

## Staff Development Grant Final Report

### **Hennepin Technical College**

*Project:* Technology and Diversity Training

*Description:* Training for a group of College Lab Assistants who are facing technology and diversity challenges but have limited professional development opportunities.

*Project leaders:* Maggie Vyskocil and Jana Carr–Weerts, Learning Resource Center

*Award:* \$1,200

### **Project Re-cap**

The training was held on February 19<sup>th</sup>, 2008, a non-contract, non-student contact day. The training was primarily for College Lab Assistants, but the workshop sessions were opened up to other interested classified staff members. The educators were made available through a collaborative effort with Hennepin Technical College's Customized Training Services. The workshop consisted of two training sessions.

*Providing Culturally Competent Educational Services:* Three-hour morning session led by trainers Jonathon Stuart and Caren Abdelaal. This workshop provided knowledge and insight into variances of culturally influenced communication styles through demonstration and interaction. Other topics covered included immigrant and refugee experiences, tools to maximize our communicative effectiveness with students from other cultures and behaviors essential to providing culturally competent services. Eighteen classified employees attended this session.

*Microsoft Office 2007 Overview:* Four-hour afternoon session led by trainer Sue Mach. This hands-on training gave us an opportunity to gain skills needed for competency in the new Microsoft Office suite. Instructor, Sue Mach, helped us navigate through the new interface, tools and commands of Word, PowerPoint and Excel. Twenty classified employees participated in the afternoon training.

The funds were budgeted as follows:

Instructional resources and supplies: \$471.04

Sue Mach, Microsoft Office 2007 facilitation fee: \$400.00

Food and refreshments: \$268.89

E-survey fee: \$25.00

### **Impact**

The anticipated outcome of the training was that our College Lab Assistants will be better equipped to provide superior services to students by having a better understanding of Hennepin Technical College's diverse student population and also by gaining proficiency in Microsoft Office 2007. We hope this knowledge will help us provide high quality, effective support services ultimately leading to an increase in student retention and raising the percentage of students earning degrees, diplomas and certificates.

Post workshop evaluations revealed that the workshop lived up to or exceeded the attendees' expectations. Follow-up conversations with College Lab Assistants confirm that intercultural communication skills and cultural awareness acquired at the workshop have been very useful in the Learning Resource Centers. The project leaders have also heard feedback that the Microsoft Office 2007 training has proven to be invaluable in helping students with assignments.

### **Reflection**

The pre and post-workshop surveys showed that most people believe the information they received at the workshops will help them provide effective services to our students and that the topics covered are relevant to their jobs. All attendees consider themselves more knowledgeable about diversity and Microsoft Office 2007 after attending the training.

All employees who attended this workshop said they would be interested in attending a similar workshop if the grant is available next year. Post-workshop surveys provided ideas for future workshop topics: Microsoft's Vista operating system, effective strategies to cope with difficult people, and the American Disabilities Act.

On behalf of the Hennepin Technical College Lab Assistants, we would like to thank the Minnesota State Colleges and Universities *Staff and Leadership Development Steering Committee* for approving our staff development grant application. We would also like to extend a special thank you to Ron Kraft, Vice President of Student Affairs and Jason Burrows, Dean of Business, Computers and Culinary Arts for providing wages out of their departmental budgets for attendees who would otherwise not have been compensated. We also express gratitude to Marc Soldner, Director of Technology and Diane Paulson, Vice President of Administrative Services for encouraging their employees to attend the training.