October 23, 2019
3:30 – 4:30 p.m.
LIB 207

Attending: Bo Baker, Donny Behneman, Troy Carrol (for Dawn Ford), Anna Lane, Susan Lazenby, Jessica Pierce, Chris Sherbesman, Chantelle Swaren, Chèrie Whipple, Joel Wells,

Absent: Julie Brown, Adam Nimmo

Updates

Approval of minutes by attendees from 10/9 meeting.

ITAC meeting Friday; Chèrie will be attending to address LinkedIn Learning proposal; proposal sent to Theresa for distribution to ITAC members.

TTTF website built by Brittany Richardson (Library) and accessed through the ITAC webpage
    Space for recommendations and minutes.

Data Collection

*Need to start filling things in with deadlines -- all TTTF members to add to the following data collection worksheets:
    Existing Training by November 6
        Specifically *free* training.
        Include 1-on-1 or on-demand training (e.g. Library Studio).
        Added Trainers column to this sheet to address item #5 of the charge.
    General by November 20
        Consider this as a *wishlist* of sorts.
        Universal things we want to make sure are available (e.g. MS Office, Adobe training).
        List packaged training separately (e.g. split out everything included in Advising certification training).
    Specific by December 4
        Consider this as a *wishlist* of sorts.
        Certain groups may need, but not universal (e.g. IRIS, Banner, EMS).

Survey

TechQual survey is going away. Can we redo questions for a non TechQual IT survey and add training questions here?

*Susan to send previous TechQual questions to TTTF to get started.

What is the training question we want to add?

Do we want to add nested questions for more specific feedback from people that answer the training question?

*All to draft a question to add to the survey for Oct. 25.

Ongoing Committee Membership

Chèrie has uploaded a document for all to add thoughts.
Who around campus does this task force represent? Who is missing?
Could the charge for this committee focus on defining required training for new faculty and staff?

Training for New Staff

A very large, complex, and enduring question.
Administrative Assistant perspective
     High turnover area and staff often transfer between departments with different specific
     needs
HR perspective
     Potentially a huge, lengthy process.
     Review job families, create competency baselines, etc. as much as possible
     If requirement for employment, legal may need to be involved.
The real need is for a professional to conduct this needs assessment -- TTTF cannot really do much but move the needle a little realistically.
Previous TAG group made similar recommendations.
Could this be the charge for the ongoing committee?
LinkedIn Learning provides *learning paths* for a variety of job roles or for those requiring a certification that could be helpful going forward. The learning paths could also be linked to staff training and development plans.

Model Schedule for Training

What does this look like?
     Timeframe: annually? monthly?
     Importance for regular refresher training
          Software updates, policy updates, etc.
Dependence on roles?
     Faculty member, administrative assistant, supervisor, etc.
     New employee vs. existing employee

      Primary vs. redundancy or backup for a process or task.
      Identifying user mode: novice to job dependent to expert

Perhaps we could coordinate with the UT rollout of job families

HR Onboarding
      Various departments get time with new employees, but these sessions are very topical
      and there is no real tech training here. Could there be?
Could the recommendation simply be to identify high-level ideas to, for example:
      Coordinate with HR?
      Pull some types of training from the responsibility of each department and make more
      universal?

Supervisor training anywhere? Manager training anywhere?

Given timeframe for this task force, our best approach may be in our recommendations of next steps (near term, long term, future state).

Training Website

Possible resource where employees would go to see a calendar of all opportunities.
Knowledge base
Who updates?
What exists on campus?
Chèrie and Donny to further discuss.

Action Items

- Bo: Meeting notes
- All: fill in existing training and wishlist training data collection spreadsheets per dates.
- Susan: survey question for end of this week to include in next week's IT survey. Collect responses and report back to TTTF when completed.
- Chèrie: post brainstorming documents for all to update (tied to our charge items).