Support Services Review Update Template

Suggested template for SSR annual update submission

Update Year: 2012   Unit Name: Professional Development & Eval.

Today's Date: July 23, 2012   Unit Review Leader: Christina Michura

Data Update: (Please enter and update information)

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Efficiency	1. Work smarter, clearly identifying & streamlining processes; 2. Evaluation - Efficiently process faculty evaluations for nearly 6000 sections by establishing a processing location at each campus. 3. Automate the Evaluation forms	1. Policies & Procedures Manual; 2. cost, time and staff utilization 3. reduction in paper evaluation forms	1, 2 & 3 TBA	1. 75% improvement in 1st year, 100% in subsequent years 2. TBA 3. all evaluations become automated	1. 100% identified and developed 2. in progress--not actuated at the time being 3. in progress, have to work out processes and technical issues with the software
Communication	Improving methods of communication both internally and externally	information clarity and distribution	TBA	increased understanding by all internal and external constituents	in progress--we have revamped our newsletter: HR Connections, we are working on re-developing our websites, we are increasing the communication to associations and supervisors to make them aware of upcoming training

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					opportunities, deadlines and other professional development/evaluation related activities
Culture	Develop training to support the changes that the institution is going through, such as SSI, QEP and the General Education Assessment program	Number of courses and focus of courses; survey and focus groups	TBA	Increase by 50% in first year and create a system where we can be responsive to employee requests	in progress: courses are being developed as needed; we are currently taking email requests and have completed a survey to see what constituents want. We are still working on developing a clearer online library and course request system.
Extended Training Opportunities	Expanding publicity, tracking & training in the areas of wellness, risk assessment, technology, leadership skills development, supervisor training, finance, etc.	survey faculty and staff; focus groups; continue to develop workshop database to track who is coming to the trainings	TBA	50% improvement over 5 years	in progress--we are conducting surveys and developing tracks of training in these areas for faculty and staff
Facilities	Proposed Center of Teaching and Learning to serve all ACC Campuses and house PD&E offices and include training rooms, meeting rooms and a resource room	TBA	TBA	TBA	

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<u>Enter the information from last year's report into the corresponding fields and fill in the updates</u>

Narrative Update: (Please supply a narrative explanation on the progress of your improvement)

In January 2012, Director of Professional Development & Evaluation Programs, Dr. Terry Stewart Mouchayleh, departed from Austin Community College and Christina Michura, Professional Development Coordinator was selected as Interim Manager of Professional Development. Kirk Kelly heads up the Evaluation Programs Department during the interim as well. We feel that we have been responsive to faculty and staff. We have reviewed evaluation comments, initiated and completed a survey and have done a focus group (ACAP) of Supervisors to see what direction we should go with Supervisor training development. We have revamped our newsletter (HR Connections) and also increased the number of publications/emails and other materiasl that go out to the employees. We have increased communication with the Associations, alerting them to upcoming training and seeking feedback for what needs to be developed. We have also started communicating directly with Supervisors to make them aware of training for both them and their employees. We do still need more work done on our database, which is key in tracking and promoting training, but sometimes technical improvements are taking longer than expected due to high workload in the IT area.   In the area of evaluation, we have worked to reduce the costs and time needed for the entire faculty evaluation process. We strive to support the institution through the Student Success Initiative and all offerings which support all employees' quest for Excellence at ACC through employee development while remaining a sound steward of the institution's resources.