Professional Development Initiative, Office of the Registrar, 2001-2002

A Case Study

► Unit(s):
UW-Madison Office of the Registrar

► Customers of the Process and Their Needs:
All staff members in the Office of the Registrar

► Problem/Opportunity Statement:
This 2001 initiative was encouraged by the priority within the campus strategic plan to “Nurture Human Resources.” Within the Office of the Registrar, a need was felt for clarity on the value of professional development for all staff as well as for policies for professional development, for information on opportunities, and for an indication of professional development needs.

► Changes Made:
- In 2001, a Professional Development team was formed of academic and classified staff members. The charge included: (1) Review the current policy (2) Develop a written process-philosophy statement (3) Research professional development programs implemented in other campus units (4) Create a list of campus opportunities and (5) Survey staff regarding professional development needs.
- All permanent staff members were surveyed in October, 2001. Results were tabulated and presented to the Management team. (Results showed strong interest in team-building, business skills and communications.)
- As a result of survey data, a Communications team was established that included representatives from each section of the Registrar’s Office.
- Also as a result of the survey, the Professional Development team brought in campus resources to discuss communication and team-building approaches (Office of Human Resource Development and Employee Assistance Office)

► Results to Date and Expected:
1. A brochure was created outlining the Registrar’s Office philosophy for professional development and policies and procedures for professional development activities (“Office of the Registrar Staff Professional Development Policies and Procedures”). A list of learning opportunities was also compiled.
2. The Communications team established an intra-net to facilitate intra office communication needs, including a newsletter. Many staff members have expressed appreciation of the newsletter
3. Increased awareness and interest in professional development
4. Additional willingness to participate in office-wide learning opportunities
5. Increased participation in all-office activities has contributed to more cohesiveness to the office as a whole.
Next Steps:
1. In 2003, re-survey the staff regarding Professional development issues and needs
2. Create a Registrar’s Office Directory to identify staff and responsibility areas in the office. (Done)

2003 Update:
An additional outcome was the office-wide workshop on “Enneagrams” held November, 2002 and which was very well received. The Chair of the Communication committee left the University in November, 2002. As a result, the Professional Development Committee is working to recommend alternate solutions for office-wide communication.

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