

Employee and Organizational Development



Year End Report 2002-03

Employee and Organizational Development

Message from the Director

Employee and Organizational Development support the changing needs of the Maricopa Community Colleges at both the employee and organizational level. We provide support to over 4000 full-time employees at all ten colleges and multiple sites.

We accomplish this mission through our training offerings in supervisory skills, OSHA, diversity, personal leadership and technology training areas. Additionally we provide team facilitation and leadership for process improvement projects.

We are proud of the contributions of employees from within the departments as well as all of the support received from outside of our department. This report highlights the achievements for 2002-2003

If you have any questions about the services provided by our department, please contact me at 480-731-8892 or via email at:

pat.honzay@domail.maricopa.edu

*Dr. Patricia Honzay
Director of Employee and Organizational Development*

Table of Contents

Employee & Organizational Development	2
Employee & Organizational Learning Team	3
Creative Pathways.....	10
Organizational Process Analyst Team	11
Renewal.....	12
Technology Training Services	13
Appendix A. Employee Development Contributions	17
Appendix B. Employee & Organizational Learning Team Course Listing	20
Appendix C. Organizational Process Analyst Team Project Details	25
Appendix D. Technology Training Services Team Course Listing	28

Cover design and graphics developed by Karen De La Viña.

Employee and Organizational Development

Employee and Organizational Development

Dr. Patricia Honzay – Director
Karen De La Viña – Systems Trainer
Ruth Barmore - Admin. Secretary III

Employee and Organizational Learning Team

Sherrie Faulkner - Manager
Emily Weinacker - Coordinator
*Dee Dee Tapson - Learning Facilitator
Joy Summers- Learning Facilitator
Kacie Takata - Admin.Secretary II

Organizational Processes Analyst Team

*Florence Castro - Analyst
Della Garcia - Analyst
Shirley Lowman - Analyst
Gary Mandarino - Analyst
*Carl Ward- Analyst
*James Waugh- Analyst
*Gail Wilke – Analyst

Technology Training Services

Paula Yslas - Manager
*Rody Randon - Trainer
Laura Stock - Trainer
Cindy Burns - Office Coordinator III
*Non-permanent positions

Services

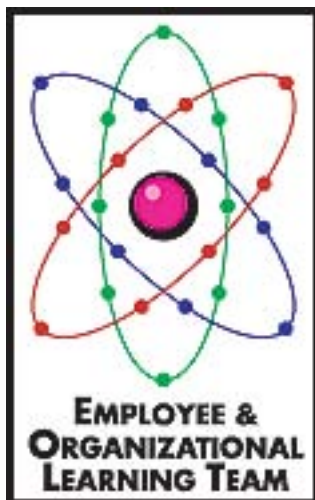
The services of the Employee and Organizational Development Department are customized to meet the needs of the Maricopa Community College's employees. Formal and informal assessment activities are completed before a service is delivered, whether it is in the area of process documentation, organizational development, personal and professional development courses, or technology training.

It was not possible for the department to address all the identified needs alone. Employees from throughout the district contribute to the personal and professional development of all employees. Individuals assist as subject matter experts, providing content knowledge for our courses, or as course facilitators. There are the districtwide groups that met and shared knowledge and resources for planning future development opportunities.

On June 10, 2003, one-hundred employees were recognized for their contributions. Our thanks to everyone who provided their time and support to the development of our employees and our organization.

See Appendix A on Page 17-19 for a listing of the individuals.





The Employee and Organizational Learning Team (EOLT) continues to develop and provide learning opportunities to meet individual employee development needs, as well as provide consulting services designed to support Maricopa's organizational development initiatives.

Additional information is available at:
<http://www.dist.maricopa.edu/learn/>

Objectives for 2002-2003:

- Continued maintenance of learning schedules, special requests, and partnerships.
- Development of the Supervisory Training Program.
- Development of a comprehensive Workplace Safety & Health Training Program.
- Exploration of additional alternative delivery formats such as e-learning and on-line course options.
- Test-pilot the People Soft Administer Training.
- Enhance the New Employee Orientation.
- Utilize Competency Models to build training/programs.

EOLT has experienced many successes regarding the stated objectives. Areas of special note are:

- A 20% increase in the number of employees trained in FY 02-03 as compared to the FY 01-02.
- Seven new supervisory training courses developed in-house.
- Two new alternative delivery options developed in-house (Blackboard and CD Self-Paced learning).

We are proud of EOLT's accomplishments. Their service role within Maricopa impacts both the employee success at the individual level, as well as the success of Maricopa at the organizational level. We cannot underestimate the importance of training in areas such as supervisory skills and workplace safety. These topics are not only "nice to know," but rather are "need to know" knowledge and skill areas for employees to perform their jobs effectively.

Employee and Organizational Development

Employee Learning

Through formal assessments and surveys, as well as formal and informal partnerships, EOLT develops courses that meet the training needs of Maricopa employees. This work has resulted in courses offered in the following content areas:

- Supervisory Skills Development
- Organizational and Personal Leadership Development
- Workplace Safety & Health Training
- Diversity-related Training Programs

A full listing of the courses offered during the year can be found in the appendix section of this report.

Organizational Learning

In addition to servicing the individual employee development needs, EOLT provides consulting and customized services designed to support MCCC'D's organizational development in the areas of:

- Supervisory Training
- OSHA Safety and Compliance
- New Student System Project
- Employee Training Enrollment & Tracking Program
- Employee Group Professional Growth Programs
- Employee Internships
- E-Learning Initiative
- Diversity Initiative

Supervisory Training

7 New Courses Developed

Over the last fiscal year, EOLT has developed new partnerships in their supervisory training instructional development efforts. EOLT works with a subject matter expert (SME) to develop curriculum in various technical areas that assures training information is accurate and up-to-date when presented in the classroom.

SMEs provide information regarding administrative regulations, state and/or federal regulations, policies, procedures and best practices. EOLT provides the expertise to take this information and convert it into appropriate training methodologies and support materials. New partnerships include:

- Employee Relations – Managing Performance Modules
- Legal Services – Legal Issues for Supervisor Modules:
 - Risk Management/Public Sector Employment
 - Employment Essentials
 - FLSA and Leaves of Absence
- Business Services – Stewardship of Public Resources Module

In support of the subject matter expertise (SME) partnerships, EOLT coordinated and conducted an Interactive Facilitations Skills workshop. This one-day workshop focused on the skills required of SMEs to effectively share their knowledge of the topic, while effectively facilitating learning in the classroom. An initial marketing campaign was drafted and will be used in the fall of 2003, to market the Supervisory Core courses.

Employee and Organizational Development

Workplace Safety & Health Training

In collaboration with Risk Management, EOLT provided the infrastructure to support training in the area of *Workplace Safety & Health*. This was accomplished through:

- Active participation on the OSHA Compliance Team (OCT)
- Participation in committee and community meetings, e.g., Society for Risk Management, Domestic Violence community meeting, etc.
- Marketing and coordination of available training resources e.g., Arizona Department of Safety and Health (ADOSH) free training courses and small video/speaker library developed and made available for checkout.
- Developed a workplace safety and health overview component for New Employee Orientation
- Developed and conducted a number of district-wide and customized Workplace Safety & Health Training sessions (see Appendix B for full list of course offerings).

New Employee Orientation

15 Sessions
410 New Employees

Each month EOLT hosts a *New Employee Orientation (NEO)* for all full-time, one-year-only and one-semester-only positions within the District. The orientation introduces employees to the Vision, Mission and Values of MCCCCD. Additionally, information is provided from Legal, Purchasing, and OSHA safety. The Compensation Department assists employees in selecting their benefit packages at this orientation.

New Employee Orientation in Spanish

A need was identified for the orientation to be conducted in Spanish. EOLT coordinated an effort between employees of Compensation, and Milagros Casellas, Spanish Faculty at MCC, to develop a Spanish version of the complete NEO program.

Employees who request the information in Spanish will be given a copy of the CD along with their Benefit Bonanza Binder and will use either the computer in the HR department, in the DSSC Training Lab, or at their own site/campus if applicable, to access the program.



Employee and Organizational Development

Alternative Delivery

EOLT recognizes the time taken from the workplace to travel and/or attend learning opportunities can be a challenge. As a result, alternative delivery formats have been developed and/or continued as part of the regular EOLT offerings. The following options were provided:

- **Self-Paced Learning** – New titles offered regularly for check out.
- **Phone Bridge** – Courses are conducted over the lunch hour via a phone bridge. Three new titles were added to the library this year (see appendix for complete course listing).
- **On-Line Learning**
 - An EOD department team has been working with three College ACT Centers and is currently in a test-pilot mode for potential on-line employee development training. Evaluation of this opportunity will occur during the Fall 2003 semester.
 - EOLT developed three on-line/hybrid courses. The following courses were developed using the Blackboard Course Management System:
 - MCCCDC 101 Foundations Course (on-line)
 - Networking For Success (on-line)
 - Time Management (Hybrid--on-line/instructor-led)

Special Program Support

Women's Leadership Group

Although the Women's Leadership Group (WLG) is not an operational function of the department, staff supported the Mentor Program committee, and the DSSC WLG group as co-chair. This included time for monthly meetings, luncheons, annual recognition functions, Women's Mentor Program, development and attendance of District-wide personal and professional development activities, and college representative support meetings.

"Securing Employment within MCCCDC" is a website that was developed as a component of a Women's Leadership Mentoring project. The site provides information for prospective employees related to career exploration, networking, resume writing and tips for on interviewing successfully. The website can be viewed at:
<http://www.dist.Maricopa.edu/eod/secureemployment/>

Special Requests

50 special requests or customized courses

EOLT responds to special requests from the colleges, departments or work groups to provide specialized training customized to their needs. During 2002-2003, there were in excess of 50 special requests or customized courses developed and/or conducted (see Appendix B for complete course listing).

Employee and Organizational Development

Professional Growth Committees

274 Applications Processed

EOLT representatives meet monthly with policy group professional growth committees, to provide administrative support and coordination for professional growth activities, educational incentive program (CEU), and tuition reimbursement processes.

- Crafts – Processed 64 applications with a total expended of \$56,950.
 - o *Conducted a Crafts Annual Learning Event on Lift Truck and Electrical Safety in July, 2002*
- M&O – Processed 131 applications with a total expended of \$45,557
 - o *Conducted an M&O Director/Rep. training session on April 17, 2003.*
- College Safety – Processed 27 applications with a total expended of \$12,556.
- *Adjunct Faculty* – Processed 52 applications with an expenditure of \$19,147. **Note:** Processed between July - September 2002, before transition of professional growth program to Maricopa Center for Learning and Instruction.

Years of Service Awards

562 Awards Prepared

All full-time regular status employees who are employed for five or more years are recognized for their years of service in five-year increments. Service awards range from a certificate and pin to engraved awards.

7/1/02 through 12/31/02:

Award	Number of Awards
5-year	171
10-year	72
15-year	96
20-year	53
25-year	17
30-year	18
35-year	4
Total	431

1/2/03 through 6/30/03:

Award	Number of Awards
5-year	74
10-year	9
15-year	17
20-year	17
25-year	8
30-year	5
35-year	1
Total	131

Emeritus Distinction

Emeritus Distinction is awarded for 20 years or more of continuous service to MCCCCD in a position as faculty, dean, president, or chancellor. This past year, 249 employees were awarded this distinction.

Status Total Awards By College

	CGC	DO	GC	MC	PC	SC	02-03 Total
Faculty	1		62	103	1	48	215
Faculty Posthumous			18	7		6	31
Dean				2			2
President		1					1
	1	1	80	112	1	54	249



The Covey partnership provides volunteer employees an opportunity for training and the opportunity to facilitate personal leadership learning opportunities on behalf of EOLT.

Covey Facilitator Community

Alicia Martindale – RSC
Becky Richey- EMC
Brent Bartel - CGC
Carmen Rivenburg – GCC
Eileen Archibald - SMC
Emily Weinacker - DO
Felix Hernandez - DO
Janine Sandro - RSC
Jeanette Stewart - DO
Jennifer Kester - EMC
Kathleen Bopp - RIO
Kathy Kunath - GWC
Patricia Landau - GWC
Sherrie Faulkner – DO

Partnerships

College/Site Partnerships – These partnerships include those colleges who have formed college-based employee development committees to address employee training needs. Representatives of EOLT serve on their committees as a resource and consultant, assisting them in the advancement of their programs

- *Chandler Gilbert Community College Staff Development Committee
**New partnership developed 2002-2003*
- Estrella Mountain Community College - Continuous Quality Initiative Team
- Gateway Community College – Employee Development Steering Committee
- Paradise Valley Community College - Employee & Organizational Learning Committee
- Scottsdale Community Colleges – Employee Development Committee

WIN-WIN Agreements

- **Mesa** - College resources are utilized to input data collected from surveys and course evaluations.
- **Glendale** - College registration and fee payment processes are utilized to support credit and non-credit course offerings that have a fee attached.
- **Diversity Advisory Council** - Through December, 2002, EOLT allocated 100% of an FTE position's time to support the Diversity Initiative by providing diversity related training services for the purpose of assisting the MCCCDC Diversity Council to fulfill its training goals.

Employee and Organizational Development

Employee Development District-wide Group

Brent Bartel - CGC
 Jennifer Kester - EMC
 Debbie Krumtinger – GCC
 Carolyn O’Connor - GWC
 Jan Davie - GWC
 Lee Fullerton – GWC/MSC
 Deanna Jimenez - GWC
 Naomi Story - MCC
 Tammi Saffold - MCC
 Judy Boschult - PC
 David Gerkin - PVCC
 Michaelle Shadburne - PVCC
 Todd Aakhus - RIO
 Karen Chalmers - SCC
 Laura Vanmeter - SCC
 Marilyn Zarzecki – SCC
 Laura Collins – SMC
 Miriam Eber – DO
 Tina Emmons - DO
 Karen DeLaVina – DO
 Sherrie Faulkner - DO
 Pat Honzay - DO
 Joy Summers – DO
 Emily Weinacker - DO

Collaboration

Maricopa’s system of ten colleges and multiple sites provides and opportunity for local collaboration among sites. The college and district office employee development representatives meet to share learning and resources. EOLT coordinated and facilitated bi-monthly meetings, which provide opportunities for:

- Sharing "best practices"
- Collaboration on events or speakers
- Networking sessions
- Connecting to the "big picture" of Maricopa

Meeting Dates, Topics and Host Site:

July 16, 2002	District wide and College-based New Employee Orientation Programs	DO
September 17, 2002	College Motivator and Recognition Programs	PVCC
November 5, 2002	MCCCD Supervisory Training Program	DO
February 11, 2003	Compliance/Due Diligence Training Efforts	RIO
April 22, 2003	E-Learning Initiative & Assessment Survey	MSC

Sub-Teams:

PeopleSoft Administer Training – this sub-team is working together to set up and implement module which is a component of the PeopleSoft HR system and is available to track employee training. The system also provides the ability to track courses, course sessions, instructor schedules and training room schedules. It will allow MCCCD to build an employee training course bank, open courses, register employees and generate an employee transcript. The system was piloted by EOLT and will be piloted at other sites during the upcoming year.

Individual Learning Plans – this sub-team is focused on identifying the key components needed to identify, document and track employee training needs at the individual level. They are researching the ability to link competency models to the PeopleSoft Administer Training module as a possible individual learning plan option.

Employee and Organizational Development



Through Creative Pathways, Maricopa Community College employees identify areas of interest and choose internship pathway opportunities that match their goals and aspirations. These opportunities can include short-term, part-time or full-time placements at other colleges, corporations, city governments, and non-profit or community service organizations.

Here's what they are saying:

"My Pathway gave me a more global perspective. I can see how departments, which may seem very different, are actually like pieces of a puzzle. We all fit together to accomplish shared goals."
Jim Gregory, CGCC.

"Creative Pathways is an excellent way for employees to chart their own future." Arnold Guerra, PC

Creative Pathways Placements 2002-2003

Participant Name	Emp. Group	College	Placement Description
Laura Artusio	PSA	GCC	Library Assistant at PC establishing a User Educational Publication Program
Joe Caspermeyer	MAT	PC	Intensive study of evolutionary and developmental biology at ASU's Center for Evolutionary Functional Genomics
Maggie Escobedo-Carrasco	PSA	PC	Academic Advisement for Arizona Teacher Excellence Coalition at GCC
Alison Livingston	PSA	PVCC	Administrative assistance to PVCC Counseling and Consultation Division
Connie Massie	M&O	PC	Receiving Technician with PC
Frances Mateo	PSA	GCC	Academic Advisement for Arizona Teacher Excellence Coalition at GCC
Christine Neill	PSA	SMCC	Student Services Administration with PC and Faculty Mentoring with SMCC
Ronald Rangel	PSA	MCC	Network Management with the MCC Information Technology Services department
Alison Toren	PSA	Rio	Internship for ASU Masters of Counseling program with PVCC Counseling and Consultation Division

The Creative Pathways placements ranged from a few weeks to six months in length, with an average placement of 16 weeks. Placements ranged from a full-time basis to 8 hours per week. In some cases, backfill funds were provided to support the cost of hiring a temporary employee to cover participant's job duties during their placement. In total, the backfill costs for all time spent in Creative Pathway's placements averaged \$5.80 per hour.

For additional information on the program or to access the new on-line Creative Pathways Newsletter, please go to: <http://www.dist.maricopa.edu/comm/pathways>

Employee and Organizational Development

Organizational Process Analyst Team

The Organizational Process Analyst Team (OPAT) employees have conducted business process analysis and documentation through the facilitation of process teams.

The goal is to assist teams in establishing a common understanding of the work that is completed and the steps taken to complete the tasks.

This past year the team experienced personnel changes as four analysts left the team for one-year-only assignments supporting the New Student System Implementation. Three new employees were hired on one-year-only assignments as replacements

Further information about the team and their services can be found at:
<http://www.dist.maricopa.edu/opats/>

Projects

The following projects were in progress and/or completed in 2002-2003:

Completed Projects:

- Course Development
- Creative Pathways Tracking System
- District Office New Employee Guide
- District Office Student Information System Implementation
- Facilities Planning & Development Process Documentation
- Library Technical Services (LTS) Workflow Documentation
- Purchasing Learning Materials with Financial Aid Documentation

Projects in Progress:

- Accounts Payable (Invoicing) Process Documentation
- Capital Asset Accounting Process Documentation
- Cash Receipts Process Documentation
- Institutional Effectiveness
- Requisition Task Group

Future Projects:

- Fixed Assets

A listing of the projects with descriptions is available in Appendix C of this report.

Employee and Organizational Development



The Renewal Program provides funds for proposals that address one or more of the following:

- Organizational Learning
- Individual Learning
- Collaboration

This past year the program provided funds towards activities that included participation by 1,240 employees.

Reports are written to describe each of these activities. The reports can be found on the Renewal website: <http://www.maricopa.edu/renew/>

Employees initiate many exciting and creative ways to ‘renew’ themselves, their colleagues, and the organization. Sometimes the renewal program provides the ‘seed’ money to test and demonstrate the validity of a new collaboration for learning. This past year, the program provided funding to support the following events and activities:

Activity	Participants
2 nd Annual Maricopa Marketing Conference	36
E-Learning Initiative	57
Employee Services Retreat	27
Gay & Lesbian Human Rights Association Conference and Retreat	60
GCC Training and Employee Development Team Workshop	6
Interactive Facilitation Skills Workshop	25
Library Technical Services Day Out	14
Maricopa Employee Policy Groups’ Collaborative Development Day	40
Maricopa Skill Center Re-Zoo-al	125
Maximize Your Mentoring Capability	78
MCC Team Building and Professional Development	7
Nursing Program Leadership Retreat	8
Rio Salado College’s Organizational Learning Event	500
Rio/District PSA Annual Learning Experience	149
SMC Leadership Advance	12
Strategic Planning Retreat for Wellness Maricopa	19
Leadership Learning Event with Jay Jamrog	77
Total # Participants	1240

Each year Renewal funds are set aside to support a District-wide initiative for all employees. This past year the funds were used to support several events. Two mentoring workshops were presented by Kathleen Barton to seventy-eight participants. A leadership event with Jay Jamrog had seventy-seven participants, and funds were used as seed money to pilot an E-learning initiative. Fifty-seven employees participated in this pilot to test alternate course delivery for professional development and technology training courses.



Technology Training Services

(TTS) designs, develops, and delivers quality technology training and materials, as well as post-training support, to all of the employees of the Maricopa Community Colleges.

Copies of the newsletter, along with training materials are made available at the following website:
<http://www.dist.maricopa.edu/training/usersupport.htm>.

Technology Training Support

TTS provides quality training, materials and support for both Maricopa Administrative Systems and Desktop Applications. The information is customized to meet the needs of MCCC employees. The applications that are supported are listed below:

717
Participated
in Technology Training Courses

Administrative Systems:

- College Financial System (CFS)
- Maricopa Electronic Messaging 2000 (MEMO)
- Web Mail
- Calendar
- Web Calendar
- WebBoard
- Phone and Voice Mail Systems

Desktop Applications Support:

- FileMaker Pro
- MicroSoft Office Suite
 - Access
 - Excel
 - PowerPoint
 - Word
- Outlook
- PageMaker
- Visio

Employee and Organizational Development

Partnerships

Technology Training Services continues to build partnerships with colleges and departments throughout the district. This collaborative approach provides support for the challenges of constant changing technology.

During the past year, partnerships occurred in the following areas:

- Memo Systems Team on the development of training and materials for Outlook Mail for Windows and Entourage X Mail for Macintosh.
- Business Services, Accounting and Purchasing Department on the development of training materials related to viewing a supplier in CFS.
- Business Services, Capital Asset Accounting and the Organizational Process Analyst team on the development and deliver of training for creating a requisition for capital purchases.
- Security Services to support the delivery of information regarding Maricopa's Virtual Private Network (VPN).
- HelpDesk for the development of handouts related to file compression and the restrictions on file size within the MEMO system.

On-Site Training

Training opportunities are scheduled at convenient locations for all employees. The following Training Sessions were delivered during the year.

Training Topic	Number of Sessions Offered				
	CGC	DO	EMC	PC	PVC
Access					24
Blackboard				20	
Calendar Training	19	35	12	18	
CFS					18
Memo				18	
Power Point				20	

Train-the-Trainer

TTS designed, developed, and delivered Train-the-Trainer sessions to college trainers and implementation teams. These sessions were in-depth, hands-on training sessions. The training included the information necessary for the training to be successful on-site.

Training News

The news you can use is provided in the Training News newsletter that is published monthly by TTS. The newsletter provides tips and instructions on how to use various computer applications.

Employee and Organizational Development

Regional Training Committee

Technology Training Services has taken the initiative to organize the Regional Training Committee. Consisting of a training representative from each college, a representative from ITS and the New Student System, this committee is a forum for discussing training needs and issues. It promotes information and materials sharing, education, communications, collaboration, troubleshooting and technology training consistency. Monthly meetings provide opportunities to increase members' knowledge and understanding of training strategies, administrative systems, online learning and other technology and training-related issues.

- Alicia Barnett – PC
- Amy MacPherson – SMC
- Beth Trinh – EMC
- Bettina Celis – DO
- Chrystle Hall – PVC
- Cindy Burns – DO
- Deborah Krumtinger – GCC
- Emma Walters – SCC
- Janice McClain – DO
- Julie Magadan – DO
- Karen Gurney – SMC
- Karen Russo – GCC
- Kim Robinson – DO
- Laura Stock – DO
- Lori Threlkeld – DO
- Margie Contreras – DO
- Mindelle Will – RSC
- Pamela Williams – DO
- Patty Barrington – EMC
- Paula Yslas – DO
- Sherri Basha – CGC
- Tammi Saffold – MCC

Regional Training Meetings

<i>Date</i>	<i>Topic</i>
November 5	*E-learning Project *ASTD E-learning Standards *New Student System Project Update *Outlook and Internet Explorer *CFS Inquiry Manual
December 3	*CFS –Vendor Inquiry Addition *CFS Inquiry Materials Update *Train -the-Trainers for Outlook and CFS *Web Development Editor
February 4	*New Student System Project Update *District Technology Training Schedule *HR PeopleSoft Documentation *CFS Capital Equipment & Fixed Assets
March 4	*ASTD E-learning Boot Camp *Blackboard Licensing *New Student System Update *Knowledge Objects
April 1	*PS Administer Training Module Update *E-learning Project Update *Visio Train-the-Trainer *CFS Update
May 6	*E-learning Project Update *Outlook Update *Technology Training Center Update

One-on-One Support



Phone Support

One-on-one training and assistance is provided by phone. Phone support is provided to all employees as a follow-up to the training that they receive through TTS.

Hands-on Support

Technology Training Services provides one-on-one assistance to employees for both administrative and desktop applications. Employees can receive one-on-one support in the Open Lab sessions that are held each Friday. Additionally, support has been provided at individual's offices allowing the training to be addressed in a more personal manner at the users convenience.

Technology Training Service Lab

The Technology Training Service's computer lab is used by groups throughout the district to support various technology needs. The following is a listing of some of the groups that have utilized this support during the past year:

District-wide Groups

- MAT Executive Council
- Memo Systems Team
- New Student System Project
- Ocotillo Online Learning Group
- Rio Salado College
- RioCopa Toastmasters
- Scottsdale and Paradise Valley Technology Trainers
- Teacher Education
- Women's Leadership Group

District Office Groups:

- Business Services
- Employee and Organizational Development
- Employee and Organizational Learning Team
- Government Relations
- Institutional Effectiveness
- Library Technical Services
- Maricopa Center for Learning and Instruction
- New Student System Project
- Organizational Process Analyst Team
- Purchasing Department
- Regional Training Committee

Community Groups

- NAU Graduate Cohort
- Vendors (Product Demonstrations for Various Departments and Faculty)
- Vice Chancellor of Human Resources

Employee and Organizational Development

Appendix A

Employee & Organizational Development Partners

The individuals listed below were recognized for their contributions to the personal and professional development of the employees of Maricopa Community Colleges. They were honored at a recognition luncheon on June 10, 2003 hosted by Employee and Organizational Development. The contribution of these individuals promotes the mission and vision of the Maricopa Community College District.

Covey Facilitators:			
Eileen Archibald	SMC	Alicia Martindale	RSC
Brent Bartel	CGC	Kathleen Murphy	GWC
Kathleen Bopp	RSC	Becky Richey	EMC
Felix Hernandez	DSSC	Carmen Rivenburg	GCC
Jennifer Kester	EMC	Janine Sandro	RSC
Kathy Kunath	GWC	Jeanette Stewart	GCC
Patricia Landau	GWC	John Silvester	SCC
Employee Development Committee:			
Todd Aakhus	RSC	Jennifer Kester	EMC
Ruth Barmore	DSSC	Debbie Krumtinger	GCC
Brent Bartel	CGC	Tammi Saffold	MCC
Karen Chalmers	SCC	Michaelle Shadburne	PVC
Jan Davie	GWC	Naomi Story	MCC
Karen De La Vina	DSSC	Joy Summers	DSSC
Sherrie Faulkner	DSSC	Dee Dee Tapson	DSSC
Lee Fullerton	GWC	Laura VanMeter	SCC
David Gerkin	PVC	Emily Weinacker	DSSC
Patricia Honzay	DSSC	Marilyn Zarzecki	SCC
Deanna Jimenez	GWC		
Guest Facilitators:			
Loman Clark	PC	Ed Loughlin	CGC
Carolee Devere	DSSC	Steve Saffron	SCC

Employee and Organizational Development

Employee & Organizational Development Partners (cont'd)

New Employee Orientation Partners:			
Gerry Bradshaw	DSSC	Lisa Kussard	DSSC
Ren Carlson	DSSC	Jose Leyba	DSSC
Becki Currey	DSSC	Lori Liang	DSSC
Sandi Grant	DSSC	Rich Sauriol	DSSC
Loida Harkness	DSSC	Kay Ulmer	DSSC
Kathy Hunt	DSSC	Ruth Unks	DSSC
Pete Kushibab	DSSC	Chris Welham	DSSC
New Employee Orientation Storytellers:			
Debbie Bies	SCC	Linda Rosenthal	DSSC
Rachel Hollingsworth	MCC	Nancy Stein	DSSC
Rosemary Kesler	GWC	Teresa Toney	DSSC
Jose Leyba	DSSC		
Regional Training Committee:			
Alicia Barnett	PC	Rody Randon	DSSC
Patty Barrington	EMC	Karen Russo	GCC
Sherri Basha	CGC	Tammi Saffold	MCC
Cindy Burns	DSSC	Laura Stock	DSSC
Janay Church	GCC	Lori Threlkeld	DSSC
Karen Gurney	SMC	Beth Trinh	EMC
Chrystle Hall	PVC	Emma Walters	SCC
Debbie Krumtinger	GCC	Mindelle Will	RSC
Janet Langley	GWC	Pamela Williams	DSSC
Amy MacPherson	SMC	Paula Yslas	DSSC
Julie Magadan	CGC		

Employee and Organizational Development

Employee & Organizational Development Partners (cont'd)

Subject Matter Experts:			
Judy Belsher	DSSC	Lori Liang	DSSC
Gerry Bradshaw	DSSC	Maggie McConnell	DSSC
Judy Castellanos	DSSC	Mike McIntier	DSSC
Becki Currey	DSSC	Brachel Mejia	DSSC
Carol Garcia	DSSC	Sly Simons	DSSC
Christine Hall	DSSC	Debbie Thompson	DSSC
Sam Harris	DSSC	Teresa Toney	DSSC
Dianne Johns	DSSC	Ruth Unks	DSSC
Pete Kushibab	DSSC	Jeff West	DSSC
Win-Win Agreement Partners:			
Joanne Chase	MCC	Mary Ann Estopeyan	GCC
Suzy Cutler	GCC	Kim Reely	MCC
Employee and Organizational Development			
Ruth Barmore	DSSC	Joy Summers	DSSC
Cindy Burns	DSSC	Kacie Takata	DSSC
Karen De La Vina	DSSC	Dee Dee Tapson	DSSC
Sherrie Faulkner	DSSC	Carl Ward	DSSC
Patricia Honzay	DSSC	James Waugh	DSSC
Rody Randon	DSSC	Emily Weinacker	DSSC
Laura Stock	DSSC	Paula Yslas	DSSC

Employee and Organizational Development

Appendix B

Employee & Organizational Learning Team – Full Course Listing- Open Enrollment Courses

The following courses were open to all Maricopa employees and were published in EOLT marketing materials. Course category areas include; Alternative Delivery (AD), Diversity (DIV), Leadership Lessons (LL), Personal Leadership (PL), Workplace Safety & Training (Safety), and Supervisory Development (SUP) courses. During the 2002-2003 Fiscal Year the following courses were conducted:

Course Name	Course Date	Course Location	Course Category
Transforming Challenging Situations into Positive Outcomes	9/12/2002	Phone Bridge	AD
Improving Trust in Your Job Relationships	9/24/2002	Phone Bridge	AD
Becoming a Positive Influence	10/10/2002	Phone Bridge	AD
Delegating Effectively	10/30/2002	Phone Bridge	AD
Avoiding Procrastination	12/5/2002	Phone Bridge	AD
Analyzing Your Time for Effectiveness	12/12/2002	On-Line	AD
Eliminating Low Priority Activities	2/27/2003	Phone Bridge	AD
Delegating Effectively	3/5/2003	Phone Bridge	AD
Transforming Challenging Situations into Positive Outcomes	4/15/2003	Phone Bridge	AD
Increasing Productivity by Changing Habits	7/17/2002	Phone Bridge	AD-Closed
Goal Setting For Success	1/9/2003	Phone Bridge	AD-Closed
Avoiding Procrastination	2/6/2003	Phone Bridge	AD-Closed
Delegating Effectively	2/25/2003	Phone Bridge	AD-Closed
Increasing Intercultural Competence	9/10/2002	GCC	DIV
Integrity Moments: Staying Big in Your World	4/17/2003	PC	DIV
Maximizing Potential of Learning Styles	9/12/2002	DO	LL
Group Facilitation Skills	10/4/2002	GCC	LL
Getting Along Means Getting Ahead	11/1/2002	SCC	LL
Fish! Catch the Energy, Release the Potential	2/13/2003	PC	LL
Difficult Conversations	3/27/2003	PC	LL
Journaling	3/27/2003	CGCC	LL
Maximizing the Potential of Differences	4/10/2003	CGCC	LL
Seven Habits of Highly Effective People	5/19/2003	RIO	PL

Employee and Organizational Development

Employee & Organizational Learning Team - Full Course Listing – Open Enrollment (cont'd)

Course Name	Course Date	Course Location	Course Category
Workplace Violence Prevention	7/19/2002	Scottsdale Sunburst Resort	Safety
Workplace Violence Prevention	8/27/2002	PVCC	Safety
OSHA Record Keeping	10/23/2002	MCC	Safety
Workplace Violence Prevention	10/24/2002	DO	Safety
Workplace Violence Prevention	11/19/2002	SCC	Safety
Workplace Violence Prevention	12/4/2002	GCC	Safety
Workplace Violence Prevention	12/11/2002	EMCC	Safety
Workplace Violence Prevention	12/13/2002	MSC	Safety
Haz Com/BBP	1/17/2003	MCC	Safety
CPR/First Aid Training	2/11/2003	PVCC	Safety
Workplace Violence Prevention	2/25/2003	PC	Safety
Walking/Working Surfaces with Emphasis on Ladder Safety	3/6/2003	DO	Safety
CPR/First Aid Training	4/1/2003	DO	Safety
Back Injury Prevention & Ergonomics	4/3/2003	DO	Safety
Workplace Violence Prevention	4/22/2003	DO	Safety
CPR/First Aid Training	5/16/2003	SCC	Safety
Special Topics in Childcare First Aid and CPR	5/16/2003	SCC	Safety
Emotional Intelligence	10/9/2002	GCC	SUP
Managing Performance: Introduction to Documenting and Correcting Performance	11/6/2002	MCC	SUP
Managing Performance: Conducting Effective Performance Conversations	11/12/2002	RIO	SUP
OSHA: The Supervisor's Role	11/14/2002	GWCC	SUP
Managing Performance: Conducting Effective Performance Conversations	11/20/2002	MCC	SUP
Managing Performance: Introduction to Documenting and Correcting Performance	12/12/2002	RIO	SUP

Employee and Organizational Development

Employee & Organizational Learning Team - Full Course Listing – Open Enrollment (cont'd)

Course Name	Course Date	Course Location	Course Category
Managing Performance: Introduction to Documenting and Correcting Performance	1/28/2003	RIO	SUP
Managing Performance: Conducting Effective Performance Conversations	1/29/2003	GCC	SUP
Managing Performance: Introduction to Documenting and Correcting Performance	2/12/2003	GCC	SUP
Managing Performance: Conducting Effective Performance Conversations	2/20/2003	Rio	SUP
Managing Performance: Setting the Stage for Employee Success	2/26/2003	GCC	SUP
Managing Performance: Introduction to Documenting and Correcting Performance	3/6/2003	MCC	SUP
OSHA: The Supervisor's Role	3/12/2003	GCC	SUP
Managing Performance: Setting the Stage for Employee Success	3/26/2003	PVCC	SUP
MCCCD Supervisor 101	4/2/2003	GCC	SUP
Managing Performance: Setting the Stage for Employee Success	4/15/2003	MCC	SUP
MCCCD Supervisor 101	4/18/2003	GWC	SUP
Legal Issues for Supervisors	4/23/2003	GCC	SUP
Legal Issues for Supervisors	5/28/2003	RIO	SUP
Managing Performance: Introduction to Documenting and Correcting Performance	6/12/2003	GWC	SUP
Managing Performance: Facilitating Effective Performance Evaluations	6/24/2003	RIO	SUP

Employee and Organizational Development

**Employee & Organizational Employee & Organizational Learning Team - Full Course Listing
– Special Request**

Special Requests are courses that are requested by a college, department or workgroup to meet specific needs of that entity, e.g., timing, content, customization, etc. Special requests may or may not be open to participation from outside of the requesting entity, depending on the need. If they are not open, they are not published in EOLT marketing materials. There were in excess of 50 Special Request courses conducted during the year.

Course Name	Course Date	Location
Dealing with Difficult Customers	7/18/2002	GCC
Integrity Moments	7/19/2002	Sunburst Resort
Who Moved My Cheese?	7/24/2002	GCC
Exploring Paradigms	7/25/2002	SMCC
Lift Truck Seminar	8/5/2002	GWCC
Electrical Safety Seminar	8/6/2002	GWCC
Heartsaver Seminar	8/8/2002	GWCC
Lift Truck Seminar	8/12/2002	GWCC
Electrical Safety Seminar	8/13/2002	GWCC
Heartsaver Seminar	8/15/2002	GWCC
Difficult Conversations	8/19/2002	SCC
Are You Change Ready?	8/22/2002	PC
NSSP Teambuilding Activity	8/23/2002	DO
Dealing with Difficult Participants	8/27/2002	DO
Maximizing the Potential of Differences	9/19/2002	DO
Maximizing Your Potential for Dealing with Differences-NAU	9/19/2002	Tempe High School
Maximizing the Potential of Differences	9/20/2002	PC
Networking Skills	9/20/2002	Various
Fish! Catch the Energy, Release the Potential	9/25/2002	GCC Instructional Commons
Understanding Listening Approaches	9/26/2002	Rio
Transforming Challenging Situations into Positive Outcomes	10/11/2002	GWCC
Seven Habits of Highly Effective Families	10/12/2002	RIO
Fish! Catch the Energy, Release the Potential	10/29/2002	CGCC
Time Management: A Work Based Approach	12/5/2002	Rio

Employee and Organizational Development

Employee & Organizational Learning Team - Full Course Listing – Special Request (cont'd)

Course Name	Course Date	Location
Exploring Paradigms	12/9/2002	SMC
Exploring Paradigms	12/10/2002	SMC
Getting Along Means Getting Ahead	12/11/2002	GCC
Integrity Moment: Staying Big in Your World	1/31/2003	SMC
Integrity Moment: Staying Big in Your World	2/7/2003	SCC
Maximizing Your Communication Potential	2/21/2003	CGCC
GWC Staff Development Session	2/28/2003	GWCC
Art of Leadership Take it Higher with Humor	3/25/2003	MCC
M&O Directors Meeting	4/17/2003	DO
Increasing Productivity by Changing Habits	4/22/2003	MCC
Listening Skills for Advisors	4/30/2003	SCC
PSA Summer Retreat	5/22/2003	PVCC
Maximize Your Mentoring Capability	6/24/2003	GCC
Maximize Your Mentoring Capability	6/24/2003	RIO
Who Moved My Cheese?	7/11/2002	GCC
MEET on Common Ground	1/3/2003	GCC
Improving Trust in Your Job Relationships	1/30/2003	SMCC
The Art of Leadership: Take It Higher w/Humor	1/30/2003	SMCC
Fish! Catch the Energy, Release the Potential	2/7/2003	SCC
Conflict Resolution	4/11/2003	PC
Fish! Catch the Energy, Release the Potential	4/23/2003	PVCC
Exploring Paradigms	5/5/2003	SMCC
Exploring Paradigms	5/6/2003	SMCC
Dealing with Change/Who Moved My Cheese?	5/9/2003	PC
Interactive Facilitation Skills Workshop	6/11/2003	RIO

Employee and Organizational Development

Appendix C

Organizational Process Analyst Team - listing of projects with status and descriptions

The Organizational Process Analyst Team (OPAT) employees have conducted business process analysis and documentation through the facilitation of process teams. The goal is to assist teams in establishing a common understanding of the work that is completed and the steps taken to complete the tasks. The following projects were in progress and/or completed in 2002-2003:

Accounts Payable (Invoicing) Process Documentation

- (Complete) The team documented eighteen (18) existing processes in the A/P department. A/P functions documented included: Advances; Advances (Cross Fiscal Year); Bookstore; Bus Subsidies; Construction; Fuel; Lease / Rental; Mail; Manual Checks / Invoices; Mileage; Petty Cash (SCC); Refunds; Requisitions; Sure Pay (SRP); Telecommunications Equipment; Telecommunications; Travel; and Wire Transfer.
- (In progress) OPATS are supporting a comprehensive, systemic approach to process improvement encompassing the following Accounts Payable process areas: Nightly System Jobs; Invoice Holds; Releasing Holds; Concurrent Management Reports; Check Printing; Check Distribution; A/P to G/L Reconciliation; A/P Daily Close; A/P Monthly Close; and A/P Year-end Close.

Capital Asset Accounting Process Documentation

- (Complete) The team documented twenty-one (21) existing processes in the Capital Asset Accounting department. Capital Asset Accounting processes documented included: procurement process; mass additions; capital projects – bond funded; project reconciliation; donations; reports; and budget related tasks.
- (In progress) OPATS are supporting a comprehensive, systemic approach to process improvement encompassing the following Capital Asset Accounting processes: Buildings & Building Improvement (Audit); Buildings & Building Improvement (Reconciliation); Buildings & Building Improvement (Depreciation); Improvements other than Buildings (Audit); Improvements other than Buildings (Reconciliation); Improvements other than Buildings (Depreciation); Library Books (Audit); Library Books (Reconciliation); Library Books (Depreciation); Equipment (Audit); Equipment (Reconciliation); Equipment (Depreciation); Land (Audit); Land (Reconciliation); Construction in Progress (Audit); Construction in Progress (Reconciliation); Construction in Progress (Depreciation); Debt Finance (Depreciation); Debt Finance (Source of Funding); Debt Finance (Separate set of Schedules); Debt Finance (GO Bond); Debt Finance (Revenue Bond); and Debt Finance (Capital Lease).

Cash Receipts Process Documentation

- (Complete) The team documented twenty-eight (28) existing processes relating to the receipt of the cash summaries from campuses, verifying information, posting entries, and through reconciliation at the District Office Financial Services department.
- (In progress) OPATS are supporting a comprehensive, systemic approach to process improvement encompassing the following stages of the Cash Receipts process: cash summary packet preparation; receipt of the cash summary; preparing the unposted journals; posting; reconciling; and auditing.

Employee and Organizational Development

Organizational Process Analyst Team - listing of projects with status and descriptions (cont'd)

Course Development

- (Complete) The OPAT team developed the framework for the Visio (software) training materials used by Technology Training Services.

Creative Pathways Tracking System

- (Complete) The OPAT team developed a tracking system to manage the Creative Pathways program.

District Office New Employee Guide

- (Complete) Facilitated the development of the District Office New Employee Guide

District Office Student Information System Implementation

- (In progress) Provided support to the District Office Implementation in collecting information about the use of the current Student Information System (SIS) at the District Office.

Facilities Planning & Development Process Documentation

- (Complete) The team documented eleven (11) existing processes in the FP&D department. FP&D processes documented included: Allocate and Calculate Budget Balances; Budget Review and Confirmation; Close Purchase Orders; Create the FP&D Reconciliation Spreadsheet; Determine Variance and Needed Action (Actuals); Determine Variance and Needed Action (Open Commitments); Forward to Capital Asset Accounting; Reclassification (Other); Reclassification (SOV); Reconciliation of CFS-GL to Source Documentation; and Schedule of Values.
- (In progress) OPATS are supporting a comprehensive, systemic approach to process improvement encompassing the following Facilities Planning and Development process areas: Procurement; Bid Management; Contract Preparation; Notice to Proceed; Bonds and Insurance; CFS Requisitions; Change Orders; Record Keeping Systems; Posting Records; CDAC and Governing Board; Maintenance of Contract Language; Notice of Award; Change Orders; Vendor Registration; Processing of Purchase Orders; and Filing Systems.

Fixes Assets

- (In progress) OPATS are supporting a joint effort between the OPAT team, Capital Asset Accounting and CCAT Solutions to analyze the current setup of the CFS Fixed Asset system in order to: streamline and enhance the process for adding and categorizing fixed assets in the Maricopa system; implement the use of CFS capital asset depreciation functionality; streamline and enhance the physical inventory process; and review Maricopa-specific system modifications and replace them with system functionality (where appropriate).

Institutional Effectiveness

- (In progress) The team continues to document the existing research and programming processes relating to the reporting responsibilities of the Institutional Effectiveness team.

Library Technical Services (LTS) Workflow Documentation

- (Complete) The team documented 43 processes relating to acquisitions, cataloging, physical processing, ILL (Inter-library loans), and IDL (Inter-departmental loans) at the LTS District Office.
- (In progress) OPATS are supporting the initial states of implementation of the recommendations from the LTS Workflow project.

Employee and Organizational Development

Organizational Process Analyst Team - listing of projects with status and descriptions (cont'd)

Purchasing Learning Materials with Financial Aid Documentation

- (Complete) The team documented five (5) existing processes that represent the spectrum of processes used across the entire MCCD district to better understand how the Higher Education Amendments of 1998 (HEA), Public Law 104-244 affects the return of Title IV funds.

Requisition Task Group

- (In progress) A team representing multiple disciplines within the organization will identify and document the Best Practices for creating requisitions. At the same time, the team will capture system and business issues that surround the requisition process.

Employee and Organizational Development

Appendix D

Technology Training Services - Full Course Listing

Course Name	Course Date	Participants	Location
Access I	7/9/02	8	PVC
Access II	7/11/02	8	PVC
Access III	7/16/02	8	PVC
Calendar	8/12/02	19	CGC
CFS Creating Requisitions- AM	8/15/02	23	DO
CFS Creating Requisitions- PM	8/15/02	23	DO
Calendar	8/16/02	12	EMC
Calendar	8/22/02	8	PC
Calendar	8/22/02	5	PC
Calendar	8/22/02	5	PC
Memo- AM	8/22/02	6	PC
Memo- PM	8/22/02	6	PC
Access I	9/17/02	23	DO
Calendar	9/18/02	9	DO
Access II	9/19/02	24	DO
Memo I	9/23/02	6	DO
Access III	9/24/02	24	DO
Memo II	9/25/02	6	DO
CFS Creating Requisitions	9/30/02	17	DO
PowerPoint	10/4/02	13	DO
Excel I	10/7/02	20	DO
Excel II	10/9/02	21	DO
Excel III	10/14/02	21	DO
FileMaker I	10/15/02	24	DO
FileMaker II	10/17/02	23	DO

Employee and Organizational Development

Technology Training Services - Full Course Listing (Cont'd)

Course Name	Course Date	Participants	Location
BlackBoard	10/19/02	20	PC
PowerPoint	10/19/02	20	PC
FileMaker III	10/22/02	23	DO
CFS Creating Requisitions	11/4/02	13	DO
Access I	11/13/02	21	DO
Access II	11/18/02	22	DO
Access III	11/20/02	22	DO
PowerPoint	12/4/02	11	DO
Calendar	12/17/02	23	DO
Calendar- Bus. Svc.	12/17/02	21	DO
Train-the-Trainer- CFS Inquiry	2/4/03	18	DO
CFS Inquiry Combined	2/6/03	8	DO
Access I	2/11/03	14	DO
FileMaker I	2/11/03	16	DO
CFS Creating Requisitions	2/12/03	19	DO
Access II	2/13/03	13	DO
FileMaker II	2/13/03	14	DO
Access III	2/18/03	13	DO
FileMaker III	2/18/03	13	DO
Word I	2/19/03	11	DO
PageMaker I	2/20/03	12	DO
Word II	2/24/03	14	DO
PageMaker II	2/25/03	10	DO
CFS Inquiry Combined	2/26/03	11	DO
Word III	2/26/03	13	DO
PageMaker III	2/27/03	9	DO
PowerPoint	3/2/03	12	DO

Employee and Organizational Development

Technology Training Services - Full Course Listing (Cont'd)

Course Name	Course Date	Participants	Location
Access I	3/3/03	11	DO
Excel I	3/4/03	18	DO
Train-the-Trainer- Outlook	3/4/03	15	DO
Access II	3/5/03	11	DO
Excel II	3/6/03	17	DO
CFS Creating Requisitions	3/7/03	8	PVC
Access III	3/10/03	11	DO
Excel III	3/11/03	17	DO
CFS Creating Requisitions	3/13/03	16	DO
CFS Inquiry	3/13/03	10	PVC
Calendar	3/27/03	10	DO
CFS Inquiry Combined	3/27/03	18	DO
Train-the-Trainer- Visio	4/1/03	20	DO
CFS Creating Requisitions	4/16/03	5	DO
Visio	4/17/03	11	DO
PowerPoint	4/28/03	17	DO
Excel I	5/5/03	19	DO
Access I	5/6/03	8	DO
Excel II	5/7/03	16	DO
Access II	5/8/03	7	DO
Excel III	5/12/03	15	DO
Access III	5/13/03	7	DO
CFS Budget Inquiry	5/15/03	11	DO
CFS PO/Req. Inquiry	5/15/03	10	DO
CFS Creating Requisitions	5/19/03	10	DO
Advanced PowerPoint	5/21/03	16	DO
Calendar- Pub. Rel.	5/28/03	14	DO