

workshops. The Online Tutorial is offered at no additional cost to the faculty or to the college. Over 25% of GCC's faculty have successfully completed the Faculty SIS Training Online Tutorial that includes assessment exercises that measure the users SIS knowledge and navigation skills.

Savings were also realized by not mass copying the 43 pages of original materials we were given at a cost of \$1.72 per set. We reduced the number of pages from 43 to six and were able to copy our materials in color on white cardstock at a cost of 80 cents per set. We expect to distribute over 800 sets of materials this semester, realizing a savings at GCC of \$640 in copy costs alone.

Creativity - We have not seen workshop materials in any of the other colleges or at the District Office that have been created in this fashion combining the efforts of faculty and trainers to provide a short, but thorough, navigation tool that is easy to follow with screen shots and text in both a paper and matching online format

Timeliness - The new SIS system is one that is continuously evolving and changing so by that very nature, we had almost no lead-time to develop these materials. Some of the processes have still not been finalized. In order to present the most current security levels and processes to our faculty and staff, we waited to finish the workshop materials the day before our Faculty SIS Training workshops were to begin at a time when all of our sister colleges were separately planning their own SIS Training workshops with slightly different security levels and processes, so no one set of materials emerged that provide for our needs from either the other colleges or the district office. We were not sure of all the Security Levels that our faculty will have in the new SIS, so we decided to focus on just what faculty needed to know to transition to the new SIS after February 19th. All of our materials are posted on the Client Services website. Supplemental materials will be added as needed.

We concentrated on the Faculty Center with the Class and Grade Rosters and on the Campus Community with its link to search for contact information on our students, such as phone numbers, addresses and emails. We want our faculty to communicate easily with their students through a variety of communication modes.

Because our materials were only six pages, we were able to make only enough paper copies for workshops one day ahead. We are currently on our 5th draft with subtle changes made to increase the quality as we receive feedback both from our faculty and from faculty and staff at other colleges and at the district office. The online training allows us to easily update and change materials as needed.

Learning - We have already shared the workshop materials with the other campuses, and many of them are using our materials for their Faculty SIS Training. We are approaching other areas of SIS in a similar fashion as we develop the guides and matching online tutorials. We have already surveyed our faculty and staff to determine what information they used in the old SIS and what information they wanted but could not get in the old SIS. We have translated that information to choose the screens needed in the new SIS by secretaries, faculty, chairs and administrators and to develop Business Objects Enterprise reports from the new SIS database. All of our future training materials are being developed using the model we have created for the Faculty SIS Training.

Collaboration - Tremendous collaboration existed between Client Support (Karen Russo), Faculty (Stephen Williams) and Enrollment Services (Mary Lou Massal and Mary Blackwell). We also collaborated across schools – suggestions were incorporated about the Class Roster from another campus. We feel we have raised the level of excellence in training and development at GCC and this is already spreading to other colleges in MCCD.

Replication - Many of our sister Maricopa colleges have requested (and been granted) permission to use our Faculty SIS materials. The GCC Faculty SIS training team developed and implemented a Faculty SIS Quick Reference Guide (QRG) and a matching Online Tutorial to over 800 faculty and staff from GCC. These training materials used a very visual, colorful, easy-to-follow, step-by-step process that blends computer screen shots with applicable text. The response to the training materials has been so positive, that we plan to present all of our continuing workshop materials on the new SIS to secretaries, chairs, and administrators in a similar format. Here are some of the comments that we were given permission to quote, which emphasize the quality and usefulness of the materials we developed:

Mary Blackwell
Director of Admissions, Registration & Records, GCC

From: m.blackwell@gmail.maricopa.edu
[mailto:m.blackwell@gmail.maricopa.edu]
Sent: Sunday, January 27, 2008 10:22 AM
To: dl-dar@memo.maricopa.edu

Subject: Faculty Training Guide

Karen Russo created the attached guide that GCC will be using for training faculty. We wanted to share it with you. I think it is a great resource not only for faculty training but also for those in your department who may work with faculty members on a regular basis.

Mary

Paula Connors
Manager of Technology Training Services, District Office.

Hi Karen! This is great! Thanks for sharing! May I share it with Keli Jones and Rhonda Barger here at the District Office?

Paula

Julie Magadan
Coordinator of Technology, Development & Training, PC

Karen, thank you for sharing. This is a wonderful resource.

Julie

Fran Watkins
Director of Admissions, Registration & Records, SCC

From: Fran Watkins [mailto:fran.watkins@sccmail.maricopa.edu]
Sent: Monday, January 28, 2008 7:51 AM
To: 'Barbara Bentz'; 'Mary McKeever'
Cc: yira.brimage@sccmail.maricopa.edu; 'Dustin Fennell'

Subject: FW: Faculty Training Guide

Hi Barbara,

This document GCC created is great. I think we should use it, let me know what you think. Mary take a

look as well please.

Chrystle Hall
Coordinator of Technology, Development & Training, PVCC

Hi Karen,
This is absolutely wonderful! I think many of us would like to reproduce it and use it with your permission.

Thomas Saudargas
Coordinator of Strategic Systems, DSSC

Karen,
That looks great! Is it OK for us to post to the Employee tab as a Faculty Quick Reference?