Maximizing Staff Development and Training Opportunities

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Human Resource Services and the Division of the Vice-President for Finance & Administration
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The University of Texas at El Paso

• Founded in 1914 as Texas School of Mines, second oldest academic campus of UT System;
• Doctoral research-intensive university with enrollment of more than 19,000 students
• Offers more than 81 bachelor’s, 74 master’s, and 14 doctoral degree programs
• Ranks second in federal research spending among all UT System academic institutions
• Nationally recognized for excellence and innovation in higher education

• Ranks second nationally in awarding undergraduate degrees to Hispanics
• Nation’s only doctoral research university with student body that’s mostly Mexican-American
• Takes advantage of unique location on international border to offer multicultural programs in many disciplines
• Formally known as Texas Western College; 1966 NCAA BB Champions;
• Current Disney movie “Glory Road” based on this team's accomplishments.
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Staff Development and Training – The History

- In 2001, our T&D program had an annual budget of about $65K;
- Reported to Human Resources;
- Training was conducted in eight hour time blocks;
- Had one person overseeing the operation for 3,900 employees;
- Primarily focused on "soft-skills" training courses;
- Prior to this time, averaged approximately less than 400 enrollments per year;

Staff Development and Training – Our Customers' Responses

- Was considered unorganized;
- Had seven different training entities;
- No management feedback on type of courses;
- Same classes were offered annually with the same participants attending;
- There was no record of training documented;
- Soft-skilled based; and
- De-centralized.
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Staff Development and Training Offerings – Samples of the Classes

- “Seven Habits of Highly Effective People”;
- “One Ringy Dingy”;
- “Are You Perfect Yet?”;
- “He Said, She Said”;
- “Coping With Personal and Professional Stress”;
- “If I’m So Wonderful, Why Am I Stuck Here?”; and
- “How Did I Get Here?”

The Plan

- Proposed initial idea to partner with Professional and Continuing Education (PACE) in 2001 and 2002;
- Received initial endorsement from the VP for Finance and Administration;
- Discussed proposal with various customers on Training and Development (T&D) issues;
- Surveyed customers on T&D needs; and
- Proposed plan to the President in 2003; and
- Developed implementation plan for 2004.
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Customer Survey Responses

- Course offerings at No-Charge;
- Easier registration process;
- Centralized location of T&D offerings;
- Varied T&D course offerings;
- Two or four hour training blocks;
- Classes in communication, computers, leadership, customer service, administrative support programs, and supervisory development;
- Microsoft Suite training programs;
- Web-based and self-paced training programs; and
- Wanted a record of training classes taken.

The Project

- Met with PACE and Human Resources to develop plan;
- Involved the other seven training entities;
- Examined and analyzed internal human and capital resources;
- Developed T&D instructor list and curricula;
- Made several personnel related changes;
- Utilized same T&D budget amount;
- Set-up classes and entered into ACEWARE; and
- Kick-Off!
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The Kick-Off

- Presented plan to University Faculty and Staff administrators;
- Met with HRS and PACE teams;
- Organized committee from all training entities and selected two Project Leaders to assist with project;
- Set up logistical parameters for partnership; and
- Planned new catalog and offerings.

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New Benefits to Employees!

- Developed a centralized Staff T&D Catalog;
- Offered AMA registered classes;
- Eliminated duplication of T&D efforts by other training entities;
- Expanded program offerings;
- Contracted same set of Instructors utilized by PACE;
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Additional benefits to Employees!

- Utilized the logistical support of PACE, which included:
  - Marketing of T&D programs;
  - Scheduling of classes;
  - "No-Frills" registration process; and
  - Provided more training venues.
- Provided accurate account of attendees;
- Have continued to offer varied T&D programs annually;
- Have not added or reduced staff on this effort;
- Have maintained budgeted amount; and
- Highly received by University administrators.

The Results

Fiscal years '04 - '05:

- During this period; over 1,950 employees have enrolled for T&D courses under this partnership - an increase of 400% from 2001-2002;
- Have offered over 304 courses, up from 40 during the same period in 2001-2002 - an increase of 500%;
- During this period reduced training expenditures from other training entities by over $150k;
- Expanded list of course instructors by 30 and minimized expenses related to this effort; and
- In 2005, developed a Faculty Leadership Program.
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How Did We Do This!

- Expanded marketing of T&D programs;
- Offered more T&D programs of choice;
- Eased registration process for customers;
- Offered classes in smaller time blocks;
- Offered courses that our customers wanted; and
- Utilized logistical support from PACE.

Where do we Go From Here?

- Continue to periodically survey customer groups;
- Promote web-based programs;
- Expand computer and other technology-related programs;
- Partner with area junior colleges to expand offerings via inter-agency agreements; and
- Develop new courses.
Questions?

Thank You!
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