

## 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:

- Create and support continuing professional development for faculty and staff to implement the priorities and strategies of the campus strategic plan
  - Reorganization underway focused on a client-focus organizational structure. This is necessary to achieve greater effectiveness and enhanced customer relations.
  - Completed campus wide mandatory training for new hires in regulatory areas.
  - Assessing quality improvement tools and assessments available within the CSU – in final planning for implementation of a climate survey with university employees.
  - PeopleSoft Integration –a natural synchronicity that has evolved is the integration of PeopleSoft with the Online Training Modules. This integration interface will allow online registration, tracking of training and inquires using PeopleSoft.
  - Wellness@Work initiatives
    - Renaming of department
    - Attendance at the 20 Minute Workouts – 650 total
    - Participating in the Stop the Stuffing Program - 150
    - Appointment of Wellness@Work Advisory Team
    - Completion of culture survey
      - Under development is the interest survey
      - Health Risk assessment
  
- Promote enhanced service orientation that delivers the highest quality of service to every internal and external customer
  - Staff realignment for the implementation of the 21<sup>st</sup> Century project scheduled for fall 2009.

- Refocus on self service, efficiency and streamlining for consistent delivery of HR services.
- Identify strategies to ensure that all university employees are part of a culture of learning

**Development of Online Training Module and Training Website**

To continue to promote and support the commitment to training and professional development by the President’s Cabinet through the development of just-in-time online training modules that will create an effective, efficient, and productive work environment for employees.

**Deliverable: “Safety Orientation” online training module and “one stop” training website**

Milestones and accomplishments to date:

- Completed Research Training modalities within CSU system and Campus Community
    - Testing phase Coastal Clarity and Blackboard
      - Decision to go with Coastal Clarity
      - First online training module to be “Safety Orientation”
  - HR Website
    - Meet with webmaster
      - “one-stop” training website will be included within HR website
  - **4/02/2008 – 4/11/2008**
    - Story board created for “Safety Orientation”
    - Purchase of Clarity C3
  - **6/1/08**
    - Complete first training module
  - **6/16/2008**
    - Present to Cabinet and Strategic Planning Committee
  - **6/30/08**
    - “one-stop” training website complete
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- Recognize and reward outstanding efforts in support of the university’s mission.
    - HR assisted with the organization and delivery of 2 division wide meetings that addressed all staff within Administrative Services as a beta model for enhanced communications.
    - Facilitate and enhance programs that enhance campus-wide social celebrations and employee interaction/engagement across divisions
  - Demonstrate our respect for all employees by administering collective bargaining agreements fairly and effectively
    - Early consultation on recognition program that has validity and acceptance across the university staff and CBA’s.

- Focus on diversifying the workforce
  - Production of a promotional CD for potential faculty and staff that will include: An introduction and short history; ten best reasons for working at Fresno State; Highlights of employee benefits; why it is great living in Fresno, and the central valley.
  - Script is complete and final production is anticipated by June 30<sup>th</sup>.

Goals For Next Year:

1. Focus on Engagement within the campus community and outside agencies
  - a. Implement engagement and outreach strategy to enhance recruitment efforts
  - b. Complete Reorganization
  - c. Implement WELCOA Strategies for Wellness@Work certification
  - d. Implement continual improvement in online delivery of services
    - i. Absence management
    - ii. E recruiting (value add tools for campus recruiting)
    - iii. Management reporting/tools
    - iv. Streamlining services for faculty and staff between HRS and APS, where applicable
  
2. Engaged in Excellence in campus wide training and staff recognition
  - i. Focus on developing and implementing program delivery for several new online modules