff Development will continue to use a participant reaction evaluation instrument. Evaluation is usually conducted immediately after an event or activity. It is the most widely used evaluation tool and we ask questions such as:

- Was the activity interesting?
- Were the presenters well informed and organized?
- Were the topics and subjects studied relevant?
- Were you re-energized and stimulated by the event?

Reactions from participants will provide us information about the quality of the staff development activity. They will help us decide what presenters and types of activities to sponsor in the future. They can tell us whether employees were happy with the activity, which is important in evaluating whether morale can be improved through staff development.

The second level of analysis Staff Development will continue to use in determining the effectiveness of professional development is to measure what someone has actually learned as a result of a professional development activity.

We ask questions such as:

- Did you learn new information at the activity?
- Did you learn new strategies or approaches for your job?
- What was the most useful thing you learned from the activity?
- What parts of the information presented can be applied in your work?
- What problems in customer service have arisen in your job area, and what have you learned in the activity that will help you address them?
- What do you plan to actually use or adapt in your area?

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