Student Success Staff Enhancement & Development Strategies
(Sub-Group: What is currently being done at KU?)
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Trends & Highlights from Current Practices within Student Success Offices:
(Information gathered from compiled feedback provided by Student Success Offices)

TRENDS
- Regularly scheduled staff meetings to keep members of the office informed and involved with departmental issues and priorities within their own departments
- Organized annual or semi-annual retreats to promote office unity, to formulate a vision for the office’s direction, and to provide personal and professional growth
- Encouragement for staff to attend enhancement and development programs offered by outside departments, such as HR programs, diversity workshops, brown bag series, and computing services
- Invitations to other offices to share their resources and expertise through in-service training presentations
- Planned social activities throughout the year to promote a fun work environment
- New staff orientation programs to educate staff members on office and university policies and procedures

HIGHLIGHTS
- **Conferences:** Many offices try to send employees to professional conferences when budget allows. Because of budgetary constraints, many directors are not able to offer employees the financial support they would like, and as a result, employees are unable to attend conferences as needed. Also, how is information gathered at a conference shared?
- **Educational Subscriptions:** A few offices subscribe to educational publications in order to offer staff the opportunity to be educated on current topics. Can Student Success pool their resources to share educational subscriptions?
- **Classes:** Some offices encourage staff to enroll in KU courses to further their individual education. A few offices encourage staff to teach classes as well. Some offices allow for extra personal leave for staff to participate in training that takes place on workdays.
- **Recognition:** Many offices incorporate reward and recognition processes, where students and staff within the department nominate other co-workers for "going above and beyond." Other offices take the time to give weekly "kudos" to deserving staff.
- **Staff Development:** Some offices allocate a specific amount of funding for each employee to use for staff development purposes, such as conference registration fees, resource materials, and memberships to organizations.
- **Volunteer Work:** A few offices coordinate staff volunteer work. For example, Admissions and Scholarships work with Big Brothers and Big Sisters, and Recreation Services participate with Meals on Wheels.
- **Fun Activities:** Some offices plan activities to create a fun work environment and to inspire good morale. For example, FSAC has a F.U.N. Committee; NSO has Friday game day lunches; Recreation Services hosts a student appreciation day and coordinates ongoing recreation tournaments for staff; and Multicultural Affairs takes time to practice relaxation, feng shui, etc.
Departments on Campus Currently Offering Development and Enhancement Services to Students, Faculty, and Staff:

Career & Employment Services:  www.ku.edu/~uces/employer/index.shtml
   “Information for Employers on the search and hiring processes.”
Center for Teaching Excellence:  www.ku.edu/~cte/programs/index.html
   “The Center for Teaching Excellence offers a number of programs that promote the scholarship of teaching.”
Continuing Education:  www.kuce.org/pmc/index.lasso
   “The KU Public Management Center, in cooperation with KU’s prestigious MPA program, presents a new management development system designed for every level of your organization.”
Counseling and Psychology Services:  www.caps.ku.edu/counseling
   “CAPS staff is also available for consultation to students who may have concerns about another student or friend, or about a particular situation. CAPS staff members are also available to consult with faculty and staff regarding such issues.”
Emily Taylor Women’ Resource Center:  www.ukans.edu/~etwrc/aboutcenter.html#programs
   “The Emily Taylor Women's Resource Center provides information, resources, and assistance on women's and gender-related issues. Services and programs provided by the Center are focused on the needs of KU students. We are pleased, however, to also provide information, consultation and resources to faculty, staff, and community members by request.”
Hilltop Child Development Center:  www.ku.edu/~hilltop
   “Hilltop uses a developmental approach to program planning. We emphasize pre-academics as well as social, emotional, and physical development. Our primary goal is to provide warm and loving care while simultaneously offering a stimulating and educational curriculum. Priority to University of Kansas students, staff, and faculty.”
Human Resources:  www.ku.edu/~kuhr/faculty_staff/profdev/index.shtml
   “Professional Development Programs for Faculty and Staff”
KU Center for Research:  www.research.ku.edu/kucr/events/workshp.shtml
   “Workshops on a variety of topics, including KUCR policies and procedures, grant proposal writing, and issues in externally funded research. Contact: Bill Sharp (785) 864-7430 or bsharp@ku.edu”
Libraries:  www2.lib.ku.edu/~instruction
   “The Libraries Instruction Program offers a variety of educational opportunities designed to help students, faculty, staff, and guests take advantage of the many information resources available through the University Libraries.”
Recreation Services:  www.ku.edu/~recserv
   “Recreations Services’ Faculty and Staff Programs & Memberships”
Watkins Memorial Health Services:  www.ku.edu/~shs/ku_staff.shtml
   “Although Watkins Memorial Health Center is predominately a student health service, employees of The University of Kansas are entitled to use the following selected services: Pharmacy, Physical Therapy, Laboratory, Radiology, Allergy Injections, and Travel Clinic.”
Writing Center:  www.writing.ku.edu
   “KU students, faculty, and staff from any major or department across the campus are welcome to write with us. We offer personal consultations or specialized departmental training on personal and professional writing, such as resumes, cover letters, and grant applications.”