

## Staff Development Grant – Final Report

### Minnesota State Community & Technical College – Moorhead campus

Project: Enhancing Staff and Faculty Development through Behavior Intervention Training

Project leaders: Claudia Simon, Tom Dubbels

Award: \$4371.00

#### Project Re-cap:

- Training was offered to staff and faculty from all four MSCTC campuses and Minnesota State University Moorhead. The focus of the training was to provide skills to deal with difficult students and others on campus and deescalate potentially volatile situations.
- Training was provided for CARE Team coordinators and committee members and the Campus Safety Committee by the Moorhead Police Department. The focus of this training was: behavioral analysis, threat assessment and risk reduction as it relates to potentially violent situations/students and others on campus.
- Forty-nine staff and faculty participated in the trainings.
- The staff development grant funds were spent as follows:
  - Facility rental: \$200.00
  - UND Conflict Resolution Center:
    - Training: \$4050.00
    - Travel: \$50.40
    - Pre-meeting: \$50.00
    - Total = \$4350.40
  - Moorhead Police Department – Initially we were informed that there would be a charge for officers' time; we later learned that this was not the case and all training by the Moorhead Police Department staff was provided at no cost. *(per email, see below, in lieu of funds for MPD, funds were reallocated for off-campus facility rental)*

#### Impact:

- Our training objectives included:
  - Staff and faculty will feel more comfortable and will more readily intervene when students/guests act inappropriately.
  - Fewer interruptions of service/teaching and learning will occur.
  - Staff and faculty will learn how to refer students to the CARE Team for intervention.
  - The CARE Team and Campus Safety Committee members will have the opportunity to learn skills that will assist them in assessing situations and identifying necessary steps to ensure a safe learning environment is provided for the MSCTC Moorhead community.
- We believe the project was a success based on the positive feedback we received through pre/post testing and training evaluations.
- This project has furthered staff development at Minnesota State Community and Technical College in many constructive ways, including the following:
  - The training has brought to light the fact that potentially violent situations can arise in all departments and classrooms on campus.
  - Participants found it especially valuable to identify and manage those things that trigger their own sense of aggression/volatility/frustration as they deal with individuals on campus and the continual changes to campus practices.
    - This, in turn, has led them to be more empathetic to individuals who become frustrated with enrollment, registration, and the financial aid application processes that are often times new.
  - Staff/faculty members who have never participated in staff development activities participated in these trainings.
  - A supervisor, who attended the training, plans to implement training of this nature for staff members who were unable to participate.

Evaluation methods included pre/post testing, general feedback surveys and follow-up surveys 2 to 3 months after the training.

- Evaluation Results
  - When participants were asked, immediately after receiving training, if the training was useful to them on a 1 – 5 scale, 5 being very useful, 95% ranked the training at a level of 4 or 5

- When asked for feedback 2-3 months after the training, participants\* reported the training provided them with the following:
  - 64% reported feeling more comfortable dealing with a disruptive and/or hostile person on campus
  - 82% reported feeling more confident of their communication skills dealing with a hostile and/or disruptive person on campus
  - 55% reported feeling more confident of their skills to deescalate a disruptive/hostile person or situation on campus
- \*information based on a 33% response rate
- Follow up plans include the following:
  - On an ongoing basis, we will facilitate sessions for participants to discuss the training they received and what they have found to be effective methods for addressing volatile situations – this will provide an opportunity for people to share and learn from each other.
  - For staff/faculty unable to attend, we will provide resources that will assist them in developing these same skill sets.
  - We will continue to work with the Moorhead Police Department to increase the CARE Team members' skills in analyzing and preventing violence on campus.

## Reflection

As a result of the training, we learned that being flexible is very important, both with scheduling and contracting with facilitators who are willing to adapt as needed. As a result of our willingness to be flexible, we learned that the Moorhead Police Department personnel are not only willing but eager to work with us on a continuous basis to ensure the safety of our campus community. One of the most rewarding experiences was the opportunity to witness “ah-ha” moments experienced by participants, realizing that they will use the new skills presented.

In the future, we will “market” our training opportunities more widely; we would like to see stronger participation from campus membership.

*Email communication with approval to use funds for facility rental.*

Anita Rios" [Anita.Rios@so.mnscu.edu](mailto:Anita.Rios@so.mnscu.edu) 11/14/2008 2:19 PM

Dear Claudia:

Thanks for your message. Yes, you may use the grant funds to cover training space or additional training for staff. What a nice bonus to discover you have an extra \$500!

Anita

Anita Rios, M.Ed.  
 Director, Staff and Leadership Development  
 Minnesota State Colleges and Universities  
 Wells Fargo Place  
 30 7th St. E., Suite 350  
 St. Paul, MN 55101-7804

[anita.rios@so.mnscu.edu](mailto:anita.rios@so.mnscu.edu)  
 phone: 651-297-1128  
 fax: 651-297-3145

"If your actions inspire others to dream more, learn more, do more, and become more, you are a leader."

--John Quincy Adams

>>> "Claudia Simon" <[Claudia.Simon@minnesota.edu](mailto:Claudia.Simon@minnesota.edu)> 11/14/2008 11:42 AM >>>  
 Good morning,

I have a question about the possible redistribution of some of the grant funds MSCTC Moorhead recently received. Our initial contact with the Moorhead Police Department indicated that there would be a fee for their services, providing training for our staff/faculty and CARE Team. In subsequent conversations and planning sessions we have learned - happily - that their services will be provided free of charge.

This frees up approximately \$520.00. Can we use those funds to help cover the cost of off campus training space, refreshments, or additional training? Do you have recommendations for ways in which we could appropriately use these funds? Your input is very much appreciated.

Thank you,  
 Claudia Simon

Claudia Simon  
 Director of Transition Programs  
 Minnesota State Community & Technical College  
 1900 28th Avenue South

Moorhead, MN 56560  
 (218) 299-6882  
[claudia.simon@minnesota.edu](mailto:claudia.simon@minnesota.edu)