Project: Professional Development Excellence for Faculty/Staff

Description:
*The Professional Development Excellence Council* will transform an environment of many individually existing spaces and offerings, to an integrated, unified team comprised of leaders from supporting units listed under ‘Project Ownership’ below. The Professional Development Excellence Council will be responsible for providing a workforce needs assessment and from the results, collaboratively determine offerings, trainings, projects, certificate programs, etc. to meet specific campus needs for professional and faculty development. The Development Excellence Council will determine the direction of the combined initiative creating a natural synergy between the individual units. In addition, create a physical **Center** for Excellence (teaching, research, writing, scholarship, mentoring, etc.) by combining existing campus resources (i.e. centers, staffing, services, and programs), providing effectiveness and efficiency for the workforce at WSU. The formal name will be determined later. Recognizing that development is approached differently for different employee types (faculty, unclassified staff, classified staff, GTAs, etc.) an online presence for Development Excellence resources will be developed and tailored to meet the needs of the breadth of WSU faculty and staff employees. The website/directory will also include a voluntary, interactive, self-assessment tool to gauge the needs of the individual clients with the intention of connecting them to available resource(s) as well as links to external resources.

**Actions & Timeline:**

**Month One:**
- Assess existing units/individuals considered for inclusion within the Professional Development Excellence Council and of those, which ones included in a physical Center.
- Create a concept document to vet through various stakeholder groups

**Months Two - Four:**
- Determine the most appropriate assessment surveys for various employee types (i.e. faculty, staff, GTA, etc.).
- Conduct a needs assessment survey of the WSU workforce.
- The Professional Development Excellence Council will analyze the aggregated results of the needs assessment and establish an operational plan and coordinate between combined resources.
- Identify possible physical space on campus for the Center. There has been strong support for the suggested fourth floor of the Library (in coordination with the move of the archives), allowing for the best alignment of related services (i.e. Library, CTL, Faculty Senate, Director Faculty Development and Leadership, etc.).
- Analyze the existing physical resources that can be brought to the Center.
• Analyze staffing necessary to properly operate the new Center, develop/maintain the website/directory, and develop/maintain the interactive self-assessment tool.
• Develop a plan for a dedicated web space for the comprehensive resource directory to include all employee types. Plan to utilize campus spaces, available by reservation, for directory program offerings, including possible spaces within a new Center.

Months Five to Six:
• Submit a capital request to support renovations and enhancements.
• Request funding for the creation of the physical space for the Center.
• Explore options for tracking development activity through Banner like vacation/sick leave is recorded, and/or utilization of course creation opportunities within Pilot, the existing university LMS. Use the Red Flags training, developed in Pilot as a model for development of appropriate on-line training modules.
• Explore options for connecting professional development (staff) activities to the Employee Performance Appraisal process, particularly related to goals, accomplishments and future year professional development plans.
• Create the online web directory of services, resources, and external links.

After the Center space is complete:
• Move the existing areas into the identified space(s).
• Communicate and promote Development Excellence.
• Hold open houses for the Center and rollout the directory.
• Develop and collect metrics as indicators of success.
• Encourage supervisor support and identification of acknowledgement options.

Milestones:
Deliverables for this project include:
• Establishment of the Professional Development Excellence Council that provides centralized services and resources to the WSU workforce through an efficiency of combining services/resources.
• Creation of a physical Center designed to create an atmosphere of innovation, creativity, collaboration and inspiration where colleagues can interact and share ideas.
• Conversion of an existing classroom (proximal to the Center) into an experimental classroom.
• Increased publications, grant proposals, and presentations from WSU workforce.
• Increased inter-departmental collaborations resulting in efficiency projects, enriched offerings, publications, grant proposals, etc.
• Increased number of clients utilizing Development Excellence offerings compared to the number of clients serviced by the units individually prior to the mergers.
• Collaborative creation of an ‘orientation style’ WSU course for the onboarding of new employees including such topics as history, policies, departments, org chart, relevant resources, etc.
• Establishment of a grant fund to support collaborative, innovative projects that promote student/faculty/staff success or student/workforce pride reviewed by a committee comprised of members from the two centers.

Metrics:
• Volume metrics
  o Number of client phone calls, walk-ins, emails
  o Number of attendees at events, workshops, cohorts, learning communities, etc.
  o Number of hits on the new online directory of resources, services, and links.
  o Number of new employees accessing the orientation WSU course
  o Number of reservations of collaboration/writing/group meeting rooms
  o Number of courses taught in the experimental classroom
  o Number of accesses of the interactive, self-assessment tool
  o Number of collaborative center offerings
  o Number of attendees in the WSU workforce ‘orientation’ course
  o Number of grants provided to promote student success/student pride/workforce pride.
• Customer satisfaction surveys
  o Center services—annually
  o Following each workshop, event, training, etc.
  o Periodic atmosphere/aesthetics
  o Experimental classroom configuration
• Follow up study/assessment:
  o Conduct a comparative study on attendance in the new center versus the individual areas before mergers and enhancements.
  o Survey of workforce awareness of new center and directory.
  o Continued use of instructional technologies outside of exposure in experimental classroom.
  o Periodic survey on workforce and student pride

Resources:
• One time funding to cover the cost of moving the targeted departments to the centralized area(s) using the suggested space as example. It is with understanding that the combining unit’s workforce will move what items they are able.
  o Physical Center (Library space): $30,000
    ▪ This includes Areas in Library moved to current CTL space in the basement to open up space for the combination of units in ACE.
• One time capital request for renovations to centralize existing resources to ready the space for combined units (i.e. special floor removal, carpet
replacement, paint, construction of cubicles for offices (some offices exist but not enough),
  o Physical Center: $200,000
  o Experimental classroom: $75,000
• One time funding to **enhance the aesthetics** of the Center for an appealing draw to establish an atmosphere of inspiration and innovation. (I.e. people have to want to come to these centers, want to be there, belong there, etc.): $50,000
• Multi-year funding to purchase or create an interactive, online self-assessment tool designed to provide a report for individual clients who wish to use the tool. Possibility of using student talent via class projects, internship, etc. to create the framework. If not, funding will be more with creation and less in ongoing maintenance costs.
• Multi-year funding for grant pool to promote student success/student pride/workforce pride (i.e. community day, fundraiser, teaching innovation, etc.) $50,000

**Success Factors:**
With the commitment of the WSU Leadership in the development and success of its workforce through the establishment of Development Excellence, we should see new expectations set for individuals by their supervisors, chairs, and by themselves. If the Professional Development Excellence physical center is created to draw curiosity and attention --the collaboration, innovation and inspiration will naturally follow. It will also be critical for the Center’s combined units to have a commitment to the mission of the new centralized Center, providing superior customer service and relevant services.

**Suggested Project Ownership:**
Terri Klaus, Cheryl Stuart, and Faculty Senate appointee to coordinate with campus units to include (but not limited to):

- CTL
- University Libraries
- Director of Faculty Development and Leadership
- Faculty Senate
- Research and Sponsored Programs
- Human Resources
- Career Development
- Equity and Inclusion
- Campus Recreation
- USAC, CSAC
- Existing staff development committees
- Event Services
- Include compliance-related, and risk-mitigation trainings
- ombuds