

**Student Affairs
Departmental Goals and Assessment Plans 2016 – 2017**

Department Name: Campus Card Services (OneCard)

Departmental Goals for 2016-2017(not all of these have to be assessed)

1. Expand services to at least one new department by the end of this fiscal year.

- *Outcome: The RWD Testing Center will be joining our Transaction system with use of a register and credit card payment option.*

2. Improve the mindset and value that our employees have towards their job. Help them feel they are making a positive difference each day.

- *Outcome: While typically we have had good success in positive employees and their feelings of worth and value. We felt there were areas to improve. One being more reliable co-workers for each other and being there to help one another and cover shifts etc for one another. There has been improvement in this area. We are working on some specific areas to improve some of the ways we communicate, train, and assist our staff. This is an ongoing process*

3. Specialized and specific training for our trainers, to improve how they train staff.

- *Outcome: We were not able to come up with a specific process for this goal. There were more areas to how we do things that we felt we needed to revisit and work on this one a bit more before we implement it.*

Project (Assessment) Title: 2016-2017 Train the Trainer

Note: List the year, 2016-2017, in front of each assessment title.

Strategic Goal: Secure Institutional Sustainability and Capacity

Methodology (Plan/Timeline/Method):

Training staff properly to perform their responsibilities each day is the main foundation for each employee and the department being successful. Over the course of the next two semesters (Fall '16, Spring '17) we want to provide our office staff and ID center supervisor training on how to correctly train an individual in a way that is not only effective in what needs to be taught, but how it is taught and how to know it was successfully received. We plan to look for training options either from outside consultants, to in-house individuals with expertise in proper training technique.

Results/Findings

- *Outcome: Similar to the above outcome with our trainers training. We were not satisfied with the way we initially put together a revised training plan and are still in the process of redoing and working on how to best accomplish this important process. We hope to have something in place by either beginning of fall semester or by the end of the year.*

Due to VP Office August 15th

Actions Taken (Use of Results/Improvements)

- *Initial review of current training procedures. Not only content but presentation and how the training communicates.*
- *Reviewed certain process currently in place and how to ensure each one is addressed thru a training session*
- *Reviewed time, and effective time management to go thru each process and procedure with both an understanding and comfort to handle each one.*
- *Revisiting this goal, and currently are still working thru how best we want to do this.*