2007 Sections by Course

37 courses, 165 sections conducted
2007 Participants by Course

1,051 Participants
It is interesting to note relatively the same level of training was maintained in 2007 as compared to 2006 even though some departments were not able to offer as many sessions as they would normally preferred due to extended staff shortages in their respective department.

Thirteen sessions were held at Prince Frederick and Leonardtown.

* Calendar year
Outreach
Working with Local Agencies

Our work in partnership with county agencies to provide their employees with GroupWise training began in June 2006 and continued to grow in 2007. In fact, this year we also began working with one state agency that has a branch location in Charles County.

- A training coordinator from the county and one from the state agency has been identified and all requests are received via these two contacts.
- CSM employees are given priority and vacant seats are available for the county / state employees.
- Training continues to be well received and many positive comments provided via the session evaluations.
## Outreach

**Working with Local Agencies**

### Attendance in 2007

<table>
<thead>
<tr>
<th>Class</th>
<th>County</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>GroupWise Basics</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>Advanced GroupWise</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Advanced GroupWise with Emphasis on the Calendar</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>GroupWise Calendar *</td>
<td>20</td>
<td>11</td>
</tr>
<tr>
<td>GroupWise Rules</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>32</strong></td>
<td><strong>37</strong></td>
</tr>
</tbody>
</table>

* A special session of **GroupWise Calendar** was held for county employees at the request of the county training coordinator.
### Assessment

<table>
<thead>
<tr>
<th>Year *</th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections surveyed</td>
<td>147</td>
<td>154</td>
<td>67</td>
</tr>
<tr>
<td>Evaluations issued</td>
<td>876</td>
<td>963</td>
<td>321</td>
</tr>
<tr>
<td>Completed</td>
<td>791</td>
<td>828</td>
<td>213</td>
</tr>
<tr>
<td>Return rate</td>
<td>90%</td>
<td>86%</td>
<td>66%</td>
</tr>
</tbody>
</table>

- Overall return rate for completed session evaluations was **90%**
- Follow up email sent to all participants includes evaluation reminders
- All feedback consolidated and forwarded to respective instructor(s), usually within two business days
- Action taken for all requests for personal follow up and several individual training/work sessions arranged as a result

* Calendar year. Evaluations implemented May 17, 2005.
New Courses in 2007

• Colleague Budget Management for FY 2008
• Contract Course Process
• Fiscal Year End Close Basics for FY 2007
• Get Connected with Job Connection
• GroupWise Rules
• Strategic Planning Resource Panel
• Xerox Work Centre
Program Support

The training program continues to grow thanks to the incredible support from various departments within the college. Courses are developed in conjunction with individuals willing to share their time and expertise by creating informative materials and training fellow employees.

In 2007, twenty-one employees served as instructors from eleven different departments within the college.

- Accounting / DFS
- Budget Department
- Bursar’s Office
- Career Services
- Human Resources
- Information Management Team
- Information Technology Services
- Payroll Department
- Procurement
- Registrar’s Office
- Outcomes Assessment & Research
Technical Training Center

In addition to the technical training program classes, many groups have utilized this valuable resource for various uses such as web or vendor on-site training and to meet departmental needs as well.

- Scantron (NUR)
- Xerox Work Centre (IMT)
- Colleague Release 18 work sessions (ITS)
- R18 Load Testing (ITS)
- MAPP Test Webinar (OAR)
- Academic Impressions (DEV)
- Workflow Management (ITS)
- Ad Astra (SCH)
- Constant Contact (MAR)
- Envision Programming (ITS)
- IPEDS (OAR)
- Software demos, consulting visits, meetings, departmental training (various groups)
Considerable work has been done in conjunction with the Colleague administrators to develop a process which assists employees and their supervisor to better understand the required training and steps to be granted access.

- ISSR form, documentation and discussion of the process has been included in two introductory classes.
- Initial Colleague access account emails sent by administrators are followed immediately with information regarding required training and the scheduled dates/times.
- Waitlists have been established for employees in need of certain training; notified individually via email when scheduled.
- All follow up emails now include instructions for the ‘next step’ in the process.

Also, the Technical Training Plan re-written and posted to web site.

End