



The University of Vermont

Staff Council

Serving as a voice and advocate for all staff at UVM, since 1971.

MEMORANDUM

To: Barbara Johnson, Associate Vice President of Human Resource Services
Pat Nowlan, Learning Services Team Lead

From: Beth Walsh, Staff Council President *Beth K. Walsh*
Todd Stewart, Chair, Staff Council Education and Professional Development Committee
Sharnel Martel, Vice Chair, Staff Council Education and Professional Development Committee

Re: Request for Staff Technical Computer Training Support

Date: June 8, 2009

The Staff Council and the Staff Council Education and Professional Development Committee would like to express our support for the creation and implementation of a consistent and sustained technical training program for UVM Staff members.

General technology training is an unmet need on campus. In a 2007 survey sponsored by Staff Council, technology training was the topic that generated the most interest amongst staff members responding to the survey. The main venues for offering this type of training typically has been Mastering the Maze and classroom/computer lab workshops. Since the introduction of PeopleSoft, other technical computer training courses have been put on hold and there has been a shift towards training courses in PeopleSoft. Mastering the Maze by itself cannot meet the ongoing needs for technology training among staff. (Only 10 out of the 52 workshops at Maze 2009 were focused on technology, 3 were PeopleSoft classes.) Technical computer training as defined by the Education and Professional Development Committee would be any courses offered by UVM HRS- Learning Services or other departments that would develop, enhance, and promote the technical training on practical computer skills (other than PeopleSoft) used during the course of regular work.

The Education and Professional Development Committee envisions a technical training program consisting of several options to accommodate staff work schedules and training needs. We recommend a two-tiered approach to this training. The first tier would consist of a day-long session offering 24 classes, taught in three, 1.5 hour blocks which could occur during Mastering the Maze. This would afford participants the opportunity to take a variety of classes about several computer applications to increase individual productivity and effectiveness. The courses offered at the day-long session would differ in topic and scope. We encourage the Mastering the Maze Committee and all stakeholders tasked with creating and implementing this portion of the proposal to coordinate course content.

The second tier would offer several ongoing sessions throughout the year of the same courses offered during the one day event to reinforce what was learned, gain new knowledge, delve deeper into the applications, and allow time to ask specific questions.

Here is a sample offering of potential workshops: Basic, Intermediate, and Advanced Excel 2007, Basic, Intermediate, and Advanced Word 2007, Oracle Calendar, Browser efficiency tips, UVM's web template, myUVM Portal, basic computer maintenance, web tools for working efficiently, OneNote, Access, Using Zoo drive efficiently, SharePoint, Understanding Available Training Online, PowerPoint, online classes at UVM, Event Planning, and taking advantage of tuition remission to name a few.

The Staff Council and Education and Professional Development Committee understand that this proposed two-tiered approach will constitute a significant time commitment in terms of staff being away from their offices to attend the training sessions. We encourage supervisors to allow their employees the opportunity to attend these courses. The knowledge gained from the courses will not only improve individual staff member's productivity and effectiveness, it will also improve these areas within their departments.

With the ever changing complexity of computer software applications, it is imperative to keep ahead of the learning curve. The Staff Council would like to offer its support of ongoing technical computer training at the University. Working with Human Resource Services, Enterprise Technology Services, the President's Office, and other stakeholders, the Education and Professional Development Committee stands ready to assist in the implementation of this program.