

UNIVERSITY PROFESSIONAL DEVELOPMENT PLAN

START SMALL AND GROW

Report Submitted for Endorsement to
Unclassified Professional Senate,
University Support Staff Senate and
President Bardo

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Table of Contents

| | <i>Page</i> |
|--|-------------|
| University Professional Development Plan for 2016-2017: <u>Start Small & Grow</u> | 3 |
| <i>Attachments</i> | |
| A. Senate Professional Development Committee Report to Unclassified Professional and University Support Staff Senates | 4 |
| B. Survey Findings, Chart Analysis | 5 |
| C. Topics of Interest – Current and Potential Resources Identified by Senate Professional Development Committee | 9 |
| D. Policies & Procedures Regarding Professional Development and Tuition Assistance Program for Employees | 12 |

University Professional Development Plan for 2016-2017: Start Small & Grow

PROFESSIONAL DEVELOPMENT DEFINED

Professional Development is the continuous process of acquiring new knowledge and skills that relate to one's profession, job responsibilities or work environment.

THE PURPOSE OF PROFESSIONAL DEVELOPMENT

Professional Development is a mechanism used to create a culture of encouragement where individuals are empowered to develop the skills needed to accomplish university goals and vision. The University values and supports learning by encouraging employees' participation in Professional Development opportunities and providing release time.

ORGANIZATIONAL STRUCTURE OF PROFESSIONAL DEVELOPMENT

At this time, the Professional Development structure is distributed with no coordinating authority. Current offerings are provided by a variety of areas including Center for Leadership Development, Counseling & Testing, Human Resources, Information Technology Services, University Libraries, Office of Diversity & Inclusion, Research Transfer and Technology, to name a few.

While it is not practical to house all areas that provide offerings into one campus department, the Committee recommends the formation of a standing University Professional Development Committee. Membership to include areas that provide Professional Development offerings, representatives from UP Senate, USS Senate, Human Resources Training, Information Technology Services Training and Research Technology and Transfer. The Committee chair should fall under the Office of Human Resources. Senators are charged with the responsibility of keeping the Senates informed with the Committee work.

GETTING THE WORD OUT: COMMUNICATION OF PROFESSIONAL DEVELOPMENT OPPORTUNITIES

Based upon the results of a campus-wide survey conducted during Spring 2016, it quickly became clear that an enhanced approach in the organization and communication of professional development opportunities at WSU is needed.

In July, a first step was taken by consolidating several options located on *myWSU* Faculty/Staff into a new area titled Employee Training, Resources and Professional Development. It houses easily accessible links to myTraining, EmpHelp and some of the required training options for employees. The new area also provides an avenue for future growth.

The Committee started the collection of resources such as websites, trainings, workshops that are available today. The Committee is exploring ways to improve the organization and communication of professional development opportunities. One method is to promote the use of myTraining by departments currently offering professional development sessions and workshops. Continued use of Senate Web sites, WSU Today, Events Calendar and social media tools are also encouraged.

FUNDING

Funding concerns will continue to be a challenge for Professional Development from multiple perspectives. Concerns range from recognizing/compensating presenters to providing refreshments, printing session and promotional materials to encourage employee participation. The Committee recommends:

- Senates Professional Development Committee plans to assist in locating, applying for and managing grant funded opportunities to offset associated costs.
- The Office of Human Resources continues to manage funding for the Tuition Assistance program and review staff needs and funding.
- University departments continue to fund opportunities for conferences, workshops and other Professional Development opportunities specific to their units.

OUTCOMES

The Committee is requesting support of the proposed initiatives summarized below from WSU Administration, Unclassified Professional and Unclassified Support Staff Senates as we Start Small and Grow.

- Creation of a standing University Professional Development Committee, chaired by Human Resources
- Increase funding initiatives to include grants
- Enhance employee's knowledge and skills in support of the University Mission (Goal 7), WSU Policies & Procedures and individual's professional growth initiatives
- Continue to identify ways to overcome obstacles and enable employee participation
- Enhance communication efforts of professional development opportunities

Professional Development Committee Report to Unclassified Professional and University Support Staff Senates

August, 2016

Unclassified Professional (UP) Senate and University Support Staff (USS) Senate pooled resources from each Senate's Professional Development (PD) Committees in 2016 to identify what PD means to university Staff and where it fits within the WSU framework. The findings include a proposed plan to identify and communicate opportunities for professional and personal growth in support of the University Mission.

1. PROFESSIONAL DEVELOPMENT SURVEY

A short survey was used to collect current and requested topics of interest and to identify perceived obstacles used by the Senate committee to develop a plan to advocate on their behalf.

The survey concluded on March 11, 2016. 1,944 staff were surveyed; 431 responses were received. The results were submitted and reviewed by the UP and USS Senates in March, 2016.

2. WHERE DOES PROFESSIONAL DEVELOPMENT FIT WITHIN WSU'S FRAMEWORK?

WSU Strategic Plan Mission, Goal 7:

Create a new model of assessment, incentive and reward processes to accomplish our vision and goals.

WSU Policies & Procedures

Current policies regarding professional development and tuition assistance for UP and USS employees are located in Attachment D.

Individual Contributor Competencies

Examples from myPerformance

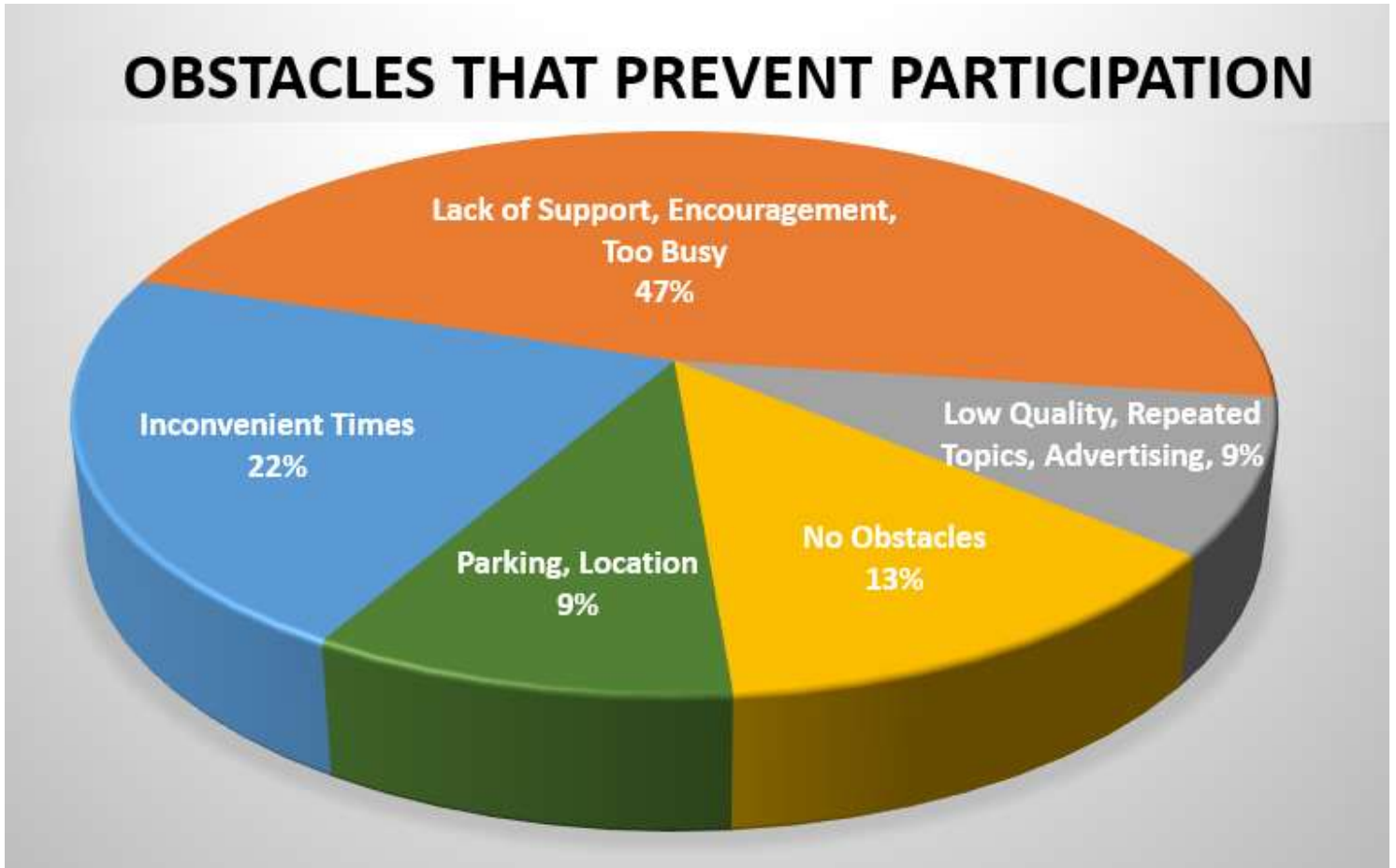
- Initiatives
 - Proactively seeking out new opportunities to improve efficiencies in our process and procedures
 - Offering innovative ideas and acting on them in a way that adds value to the University
 - Asking follow-up questions to clarify an employee's or student's needs
- Position Knowledge
 - Seeking new skills and professional development opportunities
 - Committing to continuing improvement in the provision of service to the University
- Teamwork
 - Assisting other departmental employees when needed, asking for assistance when deemed necessary
 - Collaborating with other departmental employees on projects

3. REQUESTING ENDORSEMENT OF UNIVERSITY PROFESSIONAL DEVELOPMENT PLAN

The UP and USS Professional Development Committee members are submitting the Start Small and Grow Plan (page 3) and supporting documentation to the UP, USS Senates and President Bardo for endorsement.

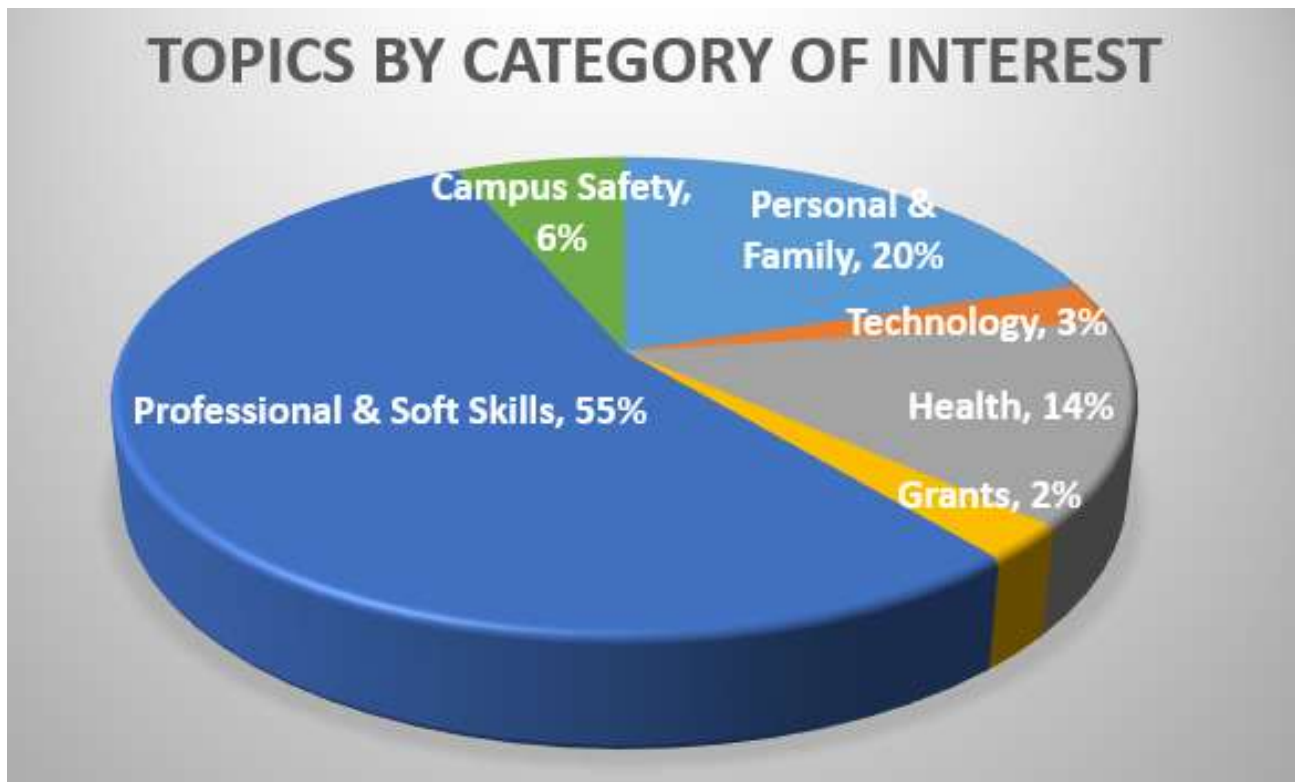
**Survey Questions 4 and 5: Obstacles that prevent your participation in professional or personal development
(Selected from list and free form text)**

The results indicate that Professional Development is not a high priority among the departmental units for WSU staff.

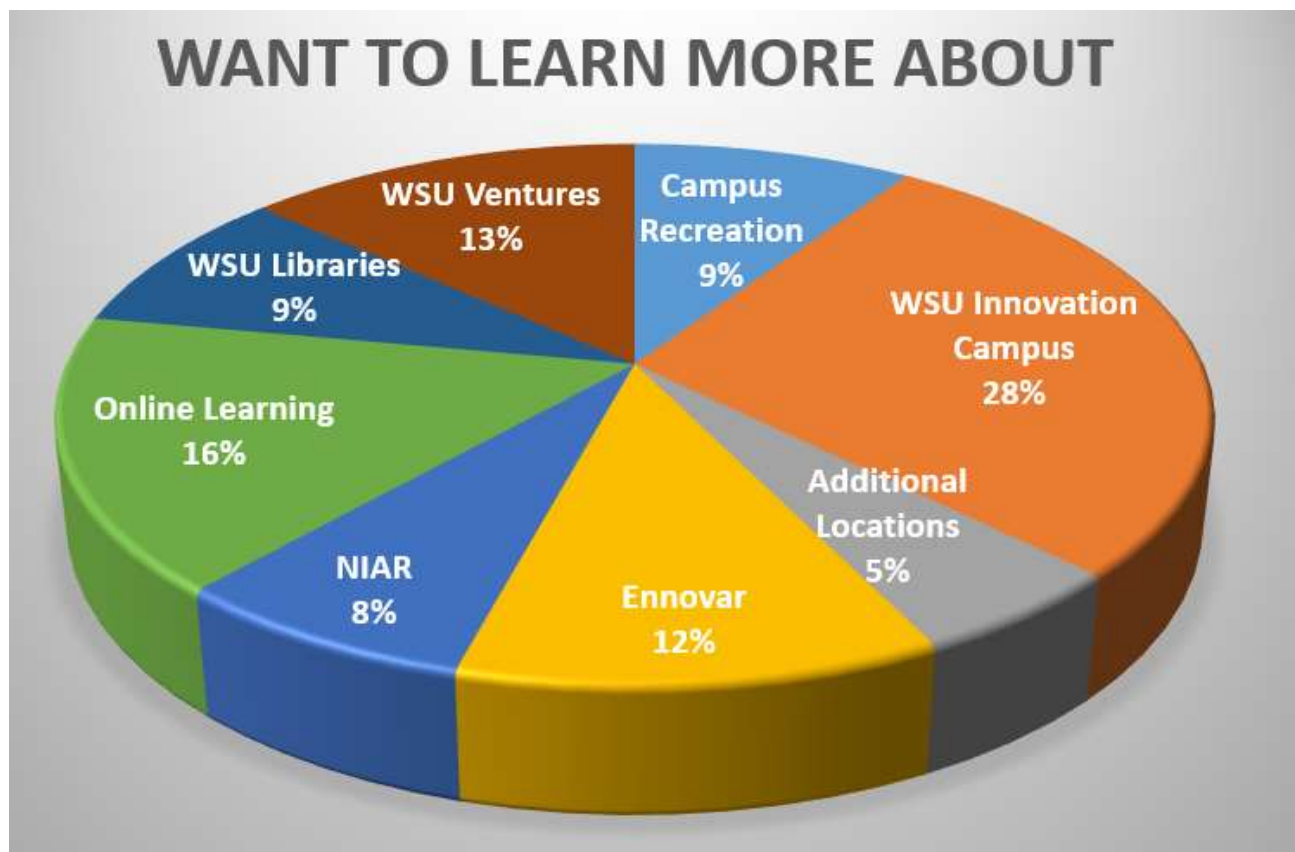


Survey Question 1: Topics of Interest (Selected from List)

Participants were asked to enter details, results are listed on Page 7



Survey Question 2: Do you want to learn more about these areas of WSU? (Selected from list)



Survey Question 3: Additional topics, suggested presenters and/or specific technology topics:

| Topic Category | Comments |
|---|--|
| Campus Information | How to "Go Green" on campus specifically to offices |
| | WATC/Merger |
| | TRIO programs and their impact on WSU. |
| Campus Safety | Active shooter was great. Let's keep the learning going. We need specific plans developed for each office/area of campus. We need to practice drills. I'm not sure the tornado building coordinators are the right people to lead this project as well. Different skill set. We need to analyze our buildings. Many cannot be locked down or doors barricaded. Let's not wait until it's too late to address these things. <i>(3 similar comments)</i> |
| | Emergency preparedness for active shooter, tornadoes, fires, and other disasters. |
| | Self-defense class |
| Health | First Aid training and CPR annually |
| | Free Campus Rec memberships for staff. |
| | Dr. Michael Greger, nutritionfacts.org; positive psychology; |
| | Interruption Science; Incorporating the latest research on brain function, physiology and ergonomics into work rhythms and habits |
| Personal & Family | Financial Planning/Paying off debt |
| Professional & Soft Skills | Adult Learning, workforce initiatives, |
| | Tuition assistance for coding workshops and CMD workshops. |
| | Professional Development for supervisors encouraging them to allow their staff to attend trainings and development sessions. |
| | Community engagement, communications |
| | Marketing/Publicity/Media <i>(2 Commented)</i> |
| | Educational opportunities for full-time staff. Possible classes/courses in degree related fields offered at a reduced rate for full-time staff at convenient times for full-time staff. |
| | General productivity and efficiency. |
| | Getting students to come to events. |
| | Supervision, being a new director |
| | Professional and Technical Writing |
| | In addition to some of the standard topics, additions should include topics that address our changing industry and work environment. What was important years ago, may have little relevance today. For example, more professional development sessions on diversity (i.e. recognizing the various skills and talents of others and how those skills will build, enhance and complement our work environment, etc.) |
| | Leadership for young professionals /Leadership inclusion <i>(2 Commented)</i> |
| | Professional writing courses would assist me in building professional capacity, collaborations between departments |
| | More opportunities for USS staff to be able to go to conferences relevant to their expertise that can develop their skills. Currently not much of this opportunity available thus limiting growth within a department. |
| | How to improve communications between departments |
| Developing a good work space, either a personal work space or a collaborative work space. | |
| The classes offered by CMD. need them offer in online learning and different schedule. For example; Certificate Supervisor. | |

| Topic Category | Comments |
|----------------|---|
| Technology | <p>New technology recommendations for presentations (software and hardware)</p> <p>Helpful apps for the workplace</p> <p>Outlook, Excel, Publisher etc. Intro and Advanced How to become more efficient in Excel, PPT, etc. Shortcuts, timesaving tricks, etc. Can be refresher, update type info. Mostly comes back to how my being more efficient on the computer will help me in my job.</p> <p>Communicating in a digital world. (9 similar comments)</p> <p>ArcGIS/GIS (2 similar comments)</p> <p>Qualtrics</p> <p>Blackboard Class Building & Tools. (2 similar comments)</p> <p>Brainshark</p> <p>Coding and creating apps.</p> <p>MakerBot 5 3D printing training including CAD software training.</p> <p>Website development and support. I don't know how to take a PDF and place on website (6 similar comments)</p> <p>Electronic Signatures; Fillable forms; How to paperless procedures</p> <p>Data Mining</p> <p>OneNote (2 similar comments)</p> <p>Internet security and internet safety with teens (2 similar comments)</p> <p>Operating systems (Windows 10)</p> <p>What you need to know about Social Media.</p> <p>Image/Web Now</p> <p>Keeping up with technology.</p> <p>Programming Languages, C++ and C# would be nice.</p> <p>QuickBooks</p> <p>New programs like Light room and others that are available to staff.</p> <p>Videoconferencing, webinars (how to go one), Moodle, long distance communication</p> <p>Video production</p> <p>Adobe including Photoshop and graphic development (4 similar comments)</p> <p>Microsoft Certification classes (from start to finish with an instructor</p> <p>Work share programs/File sharing apps, technology to aid in working from home, video conferencing equipment, etc.</p> <p>SharePoint, project management software, etc. (2 similar comments)</p> <p>Learning object development</p> |

Attachment C: Topics of Interest – Current and Potential Resources Identified by Senate Professional Development Committee

| Category | Topic of Interest | Current and Potential Resources Identified by Senate Professional Development Committee |
|-----------------------------|---|--|
| Campus Safety | Campus Safety | University Police Department, General Counsel, Human Resources <ul style="list-style-type: none"> • Campus Safety: Active Shooter Incident Planning • UBIT: University Behavior Intervention Team • Campus Safety & Social Responsibility (online) • Campus Security Authority (online) • Responsible Employee (online) • Violence Prevention-Flashpoint (online) • Intimate Partner Violence (online) • ALICE: Alert, Lockdown, Inform, Counter, Evacuate (Summer 2017) |
| Environment | Environmental Responsibility | Green Group |
| Health | Diabetes Education | Student Health Services, College of Health Professions, Derby Health Collaborative |
| | Emergency First Aid and CPR | College of Health Professions, Student Health Services, Campus Recreation, College of Education - Human Performance Studies, Derby Health Collaborative |
| | Healthy Eating Weight Loss | College of Health Professions, Student Health Services, Employee Assistance Program, Derby Health Collaborative |
| | Heart Disease | College of Health Professions, Student Health Services |
| Personal, Family and Health | Balancing Work & Family | Human Resources, Counseling & Testing Center |
| | Developing and Achieving Personal Goals | Center for Leadership, Counseling & Testing Center |
| | Elder Care and Choosing a Caregiver | |
| | Financial Planning for Retirement | Employee Assistance Program, Human Resources <ul style="list-style-type: none"> • Annual Retirement Seminar • 10 Strategies for Improving Your Finances (Webinar October 2016) • Managing Personal Finances (Webinar November 2016) • Financial Planning for Life (January 2017) • The Importance of Participating in Your Employer's Retirement Plan (February 2017) • Are You Financially on Track for Retirement? (March 2017) |
| | Parenting | Child Development Center, Psychology Department, Counseling & Testing Center |
| | Wills, Living Wills, Estate Planning, Trusts, Power of Attorney | Employee Assistance Program and other resources |
| | Nutrition and Fitness | College of Health Professions, Student Health Services, Campus Recreation, Employee Assistance Program, Derby Health Collaborative |

| Category | Topic of Interest | Current and Potential Resources Identified by Senate Professional Development Committee |
|----------------------------|--|---|
| Professional & Soft Skills | Communication Skills | Counseling & Testing Center, Human Resources <ul style="list-style-type: none"> Friendly Persuasion (online Fall 2016) Initiating Difficult Conversations (online Fall 2016) Becoming a Better Listener (online Fall 2016) Communication Skills to Enhance Relationship (online Fall 2016) |
| | Conflict Management, Avoidance, Resolution | Human Resources, Counseling & Testing Center |
| | Customer Service Skills | Human Resources <ul style="list-style-type: none"> Enhancing Your Customer Service |
| | Diversity & Inclusion | Office of Diversity & Inclusion, Counseling & Testing Center, Human Resources, Veteran Student Services, Office of Disability Services, TRIO Disability Services, TRIO Student Support Services <ul style="list-style-type: none"> Diversity & Inclusion in the Workplace Ability Ally Safe Zone Gender Diversity Preventing Workplace Harassment & Discrimination Green Zone Cross-Cultural Leadership Mental Health First Aid Veterans Preference |
| | Dressing for Success | Career Services |
| | Effective Meeting Tips | Human Resources |
| | Grants Research | Research Technology & Transfer <ul style="list-style-type: none"> Award Monitoring/Award Management Award Negotiation and Acceptance Cayuse 101: Electronic Submissions to Grants.gov Compliance Contracts & Agreements Copyrights & Trademarks Developing Budgets Proposal Development Research Administrators SBIR/STTR Technology Transfer & Intellectual Property WSU Resources <p>WSU University Libraries is the only Patent and Trademark Resource Center in Kansas. Offers general assistance and short workshops on copyright, patent, and trademark searching</p> |
| | Mentoring New Employees | Human Resources <ul style="list-style-type: none"> Managing Employee Performance |
| | Motivation Strategies | Counseling & Testing Center, Center for Leadership Development, Human Resources <ul style="list-style-type: none"> The Impact of Attitude on Work and Life (online Fall 2016) |
| | Organizational Skills | Human Resources, Counseling & Testing Center, Office of Student Success, |

| Category | Topic of Interest | Current and Potential Resources Identified by Senate Professional Development Committee |
|----------------------------|--------------------------|--|
| Professional & Soft Skills | | Center for Management Development <ul style="list-style-type: none"> • Cutting Through the Clutter (online Fall 2016) |
| | Presentation Skills | Human Resources, Counseling & Testing Center, Communications |
| | Stress Management | School of Business, Counseling & Testing Center, Student Health Services, Derby Health Collaborative, Human Resources <ul style="list-style-type: none"> • Stress: A Way of Life or a Fact of Life (online Fall 2016) • Mindfulness: Being Present in Your Work & Life (online Fall 2016) |
| | Team Building | Counseling & Testing Center, Career Development, Human Resources <ul style="list-style-type: none"> • Working Effectively in Teams • Discovering Your Strengths • Strengths-based Teams (Fall 2016) |
| | Time Management | Human Resources, Counseling & Testing Center |
| Technology | Technology | ITS Applications Training, Media Resources Center, Microsoft Image Academy, University Libraries <ul style="list-style-type: none"> • Access • Acrobat • Banner • Blackboard • Excel • Illustrator • InDesign • Microsoft Office • OneNote • Outlook • Photoshop • PowerPoint • Publisher • Technology Fair • Windows • Word |

UNCLASSIFIED PROFESSIONALS

6.11 / Professional Development

Continuing education and development opportunities are considered mutually beneficial to the unclassified professional and the University. Depending on position responsibilities, unclassified professionals may be eligible for a waiver of the student fees and/or tuition assistance for University courses, reduced rates for seminars sponsored by the Center for Management Development and other University units, courses offered through the Office of Human Resources, and professional development activities designated through the Office of Academic Affairs.

(Revision Date: June 17, 1999)

UNIVERSITY SUPPORT STAFF

7.18 / Training and Development

New Employee Orientation:

All probationary employees are introduced to the University through a general orientation program conducted by the Office of Human Resources (OHR). All employees, regardless of length of service, are welcome to attend the orientation sessions.

At the biannual orientation sessions, University and state policies and practices are discussed and a general overview of the campus missions, goals and services is presented. Specific information regarding work assignments, duties and departmental policies should be provided by the employee's supervisor.

Training and Career Development Programs:

The University continuously provides training and development opportunities for all employees on campus. A variety of required and optional training classes are offered by various departments. Information regarding required courses will be given to new employees upon hire and to current employees as needed.

OHR offers a wide variety of courses with a focus on the essential duties, foundational skills, and critical learning needed in the areas of leadership, managing people, administrative support, legal/compliance, emergency preparation, performance evaluation and management, hiring processes, timekeeping and employee safety programs. These courses are for all University employees. Information on classroom courses, access to online courses and descriptions of certificate programs are on the OHR webpage.

The Applications Training Department provides classroom training and online resources for Banner, Self Service and Reporting Services as well as Adobe, MS Office and other programs. Information on classroom and online courses, how-to demos and guides for WSU employees are located under EmpHelp in myWSU.

The Center for Management Development, Office of Academic Affairs, Media Resources Center and other University units also sponsor training activities and seminars. Information for these can be obtained through each unit.

Employee Assistance:

Employee Assistance Services (EASe) is a free, voluntary and confidential assessment and referral service for all university employees and their immediate families who need help with family, work or financial problems. Information about EASe and other programs of benefit to state employees is available from OHR.

(Revision Date: June 8, 2014)

3.42 Tuition Assistance Program for Employees

Purpose:

The purpose of this policy is to implement state law regarding the payment of tuition and other education expenses of eligible University employees.

Preamble:

The University has authority under state law to pay tuition and other education expenses for the education or training of eligible University employees when such education or training has been determined to be of value to the state and the University.

Policy Statement:

1. Wichita State University may pay, from available appropriations, the actual cost of tuition and required fees in order to provide education or training for any eligible university support staff or unclassified non-teaching employee when such education or training is determined to be of value to Wichita State University.
2. Employees eligible for tuition assistance will be those Wichita State University support staff and unclassified professional non-teaching employees who hold at least a half-time, benefits eligible appointment. Assistance is not payable to employees on unpaid leave. Employees would also be eligible to apply for grants or scholarships that may be available to them through their departments or other resources. The employee must have a current performance evaluation of "satisfactory," "meets expectations" or an equivalent rating, or be pursuing training or education directly related to a specific performance deficiency.
3. To maintain eligibility, the employee must satisfactorily pass all courses with a "C" or better while receiving assistance for undergraduate coursework, or a "B" or better for graduate courses. Failure to meet this requirement will make the employee ineligible for tuition assistance until the employee has satisfactorily passed another qualified course of the same number of hours at the employee's expense.
4. A Wichita State University course or seminar will be considered to be of value to the state and the University and thus eligible for tuition assistance if it is determined that the course can be credited towards a degree, will provide professional growth or development for the employee, or is job-related training.
5. Subject to availability of funds, assistance is limited to two courses or seminars per semester, not to exceed payment for six semester hours in the fall or spring semesters, or three hours in the summer semester. Assistance is limited to tuition cost only and does not include books, student fees or housing. Seminars that exceed the cost of the maximum undergraduate hours allowed in a semester will be limited to a reimbursement amount that is equivalent to the cost of the maximum undergraduate hours that could have been taken that semester.
6. The Tuition Assistance Program will be administered by the Director of Human Resources including establishing and communicating an appropriate application process to University employees.
7. In the event insufficient funds are available to fund all tuition assistance requests, the decision of which applications will be approved will be determined by the Director of Human Resources or the Director's designee.
8. Release of an employee to attend University classes or seminars during regular work hours is subject to the requirements and discretion of the employee's supervisor and budget officer. Release time may be granted to eligible university support staff and unclassified professional non-teaching employees to take one course or seminar per semester. Makeup time is not required for academic classes or seminars related to the employee's job or performance, as determined by the employee's supervisor and budget officer. Release time for classes, which are not directly related to the employee's job or performance, must be unpaid, made up, or charged to vacation leave with the supervisor's approval. There is no appeal for release time beyond the decision of the employee's budget officer.

Implementation:

This policy shall be included in the WSU Policies and Procedures Manual and shared with appropriate constituencies of the University.

The Director of Human Resources shall have primary responsibility for publication, dissemination and implementation of this University policy.

(Effective Date: May 10, 2001) (Revision Date: August 1, 2007, December 24, 2011, June 8, 2014)