

## Goal 8 – Developing Our University Community

Members of the university community—students, staff, faculty, administrators, alumni and friends—enable the university to take advantage of its unique strengths to serve students and engage the region. We do so by engaging in collaborative and inclusive decision-making processes and creating a culture that values integrity, learning, excellence and service. We will support an environment that challenges all members of the university community to engage in continuing development opportunities that align personal and departmental goals with the priorities of the strategic plan and advance the university mission. We will create and implement ways to enhance the student experience and to provide role models for life-long learning and collegiality.

Brief Update on Progress:

- Fully implemented the **On-line Learning and Development Module within PeopleSoft**. This allows for online registration of all training events or activities.
  - Employee Self Service and Management Self Service functionality
  - Improved management of training schedule and attendance logistics
  - Enhanced consolidated online training calendar and various development training resources available online via Coastal Clarity
    - Media Training for Leaders: September 2009
    - Approximately 500 people that have registered through the new system
- Create and support continuing professional development for faculty and staff to implement the priorities and strategies of the campus strategic plan.
  - Engaged in survey work regarding training needs and methodology:
  - Participated in synergy project with Stanislaus and Bakersfield to review and evaluate a successful leadership development program offered by CSU Fullerton
    - A series of meetings has led to the development of a common set of courses that can be easily implemented.
  - Many in-person development training sessions were also offered
    - Harassment & Respectful Workplace Presentation 03/2010
    - Conflict Resolution In Design Presentation 4/2010, 12/2009 & 03/2009
    - Intervention; Respectful Workplace Training 11/2009, 07/2009 & 09/2009
    - Performance Appraisal Training 09/2009
    - New Faculty Chair Orientation 08/2009
    - Sexual Harassment/Harassment Training 08/2009
    - Respectful & Positive Learning Environment 11/2008 & 12/2008
    - Leading in Difficult Times 03/2010 with Kay Iwata
    - Pilot campus for Coping with Stress during Difficult Times – Prince and Phelps
    - Respectful Workplace Training (future 2010)
- Promote enhanced service orientation that delivers the highest quality of service to every internal and external customer
  - Fresno State has been a member of the **Public Sector Collaborative** since 2008 and is represented on the Professional Development task team. Recognizing that public sector employees “do the jobs that keep the community running and shape the future” **The Public Sector Collaborative** strives to attract additional public sector partners and collaboratively market available jobs.
  - Fresno State has been a member of the **San Joaquin Valley Veteran’s Employer Council** since March 2009. In 2009, the organization was awarded a grant focused on

Vocational Training and Assistance for Veterans, which includes training, job search assistance, follow up, etc. The program is designed to help Veterans pay for screening, assessments, schools, certification, and other vocational related training that will help them become more employable, and hopefully earn a decent living. Fresno State is a charter member of that council.

- Participation in Workforce Investment Board including:
  - partnerships in grant applications that serve displaced workforce;
  - workforce connection with the Summer Youth Employment Program;
  - ongoing workforce displacement programs.
- The EA&W Director met with each MPP non-retained employee and provided services including outplacement linkages, individual guidance, resources and multiple sessions of a formal Job Loss Recovery Program. More than 350 employees came to EA for individual assistance, group intervention or consultation in the past three quarters.
- Identify strategies to ensure that all university employees are part of a culture of learning
  - In conjunction with the Wellness@Work program, the EAW offered a total of twenty five presentations on aspects of financial planning and financial stress management.
  - Presented the annual Benefits Fair and Wellness Expo with over 215 people filling out the Passport Survey
  - Spring Wellness Week including a Wellness & Community Expo attended by over 220 people.
- Completed refresh of Human Resources website
- Recognize and reward outstanding efforts in support of the university's mission
  - Successful food drive over the holiday period for employees in need with our "Taking Care of Home campaign" to serve over 60 staff and faculty
- Demonstrate our respect for all employees by administering collective bargaining agreements fairly and effectively

#### Goals for Next Year:

1. Focus on Engagement within the campus community and outside agencies
  - a. Preparing to submit our campus for WELCOA certification within the next six months.
  - b. Continual improvement in our online delivery of services and streamlining of general HR Process via the C3 projects
    - i. PT Faculty Contracts Pilot
    - ii. ETF Pilot
    - iii. Employee Separation Process simplification
    - iv. Leave of Absences process simplification
2. Engaged in Excellence in campus wide training and staff recognition
  - a. Implementation of Leadership Development Program for 2010/11