On-Line Professional Development for Staff and Faculty at UW-Madison

A Case Study

► **Process Improved:** Process of sharing model practices within units and across campus

► **Unit(s):** Office of Quality Improvement, OHRD, DoIT

► **Customers of the Process and Their Needs:** Faculty and staff need information on what others on campus have done that has “worked” as well as pitfalls to avoid. Yet there are limited venues for learning about process improvement and model practices from other areas of campus. Also, within administrative units and departments there is a corresponding need to provide on-going learning opportunities around key processes as new staff join and/or as the processes change.

► **Problem/Opportunity Statement:** How can we use information technology as a vehicle to easily share model practices for common processes?

► **Changes Made:**

1. OQI and OHRD together have created an Academic Leadership Support web site designed to provide on-line just-in-time assistance for hiring processes, effective meetings and conflict resolution.

2. The Wisconsin Union has created on-line learning modules learning for staff learning across many topics. The Wisconsin Union site is developed to insure mastery of content by the learner as well as quick & easy reference for on-the-job lookup when needed.

► **Results:**

User response to the Academic Leadership Support site has been positive. Referring to the hiring model practices site, Bernice Durand, Associate Vice Chancellor for Climate and Diversity has said, “I’ve been involved in many searches in my time at UW and wish I had had this web site as a resource when I was doing those searches.”

Of the Effective Meetings site, a user said, “It is the best resource for meetings I have come across anywhere.”

The majority of users of the Academic Leadership Site have not been from the UW-Madison campus, however. (See Lessons Learned.)
Lessons Learned: The biggest challenge is disseminating the modules campus-wide and promoting their use. Getting the word out that the resources exist is a major challenge.

Next Steps: Continue promoting the Academic Leadership Support site, creating a substantial brochure to be shared at conferences and meetings. Modules of interest to supervisors and managers will be added.

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