

Category Improvement Worksheet—*Creating the Climate for Continuous Learning*

Complete this worksheet and email it as a .doc or .pdf electronic file to AQIP before the Strategy Forum Homework Deadline. The boxes will expand to fit whatever you write. Questions? Call AQIP at 800-621-7440.

Institution: Wayne State College	City & State: Wayne, Nebraska
Identify one AQIP Category that your institution would like to target for focused improvement (in the form of a campaign consisting of one or more Action Projects.	
<u>AQIP Category Four—VALUING PEOPLE</u> AQIP Category Four, VALUING PEOPLE, explores your organization’s commitment to the development of your faculty, staff, and administrators.	
<u>2007-2010 WSC Strategic Plan</u>	
<ul style="list-style-type: none">• TEACHING AND LEARNING: Continuously improve academic quality and learning.<ul style="list-style-type: none">• Strengthen Existing Curriculum<ul style="list-style-type: none">• Training and in-service on new software adoptions<ol style="list-style-type: none">1. Sakai, course management interactive software2. NESIS, Nebraska Student Information System software<ol style="list-style-type: none">a. PeopleSoft/Oracle software• COMMUNITY: Build a sense of belonging, ownership, and esprit de corps among all college constituencies.<ul style="list-style-type: none">• Promote Effective Campus Communication	
Within this Category, identify a significant challenge — one or two processes or performance results data that you consider targets for change.	
<i>Totally new software upgrades require intensive training for entire institution</i> Promote Staff Development and Training <ul style="list-style-type: none">• NESIS, Nebraska Student Information System software<ul style="list-style-type: none">○ PeopleSoft/Oracle (Student Information System) training○ Utilize “train-the trainer” core groups• Sakai, course management interactive software<ul style="list-style-type: none">○ Determine Measurement (how well do we utilize software and all its capabilities)<ul style="list-style-type: none">▪ Percentage of personnel that use SAKAI• Professional Cross Training of Staff (Career Progression Process)<ul style="list-style-type: none">○ Develop a reclassification process model○ Seek external consultant regarding implementation	
Which specific <i>opportunities for improvement</i> (identified as O or OO in your Systems Appraisal) are core to this challenge? 4P4a OO Training and development of faculty and staff emerges as an ‘on-the-job’ process rather than a structured formal process. Also, it is not clear how administrators are included in training and professional development throughout their careers. Further, a system of succession management and career development does not appear to be in place. Process developed can serve as a model.	

What feedback from other external sources (consultant reports, other accreditation reports, research studies, etc.) reinforce your conclusion that this Category represents a key challenge for your institution?

Oracle's PeopleSoft new software was selected to replace the outdated 18 year old SIS Plus system. Extensive training to personnel with primary system control was collaborated through the assistance of CedarCrestone Consultants. These consultants highly recommend extensive training for all personnel during this new innovative software implementation.

What feedback from internal sources (performance results data, complaints, system breakdowns, etc.) reinforce your conclusion that this Category represents a key challenge for your institution?

Staff members who have now been trained realize how much training is needed. The transition from 18 year old software to the new software has produced massive changes in the student information system. In addition, the software switch from WebCT to SAKAI course management system software has created many questions from faculty, even those who with WebCT training. To address communication, information on the new software upgrades needs to be disseminated to all institutional units.

When did you become aware of the need to develop a strategy to address this challenge? What is stimulating you to confront it now?

We became aware during the software conversion process. This is a massive change in administrative and student management software, so all employees need training.

Which specific needs of your students, other external stakeholders, faculty, or staff could you meet better if you addressed this challenge? How?

Faculty will be able to fully utilize new software and all its capabilities. The whole institution will benefit from the improved data management and reporting capabilities of this new software. Student advisement will be enhanced, budgeting processes will improve, and strategic use of data will increase.

How might addressing this challenge change or strengthen your institution's quality culture and infrastructure?

We plan to develop communication tools to enhance communication. We will develop a model process to be followed for training that can be used for training in many areas of the institution.

What enthusiasm and support exists among your leadership and employees for addressing this challenge now?

This massive change in administrative and student management software has employees eager to change from the old software to the new software and learn how to make maximum use of all its capabilities.

Identify two processes or performance results measures included in this Category that you consider significant current strengths (e.g., identified as S or SS in your Systems Appraisal) that might prove useful in addressing this challenge.

7P1—WSC recognizes the need to make data available for use in the planning process and has developed an extensive data storage and data management system that should provide useful information. A new Enterprise Resource Planning system is in the planning stages and should serve to better integrate data resources.

7P2—The process for determining and serving the data and information needs of departments and units at WSC involves an approach that has four main components including evaluation of existing reports from existing systems, evaluation of existing core database systems, evaluation of departmental requests for special reports from existing systems, and evaluation of requests for new systems.

What ideas have you already come up with for potential Action Projects that might help address this challenge? (Provide 3- 6)

Promote Staff Development and Training

- **Training and in-service on new software adoptions**
 - **Utilize “train-the trainer” core groups**
 - **NESIS, Nebraska Student Information System software**
 1. **PeopleSoft/Oracle software**
 - **Sakai, course management interactive software**
- **Staff Professional Development/Training (Career Progression Plan)**
 - **Develop training process for staff**
 - **Utilize supervisors in development**
 - **Develop a process for middle management position training**
 - **OSHA Training, SAP, Sakai, NESIS**

In collaboration with Academic Affairs, implement a comprehensive system of training for faculty in enhancing their teaching skills and instructional methodologies to implement student success initiatives related to student learning outcomes and AQIP using the new NESIS and SAKAI student management systems.

Plan and coordinate workshops and seminars designed to establish and maintain a college-wide culture of knowledge using the new SIS software where results are used in an established cycle for quality improvement.

Formulate strategies, allocate resources, and set quality standards for identified college activities, including initiation and completion of program review and core curriculum assessment.

Develop a process for training and professional development of middle management positions.