

To: David Wain Coon, Ed.D., Superintendent/President
President's Cabinet Members

From: Christina Leimer, Ph.D., Executive Director PRIE/ALO
Chair of IDT and IDT Managers

Date: December 1, 2015

Re: Technology Training Recommendations

Responding to concerns expressed by COM employees regarding the need for information technology training and accessible, reliable data, the Institutional Data Team (IDT) conducted a survey of technology training and data needs of classified staff and managers last Spring semester. Findings were reviewed and solutions proposed. In addition, IDT members reviewed each currently available technology training option and rated it for user-friendliness, level of knowledge needed to use the training method, and relevance to the needs expressed in the survey. At each step, the discussion and recommendations were shared with the IDT Managers group, who in turn discussed the options. In addition, they followed up with their staff to gain more specificity about the types and level of training needed, whether it was fundamental knowledge that all employees need to know, training on a function-specific issue, or the desire for more depth and breadth of knowledge by employees who are or may want to become "power users." At its November 18, 2015 meeting, the IDT Managers decided on the following recommendations to be brought to the President's Cabinet.

Recommendations

- 1) MS Office, Data Dashboard and Moodle. Adequate training options exist for employees to learn and upgrade their skills with these information technology applications. The options need to be made more widely visible in addition to recommendation 4 below.
- 2) Fundamental Banner functions that all employees need to know (e.g., entering time, changing their address). This should be part of new employee orientation provided by Human Resources.
- 3) Function-specific Banner training. Skills exist within functional departments to train others. For example, Human Resources staff can train new HR employees. Enrollment Services staff can train new employees in their department as well as counselors on needs expressed by the manager of that department.
- 4) Managers need to set aside time for staff to do this training and to develop their own information technology skills. Such professional development should be built into job descriptions and be part of personnel evaluations.
- 5) Some employees are sophisticated users of Banner and ARGOS and would like to learn more. They want to be able to make process changes, find new efficient ways of working, and extract and perhaps modify data. We support these employees' initiative and desire to learn, but these types of changes can affect an entire system, not just one area. Consequently, any

proposed changes of this type must be done carefully and thoughtfully with a deep understanding of the implications. Further, protocols must be developed and followed. Consideration of such changes should involve Information Technology, Planning, Research and Institutional Effectiveness, and personnel in all functional areas where there is any possibility of being affected.

On behalf of the Institutional Data Team and the Institutional Data Team Managers, we would appreciate your consideration of these recommendations. If you agree with them, we need your support to assure the recommendations are implemented.