1. Name of person(s) submitting application: Leslie Cloer

2. Date: 6/1/2011

3. Division/Department: College Advancement/Human Resources

4. Title of Action Project: Training and Professional Development Program for Faculty and Staff

5. Describe the Action Project's goals in 100 words or less.

The goal of this action project is to implement an annual mandatory training and professional development program for all full-time faculty and full-time staff. Faculty and staff will receive annual training in various topics such as sexual harassment, diversity, and the Americans with Disabilities Act.

6. Identify the AQIP Category the proposed Action Project will most affect or impact:

Category 4: Valuing People

7. How does this project support PTC's mission?

The Office of Human Resources is dedicated to supporting the mission and goals of Pulaski Technical College by providing quality customer service. In order to help our faculty and staff of the college offer the highest level of customer service, we plan to implement an annual mandatory training and development program for all full-time faculty and full-time staff. We hope to minimize the risk of potential lawsuits against the college by training our faculty and staff to offer the highest level of customer service while respecting the rights of our customers, who could include current or prospective students, co-workers, or anyone from the community.

8. Describe briefly your department/division/committee’s reasons for taking on this Action Project now - - why the project and its goals are high among your current priorities.

By offering annual training for all employees, we will be able to get a discount of approximately $5000 on our annual liability insurance premiums for the college.

We have a Human Resources staff of four individuals to support the needs of our over 900 full-time and part-time employees at our seven sites. In order to offer training and support for our staff at all seven sites, we plan to better utilize technology to create training and professional development opportunities for our employees. This training module will allow us to offer training and professional development opportunities that do not require our Human Resources staff to have to travel to all seven sites. Our training will also be ADA compliant because each employee will be able to complete the training at his/her own pace from individual work stations.
9. List the organizational areas -- institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project.

**Human Resources**

**Business Office** - cost savings of approximately $5000 annually

100% of full-time faculty and full-time staff will receive training.

10. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve.

**Training** - This will allow us to create our own training and development program for faculty and staff.

**New employee orientation** - We will be able to utilize this training program in the future for all new hires.

11. How long will it take to accomplish the project (from kickoff to target completion)?

**Planned project kick-off date** - July 1, 2011 - I plan to begin the development of the online training curriculum.

**August 8, 2011** - I plan to implement the online training program for all full-time faculty and staff.

**Target completion date** - December 16, 2011 - all full-time faculty and staff will complete this training program before the college closes for the Christmas holidays.

12. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing.

All employees will be able to attend this training and development program via the internet. This will allow each department to determine the best time to allow their staff to attend the training session. I will perform a weekly audit to determine how many employees have still not completed the training session. I will contact managers directly to remind them who on their staff have not yet completed the training program.

We will require all employees to take a quiz upon completion of the program. An employee will complete the program if he/she can score at least an 80% on the quiz. Employees will be required to re-take the quiz until they can score an 80%.

13. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals.

I will prepare a report to show that all employees participated in the training and development program and that they completed the program with a passing score of at least 80%.

14. What human resources do you anticipate needing and what sort of time commitment will be expected of the participants?
I will create the online training module.

I will need assistance from Andy Turner, Director of Administrative Computing to create the online user access for all employees. Andy will be able to use a programming formula to create the user account access for all full-time faculty and staff so the accounts will not have to be manually created.

I will need the support of the Administrative Leadership Team to allow employees time to complete this training program.

15. Who will be the project leader(s) and other project team members? (Provide name and title)

   Leslie Cloer, Human Resources Generalist
   Andy Turner, Director of Administrative Computing

16. How much money do you think it will cost to accomplish this project? (If possible, detail expenses.)

   I plan to use Moodle (open source software) so I will not have any expense for the online training module, except for my time commitment to develop and monitor the training program.

   By offering annual training for all employees, we will be able to get a discount of approximately $5000 on our annual liability insurance premiums for the college.