Technical Training Program

2009 Status Update
Presented February 2010

by Wendy Cleary, Coordinator
2009 Participation Overview

<table>
<thead>
<tr>
<th>Face-to-Face</th>
<th>Computer Based (SkillPort)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses</td>
<td>Courses completed / accessed</td>
</tr>
<tr>
<td>39</td>
<td>217*</td>
</tr>
<tr>
<td>Sections</td>
<td>Courses completed / accessed</td>
</tr>
<tr>
<td>1035*</td>
<td>68</td>
</tr>
</tbody>
</table>

Regarding face-to-face format training, in comparison to 2008 . . .

- **2.6%** increase in the number of courses offered
- **26.2%** increase in the number of sections held
- **8.2%** increase in number of participants
- **Thirty-one** sections offered at Prince Frederick, Leonardtown & Waldorf which represents an increase of **182%**

* Does not include many one-on-one trainings conducted.

** Does not include topic completions (i.e. portions of a course). SkillPort allows users to complete any portion of a course without completing the entire course. Certificates are issued for completing an entire course; 127 accessed and 29 completed.
Course Sections (Face-to-Face Format)

39 courses, 217 sections conducted
SkillPort Usage (Computer Based)

- SkillPort is a hosted, computer-based system introduced in conjunction with the MS Office 2007 upgrade to conveniently bring training to staff / faculty

- All courses available to CSM staff / faculty
  - 24 hours / day, 7 days / week, on/off campus (via web browser)
  - Course access unlimited; courses can be completed over time

- A wide variety of MS Office 2007 courses are available for all applications at different learning levels (beginning, advanced)

- An entire catalog of other training available in addition to the Office courses (like Adobe, Vista, PDA)

- Orientation sessions continued throughout 2009
  - January – December  9 sessions; 41 participants

- SkillPort utilized by employees in 2009
  - SkillPort system used by 68 employees for 109 hours of training
  - Courses accessed totals 127; 29 completed**

**Does not include topic completions (i.e. portions of a course). SkillPort allows users to complete any portion of a course without completing the entire course. Certificates are issued for completing an entire course.
Outreach – Working with Local Agencies

Work in partnership with county agencies to share training opportunities continues. Our efforts to provide their employees with GroupWise training began in June 2006 and has continued. We also offer training to one state agency that has a branch location in Charles County.

- Due to recent budget constraints, the county’s training program is extremely limited, therefore eliminating training that may be available for college employees, however, we have continued to offer open seats of GroupWise training to their employees.

- A county training coordinator and one from the state agency has been identified; all communications are handled via these two contacts.

- CSM employees are given priority and vacant seats are available for the county / state employees at no cost to the agency.

- Training continues to be well received and much appreciated; many positive comments have been provided via the session evaluations.
Outreach – Working with Local Agencies

Attendance in 2009

<table>
<thead>
<tr>
<th>Class</th>
<th>County</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>GroupWise Basics</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Advanced GroupWise</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Advanced GroupWise with Emphasis on Adding Graphics</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Advanced GroupWise with Emphasis on the Calendar</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>GroupWise Calendar</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>GroupWise Rules</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16</strong></td>
<td><strong>7</strong></td>
</tr>
</tbody>
</table>
Overall return rate remains excellent

Follow up email to all participants includes evaluation reminders

Some instructors prefer to handle their own evaluation

All feedback consolidated and forwarded to respective instructor(s); usually within three business days

Action taken for all requests for personal follow up and individual training/work sessions arranged as needed

*Evaluations implemented May 2005
New Training Offered in 2009 (15)

- Advanced Information Security
- BI201: Multimedia Managed
- Colleague Budget Management for FY 2011
- Chamber Membership Discount
- Continuity of Operations Planning / CSM Ready
- Credit Wait Listing
- Cross Listing Sections
- Fiscal Year End Close Basics for FY 2009
- GroupWise: Keep It Clean (piloted in 2008)
- Implementing New Race, Ethnicity and Citizenship Standards
- Information System Outage Response Plan
- Order Companion [for business cards]
- Colleague Patches 101 (piloted in 2008)
- Web Content Management System [Open Text Web Solutions]
- Workforce Development Tracking
Training Program Support

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

In 2009, **thirty-four** employees served as instructors or presenters from **seventeen** departments within the college.

- Budget Department
- Bursar’s Office
- Community Relations
- Corporate and Community Training
- Creative Services
- Financial Assistance
- Financial Operations
- General Counsel
- Health Sciences
- Human Resources

- Information Management Team
- Information Technology Services
- Distance Learning & Faculty Development
- Payroll Department
- Procurement
- Public Safety and Preparedness
- Registrar’s Office
Technical Training Center

- 2009 was the first full year the training center was housed in its new permanent location which provides state-of-the-art technology available for staff/faculty use.

- This is the only lab on any campus connected to the administrative server for access to software such as Colleague, ImageNow, AdAstra, GroupWise.

- Fourteen workstations are available; each with a flat screen monitor and speakers.

- A telephone was added at each workstation this year (for telephone training coming in 2010).

- The Smart Podium offers Sympodium technology (interactive pen display), access to multiple connections (laptop, USB, etc), DVD, VCR, Cable TV, wireless keyboard / mouse, touch screen projection control and document camera.

- A Polycom conference phone is also installed.

- The center is available for scheduling via GroupWise (room number ST129).
Technical Training Center Usage

In addition to the technical training program classes, many groups have utilized this resource for web or vendor on-site training and to meet departmental / group needs. A sampling of events and uses include:

- Link Evaluate Training (HRD)
- Visual Club Mate Training (WFS)
- Maxient Training for Student Code of Conduct (DSI)
- Financial Aid Analysis (FAD)
- Trac Dat / Unit Assessments Plans (PIER)
- IPEDS Work Group
- Information Systems Steering Committee
- Faculty Handbook Committee
- Web Time Entry Work Group (HRD/Pay/ITS)
- FY11 Budget Work Group (DFS)
- Studio Training (ITS)
- National Incident Management System (NIMS IS700) (PSD)
- ImageNow webinar
- Working with consultants (FAD, PIER)
- Gradebook demonstration and webinar (ISSC / ITS)
- Open Text Web Solutions webinar (MAR/ITS)
- Pre-semester Choose Your Own Adventure (DLF)
- Meetings, departmental training, work sessions (various groups)
Process Improvements

- Creation and posting to web of Colleague Training Guide
  - Documents required, suggested and recommended training based on access

- New Colleague Training Requirements document (piloted in 2008)
  - User receives one email (cc to supervisor) with CTR document attached showing all the required training for the requested access; follow up email then explains training needed and next dates offered

- New MS Office 2007 page used to distribute new information
  - Documentation of all MS Office 2007 training options for employees
  - SkillPort FAQ
  - Link to Microsoft Office free training
  - Resource documents
  - Links for add-in updates, Java install/upgrade

- Direct advertising to targeted audiences for specialty training

- Continued maintenance of consolidated Internet training site and calendar which include HRD, DLF and Technical Training
  - Provides open access to training information, calendar and on-line registration 24-hours / day, 7 days / week, on and off campus
In the works for 2010 thus far . . .

- ImageNow 6.4 Upgrade Overview
- Just-in-time Re-training for Kids/Teen College Registration
- GroupWise 8.0 Overview
  - Open seats may be offered to county and state agencies
- CSM Telephone Training
  - How to operate phone features, standards/etiquette
  - In preparation, a phone installed for each lab station in late fall 2009
  - Pilot for selected users in early April, then roll out to all campuses
- Using the New Race, Ethnic & Citizenship Data
  - How it is gathered, how it is stored and how to use it for reporting needs
- Departmental Training
  - Enrollment Management Team departments initially
  - Financial Assistance Department to be prototype

And stay tuned for the possibility of . . .

- Formal training for ImageNow users
- Social Networking training