

Staff Development Grant Final Report

Anoka-Ramsey Community College

Project: "Attitude is Everything" brown bag series

Description: This program was a series of service-related programs for all employees. The series was videotaped and made available on D2L.

Project leaders: Darla McCann and Jan Pomeroy, Academic Support

Award: \$5,000

Project Re-cap

The primary goal of the "Attitude is Everything" project was to provide a quality program of coordinated and continuous development for all ARCC staff. The "Encore Presentation" D2L option was provided for all employees who were unable to attend the live sessions. Strategic Plan project benefits included: Fostering diversity awareness across the college, enhancing institutional communication and culture, and nurturing a climate of leadership and professional development. The "Attitude is Everything" Certification employed subject matter experts to present six 1.5 hour informational "brown bag" sessions to college staff. (Three on the Coon Rapids Campus and three on the Cambridge Campus)

- Communicating Across Cultures and Generations
- Customer Service (Internal & External)
- Harassment in the Workplace
- Diversity in the Workplace
- Positive Relationships
- Presenting Yourself Well

Refer to Appendix A for a specific list of Topics, Speakers, Dates, Times, Locations and Expenditures. Staff members who attended all presentations and the required ARCC Staff Development Day on Monday May 19, 2008 (See Appendix B) received an "Attitude is Everything" Level I Certificate 2007-2008 (See Appendix C). College President Patrick Johns presented the certificates. Staff members who did not complete all six sessions will still have access to them on D2L, until a new series starts in September 2008.

Impact

100% of "brown bag" participants, on a self-rating scale, rated each session as positively increasing their knowledge and awareness of resources. Appendix D illustrates the group's average increase of knowledge and average increase in awareness of resources for each brown bag session. The primary objective of this evaluation was to have data-driven decision making for continuous development of all ARCC staff. Based on the favorable evaluations, the Staff Development Committee plans to follow up with a 2008-2009 "Attitude is Everything" Level II Certification Program.

The evaluations (See Appendix E) and a large group activity facilitated on May 19th specifically solicited ideas for next year's brown bag sessions (See Appendix F). The "Attitude is Everything" Project directly supported MnScu Priority 4: providing a quality college-wide training opportunity with various experts through collaborating partnerships.

Through providing monthly exposures to employee personal and professional success principals we elevated the quality of staff development at ARCC. This becomes an important element in fulfilling ARCC Strategic Objective III: ARCC will be the college of choice for faculty and staff.

Reflection

As leaders for this project we witnessed the strength of staff empowerment. We also witnessed an evolution of and enhanced hunger of leadership qualities, as well as, an improved climate in our institutional culture. As a committee, one of our greatest challenges was to locate experts, in each topic area, who could effectively convey their message via ITV to the non-hosting campus. Another challenge was to rely on MetNet to record the sessions and prepare them for D2L video presentations. The entire setting up of the D2L "Encore Presentations" took much longer than anticipated. Now that we have a successful format in place it will be much easier to develop a level II program. We also anticipate that our staff will feel more ownership, of the project next year, because their input has been solicited (See Appendix F). One suggestion, that would be easy to implement, was to "ask participants to define how they plan to use the information to be more successful in the future". Although we were extremely pleased with this year's project we are anxiously looking forward to an "Attitude is Everything II" next year and hope to apply for MnScu funding if it becomes available. Thank you for funding our Level I opportunity!!