



Professional Development on a Shoestring

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Why is this such a challenge?

- Budget cuts from the state.
- Expectation to be more frugal in times when tuition costs have not risen with the cost of living.
- Colleges are asked to do “more” with “less”.
- Money isn’t being prioritized for Professional Development.



This is our story.....

- We represent 3 four-year institutions.
- We have had to revise, refocus, reconstruct, retrain, renew and reconcile our staff to learn new things and do their work differently.
- We all have a story...but a slightly different story about what we've done to provide professional development.



Ashland University

- **Revise and Refocus:**
 - More of our forms are on the website or intranet so that students and faculty can take care of business without coming to the office.
 - Using Clearinghouse for degree verifications.
 - We keep WebAdvisor open for a longer period so students can change their own schedules

This has all required additional staff training.



Revision and Reconstruction

- We've moved the Registrar's Office so there is more space and provided a friendlier atmosphere.
- Empowered staff to come up with new ideas to conduct business differently.
- Staff are more independent and self-guiding instead of being led so closely by Registrar

This has required staff to learn new skills.



Resource Changes and Retraining

- Using Datatel more effectively instead of manual processing.
- Have created reports so departments can run themselves.

Encourages staff to be more efficient.



Respect and Reconciliation

- For 10 years our office worked with a very narrow focus
- This required students and faculty coming to our office.

This has resulted in a more efficient university.



The Ohio State University

- **Revise and Refocus**
 - **Mandated Culture Change**
 - Everyone had to take a 2-day workshop and I've been appointed to Culture Action Work Group (CAWG).
 - Guided by “mood elevator” and curiosity encouraged.
 - **Mandated “Building a Culture of Coaching”**
 - I-day Diversity-focused workshop (not with supervisor)

Trickle-down effect for change



Resource and Retrain

- Use Office of International Affairs (OIA) and Graduate School for sources of information.
- We asked them to do presentations on specific topics: SEVIS II, Immigration Statuses, test scores, national trends.
- Are we serving students the best? Moved to a paperless process.

Ensure that staff have latest and best information.



Refresh and Renew

- Gateway 2 Management (Leadership)
- University HR Programs (ex: Difficult People, Public Records, Rights and Responsibilities)
- Microsoft Product training, using products to training others
- Networking with others (Internal and External)

Make sure we have latest and best information.



Respect and Reconcile

- Give staff time and opportunity to learn more.
- Not everyone can attend a conference.
- You need to make sure they have good, adequate opportunities to development.
- Encourage their attendance.

Give them opportunities, encourage + choices.



Miami University Regional Campuses

Revise and Refocus

- Reduction in staff due to budget cuts
- Reorganization due to regionalization initiative
- Need to focus on the present and future – providing good and efficient service in a new context.

Challenged to turn a negative into a positive.



Revision and Reconstruction

- What is the revised scope of our work?
- What can we do for staff retraining?
- How can our staff serve students and faculty better?

Staff need to feel good about changes they didn't necessarily want.



Resource and Retrain

- Staff have experience – they train each other.
- Used this opportunity to review policies and procedures and standardize across campuses.
- Utilize webinars and virtual meeting and conference attendance (Banner Summit).
- What do we want to learn, how can we do it more cheaply?

Don't eliminate development but economize it.



Refresh and Renew

- Giving new responsibilities to staff energizes them.
- IT and HR provides tutorials and classes.
- Provide incentives for participation (rewards).
- Consortial offerings by OACRAO, OTC, SOCHE and GUCCC).

This requires a culture of excitement to learn.



Respect and Reconcile

- Reorganize duties to individual strengths.
- Schedule free time for employees to attend trainings.
- We have to recognize that it is a challenge with reduced state subsidies, but acknowledge the importance.

Everyone benefits from learning and developing.



Questions?

- What ideas for development do you have?