New Look Staff Development Brochure and Website

The staff development brochure was redesigned to provide more detailed information about the scope of the program, including information about related staff development activities and resources. Details about research activities were added as a new section under Performance Enhancement. Also, under this category a Workplace Skills Development section was included. The 2001 brochure was distributed to all University staff at the end of 2000. A complementary website was designed for introduction at the start of the 2001 academic year.

Course Satisfaction Levels

All staff development courses were monitored by review of evaluation ratings provided by participants. A summary of ratings is shown in the chart below.

- Question 1 - Overall rating.
- Question 2 - Organisation and administration of the course.
- Question 3 - Benefits from this course, justify my time spent at it.
- Question 4 - This course will be useful in my work.

A new participant course evaluation system was developed and piloted for introduction in 2001. The new course evaluation form provides improved measures of course content and effectiveness as perceived by participants.

Systematic Means for Collecting Course and Presenter Specifications

A training package was developed and presented in a workshop designed to assist staff development course coordinators to document course specifications, write interesting course descriptions, develop course objectives, identify learning areas covered by courses, and know the responsibilities of course coordinators, presenters and TEDI in relation to course administration. This provided a firm foundation for framing the staff development program for 2001.

Information Technology Training Advisory Committees

A significant increase in the number and type of programs offered under IT training and development led to the formation of two TEDI advisory committees:

- IT Advisory Committee conducts reviews of all IT training programs to maintain a professional approach. In 2000, the Committee reviewed BusinessObjects training.
- Customer Service Advisory Committee defines the scope of activities that are central elements of customer service training at the University to align these with the University’s Integrated Marketing Plan.

Outlook for 2001

The Staff Development Program for 2001 will include:

- A new suite of workshops and seminars on Postgraduate Supervision and Teaching. This initiative follows the joint appointment of a Lecturer position to TEDI and the Graduate School.
- A post-course evaluation survey for course participants and their supervisors to help gauge the effectiveness of selected courses through follow-up several months after completion of the course.
- Increased collaboration between the Office of Research and Postgraduate Studies and TEDI to promote and facilitate presentation of research-oriented courses.
- A new course on preservation and risk management: Preservation of Museums, Collections and Archives course for managers of cultural collecting institutes - libraries, archives, museums and art galleries. The course covers disaster preparedness, identification and assessment of risks to collections and removal or reduction of those risks.
- Sessions of Positive Interactions in the Workplace to help staff meet the increasing demands of organisational change. The course introduces concepts regarding workplace dynamics and provides techniques to help staff develop effective and fulfilling relationships in their professional and personal lives.

University Staff Development Committee

The aim of staff development is to assist the development of each individual and thereby enhance the University’s performance through improved organisational efficiency and effectiveness.
Staff Development Policy

The University’s staff development policy (www.uq.edu.au/hwpp/contents/view.asp?s1=5&s2=80&s3=1) reflects the high value we place on our staff. It aims to enhance staff performance and opportunities for personal growth. As a learning organisation, we promote a staff development policy dedicated to the pursuit of learning and continuous improvement.

University Staff Development Committee (USDC)

The University Staff Development Committee (USDC) generates policy, advises on development needs, and approves and funds development and training programs and initiatives. Professor Brown chaired the USDC since its inception in 1995 until December 2000. Professor Brown assiduously promoted professional and personal development through his leadership of this committee.

Members of the USDC represent all staff:

- Professor E. T. Brown, Senior Deputy Vice-Chancellor (Chairperson)
- Professor Ian O’Connor, Deputy President, Academic Board
- Professor Linda Rosenman, Executive Dean, Social and Behavioural Sciences
- Professor David Adams, Head, School of Biomedical Sciences
- Associate Professor Dorothy Watts, Head, Classics and Ancient History
- Mr Douglas Porter, Secretary and Registrar
- Ms Denise Chalmers, Director, Teaching and Educational Development Institute
- Ms Linda Bird, Director, Academic Administrative Support
- Ms Denise Zetlin, NTEU Nominee
- Ms Ray Johnson, General Staff Unions’ Nominee
- Mr Marcus Parsons, Deputy Director, Personnel Services (Secretary)
- Ms Betty Bull, Staff Development Coordinator (Observer)

Overview

The annual Staff Development Program is approved and funded by the USDC. The Teaching and Educational Development Institute (TEDI) coordinates delivery of the program on behalf of the Committee. The Staff Development Workgroup, composed of TEDI and Personnel Services staff, establishes plans and procedural guidelines.

This year all aspects of the program were reviewed in preparation for the 2001 implementation of the Aurion Human Resource Management System, Training Module. The review yielded clearer specification of training objectives, revamped advertising materials, improved notification letters to presenters and participants, new reports for organisational units, better record keeping and report generation, and better evaluation processes.

Scope of the 2000 Staff Development Program

The 2000 Staff Development Program continued to provide development and training opportunities to assist staff in their professional growth and to improve the University’s efficiency and effectiveness. Courses listed in the following table varied in duration from one-hour information seminars to three-day workshops.

<table>
<thead>
<tr>
<th>Target group</th>
<th>Number of courses run</th>
<th>Number of participants</th>
<th>Costs</th>
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<tbody>
<tr>
<td>Induction/Orientation</td>
<td>14</td>
<td>355</td>
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<tr>
<td>Career Advancement:</td>
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<td></td>
<td></td>
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<tr>
<td>Fundamentals of Management</td>
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<td>276</td>
<td>$8,170</td>
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<td>Leadership &amp; Management</td>
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<td>157</td>
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<td>Development</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Promoting Academic Women*</td>
<td>6 fellowships</td>
<td>6</td>
<td>$50,000</td>
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<tr>
<td>Performance Enhancement:</td>
<td></td>
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<td>Finance, Administration, Information Technology &amp; Technical Support</td>
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<tr>
<td>Teaching &amp; Learning</td>
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<td>Career Horizons Program</td>
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<td>Pilot Course Development</td>
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<td>Graduate Certificate in Education</td>
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<td>Remote Campus Staff Development</td>
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<td>Training Resources &amp; Production Costs</td>
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<td>$12,850</td>
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Total 441 5,142 $275,832

* Six fellowships totalling $50,000 were awarded to each of the following: Dr Diane Donovan (Department of Mathematics), Dr Judith Feeney (School of Psychology), Dr Suzanne Golding (Department of Earth Sciences), Dr Margaret Johnston (School of Agriculture and Horticulture), Ms Helen Keaas (School of Veterinary Science), and Dr Susan McKay (Department of English).

The Aurion Training Module

The sizeable increase in course and participant numbers created a need to adopt a multi-user booking system. Staff from TEDI and Personnel Services customised the Training Module of the Aurion Human Resource Management System to meet this demand. Use of this module enhanced the administration and management of training because it became part of an integrated Human Resource Management System.