

# Initiative Fund Staff Development Grant Report FY 2008

## Contact Information:

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## Project Information:

**Project Name:** ATC Staff Development Initiatives 2007-08

**Brief description of project:** The attached initiatives consist of a group of smaller projects that include sessions for our current leadership development cohort, customer service training for our new workers, a CPR refresher for any interested employees, a dynamic speaker for our January staff development day, and the ability to conduct a staff development needs assessment survey via the internet.

**Amount received:** \$4,364

**Are matching funds available?** Any matching funds would be in-kind contributions in reduced training costs using internal trainers and administrative/setup costs.

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Training Description	ATC Tomorrow Pathways Leadership Cohort – Trip to Board of Trustees Committee Meeting
Expected Outcome	<p>Cohort members will have an opportunity to experience the complexity of decision-making that is a critical component of leading and managing the MnSCU system as the Board deals with some very difficult issues.</p> <p>Outcome will be assessed by an evaluation instrument reflecting value and participation numbers upon conclusion of the trip.</p>
Timeline	November 13, 2007 (Scheduled Trip)
Sponsor / Partner	ATC Tomorrow Planning Team
Action Plan Priorities	Priority 3, 5
Budget	<p><b>\$339</b></p> <p>Covers travel expenses – 3 vehicles x 260 miles @ \$.25 mile = \$195, plus meals for 16 participants @ \$9 each = \$144</p>
Project Recap	<p>On November 13, we had 14 employees from the ATC Tomorrow Pathways Leadership Group participate in a trip to the Board of Trustees Meeting to get a glance at how a 15-member Board manages and leads a \$500 million higher education system. The participants were instructed to watch the people, see who participates, observe the roles of the Office of the Chancellor staff and individual Board members, and listen to the Chancellor’s comments. An agenda was provided to the group and they observed various committee meetings. Of special interest was discussion on tuition and budget, technology, finance, and accountability measures.</p>
Impact	<p>The objective was to allow our ATC Tomorrow Pathways Leadership Group to observe a Board in action. An evaluation of the event was administered upon conclusion of the event with very high ratings. The group felt that the meeting was amazingly well organized and the handouts and presentations were very professional and well rehearsed. This unique opportunity allowed the group to experience and understand how policies and decisions are evaluated and made at a Board level.</p>
Reflection	<p>According to our evaluation responses, this will definitely be an activity that will be continued for future Pathways groups. One thing we would add is to give the participants some homework to research the academic and work backgrounds of the Board members ahead of time. Some participants were surprised by some of the questions asked by Board members, but then remembered they come from a wide area of business and industry and not necessarily an educational setting.</p>

Training Description	ATC Tomorrow Pathways Leadership Cohort – Innovation Teambuilding
Expected Outcome	<p>Cohort members will learn how to build a culture of innovation. A Creatrix Inventory will be administered so participants can discover their personal innovation style and idea gathering techniques will be introduced.</p> <p>Outcome will be assessed by an evaluation instrument reflecting knowledge gained and value of teambuilding exercises, as well as a count of participant numbers.</p>
Timeline	January 25, 2008 (Scheduled Training)
Sponsor / Partner	ATC Tomorrow Planning Team

	Kris Ahlquist, Presenter
Action Plan Priorities	Priority 3, 5
Budget	<b>\$2625</b> Covers \$750 stipend, 35 Creatrix Inventories @ \$50 each = \$1750, plus travel expenses of approximately \$125
Project Recap	On January 25, we had 36 employees participate in an Innovation Workshop. Each attendee completed an online Creatrix assessment that measured creativity and risk taking. By knowing a person's Creatrix orientation, teams can work more effectively with an appreciation for others with a different style than his/her own. The group was broken down into six groups to explore and discuss the six parts of the model (vision, culture, resources, education, processes, and inclusion).
Impact	The objective was to allow employees to learn more about becoming an innovative team player. A general introductory session was presented during our Fall Workshop, with the promise of more training for those interested to be held later in the year (thus the January session). By knowing where other team members are coming from, teams can work more effectively. An evaluation instrument for the training was administered with a 4.6 rating on a 1-5 scale (with 5 being strongly agreeable) on all statements. It was suggested that all college personnel should go through the training at some time.
Reflection	Participants would have liked more real world examples, both individually and corporate. Many thought more time should have been allowed for final segment coverage.

<b>Training Description</b>	<b>Customer Service Training (New Employees)</b>
Expected Outcome	Customer service is an integral part of all that we do. This seminar is an opportunity for our employees to reflect on ATC's commitment to excellent customer service and learn some new skills that may assist them in their unique roles.  Outcome will be evaluated through a participant survey at the conclusion of the training and possible customer evaluations through the college's performance management feedback systems already in place.
Timeline	Spring 2008
Sponsor / Partner	ATC Staff Development Team Kris Daby and Robert Defries, Presenters
Action Plan Priorities	Priority 5
Budget	<b>\$300</b> Covers \$150 stipend for 2 faculty – 3x for 2 hours each @ \$25 hour
Project Recap	Customer Service Training was offered on two dates, March 5 and 6, with 19 total participants (students, faculty and staff). The seminar was to teach why good customer service can be a critical success factor for an organization, the components of a "customer-focused" environment, what it means to have a "service attitude", and tips on how you can deliver great customer service at ATC.
Impact	The objective was to instill good customer service skills in our employees, whether they are students, faculty or staff. The objective was met via positive results of a follow-up survey. The trainers were excellent and very well received. Survey ratings were between 4 and 5 on a scale of 1 to 5 (with 5 being excellent and 1 being poor).
Reflection	Our presenters were internal faculty members, so this Customer Service Training will continue to be offered to new employees (to include students, faculty and staff) on an ongoing basis. Although we did not have even one bad evaluation, it

	was suggested that more time be allowed to hear more examples of good/bad customer service. Sometimes learning from others' experiences and listening to how the situations were handled make for a more interesting topic.
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<b>Training Description</b>	<b>CPR Refresher</b>
Expected Outcome	This refresher course is a combination of heart saver and pediatric modules for single-rescuer adult, child and infant CPR techniques and obstructed airway procedures. The learner will obtain a base knowledge of CPR for adults and children as well as knowledge of what to do in a choking situation.  Outcomes will be evaluated through a participant survey and by the numbers of those re-certified as a CPR and choking rescuer.
Timeline	Spring 2008
Sponsor / Partner	ATC Staff Development Team ATC Customized Training Department Brad Brejcha, Presenter
Action Plan Priorities	Priority 5
Budget	<b>\$175</b> Covers presenter fee for up to 12 participants
Project Recap	This three-hour CPR and choking training included adult, child and infant techniques and was held on February 19 for 21 employees (both faculty and staff). Although our grant was to cover the cost for 12 individuals, we had such an overwhelming response for enrollment that the college's Staff Development budget picked up the cost for the additional attendees.
Impact	The objectives for the training were met with all 21 attendees being re-certified as a CPR and choking rescuer. AED training was also included in the training as ATC has 3 AED units located on campus for emergency use. ATC does have an emergency response team in place, thus many of the team members up for CPR renewal were able to re-certify themselves via this training. An evaluation was administered at the end of the training, whereas high ratings were given for both the instructors and the training itself.
Reflection	The training was offered very timely as many attendees were in need of re-certification. It provides for a safer environment to have many employees certified in CPR and choking techniques in the event of an emergency situation. Instructors were excellent, easy to understand, and were rated very highly. In retrospect, we would offer the same training, using the same instructors in the future.

<b>Training Description</b>	<b>Staff Development Needs Assessment</b>
Expected Outcome	A staff development needs assessment will be administered to all employees through Survey Monkey to determine training needs/desires for ATC employees.  Outcome will provide valuable feedback mechanisms for the Staff Development Team to plan for future training needs of ATC employees.
Timeline	Spring 2008
Sponsor / Partner	ATC Staff Development Team Steve Richards, Director of Technology (assist w/Survey Monkey)
Action Plan Priorities	Priority 1, 2
Budget	<b>\$200</b> Covers the purchase of an annual account with Survey Monkey
Project Recap	Survey Monkey software was purchased in Spring 2008 to enable the college to

	administer assessments of all types, including staff development.
Impact	The objective was to administer a staff development survey to employees to better improve our staff development offerings at ATC. A survey was developed for our ATC Tomorrow Pathways Leadership program in May 2008. This software will also be used in the Fall 2008 to administer a full (generic) Staff Development Needs survey to be used for planning purposes.
Reflection	Valuable feedback was given so that the ATC Tomorrow planning team can improve its Pathways program for Cohort #3 (to begin in January 2009). It might have been more beneficial to administer this survey earlier in the spring as the timing was such (at the end of the semester) that many might not have had time to complete it.

<b>Training Description</b>	<b>Interactive Technologies and Virtual Environment Presentation</b>
Expected Outcome	Participants will learn about interactive technologies and virtual environments (FaceBook, My Space, YouTube, Second Life, etc.).  Outcome will be assessed through participant participation and a survey instrument upon conclusion of the presentation. Actual implementation of technologies by faculty could possibly be evaluated through the college's performance management systems already in place, i.e., student evaluations.
Timeline	January 10, 2008 (Scheduled Training)
Sponsor / Partner	ATC Staff Development Team John O'Brien, Presenter
Action Plan Priorities	Priority 2, 5
Budget	<b>\$725</b> Covers \$500 stipend, plus travel expenses of \$225
Project Recap	A speaker was hired to make a presentation on interactive technologies and virtual environments to our employees. The college would like to implement more innovative ways of teaching and/or doing things in the future.
Impact	The objective was met for this presentation in that all employees (230+) were invited to attend during our Spring Employee Workshop scheduled on January 10. The presentation was both entertaining and enlightening as Dr. O'Brien did an excellent job. Survey results indicated that he was well received by our employees and Dr. O'Brien's contact and webography information was shared for future contact for questions and information.
Reflection	In retrospect, the presentation put together by Dr. O'Brien was excellent. He did run short on time (mainly because we didn't want it to be a long presentation and he had to cut some things out of it). Some faculty were concerned about some of the content he used in the presentation in that it was "violent"—some of the games shared which are on the current market consisted of killing and violence.