Employee and Organizational Development Department

Annual Report
For
July 2000 – June 2001

Presented to:
Dr. Phil Randolph

Compiled by:
Dr. Pat Honzay, Director

With contributions from:
Creative Pathways
Employee and Organizational Learning Team
Organizational Process Analyst Team
Technology Training Services
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Introduction
Introduction

The purpose of this document is to share information regarding the training and services that have been provided to the colleges and to the District Support Services Center during the past year. This document compiles the information into one source document for easy reference for the reader.

Contained within this document is a report from each of the units listed below as well as the director's report. Each report includes information about the accomplishments and future plans for the Department or for the unit. The units within the Employee and Organizational Development Department include:

- Creative Pathways
- Employee and Organizational Learning
- Organizational Process Analysis
- Technology Training Services

Key Accomplishments

There have been numerous accomplishments within the Department during the past year. Each of the unit reports will include a full listing of the achievements for the area. The following are just a few that are highlighted here so you have a sense of the information that you will find within the reports.

- Technology training on new administrative systems, e.g. Memo & Calendar
- Technology training on faculty support systems, e.g. WebCT & Blackboard
- Planning, coordination and delivery of the New Employee Orientation
- Process analysis at Chandler-Gilbert and Glendale colleges
- Creative Pathways placements for 31 employees

Summary

The remaining sections of this document were mentioned above. These reports reflect the accomplishments for the year and the projected activities for the 2001-2002 Fiscal Year.

This report is submitted to you on behalf of all members of the Department. A copy of the organizational chart is included as Appendix One.
Reports
Director's Report
July 2000 - June 2001

Introduction

The following report includes information that I would like to share as the Director of the Department. During the past year, there were several Department activities that provided me with knowledge about the Department and the role we play in providing training and services to the Maricopa Community Colleges. I also had the opportunity to participate on several committees that provided me with new insight for additional partnerships and expanded services. Information related to the Department activities that I observed that may not be included in any of the subsequent unit reports, and my committee and professional development participation are also included within this report. At the end of the report I provide my thoughts regarding the direction for the Department for the upcoming year.

I want to share that it has been a pleasure for me to have served as the Acting Director of Employee and Organizational Development (EOD) during the past twelve months. The employees within the Department are enthusiastic, energetic, customer-focused and committed to meeting the goals of the Maricopa Community Colleges.

Department Activities

- The past year has been one of employee transition for the Department. The service to the customers remained seamless, though, as the Department continued to provide employee and organizational development services and training throughout this time. The year began with my appointment as the acting director when Donna Schober assumed her new position as the Executive Assistant to the Chancellor. Dr. Phil Randolph was then serving as our acting Vice Chancellor for Human Resources. Chrystle Hall accepted a one-year-only assignment to coordinate the technology training program at PVCC. Karen DeLavina joined us as a one-year-only employee from RSC to replace Chrystle. Lois Garland from SMCC joined us as an intern, learning new technology training skills. We supported a Win-Win agreement with the Diversity Steering Team co-chairs by allocating fifty percent of an FTE to diversity support. Marjorie Klein resigned for a promotion within Human Resources. And finally, Beth Eberhardt and Ruth Barmore filled our two vacant administrative secretary positions during the Spring semester.
• In an effort to find out more information about the Department, I asked Gary Mandarino, one of the organizational process analysts, to document the activities of each unit within the Department through facilitated team sessions. This task identified similar activities being conducted within each of the units. Some of these activities included, development of partnerships, maintaining web pages, registering training participants, providing training, and conducting presentations. This information identified areas of opportunities where we may be able to expand collaborative efforts among the Department units.

• In October, Sherrie Faulkner, Manager of Employee and Organizational Learning Team, and I attended the annual conference of the National Council for Staff, Program, and Organizational Development. The knowledge and insight obtained through this experience led to my development of the Department strategic view document that is included as Appendix Two. The strategic view presents a framework for understanding the activities that are supported by the Department units. It also provides a direction to work towards during subsequent years. This is a living document that will continue to be developed and refined. This document has been shared and well received by the Vice Chancellor for Human Resources, Human Resources Organizational Development Advisory Council (HRODAC), Chancellor’s Executive Council, District-wide Faculty and Staff Developers and PVCC EOL Coordinators.

• Jayne Goldstein and I participated on the Faculty Recruitment Commission and worked on the subteam for the Faculty in Progress program. Jayne conducted research to identify characteristics of similar programs at other institutions. She developed sample survey forms and draft application forms as a result of her research.

• A significant project that Jayne Goldstein focused on was the identification and documentation of the professional growth activities that are occurring throughout the District. This information will be provided from our web site and also at the New Employee Orientations.

• The Department assumed the responsibility for preparing the Emeritus Awards. Ruth Barmore prepares the awards, with the assistance of Carol Diego in the Marketing and Public Relations Office.

• In April, Donna Schober requested that the Renewal Program transition from her office to the Department. The transition activities included following up on the projects that we funded during the year to collect the project reports. The reports will
be consolidated and added to the Renewal web site. Additionally, the program
guidelines and application procedures for 2001-2002 were reviewed, updated and
posted to the web site.

- Planning took place for a Department retreat to be held in July. The purpose of the
retreat was to begin work on developing components of a strategic plan. The first
pieces to be addressed included the Department vision and mission.

**Personal Activities**

- During the year, I attended several of the learning opportunities that were sponsored
or supported by the Department. While the activities may have provided me with a
personal benefit, they also provided an opportunity to review the quality and content
of these activities from a director's perspective. The following is a listing of some of
the opportunities:

  ➢ Faculty Staff Developers (monthly meetings)
  ➢ Adjunct Faculty Conference (10/28/01 & 4/7/01)
  ➢ Power of Understanding (2/6/01)
  ➢ District Office Women's Luncheon (3/29/01)
  ➢ Difficult Conversations (4/12/01)
  ➢ Playback Theatre (4/24/01)
  ➢ Who Moved My Cheese (4/25/01)
  ➢ Take Your Daughters to Work mentor

In addition to the internal Department sponsored activities, there were several additional
professional growth opportunities and committees that I participated on during the year
which led to a greater understanding of organizational initiatives and areas of opportunity
for our Department.

- One of the committees was the New Student System Project Leadership Team. As a
member of this team, I assisted with the development of the project plan and the
project charter. I also served as a staff resource person for the Student Information
Commission. This project has the potential to provide major changes in the way
MCCD provides services to students in the future. The replacement of the Student
Information System technology can also lead to changes in processes, employee roles
and the organizational structure. Therefore, I have felt that it is imperative that EOD
remain closely involved with this extremely important District-wide initiative.
As a member of the Diversity Steering Team, I served as a representative on the Student Access Subteam. As members of the subteam, Joe Pearson and I created an employee survey that mirrored the student survey that had been previously developed by this subteam. Plans include conducting the student survey during the Fall of 2001 and the employee survey during the Spring of 2002.

**Additional Committee Assignments:**
- Student Information Commission - staff resource
- Faculty Staff Development
- Innovation of the Year (Pat & Jayne)
- Faculty Recruitment Commission (Pat & Jayne)
- MAT Evaluation Committee

**Professional Development Activities:**
- EDUCAUSE 2000 – 10/9-10/12
- NCSPOD Conference 10/18-10/21
- EDUCAUSE Institute - Palm Springs, 02/21-02/23 (as co-director)
- NCSPOD Retreat – 3/10-3/13 (Pat)
- CUMREC 2001 - 05/13-16/01
- EDUCAUSE Institute - 06/10-06/14 (as co-director)
- Resolver Ballot Training

**Future**

As a Department, we continue to look for opportunities to strengthen existing partnerships with the colleges and to develop new partnerships. The challenge from my perspective is that some of the colleges have prominent Departments or units that support employee and organizational development at the college level. Other colleges may have a committee and still others may only have an individual. We are looking to develop a link with each college that would enhance our ability to provide learning opportunities or services that support the college’s goals.

When MCCD purchased the PeopleSoft Human Resource system, it included a module now called eDevelopment. This module supports employee training, registration and an employee tracking system. The Department will be exploring the resources needed to implement this module. The module would be implemented to support employee training provided by the District Support Services Center employee training programs as well as the college programs.
As a result of my involvement with the New Student System Project, the Department units have identified services that they could provide to support this project. The Department units will prepare Win-Win agreements outlining the support that they can provide to the project team members as well as the end-users of the new system.

The employees within the Department need to continue to work toward the development of stronger cohesiveness between and among each of the four units. The focus should be on developing internal partnerships to maximize the usage of the limited resources that are available. The beginning of this will be the retreat, where the employees will develop the vision, mission and goals for the Department.

I am committed to working with the Department staff members to continue to reach out to the colleges and the employees and to seek opportunities where we can be of service. The following is a listing of some of my committee assignments already projected for the next year that will provide opportunities to develop connections with other employees. In addition, I have included my professional development activities already scheduled.

Committees
- Adjunct Faculty Association Board (monthly Saturday meetings)
- Diversity Council
- Faculty Staff Developers
- MAT Evaluation Commission
- MAT RFP Reclassification Review Committee
- Project Leadership Team for New Student System

Professional Development Activities:
- Adjunct Faculty Conferences (Fall & Spring)
- EDUCAUSE 2001 - 10/28-10/31
- EDUCAUSE Institute - Palm Springs, 2/23- 2/28 (as director)
- EDUCAUSE Institute - Boulder, 7/7-7/11 (as director)
Creative Pathways Program
Annual Report
July 2000 - June 2001

I. ACCOMPLISHMENTS
A. Partnerships:

National and International Partnerships

The following colleges are developing new employee development programs modeled after the Creative Pathways program. Julie Beaty has provided program information to:

- San Bernardino Valley College in California
- Palm Beach Community College in Florida
- East Birmingham College in the United Kingdom

Local Partnerships

- Met with all MCCD employee group presidents to discuss and promote the program.
- During the past twelve months, the program negotiated and placed 31 employees in temporary placements. Internal placements involved all of the MCCD colleges. Placements were hosted in the following departments: academic advising, information technology, marketing & public relation, human resources, student services, facilities and planning, and maintenance & operations. External placements included the City of Tempe, Holdemen Elementary School, Arizona Historical Museum, and Tempe Historical Museum and ESL classes in Beijing. Faculty initiated the majority of external placements.

- Glendale Community College’s Training Services Department has regularly hosted Creative Pathways participants in IT jobs. Their goal is to hire interested Creative Pathways participants and place them in open IT positions. So far they have hired two program participants, one as a Computer Repair Technician and the other as a Help Desk Analyst. GCC’s Training Services Department feels that this is an effective way to recruit quality employees from within MCCCD and those who want to stay at MCCCD.
• Relationships with the Faculty & Staff Developers have been instrumental in promoting Creative Pathways at the colleges. Last year, all campuses sponsored Creative Pathways presentations on their campuses.

• Employee development committees from the colleges also extended special invitations to Creative Pathways to present the program and/or participate during special events. Events included: Creative and Continuous Learning Day at EMCC, PVCC Employee and Organizational Learning Week, Ocotillo Retreat, M & O employee education day at SCC, and the PSA Summer Conference.

B. Programmatic:

The Creative Pathways Program was introduced to employees in January of 1998. The following information is a summary of key program statistics.

• 84% of employees submitted their own placement idea, while 16% chose a pre-established placement.

• 80% of employees participated within MCCC, while 20% participated in the community. Faculty initiated the majority of external placements.

• Average length of a placement is six months, part-time (usually one day per week).

• The average number of years of employment by program participants is 8 years.

• 58% of participants are female and 42% male. MCCC’s employee population consists of approximately 50% female and 50% male.

• Only 32% of participants use back fill funds (funds to hire a temporary employee while they are participating in the program); thus maintaining a low cost program.

Current Program Trends

During the past year, the most frequent request regarded placement in information technology jobs within MCCC. Employees are seeking career exploration in IT positions within MCCC.
Program Participants Representing MCCCD’s Work Group (FY July 2000 - June 2001)

<table>
<thead>
<tr>
<th>Faculty</th>
<th>PSA</th>
<th>MAT</th>
<th>M&amp;O/Crafts</th>
<th>Total to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>11</td>
<td>6</td>
<td>6</td>
<td>31</td>
</tr>
</tbody>
</table>

Backfill Funds
All funds ($30,953) from the Visions account were allocated for approved Creative Pathways applicants requiring backfill funds.

Program Promotion

- A quarterly newsletter featuring Creative Pathways participants was sent to all full time, regular, Board-approved employees. The newsletter has been an effective way to attract new participants and to show the value of Creative Pathways to MCCCD and our community.

- The Creative Pathways web site was updated and features participant stories and photographs, the application, and an inventory of pre-established placements. Employees may also submit their own idea for a placement.

- Articles featuring Creative Pathways appeared in Labyrinth and Ed Cetera.

- During the past year, “Creative Pathways” was presented at every MCCD college.

C. New Initiatives:

- Julie Beaty helped coordinate the district-wide diversity event (Playback theatre) funded by renewal.

- Creative Pathways was involved in dialogue supporting a “grow your own” IT employee program, initiated by Ron Bleed. Currently the development of the program is on hold.
D. Special Requests:

- Julie Beaty served as a judge for Innovation of the Year Award.
- Creative Pathways was requested to provide information as it relates to a “grow your own” IT employee development program.
- Participated as a member of the Renewal Committee. Assisted in the review and approval process of about 20 applications.
- Julie Beaty served as a mentor for Take Our Daughters to Work Day.
- See I A. (National and International partnerships)

E. Professional Development:

During the past 12 months, Julie Beaty attended the following professional development opportunities:

- Solutions for the New World of Work at Scottsdale Community College (through AZ Career Development Association).
- National IT Workforce Convocation in California.
- Women’s Leadership Forum in Phoenix.
- MAT Conference in Phoenix.
- MCCD’s diversity presentations and events.

F. Staffing:

- Georgianne Giese was hired by the department to update program web pages. She added additional participant stories and photos and application forms to Creative Pathways’ web site.
II. FUTURE
A. Partnerships:

National and International Partnerships

- Creative Pathways will continue to support existing and new National and International partnerships, as they meet MCCCD goals and objectives.

Local Partnerships

- Meet with incoming employee groups presidents (PSA, faculty, MAT and M&O).
- Continue to work with faculty & staff developers at each college.
- Creative Pathways will continue to support existing and new local partnerships, as they meet MCCCD goals and objectives.

B. Programmatic:

- Continue program promotion through tri-annual newsletter, presentations, special events and partnerships.
- Work with new and emerging programs (people Soft, mentor program and grow your own programs) to help provide the best benefit to all employees involved.
- An article about the program will appear in Network.
- Coordinate Creative Pathways’ participant recognition luncheon.
- Develop a “Creative Pathways” Power Point presentation that will include employee photos and stories about their placement experiences (to replace the current presentation).

C. New Initiatives:

- Creative Pathways will assist the People Soft Student Administration project by developing placements as recorder/scribes. Five employees will have an opportunity to work as recorders through the Creative Pathways program.
• Creative Pathways will provide support as requested for the “grow your own” IT employee program, initiated by Ron Bleed.

• Assist with district-wide Renewal event.

D. Special Requests:

• Julie Beaty will serve on the D.O. MAT Council, representing the Human Resources division within MCCD.

• Julie Beaty will present “Creative Pathways” at the National Council for Staff, Program, & Organizational Development’s Conference.

• Continue to work as a member of the Renewal Committee.

• Provide informational support to Palm Beach Community College, San Bernardino Valley College and East Birmingham College.

• See II. C (IT grow your own employee program).

E. Professional Development:

The Coordinator of Creative Pathways plans to attend:

• The National Council for Staff, Program & Organizational Development conference (as a presenter).

• The League for Innovation- 2002 Conference.

F. Staffing  NA
Employee & Organizational Learning Team (EOLT)
Annual Report
July 2000 – June 2001

Summary

EOLT continues to see an increase in the number of special requests received from the various colleges and work units. We attribute this increase to the many partnerships and working relationships developed at the colleges, as well as word of mouth and marketing efforts regarding the availability of our services.

Through formal and informal assessment processes, training topics and organizational development work has resulted in special requests for the following topic matter: diversity related topics (general awareness, racial & ethnicity topics, and cultural dynamics) to workplace issues (change management, customer service, time management, work/communication style preferences and differences, conflict management, and stress management). In addition, EOLT was asked to consult and support MCCD in organizational development work in the areas of the Diversity Initiative, Organizational Trust Assessment and the New Employee Orientation.

Individual leadership development continues to be supported by EOLT through the interest, enrollment, and attendance in the Covey programs, e.g., 7 Habits of Highly Effective People, What Matters Most, Win-Win Agreements, 4 Roles of Leadership, etc.

Continued work on developing an EOLT infrastructure to support our training and organizational development efforts is on-going: 1) EOLT continues to utilize two key partnerships, MCC for assessment/evaluation feedback and GCC for course enrollment, 2) Two facilitator communities, made up of volunteer MCCD employees, have assisted EOLT in providing Covey and Diversity related sessions, 3) A temporary employee was hired to assist with the revisions to the EOLT Web page for ADA compliance and MCCD marketing standards. In addition, upon the departure of the EOLT Admin. Sec. II in January, Beth Eberhardt was hired in mid-March to fill the vacancy, 4) Team development occurred in the areas of work and communication style preferences and differences and how to leverage those differences (August/September), as well as instituting a 360 Employee Evaluation process in November. Continued professional development has been supported for each team member to ensure continued opportunities for growth.

To ensure EOLT operates in alignment with the organizational needs, FY 00-01 goals and objectives were developed in 4/00 and implemented beginning in 7/00. Additional
focus areas were developed in 6/01 for the subsequent fiscal year of 01-02. These focus areas; Supervisory Training; People Soft Enrollment/Tracking; Marketing Plan; New Employee Orientation; Alternative Delivery Formats; and Building Competency Models, will be prioritized and aligned with EOD departmental goals once developed.

EOLT will continue to support the partnerships developed, special requests, organizational development efforts, as well as broad offerings of various learning opportunities, in addition to our focus areas and potential partnerships for FY 01-02. However, creative and innovative approaches will need to be researched/implemented if the "supply is to meet the demand" for continued requests for EOLT programs/services specifically if additional resources are not provided. Noted below are the specific details that support this summary.

I. ACCOMPLISHMENTS
A. Partnerships:

- EMCC Partnership: Attended EMCC CQI meetings on a regular basis, research for learning plan, and development/facilitation during annual learning day on 4/13.
- PVCC Partnership: Attended monthly meetings, annual emp. dev. planning retreat, annual all employee breakfast/meeting, participated in providing customer service workshop for Fall learning week, partnered to bring Noel Levitz Connections and Advance Connections to MCCD, serving as test pilot college.
- MCC Win-Win Partnership for surveys and evaluations maintained.
- GCC Win-Win Partnership for registration process maintained, to include comprehensive staff development services provided to the GCC A&R department to support our end of the win-win agreement.
- Diversity Council (formerly Diversity Steering Team) Win-Win: Allocation of staff time to provide support to Diversity Initiative via diversity training sub-team, diversity communications sub-team, diversity coordinator group, diversity facilitator community, and diversity council. Provided monthly awareness programs for district office, via DO Diversity Committee; Black History month, Women's History month, Take Your Daughters to Work month, Play It Back Theater, and Gay/Lesbian Pride month. Win-win implemented from January-June, 01 and revisited, revised and in place for FY 01-02.
- Covey Facilitator Community: Partnership to provide volunteer employees opportunity and training to facilitate personal leadership learning opportunities on behalf of EOLT. Conducted Fall Planning session, end of
semester evaluation session, conducted Seven Habits of Highly Effective Families on 10/20 &21 at RIO (volunteer basis, planned on personal time), developed knowledge management system using the Blackboard as a tool, hosted Dr. Gaskin for Lunch with Dr. Steven Covey, nominated Covey Facilitator Community for Recognition program through Foundations program, conducted Spring Facilitator Enhancement Day on 7/7.

- Professional Growth Committees (Crafts, M&O, Safety, Adjunct) met monthly to provide administrative support, policy interpretations, and marketing/awareness efforts. Worked with each committee regarding potential policy changes for CEU and professional development plans. Conducted an M&O representative training session on 5/14.

- Apprenticeship Committee - provide input towards learning program criteria and provide marketing efforts for Governors Proclamation for apprenticeship week (10/00); assistance in coordination and marketing efforts for graduation ceremony on 4/27.

- Monthly/Quarterly communication/visits with college FSDs and/or college reps. to develop Fall 2000 and Spring 2001 training schedule.

- Renewal Committee - EOLT rep. served on renewal committee evaluating applications for renewal funding; collaborated with Diversity initiative to sponsor *Play It Back Theater* for district wide employees.

**B. Programmatic:**

The majority of courses conducted by EOLT are open to all employees of MCCD (e.g., open enrollment). However, employee groups, work groups and/or colleges may also request specific courses targeted at their respective college or group needs, which are not open to other employees within MCCD (e.g., closed enrollment). Listed below is a compilation of the open and closed enrollment courses conducted by EOLT during this reporting period:

**Open enrollment workshops conducted for MCCD employees:**

**Fall 00:**

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<tr>
<th>Course Name</th>
<th>Date</th>
<th>Location</th>
<th># Registered</th>
<th># Attended</th>
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<td>What Matters Most</td>
<td>09/15/2000</td>
<td>RIO</td>
<td>7</td>
<td>7</td>
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### Employee & Organizational Development

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<td>9</td>
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### Spring 01:

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Page 15
### Tips & Techniques for Time Management

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<td>DO</td>
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<td>Walking Each Other Home</td>
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**Total:** 313

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**Closed enrollment workshops conducted for colleges or work groups by special request:**

### Fall 00

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<td>SR Coordinated &quot;Facilitation Training&quot; via Motorola University</td>
<td>7/1/01</td>
<td>EOD</td>
<td>Motorola</td>
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<td>SR A&amp;R MBTI</td>
<td>7/26/01</td>
<td>Rio</td>
<td>Rio</td>
<td>14</td>
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<td>SR Stress Management</td>
<td>8/14/01</td>
<td>GCC Microcomputer Lab</td>
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<td>SR MBTI session</td>
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<td>SCC Childcare Center</td>
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<td>SR Creating a Feedback Rich Environment</td>
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Page 16
### Employee & Organizational Development

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<td>GWC A&amp;R</td>
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<td>SR Student Services Retreat</td>
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*(Did not track all courses over this period of time)*

### Spring 01:

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<td>SR PVCC Advisement Retreat: Cheese and Difficult Customers</td>
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<td>SR Prof. Growth process/procedure for PG day</td>
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Special Requests:

- CQIN - Sherrie served as team leader and Emily served as team member for this year’s CQIN team, benchmarking Walt Disney World’s (WDW) People Management System. Project focus was how WDW provided training, specifically their "Traditions" program (our version of the New Employee Orientation).

- Leadership Development (test pilot) - EOLT worked with Lorie Obrien to develop a post assessment of the Leadership Development test pilot program for the purposes of measuring learning and for process improvement opportunities. EOLT's partnership with MCC for survey/evaluation services was coordinated to enhance the effectiveness and efficiency process.

- Take Your Daughter To Work Day (TYDTW) - EOLT was requested and fulfilled the request to provide concurrent sessions for the "girls" during the 4/26 TYDTW day.

- E. Weinacker has served on MAT Executive Committee and provided resources for monthly meetings and conference planning.

- E. Weinacker has worked with Women’s Leadership Group (WLG) to provide training and assistance and is very involved with the development of the WLG Mentor Program.
Team Operations:

- EOLT documented its processes for enrollment and tracking purposes, using the services of the Organizational Process Analyst Team (OPATs). This resulted in the development of an electronic enrollment/tracking program. Up to this point, only hard copies of rosters and sign in sheets existed. The GCC SIS system used to enroll participants did not represent accurate records, e.g., if a person signed up but didn't show to the class, the SIS system would show them as enrolled because they didn't withdraw. Accurate records are needed for operational decisions and to provide employees with accurate training histories. The enrollment/tracking program was developed using the Technology Training Services process/templates and customized to meet EOLT needs. EOLT will run dual programs, e.g., internal and GCC process, for Fall 2001 semester to ensure all "bugs" are worked out. It is anticipated by Spring 2001, GCC will be used for fee courses only and all other non-credit registration will be conducted through EOLT. We anticipate we will run the internal program until the PeopleSoft enrollment/tracking module is considered and/or implemented.

- EOLT is responsible for administering the Years of Service (YOS) certificate and awards. A survey was developed and sent to the our contacts at each campus to determine individual college needs, e.g., timeframes for employee recognition celebrations, etc. Annual awards were processed for YOS anniversaries between 7/1/00-6/30/01 and delivered (per college requests) November/December, 2000 and again April/May of 2001.

- EOLT submitted a budget request, which included funding to support and further develop the MCCD New Employee Orientation (NEO). In addition, the request would fund a position to assist in supporting the NEO, as well as special requests, new learning opportunities, and programs, e.g., Supervisory training, Organizational Leadership Development Program and possibly the development of Ethics training. This budget request was not funded.

- Utilized November/December to plan and develop Spring/Summer 2001 Schedule. In May/June, implemented an on-line survey to elicit information regarding topics of interest and potential barriers/obstacles for employees taking EOLT courses. Data was gathered, compiled and reports developed to plan Fall 01 schedule.

Marketing efforts have included Fall and Spring schedules, a marketing brochure, course post cards, monthly email blitzes, updated web pages, a
formal on-line survey, informational CD and materials handed out at the Ocotillo and PSA Conference "vendor" tables. In addition, sessions conducted at the PSA Conference in March and the MAT Conference in April, have created visibility for EOLT. The development process for an EOLT marketing plan began using the services of Jayne Goldstein, Special Projects and Carol Diego, Marketing.

- Team Development - Weekly staff meetings (incorporating MBTI info.). Facilitated Team Intervention (September), Implementation of formal 360 degree feedback tool (November), Instituted a monthly reporting process, and EOLT sponsored holiday activity (December), and held a Pre-planning session (June)

C. New Initiatives:

- EOLT was requested to take over the administration of the New Employee Orientation (NEO), as of January/February. Meetings with the Benefits department have been conducted to begin the transition process. EOLT attended the November NEO session to observe the current process and logistics, as well as attended the ASU NEO session to benchmark other programs. Several brainstorming and "lessons learned" sessions have been conducted to lay out a project plan. Meetings with key departments/presenters have been conducted to obtain input regarding incremental changes recommended.

Since February, incremental changes have been made to include: Culture/history section, broader understanding of MCCD values and their role in supporting the values, as well as understanding the expectations MCCD has of them as employees to fulfill the goals. The evaluation process has collected data and information from course evaluations, presenter feedback, observation feedback, and first-hand knowledge/observations. A subsequent six month report will be developed and key members of the initial CQIN team will be brought together to brainstorm on continued enhancements.

- EOLT has initiated work on developing supervisory training for new and existing supervisors of Maricopa. Initial data gathering sessions were conducted to elicit information from key organizational areas, e.g., HR, Legal, Employee Relations, etc., regarding trends/needs observed from an internal perspective. Additional sessions will be conducted from other perspectives. Continued external benchmarking efforts are in action, benchmarking ASU's supervisory development program using the EOLT Learning System model as
a template, as well as other programs via electronic and paper-based programs. A project plan is in the process of being developed which will outline key components of the project, e.g., timeframes, require resources, format, etc.

D. Professional Development:

- CQIN Team: Orlando, FL, 8/6-8/9 (Sherrie and Emily)
- International Covey Leadership Symposium - Salt Lake City, UT, 9/25-9/27 (Emily and Marie)
- NCSPOD Conference: St. Louis, MO, 10/18-10/21 (Sherrie)
- Facilitator Enhancement Day for Covey Facilitators, Local, 11/3 (Sherrie, Emily, and Marie)
- PSA Luncheon, EMC, 12/13 (Kathy)
- Black History Month, 2/22/01, (Sherrie, Emily, and Marie)
- Personal Authenticity Meetings, Monthly, (Emily and Marie)
- Women's History Month, 3/29/01, (Sherrie, Emily, Marie and Beth)
- Don't Sweat the Small Stuff Seminar, 4/19/01, (Sherrie)
- MAT Conference, 4/6/01, (Sherrie, Emily, and Marie)
- Essential Theater - Play It Back Theater, 5/1, (Sherrie, Emily, Marie, and Beth)
- Diversity IDI Conference, 5/3-6/01 (Emily and Marie)
- Diversity Conference, 5/29-6/3, (Marie)
- Goal Attainment Class, Spring (Emily)
- MBTI Conference, 6/25-29/01 (Emily)
- End of Year PSA Luncheon, 6/20/01, (Beth)

E. Staffing:

Georgianne Geise was hired, as a temporary web developer. She upgraded all websites for Maricopa and ADA compliance for EOLT, updated Creative Pathways website, and Renewal website. EOLT did a comprehensive review of websites and updated content and format. Emily provided work direction during this special project.

Kathy Whitney took a promotional position at EMC in January. The vacant position was filled on a temporary basis and posted in late January. In mid-March, Beth Eberhardt was selected to fill the vacancy. Beth brings with her a wealth of technical (database) and marketing/PR experience, which will be extremely helpful as EOLT moves forward to increase its marketing efforts.
II. FUTURE

A. Partnerships:

- Covey Facilitator Community: Focus on target marketing programs and developing partnerships with faculty professional growth and other Maricopa programs.

- Maintain all partnerships identified earlier and a potential for:
  - Partnership with PC in assisting with their in-house leadership program
  - Student Government/Covey partnership
  - Formal partnership/lienison relationship with CGCC Emp. Development Committee

- Win-Win agreement with the New Student System Project Leadership Team to provide training for teams, group leaders and employees impacted by the new system throughout the project timeline.

- The Apprenticeship Committee has been tasked by VC of HR to open up its apprenticeship program to the organization as a whole rather than just the M&O group. EOLT serves on the committee and may have an opportunity to provide guidance to committee regarding the "people" side of the program, e.g., communication, training, etc.

B. Programmatic:

Team Operations:

- Continued work on identifying processes and infrastructure to support process improvements e.g., enrollment process/database; team development through enhanced/formal communication mediums; conduct an on-going planning/operational meetings to develop/align FY 01-02 goals with EOD vision, mission, objectives.

- Other focus areas include:
  - Supervisory Training
  - People Soft Enrollment/Tracking
  - Marketing Plan
  - New Employee Orientation
  - Alternative Delivery Formats
Focus areas will be prioritized and then aligned with EOD departmental goals (once they are developed).

Open enrollment workshops scheduled for MCCD employees - Fall 01 Semester:

- Ethnicity Awareness Hispanic Culture, 9/12, Rio, 2B
- Group Facilitation Skills, 9/13-14, PVCC B208
- Diversity General Awareness, 9/26-27, PC, OS 101
- Coaching 102: Creating Feedback Rich Environments, 10/16, MCC – Papago Room
- Exploring Comfort Levels, 10/18, Rio 3C
- Understanding Personal Listening, 10/19, District Office, Employee Lounge
- Utilizing Win Win Agreements, 10/23, DO – Employee Lounge
- Disability Awareness, 10/25, District Office, Employee Lounge
- Exploring Paradigms, 10/30, DO – Governing Board Room
- Coaching 103: Dimensions of Coaching, 11/13, MCC – Papago Room
- Building Trust, 11/8 and 11/15, District Office, Employee Lounge
- Who Moved My Cheese, 11/15, PVCC B208
- Difficult Customers, 11/6, MCC Papago Rm
- Getting Along Means Getting Ahead, 11/16, GWCC-Southwest Conference Room
- Uncovering Key Principles, 11/20, District Office, Employee Lounge
- Leading by Example, 12/04, PC – SL&L Conference Room Hannelly Center
- Difficult Conversations, 12/5, SCC Peridot Rm
- Time Management, 12/06, PC – SL&L Conference Room, Hannelly Center
- Four Roles of Leadership, 10/03-10/12, GWCC
- What Matters Most, 10/04-10/18, GCC

C. Special Requests on the books as of 6/30/01:

- Win-Win Agreement Workshop, EOD, 07/19/01
- Recruitment & Retention Retreat, PC, 07/26/01
- Staff Retreat, PVCC Computer Commons and IRTS, 8/2/01
- Who Moved My Cheese, GCC, 08/07/01
- Emotional Intelligence, PVCC, 08/17/01
- Connections, CGCC, 9/28, 10/26, and 1130
- Advanced Connections, PVCC, Group 1 10/3, 10/4, and 10/5
D. New Initiatives possible:

- MCCD Ethics Training - Partner with Business Services and consultant to develop and/or roll out course.
- Organizational Leadership Development - Possible transition or additional work on this test pilot program.

E. Professional Development - dependent on budget constraints:

- On-Line Diversity Courses through UTI (2), Marie
- Hubbard Diversity Course, Marie
- ASTD or MBTI Conference, Emily
- Competency Based Systems Conference, Sherrie
- E-Learning Technology Conference, Sherrie
- Administrative Professionals Conference, Beth

F. Staffing:

- No anticipated changes
Organizational Process Analyst Team
Annual Report
July 2000 – June 2001

I. ACCOMPLISHMENTS
A. Partnerships:

Each of the Process Analysts’ projects is described under the category of Special Requests. Each project came to the OPAT as a unique request from the initiating department or college rather than the projects being assigned permanently to the OPAT area. In view of that approach, the OPAT also considers each project to be a partnership with the initiating division.

B. Special Requests:

- Marjorie documented the PeopleSoft Recruit Workforce module as it relates to the Human Resources Departments’ current processes. She also demonstrated the module to the Employee Services Department.

- Shirley documented seven TouchNet processes as they are performed today. A findings report was presented.

- Shirley facilitated a discussion of the Request for Personnel Services process with representatives from several colleges as well as District Office departments. The purpose of this discussion was to develop a single, best practice process for the RPS. A resulting recommendation was to investigate the possibility of automating the RPS.

- Gary and Shirley developed a white paper proposing the transfer of several temporary new hire and time cards processes to the colleges. The white paper was the result of process improvement sessions and discussions with representatives from several colleges as well as District Office departments. The white paper was presented to several levels of management. The decision was made not to move the proposal forward at this time.

- Gary facilitated sessions to identify and document Employee and Organizational Development department activities for Creative Pathways,
Employee and Organizational Learning, Organizational Process Analysis, and Training Services.

- Shirley documented seven Certified College Safety Officer hiring processes as they are performed today. A findings report was presented.

- Gary, with some assistance from Shirley, completed the initial scope of the Chandler-Gilbert Community College technology process improvement project. This project was extremely large and contained several segments. In all, nearly one hundred processes were identified. Of these, sixty-three were taken through the improvement phase as was originally proposed with an additional thirteen documented only in their existing state. A final report and deliverable, including recommendations for improvement for the entire project, was presented.

- Shirley documented twenty-one Glendale Community College Personnel Department processes as they are performed today during Phase I of the GCC Process Improvement Project in the fall of 2000. A findings report was presented with a recommendation to proceed with Phase II of the project, the purpose of which was process improvement. Shirley continued her work with the Glendale Community College Personnel Department process improvement project in the spring of 2001. During the interim between phases I and II, six processes currently performed in the office of the Dean of Administrative Services were documented in their existing state. Then, the total twenty-seven processes were taken through the process improvement phase. A final report and deliverable was presented. The white paper proposing the transfer of several temporary new hire and time cards processes to the colleges mentioned above was embraced by the cross-functional team and included as an appendix to the final GCC report.

- Gary, Marjorie, and Shirley continued work on various aspects of Phase II of the Human Resources process improvement project. A recommendation from the Action/Reason discussions mentioned below was the inclusion of Action Reason Codes in the HR processes during the improvement sessions. Shirley presented a status report to the HR managers in April, 2001. Based on the results of that discussion, it was decided that only a few of the remaining processes needed to have additional work. At this time, the project is considered finished though the final report and deliverable has yet to be completed.
• Marjorie facilitated the discussion at five sessions and documented the Human Resources Departments' Action Reason Codes. The documentation was finalized with mutual agreement among all the departments, including Payroll, Benefits, Employee Services, Employee Relations, and Wage & Salary, as well as the PeopleSoft Project Team members.

• Gary documented six Employee and Organizational Learning Team course registration processes as they are performed today. He, then, applied process improvement techniques to identify improvements. The processes were, then, updated and a findings report was presented.

• Marjorie assisted the Information Technology Department's Web Development staff in testing and implementing a new software program, Stat, for tracking development changes in PeopleSoft.

• Marjorie facilitated an Annual Update Meeting with Human Resources Departments personnel and the PeopleSoft Project Team members. The HR Department representatives addressed their concerns pertaining to the past "rollover" problems that occurred on July 1, 2000. The outcomes of the meeting were documented.

• Marjorie wrote and submitted a renewal proposal to provide Palm Pilots for the senior analysts allowing one common, networked calendar. The proposal was funded. The analysts have experienced good results having the networked calendar available to them.

• Gary and Shirley provided a facilitation role at the Maricopa Information Technologies Strategic Planning Retreat.

• The senior analysts successfully used the 360-evaluation approach for their annual evaluations again this year.

C. Professional Development:

• Marjorie attended the PeopleSoft Desert Regional Users Group meeting.
• Gary, Marjorie, and Shirley attended the Student Success Conference.
• Shirley attended the workshop entitled Power of Understanding.
• Marjorie and Shirley attended Resolver Ballot Training.
Employee & Organizational Development

- Marjorie completed the first in a five-course series of Oracle Database courses during the fall semester.
- Marjorie and Shirley attended the PeopleSoft Higher Education Users Group Conference.
- Shirley was a session co-presenter and attendee at the annual MAT conference.
- Shirley attended both days of the Ocotillo Retreat.

D. Staffing:

- Marjorie Klein resigned her position as Senior Organizational Process Analyst to accept another position within the Maricopa Colleges.
- Gary and Shirley participated on the committee organized to select a new employee for the vacated Senior Organizational Process Analyst position.

I. FUTURE

A. New Initiatives:

Gary and Shirley will begin an analysis of the PeopleSoft eDevelopment module used to support and track employee training. It is proposed that this module be used to manage all of the upcoming training opportunities for PS SA project teams as well as the general Maricopa population. The analysis performed by Gary and Shirley will provide the necessary information to determine the usefulness of this module for the management of the PS SA training.

B. Special Requests:

- Gary and Shirley will continue to work on the CGCC project. All of the processes identified, as an expansion of the original scope, will be taken through various stages of documentation as CGCC staff availability permits.

- Gary has had initial discussions with representatives from the Management, Administrative and Technology employee group regarding a project to document the professional growth application processes. It is anticipated that this project will begin in July, 2001.
• Gary has had an initial discussion regarding a project to document the financial aid processes at GateWay Community College. It is anticipated that Shirley will work on this project beginning in the summer of 2001.

C. Professional Development:

It is anticipated that Gary and Shirley will begin to attend PeopleSoft training sessions in the fall of 2001. Attendance at this training is in anticipation of the resumption of work with the PeopleSoft Student Administration system.

D. Staffing:

• It is anticipated that the vacant Senior Organizational Process Analyst position will be filled during the summer of 2001.

• It is projected that two additional Senior Organizational Process Analyst positions will be funded as one-year-only positions. These two positions will be filled specifically for the PeopleSoft Student Administration project and be initially funded with project money.
Technology Training Services  
Annual Report  
July 2000 – June 2001

Summary

Technology Training Services (TTS) provides quality technology training and post training support to all Maricopa Community Colleges employees. TTS is dedicated to providing leadership and support as Maricopa transitions into new technology that addresses challenging administrative and educational needs and standards.

To view our online training information and materials, please visit:  
http://www.dist.maricopa.edu/training/

I. ACCOMPLISHMENTS  
A. Partnerships:

Blackboard Training Project

Blackboard is a course management system used to deliver online education. Technology Training Services worked in collaboration with Scottsdale Community College to develop and co-facilitate the Blackboard faculty training and materials. Blackboard is a course management system that is used to deliver online education. Training was held in the summer at the District Technology Training Center and at Scottsdale Community College. We worked with the SCC trainer, Emma Walters.

After the initial collaborative project, the Blackboard training has since become a college-based responsibility. Technology Training Services continues to support the colleges in their Blackboard training efforts by providing the Technology Training Center whenever needed and by disseminating any Blackboard information we receive.

MEMO – Administrative Tools

MEMO is Maricopa’s email communication system. Technology Training Services worked with Yosef Morgan and the Messaging Implementation Team to develop Quick Reference Guides for MEMO’s Personal Administration Tool and for the MEMO Personal Account Manager. We also developed the online Help File that was incorporated into the Personal Administration Tool.
TTS continues to provide MEMO training on a monthly basis in our regular training schedule. We also continue to provide the training at the different colleges and for specific departments on request.

**MEMO – Web Mail**

Web Mail provides access to our MEMO system from any Windows or Macintosh computer with Internet access. TTS developed printed training materials and training for this system.

Our new trainer, Karen De La Viña, also developed Online Help materials for the Web Mail system. Each of the Web Mail topics opens in a separate window for users to view and print. These online materials have proven to be a quick-reference tool for the HelpDesk personnel at the colleges and for the college and District trainers.

TTS also developed and provided Train-the-Trainer sessions on this system for college trainers and college HelpDesk personnel.

To view the online Web Mail help, please visit: http://www.dist.maricopa.edu/training/webmail.htm

**Calendar Project**

Calendar is the supported desktop client software for Maricopa's new time management communications system. Calendar allows users to view an agenda as an individual, group, or a designated user. Calendar allows you to access your agenda from your desktop and synchronize the data with your Palm Pilot.

Technology Training Services worked with Robert Seifert to develop the training and training materials for Calendar. Three different Training Guides were developed: one for Windows, one for Macintosh, and one for the Web Client. An Instructor Guide was also developed to walk a trainer through concepts, explanations, and exercises.

We took a new approach to the materials for the Calendar project. Rather than develop full-blown training manuals for end-users, we developed condensed training guides instead. These guides contain the most-frequently-used functions of calendar, plus screen prints of important tool bars, and the keyboard commands for common functions. Since the calendar concepts aren't new to users, we felt the more condensed training guides would better suit their needs. So far, the feedback on these guides has been great!
A train-the-trainer training session was also developed and presented by Technology Training Services. The training participants included representatives from the various college Help Desks, college trainers, MIT, and the various college ITS and support departments. This training was very well-received; all of the feedback was very positive!

Our new trainer, Karen De La Viña, developed Online Help materials for the Calendar project. Each of the Calendar topics opens in a separate window for users to view and print. These online materials have proven to be a quick-reference tool for the HelpDesk personnel at the colleges and for the college and District trainers. TTS also developed and provided Train-the-Trainer sessions on this system for college trainers and college HelpDesk personnel. To view the online Calendar help, please visit: http://www.dist.maricopa.edu/training/calendar_win.html

**Title V Training**

This year, Title V funds were granted to South Mountain, an Hispanic-serving institution, to be used to design inter-disciplinary curricula using technology for learning communities. Technology Training Services partnered with South Mountain to provide training and training materials for their faculty to meet Title V computer training requirements.

After the initial training, TTS provided Amy MacPherson, Title V Project Instructional Designer, all of the training materials for Blackboard and the Maricopa-supported desktop applications for her use in the training of the South Mountain faculty.

**WebCT Training Project**

WebCT is a course management system used to deliver online education. Technology Training Services worked in collaboration with the Center for Teaching and Learning at Mesa Community College to develop training and training materials for WebCT faculty.

Technology Training Services conducted the first training classes on WebCT at Mesa College. These sessions were for a few “test faculty.” Feedback was very positive for this training. After that, Mesa used our training materials to deliver their own training.

Mesa Community College was successful in working with the Maricopa Center for Teaching and Learning to get the WebCT training approved for Faculty Professional Growth credits.
To view our training WebCT course, please visit:
http://barracks.mc.maricopa.edu:8800

When you get to the site, please follow these steps:

1. Click the Log on to link.
2. In the Username field, enter yslas.
3. In the Password field, enter yslas.
4. Click OK.
5. At the My WebCT screen, click the paula_blank link.
6. Click on the different icons to view different sections of the course.
7. When finished, from the File menu, select Exit.

Arizona Course Applicability System Training Project

The Arizona Course Applicability System (CAS) is a statewide system that provides the ability to publish Course Equivalency Guides, Academic Programs, Courses Offered, Transfer Course Evaluations, and Degree Audit Reporting in a web environment. This information was obtained from the ACAS site. For more information, please visit:
http://az.transfer.org/cas/

Technology Training Services was approached by the District Academic Advisement Council (DAAC) to see if we could help with the training on the CAS system. After working with DAAC and with different team members of the CAS project, it was determined that TTS would not provide the systems training for the CAS Project.

The reason being that the CAS system is intricately interwoven with the very jobs and responsibilities of advisors. There is no way of doing a particular activity in a standard way on the system. CAS is not a "generic" or "template" system for which Technology Training Services can develop training for the "masses." Instead, the CAS system is the new way advisors do their jobs. Their jobs have gone online!

TTS doesn't know the myriad of functions, responsibilities, and rules associated with their jobs. Besides, the advisors already know how to do their jobs. What they have to learn now is how to do their jobs online. They have to transfer their skills and expertise to the new CAS system. That's something they have to own. We can't do that for them. However, there are three issues with which we can help:
- basic computer skills training
- web navigation skills training
- effective training skills training

When DAAC representatives went back to their colleges, these issues kept surfacing. The college advisor representatives found out that a lot of their advisors were not equipped with the basic computer and web navigation skills needed to use the CAS system effectively.

Technology Training Services provided the prerequisite training workshops for them. TTS worked in collaboration with DAAC advisors to develop an Introduction to Netscape manual and workshop. We incorporated some basic computer skills along with web navigation skills and Internet downloading and searching activities.

The training workshops for the Netscape training were delivered onsite at the colleges. Training was delivered by Paula Yslas and our training intern, Lois Garland. This project was an opportunity for Lois to be a Training Lead partner and be on the strategic planning end of a project, not just on the delivering side of it. It was a great learning experience for her!

The CAS training needs for each college will differ. Technology Training Services may provide computer skills and web navigation training to one college; then provide materials development support or presentation/delivery skills for another. The way Technology Training Services supports the CAS training efforts of the colleges will depend on the colleges and what they need.

We worked closely with Mike Rooney, Director of Student Development Services, on this project. Mike provided the financial support to print all of the training materials for this project. Technology Training Services will continue to work with Mike and DAAC on an as-needed basis in future discussions of CAS/Advisor training.

**Train-the-Trainer Program**

Technology Training Services started working in collaboration with Virginia Cantu of the Curriculum Department to develop a Train-the-Trainer program. This came about while we working together with DAAC on the CAS project. We met a few times and developed a framework for the program. However, due to hectic schedules for both departments, we didn’t continue to meet. Virginia finished her work with it and sent me a copy of her work. TTS may use it as a reference as we work to develop an extensive Train-the-Trainer program.
As Maricopa implements new administrative systems and as we start using other technology systems (like CAS) outside of our District, we are starting to see the need for a Train-the-Trainer program more and more. Developing a comprehensive Train-the-Trainer program is one of our goals for the next fiscal year.

**PeopleSoft Human Resources Training Project**

The PeopleSoft Human Resources System is the new HR and Payroll computer system for Maricopa. Technology Training Services met with Marjorie Klein, Coordinator of Strategic Systems in HR, and Sue McCann to discuss training issues for the HR PeopleSoft system. We discussed some training questions and some system questions. Marjorie and Sue were going to research some of these questions and get back to us.

**B. Special Requests:**

**Paradise Valley Fall Learning Week**

Paradise Valley Community College puts on a “Fall Learning Week” every year to provide their faculty and staff with a variety of training opportunities. Technology Training Services participated in this year’s Fall Learning Week by providing MEMO training and materials.

**Ocotillo Retreat**

The Ocotillo Retreat is an annual district-wide gathering to share and discuss instructional technology at the Maricopa Community Colleges. The Retreat is sponsored by the Maricopa Center for Learning and Instruction. This year it was hosted at Paradise Valley on the first day and South Mountain on the second day.

Technology Training Services participated in the Ocotillo Training Showcase this year. We presented two Calendar training sessions and two WebCT training sessions. The feedback and evaluations on all of these sessions were very positive! The MCLI said we would be invited back again next year!

TTS also provided training materials and information for the Employment and Organizational Development reference table at the retreat.

For more details on the Ocotillo Retreat, please visit: [http://www.mcli.dist.maricopa.edu/ocotillo/retreat01/](http://www.mcli.dist.maricopa.edu/ocotillo/retreat01/)

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Ocotillo Online Learning Group

The Ocotillo Online Learning Group (OLG) is a forum for web courseware users across the Maricopa Community Colleges, independent of particular platform. It promotes education, networking, communications, and information sharing. Through monthly meetings at college sites, the group works to increase members' knowledge and understanding of online learning and teaching strategies in online environments. Technology Training Services participates in the OLG monthly meetings. We also support the group by hosting meetings and providing the Technology Training Center as a meeting place. We take the responsibility of coordinating the software needs for any product demonstrations being presented.

For more information on the OLG, and for minutes of the monthly meetings, please visit: http://www.mcli.dist.maricopa.edu/ocotillo/olg/index.html

C. Programmatic:

Phone Training

This year we provided phone training for the employees of KJZZ. KJZZ is Maricopa’s public radio station. The radio station’s phone system was replaced with Maricopa’s new phone system and the employees needed training on the new system.

Technology Training Services developed a two and a half-hour phone training session. The first two hours were dedicated to phone features including transferring calls, conference calling, forwarding calls, retrieving messages from the Voice Mail Messaging (VMM) system, setting speed dial buttons, etc. The other half hour of training was dedicated to VMM features including setting up your account, creating a greeting, creating and sending VMM messages, creating distribution lists, etc. We provided two training sessions. We are scheduled to provide more training in July.

Desktop Application Training

Desktop applications training remained a priority in our department. Classes in our regular training schedule included:

- Microsoft Office Suite:
  - Word
  - Excel
- Access
- PowerPoint
- PageMaker
- The Windows Operating System

**Systems Training**

Systems training is a top priority. We provided monthly training on our systems:

- Financials (OGF)
- MEMO (email)
- Calendar was provided at the District Office and at the colleges upon request.

**Train-the-Trainer Training**

Training and supporting the college trainers and the HelpDesk personnel is another priority for Technology Training Services. We provided train-the-trainer sessions on:

- Calendar
- Web Mail

**College Site Training**

We continue to provide on-site training at the colleges whenever requested. Please keep in mind that these onsite training sessions are in *addition* to our regular training schedule. This is where we were this year:

**Scottsdale**

- Blackboard Faculty Training
- Calendar
- Netscape (twice)
South Mountain
- Access Series (for Title V grant)
- Access (one-on-one help)
- Netscape (twice)

Paradise Valley
- MEMO I and II (Fall Learning Week)
- Access Series (twice)
- Financials Series
- Netscape

Rio Salado
- PowerPoint
- Access (one-on-one help: 3 times)

Mesa
- WebCT Faculty Training
- Netscape (We hosted this training class three times for them here in the TTC.)

Mesa – Red Mountain Campus
- PageMaker (one-on-one help)

GateWay
- Access (one-on-one help)

Phoenix College
- Netscape
Employee & Organizational Development

District Office

- Access (one-on-one help for ITS and HR)
- Financials (one-on-one help)
- Calendar and Palm Pilot support (one-on-one help)
- HomeSite (one-on-one help)

Team Operations:

- **Phone Support**

End user phone support is a daily priority in our department. We help users troubleshoot over the phone. We walk them through all kinds of software and system problems!

- **Training News**

We continued to put out a monthly newsletter filled with end-user tips and tricks on the supported software applications, systems applications, and our phone and VMM systems.

- **Special Requests/Needs Materials**

This year we developed some special needs training guides. These included a Viruses and Backup Guide and a File Management Training Guide. As special training needs arise, we develop training materials to support users facing new challenges.

- **Technology Training Services Website**

We continued to add training materials and information to our website. All of our training manuals and training guides are available for anyone to view and print. Our site is an excellent resource for college site trainers and HelpDesk personnel. Our monthly newsletter is also available from our site. This year we will be working on revising our site. We will work on being consistent with the Employee and Organizational Department site. TTS is working on a new logo and a new format. Our site is at: [http://www.dist.maricopa.edu/training/](http://www.dist.maricopa.edu/training/)
D. Professional Development: 
Committee Participation

As usual, all of the Training Team participated in numerous committee activities. These included:

- MAT Executive Council
- MAT Meet & Confer
- Ocotillo Online Learning Group
- MEMO Implementation Team
- Calendar Implementation Team
- Financials Core Team
- Midas Implementation Team
- CAS Course Applicability System Meetings
- MCBAI Treasurer
- MCBAI Scholarship Committee
- DO Diversity Committee
- VC Human Resources Screening Committee Member
- Ed Comp Sys Trainer Screening Committee Member
- Governing Board Meetings

Professional Growth Activities

Technology Training Services continued to pursue professional growth opportunities. These included:

- Mentor for Lois Garland PSA Intern
- Facilitator Training at Motorola University
- Blackboard Training at ASU
- PeopleSoft HR Train-the-Trainer
- Learning Edge Demo
- Blackboard Training Update @ ASU
- Completion of Masters Degree (Paula Yslas)
- South Mountain College Adjunct Faculty BPC 100 classes (Pamela Williams)
- Scottsdale Community College Adjunct Faculty BPC classes (Chrystle Hall)
- Diversity Play "The Gift"
- Maricopa Technology Day
- Web CT Training (Participants)
• WebCT Conference
• League for Innovation CIT conference
• PeopleSoft HR Training (Participants)
• Windows NT/Server Training (Participants)
• Solbourne End-User Strategies Training Meeting

E. Staffing

Our staffing changed this year! First of all, Chrystle Hall went to Paradise Valley for an opportunity to be a college site trainer. Then we had Lois interning with us. We added Lauren Dye, a student worker, to our team. And, finally, Karen De La Viña joined us from Rio Salado to take Chrystle’s place. Although the staffing changes were a bit challenging at first, it all turned out to be a great experience for all of us!

• PSA Internship

Technology Training Services had the wonderful opportunity this year to participate in the PSA internship program. Lois Garland, from South Mountain, interned with us. Lois worked closely with her mentor Pamela Williams. Lois did an excellent job with us! Lois taught the PowerPoint, MEMO, and Netscape classes. Lois also provided end-user phone support. She assisted in creating and editing quick reference guides. Lois also learned how to save documents in PDF format and upload them to our website.

FUTURE

Technology Training Services has had a very busy year! We expect the next year to be even busier! With the implementation of new administrative systems: the new web version of Financials, the new course management system, Midas, that is replacing INFORM for all of the O/E O/E classes, plus the beginning of the new Student Information System, we have our work cut out for us!

TTS is also looking forward to working with our new Director, Pat Honzay, and the other units in our Employee and Organizational Department. With all of the training and process challenges ahead of us, I think it’s great that we’re finally a department that’s going to work together to get some good things accomplished!

If there are any questions regarding anything in this report, please feel free to call me at 18289. Paula Yslas –Technology Training Services.
Appendix
Employee and Organizational Development

Patricia Honzay
Director

Ruth Barmore
Administrative Secretary

Della Garcia
Sr. Org. Process Analyst

Shirley Lowman
Sr. Org. Process Analyst

Gary Mandarino
Sr. Org. Process Analyst

Sherri Faulkner
Manager Employee & Organizational Learning

Jayne Goldstein
Research & Development

Julie Beatty
Coordinator Creative Pathways

Paula Yates
Coordinator Training Services

Beth Eberhardt
Administrative Secretary

Emily Weinacker
Coordinator Organizational Learning

Marie Parker
Learning Facilitator

Cindy Bums
Lead Information Processing Technician

Karen Delivina
Ed. Com Systems Trainer

Pamela Williams
Ed. Com Systems Trainer

Lori Tresshead
Ed. Com Systems Trainer
(on loan, part-time)
MCCCD
Employee and Organizational Development

Strategic View

College-Based
Faculty and Staff Development
(Employee & Organizational Development) Activities

Professional Growth Funds
Student Success Conference
District-Wide EOD Activities
Policy Group Conferences
Others

District Department of Employee and Organizational Development Supported Activities

New Employee Orientation
Basic Workplace Skills Training
Supervisory Training
Core Examples
Leadership Training
Admin, Systems Memo, Calendar, OGF
Phone Training
MS Office
Ethics Training
Diversity Training
Creative Pathways
PeopleSoft HR
Blackboard
WebCT

Change
Customer Service
Difficult Customers
Social Systems
Others
Process Analysis
Access

Training Tracking System

Individual Learning Plans
Job Competencies
Training to Competencies
Performance Evaluations

December, 2000

Department Unit Symbol Legend
Creative Pathways
Employee and Organizational Learning Team
Organizational Process Analysis Team
Technology Training Services Team
Possible Offerings for Future