

What Do Other Institutions Do? Committee Report

I. Requests for information regarding what other schools do regarding staff development programs were sent to the Big XII institutions, the Regents institutions, and our Peer institutions. Several institutions responded to the subcommittee's request. Generally speaking, most schools have the same concerns relating to staff development:

- Technical competency
- Knowledge of student needs (academic, social, emotional, cultural, personal)
- Application/understanding of student development theory
- Diversity awareness/sensitivity
- Employee self-worth
- Student success
- Keeping abreast with current developments/knowledge base in student services
- Addressing the needs of student services staff
- Communication amongst student services units

II. The ways in which individual institutions specifically addressed these concerns were different, however the goals were essentially the same. For example:

- Some institutions take a straightforward approach and offer only a series of small seminars on specific topics.
- Other institutions are more deliberate and try to create programs that follow a theme such as "Body, Mind, and Spirit" with the goal of creating "well-rounded staff". These approaches include:
 - Presentations/seminars
 - Service opportunities to connect the staff with the community
 - Social opportunities to create a sense of community
 - Discussion groups to improve communication and create a deeper understanding of current issues in higher education

III. Examples of student development programming activities:

- Lectures/presentations on specific topics by national, regional, local experts
- Technical training seminars/workshops
- Cultural awareness/sensitivity seminars/workshops

- Presentations by institutional research and other campus sources regarding student demographics/student needs surveys etc.
- Requested input from student services employees to create staff development programs
- Held periodic discussion groups on journal/news articles relating to higher education. Could be a monthly luncheon program
- Held theme parties for the entire division in informal setting i.e. “Hawaiian Night” as well as traditional holiday parties
- Provide “Just Because” cookie baskets to randomly selected staff persons
- “Student Services” athletic events: discounted/free tickets to football or other athletic events including families
- Divisional talent show
- Divisional newsletter
- Sponsor staff appreciation breakfasts or luncheons
- Use of Professional Development Assessment Tool
- Use of short seminars “mini-nars” for topical presentations
- Use of Gallup Strengths Quest approach for all directors and assistant directors in a management program

IV. Local Opportunities

V. Professional Association Recommendations

VI. Holistic Staff Development Model for consideration

- Create a standing Staff Development Committee including:
 - Members from across the organization
 - Members with varied skills
 - Sub-committees dedicated to various aspects of development
- Provide opportunities in the following areas
 - In-Service Days (with a variety of higher education topics)
 - Skill development seminars
 - Service opportunities
 - Social opportunities (supporting KU activities & organizational gatherings)
 - Opportunities to enhance physical well-being
 - Resource sharing opportunities

- To encourage participation include partners and families when opportunities exist outside normal working hours.
- To create organizational cohesiveness and understanding create a monthly, on-line, newsletter update (include departmental highlights, employee of the month, update from the Vice Provost, etc.)
- To maintain high staff morale create a recognition system including:
 - Merit-based recognition
 - Awards won through outside associations
 - Contributions to the KU/Lawrence Community
 - “Just Because...” recognition