



HLC Accreditation 2016-2017

Evidence Document

Unclassified Professional Senate

University Support Staff Senate

Professional Development Survey Results

Additional information: This evidence presents the results of the Professional Development Survey sent to 1,944 staff. 431 responses were received. Survey completed on March 11, 2016.

Professional Development Survey

March 11, 2016

Professional Development Survey - March 11, 2016

1. Topics of Interest				Results
Survey #	Answer	Response	%	Rank
1	Campus Safety	204	49%	1
29	Financial Planning for Retirement	178	42%	2
3	Communication Skills	172	41%	3
14	Stress Management	168	40%	4
15	Team Building	169	40%	5
4	Conflict Management, Avoidance, Resolution	163	39%	6
11	Motivation Strategies	164	39%	7
12	Organizational Skills	163	39%	8
28	Wills, Living Wills, Estate Planning, Trusts, Powers of Attorney	150	36%	9
23	Healthy Eating / Weight Loss	145	35%	10
24	Nutrition and Fitness	141	34%	11
18	Developing and Achieving Personal Goals	120	29%	12
5	Customer Service Skills	116	28%	13
16	Time Management	118	28%	14
2	Change Management	114	27%	15
6	Diversity & Inclusion	112	27%	16
13	Presentation Skills	111	26%	17
8	Effective Meeting Tips	99	24%	18
10	Mentoring New Employees	101	24%	19
20	Emergency First Aid / CPR	102	24%	20
25	Balancing Work and Family	91	22%	21
17	Technology (list under Additional topics below)	88	21%	22
9	Grants/Research	78	19%	23
19	Environmental Responsibility / Green Incentive	76	18%	24
26	Parenting	41	10%	25
27	Elder Care/Choosing a Caregiver	42	10%	26
7	Dressing for Success	32	8%	27
21	Diabetes Education	32	8%	28
22	Heart Disease	35	8%	29

Value Statistic
 1 Min Value
 29 Max Value
 420 Total Responses

Professional Development Survey - March 11, 2016

2. Would you like to learn more about these areas of WSU?

Check all that apply:

Answer	Response	%	Results Rank
WSU Innovation Campus	229	73%	1
Online Learning	133	43%	2
WSU Ventures	108	35%	3
Ennovar	93	30%	4
Campus Recreation	76	24%	5
WSU Libraries	72	23%	6
NIAR	60	19%	7
Satellite Locations	43	14%	8

Statistic	Value
Min Value	1
Max Value	8
Total Responses	312

A	
1	Professional Development Survey - March 11, 2016
2	
3	3. Additional topics, suggested presenters and/or specific technology topics:
4	Text Response
5	Internet safety with teens. Keeping up with technology.
6	Adult Learning, workforce initiatives, WSU/WATC merger
7	Videoconferencing, webinars (how to go one), moodle, long distance communication
8	Programming Languages, C++ and C# would be nice.
9	developing a good work space, either a personal work space or a collaborative work space.
10	Work share programs/File sharing apps, technology to aid in working from home, video conferencing equipment, etc.
11	Adobe, Outlook, Excel, etc.
12	Media, Advertising, Marketing
13	General productivity classes (Microsoft), internet security, web support and development, operating systems (Windows 10)
14	'- New technology recommendations for presentations (software and hardware) - Helpful apps for the workplace
15	GIS
16	ArcGIS, Qualtrics
17	Interruption Science Incorporating the latest research on brain function, physiology and ergonomics into work rhythms and habits
18	Coding and creating apps. MakerBot 5 3D printing training including CAD software training. Website development. Tuition assistance for coding workshops and CMD workshops. Free Campus Rec memberships for staff. Professional Development for supervisors encouraging them to allow their staff to attend trainings and development sessions.
19	Advanced Excel classes
20	tips/tricks for Outlook, PowerPoint,
21	Image/Web Now
22	Follow-up from the KLC/Leadership programs so many of us have attended through Dr. Cohen's program. There seem to be a LOT of people who have attended his trainings, but there isn't a formal follow-up ON CAMPUS to keep it going, besides an informal group that Lana tried to get going (which is a really good idea!), but a formal follow-up on campus (not downtown) of some sort might be beneficial...not sure we remember to use those concepts on a daily basis. Maybe asking him to come to campus for some small/30 minute modules would make sense? Maybe not...
23	Blackboard, brains shark,

A	
1	Professional Development Survey - March 11, 2016
2	
3	3. Additional topics, suggested presenters and/or specific technology topics:
4	Text Response
24	How to become more efficient in Excel, PPT, etc. Shortcuts, timesaving tricks, etc. Can be refresher, update type info. Mostly comes back to how my being more efficient on the computer will help me in my job. Communicating in a digital world. What you need to know about Social Media.
25	Website development Video production Graphic production Learning object development Professional and Technical Writing
26	Professional writing courses would assist me in building professional capacity,
27	In addition to some of the standard topics, additions should include topics that address our changing industry and work environment. What was important years ago, may have little relevance today. For example, more professional development sessions on diversity (i.e. recognizing the various skills and talents of others and how those skills will build, enhance and compliment our work environment, etc.,).
28	TRIO programs and their impact on WSU.
29	Technology: SharePoint, project management software, etc.
30	Leadership for young professionals
31	Microsoft Office, specifically excel and publisher refresher.
32	Emergency preparedness for active shooter, tornadoes, fires, and other disasters.
33	I don't know how to take a PDF doc and put it on the office webpage.
34	Electronic Signatures Fillable forms How to paperless procedures
35	Technology: new programs like Lightroom and others that are available to staff.
36	What to do in the case of an active shooter? Please include all WSU campus locations.
37	One Note, project management
38	Excel, Data Mining, Word editing tools, Adobe Acrobat DC, PowerPoint, Blackboard Class Building
39	General productivity and efficiency.
40	Photoshop
41	Dr. Michael Greger, nutritionfacts.org; positive psychology;

A	
1	Professional Development Survey - March 11, 2016
2	
3	3. Additional topics, suggested presenters and/or specific technology topics:
4	Text Response
42	Excel; OneNote
43	leadership inclusion
44	self defense class collaborations between departments
45	Tha classes offered by CMD. need them offer in online learning and different schedule. For example; Certificate Supervisor.
46	Quickbooks
47	Supervision, being a new director
48	Community engagement, communications (marketing/publicity/web)
49	'-Microsoft Certification classes (from start to finish with an instructor) -More opportunities for USS staff to be able to go to conferences relevant to their expertise that can develop their skills. Currently not much of this opportunity available thus limiting growth within a department. -How to improve communications between departments -How to "Go Green" on campus specifically to offices -How offices can work together with regards to outreach to students. This may lend into allowing messages to be consistent to students. -First aid/ cpr training to where the entire department can do this once a year. The same could be said for active shooter training specific to how we can go on lockdown within our own office. Would require an instructor to evaluate opportunities and threats in the physical office.
50	Active shooter was great. Let's keep the learning going. We need specific plans developed for each office/area of campus. We need to practice drills. I'm not sure the tornado building co-ordinators are the right people to lead this project as well. Different skill set. We need to analyze our buildings. Many cannot be locked down or doors barricaded. Let's not wait until it's too late to address these things.
51	Financial Planning/Paying off debt
52	Getting students to come to events.
53	Educational opportunities for full-time staff. Possible classes/courses in degree related fields offered at a reduced rate for full-time staff at convenient times for full-time staff.
54	Outlook, Excel, Word, PowerPoint
55	
56	Statistic
57	Total Responses: 50

Professional Development Survey - March 11, 2016

4. Are there obstacles that prevent your participation in professional or personal development opportunities? Check all that apply:

Answer	Response	%	Response
			Rank
Too busy	175	47%	1
Inconvenient times	112	30%	2
No office coverage	86	23%	3
None	85	23%	4
No support or encouragement to attend	56	15%	5
Transportation / Parking	57	15%	6
No interest in topics	33	9%	7

Statistic	Value
Min Value	1
Max Value	7
Total Responses	373

A	
1	Professional Development Survey March 11, 2016
2	5. Other obstacles for participation in professional and/or personal development opportunities:
3	Text Response
4	Funding limitations.
5	I'm located off the main campus
6	I feel a need for training on the legacy equipment that was here when I was hired. There is availability for factory training from hexagon metrology, MTS, and software providers that I am unable to take advantage of
7	How can anyone check their emails when their is no efficient wifi for Physical Plant? We get told to use our phones but will not provide Internet?
8	I did not know we even had these types of programs. I don't know when or where they are so I can't answer the above question.
9	I would love to be more involved in WSU. Time is a huge factor since I live so far away. I'm not really sure how to get involved. It's difficult to get involved when I don't know what there is that I would enjoy being part of.
10	I enjoy learning about the programs offered through the Strategic Communication email and think development opportunities are well advertised, but many of the ones I have been interested in lately last an entire day or more. I may be able to leave the office for half day training, but feel guilty taking off a full day for training and wonder if I should use vacation to attend. I also work off campus which makes it difficult to attend lunch and learns during my lunch period. I am very interested in the opportunities, but early morning or late afternoon works best for me.
11	A lot of events are on campus. I work at a satellite location. Therefore, when I come on campus there is no parking.
12	Unsure of what is offered or where to find offerings
13	I would be more involved but am currently transitioning from one position to another. With all the training, meetings and learning new duties, it just isn't a good time for me.
14	None
15	I don't know all what is offered on campus. Is there a central repository? Also, while my department is supportive of paying for professional development, the internal processes are enough of a hassle and take enough time that I really have to weigh if the course/training is worth the hassle. More streamlined processes would help in this regard.
16	Being unaware of what options are available.
17	Work load
18	Family obligations.
19	I cover the front desk in my office. I do not want to be seen as trying to be away from my desk too much. I have recently been encouraged to seek more professional development opportunities.
20	Supervisors need professional development.

A	
1	Professional Development Survey March 11, 2016
2	5. Other obstacles for participation in professional and/or personal development opportunities:
3	Text Response
21	No budget
22	I tend to take later lunches, 3:30 and after. I try to cover our office over the lunch hours so others in the office don't have to worry about the office being unattended. Morning trainings/meetings work better in my schedule.
23	New in position and not comfortable asking to be away from my desk during work hours.
24	Just depends. Scheduling is sometimes an issue.
25	Often feeling like I can take the time from the office. I have total support from my supervisor, I put this on myself as I just feel there are often things I should be doing the office.
26	My own ignorance. How to access support networks and resources.
27	There does not seem to be much awareness or encouragement to attend professional development opportunities. These opportunities have to be created by the individual employee. Not sure why.
28	Approval from Supervisor to attend classes, and make up time missed from work for school.
29	office is off campus
30	Zero opportunities for advancement at our department. Zero value to new ideas, input. Zero interest in employee personal improvement.
31	Lack of planning - would need to know at least 4 weeks ahead of time in order to try to fit it into schedule.
32	There is no organizational impetus for UPs to receive professional development - it generally is up to the individual to seek out opportunities. There is a tremendous need for administrative staff to develop technology skills, but no support/requirement from their supervisors or higher administration.
33	Short notice.
34	Sometimes have heard the same presenters many times and the presentations are repeats
35	I am a new employee so I am still learning the ropes within my responsibilities. Once I am able to get the hang of my responsibilities, participation will be easier for me to manage.
36	I'm not aware of all the opportunities...but I also don't go look at the training available because I don't feel encouraged to take time away from my duties to attend. I'd like it if there was an expectation that each employee attend a certain number of hours per year so that I would feel justified to go to something if I were interested.
37	Professional development and advancement are neither promoted nor rewarded in my unit.

A	
1	Professional Development Survey March 11, 2016
2	5. Other obstacles for participation in professional and/or personal development opportunities:
3	Text Response
38	I have not always felt that I had "permission" to attend such opportunities, but I decided to take the proactive step to put it into my goals for this year because it is important to me.
39	I am an adjunct and therefore have no time in schedule for professional development unless i find something off campus during my vacation, or an online seminar late at night. other schools reimburse for pd, but not here. not very encouraging.
40	workload
41	Relocating to Old Town location.
42	Traveling
43	Not enough notice to plan for it in my schedule ahead of time. I am booked up to three weeks out at some points in time.
44	With a small office staff, timing would be essential to maximize the potential for attendance.
45	We are located in Kansas City, KS and could do webinar learning.
46	'-Budgets
47	Recruiting international students is my job and I travel a lot (being gone for 16 weeks a year). I miss many training opportunities when I'm traveling.
48	Being a "Temp" employee it is my current understanding that I am not eligible to participate.
49	None
50	Funding is always a challenge for engaging in professional and/or personal development opportunities.
51	Cannot come on Mondays or Fridays.
52	Past experience with professional development seminars that were low on substance. Often you lose a significant chunk of a workday and the sum total of new information you've learned would fit on half a sheet of typing paper. I don't mean this in a negative way, but it definitely has happened.
53	I'm a distance employee, so it would be nice to have an option to have the presentations taped or at least Power Point or presentation available to download. Or a chance to Skype into them or have them on Periscope. I would love to take part in some of the programs offered on campus but I work out of an office in Kansas City and when I'm back on campus, it's usually for an event, retreat or meetings I have to attend and it
54	We have limited Office Coverage. I did not select "no office coverage" because that is not true, but there are limited options for our office.
55	Many times I am just unaware of the programs that are available
56	time & money

	A
1	Professional Development Survey March 11, 2016
2	5. Other obstacles for participation in professional and/or personal development opportunities:
3	Text Response
57	In clinic M-F during regular office hours.
58	too much going on and not enough people in the group to get it all done. I won't let my team take the hit
59	
60	Statistic
61	Total Responses: 55

A	
1	Professional Development Survey - March 11, 2016
2	6. Other comments:
3	Text Response
4	I have completed the survey, but please be aware that I am actually employed by WSU as a tenured faculty member with the rank of Associate Professor. I serve in an administrative role at this time which is why I believe I have been sent the survey -- in some listings I may be counted as an Unclassified Professional.
5	Very fortunate to work for and with the AR Team, led by Robyn Bongartz. Consistant training with the support and compassion of eery member of this team.
6	I'm excited to participate in the personal/professional development opportunities that are developed and provided by the university.
7	HR is doing a great job so far on training topics!
8	My choice of the "Transportation/Parking" obstacle merely indicates that i would prefer to attend sessions on campus rather than lose my parking space to leave and return during the day.
9	Not all of the offerings are "professional" development.
10	Appreciate your work. Thank you.
11	WSU has several oppourtunities for professional development. For me, I think it would be beneficial to have a more clear cut idea of how many hours I could attend professional development per fiscal year. I see several opportunities I would like to take advantage of, however, since I am the front office/greater, I do not want to be viewed as not performing my office duties.
12	#1 training need - CAMPUS SAFETY. In my opinion, we MUST be educating people on campus (students/faculty/staff/everyone) on what to know and how not to freak out. I know this is a touchy subject, but I would rather actually deal with it versus letting people make wrong assumptions, take tips for safety off of Facebook videos and misunderstand what the implications are. We have plenty of time to be pro-active about this...let's take advantage of the time we have and deal with this reality. There is a SEM group talking about additional training topics for campus so in an effort to be transparent, the Retention Subcommittee is talking specifically about three areas for training to move to foster more of an enrollment culture on campus. The three topics are -- 1)Diversity/Cultural Competency Training, 2)Sensitivity Training (might be included in #1 - don't know yet), and 3)Customer Service Training. We may/may not move forward with these topics, but they are on the table to talk about now and could be included in the roll-out of the SEM plan in August. We are in the very early stages of moving priorities
13	Thanks for the opportunity to offer an opinion.
14	A lot of the technology and professional training can be done in an online environment it would be great if the university could subscribe to Lynda.com or Udemy etc.
15	I think this is an excellent idea to have these sessions where we can attend and have professional
16	I am fortunate to have the encouragement from supervisors in my department.
17	There should be a level of awareness and understanding from College Deans, Department Chairs, etc., that investing in and encouraging professional development opportunities for employees will not only benefit the individual, but also benefit the department as a whole. Professional Development is encouraging, motivational and creates new vision, which is directly up our alley, as we look at our new innovative campus.

A	
1	Professional Development Survey - March 11, 2016
2	6. Other comments:
3	Text Response
18	Willing to stay after hours to attend workshops, as it is more stressful to try to catch up missed work time if workshops are during the regular 8-5 hours. Thank you!
19	Avoid bland, one-size fits all workshops. (e.g. PowerPoint demonstrations, vague, hypothesized issues) Solicit workshops proposals that address workplace problems specific to our campus.
20	As employees, we are able to take advantage of lower/free tuition costs towards classes offered at WSU for our professional/personal development, which is wonderful! However, what about funding opportunities for courses and certifications not offered by WSU? I would like to take some professional certifications within my field of work but not offered by WSU. Is there funding available to employees for outside professional development? If so, where can I find out information about applying for this funding?
21	Professional/personal development is a valuable aspect of quality of work life for me, so I appreciate these efforts.
22	I think it would be helpful for you to survey staff on what they feel they could present on well so that new people are added into the mix rather than the same presenters over and over again. Many of us have skills and knowledge that is separate from our campus functions that would benefit others, but no one knows about those skills because we don't regularly use them at work.
23	Develop internal succession plans that provide a potential career pathway for individuals that seek to take on meaningful career challenges and evolve in their work through promotions. Guarantee that they will be able to express their interests without fear of penalty. Create an assessment based on their career objective to determine strengths and weaknesses and prescribe a course of action that will help to aid them toward their goal. Likewise, if a need develops while the program is in place, an immediate pool of potential candidates can be identified from internal sources. Considering the unique challenges within the University system, it seems inefficient to regularly and intentionally seek applicants outside of the institution for positions that can identify immediate value from those who have accumulated knowledge not readily assimilated from a manual or singular occasions of the aforementioned topics on professional and personal development. I do feel that the training opportunities available on campus can be invaluable
24	None
25	I think Diversity and Inclusion training should be required for all faculty and staff.
26	I really appreciate that you're making development available!
27	
28	Those learning events offered around the noon hour (1130-130) and those offered at the end of the day (3-5pm) are the best times for me to attend.
29	Thank you for asking for my input.
30	
31	Statistic
32	Total Responses