Leading By Listening: Session One

2023 Convocation Feedback

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Professional Development Suggestions

- Curriculum standards
- More 'on demand' course offerings for instructors
- Structured provider-to-provider site visits to learn how other colleges are conducting IETs and Career Pathways
- Face-to-face instructor training
- Bring back App State
- Collaboration with other colleges on problem-solving approaches
- More in-depth training on budgeting and the financial process
- 'Need to know' information for instructors (i.e.: an abridged CORE training)
- Best workflow forADVANSYS
- Educational guidance for lead instructors
- Best practices on basic compliance
- Basic information (e.g.: what we can do and not do for FTEs)
- More ESL-focused training
- Wider range of time options
- Offer synchronous virtual trainings for faculty groups (i.e.: viewing parties)
- PD offerings should be tailored to different levels of experience (i.e.: the seasoned vs novice instructor or the seasoned vs novice director)
- Student advising using collaborative classes
- PD for instructors, from the state level, to explain the importance of FTEs, MSGs, etc.
- System Office site visits to personally introduce SO staff to instructors
- Training of the budget trainer
- Immediately applicable training (i.e: an instructional toolbox)
- Detailed IET training and workshop
- Alternative ways of teaching and instruction
- Strategies for student management
- ADVANSYS
- New hire instructor training
- Marketing and Retention
- GED/HSE Chief Examiner training
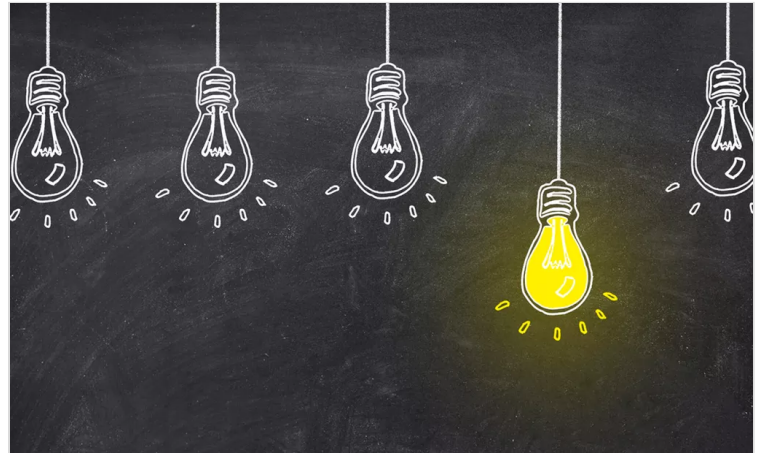- More specialized training for data specialists and support staff

Questions?

- Can we get a list of directors who have CCR and HRD responsibilities?
- What are the BSP course codes for the new Developmental Math and English?
- Will the system office have another Basic Skills conference again?
- Is the system office providing any updates for Colleague technical support?
- Since we are all using the same audit management system, can a manual or support document be created that corresponds with compliance?
- Can you provide face-to-face instruction and training on 'need to know' information to get started?
- Can Convocation always be held at the GTCC conference center?
- Can Convocation be held in September, after the start of the fall semester?
- What can directors do to support the state office?
- Why can't we go back to App State?
- Will there be an alternative to ADVANSYS if the data is not accurate?
- When questions are answered, can the code or guidance document be provided to support the response?
- Can you provide a detailed explanation of what certifications fulfill each level (i.e.: Colleague vs ADVANSYS credential data entry)?
- Can we get more training on compliance folders and ADVANSYS?

- Can we get more training on how to write contracts and payroll between ADVANSYS and Colleague?
- Can providers offer document retention records other than transcripts?
- Will the Standards-in-Action training be offered in the future?
- Is there a budget template to send to new directors? And, is there budget training being offered for new directors?
- Is there a new faculty onboarding PD cycle to provide an overview of CCR?
- How long do we keep student records?
- When will you provide data retention and recruitment training?
- Why won't you give us more funding to expand our offerings?

Ideas

- Bring in more people who can help with ADVANSYS
- Provide in-person, regional trainings
- Provide more incentivized PD funding
- SWOT analysis on what programs need
- Cohort model approach to mentorship for directors
- Provide a repository of FAQs
- Better planning for meetings and trainings (i.e.: sometimes they overlap and are not sensitive to college schedules)
- Mentorship program for new directors (amongst similar-sized colleges)
- IET partnership collaboration
- Generate a shared directory of 'best practices' for directors and providers
- One-on-one tutoring and mentorship for particular program areas (i.e.: not 'dropping-in' office hours)
- Model and provide structured college visits to demonstrate how to put together IETs in different ways
- More site visits
- Add a quick link to the Service Now ticket on the ADVANSYS homepage
- Assign staff employees as a 'go-to' for specific schools to route questions to (e.g.: like a regional representative)
- Provide more guidance on how to collaborate with CBOs
- Bring back the ESL credentialing course

- Bring back the CCR advisory Council
- Return ADVANSYS from whence it came
- Organize provider-to-provider visits to well-established programs (for sharing of 'best practices')
- Provide regular web meetings similar to what occurred during covid

DELTA: Things We Should Improve

- Not enough variation in meeting locations
- Too much wait time between grant questions and responses
- Need more face-to-face PD (i.e.: bring back App State!)
- Leadership team needs more training concerning software
- More support for prison education and improved communications with and about corrections
- More accurate and timely reporting
- More funding opportunities to support programs
- Late notice on training
- Better transparency concerning information
- Better location for PD, meetings, and conferences
  - Especially for east coast providers
- Focus on Federal lack of support for state reporting for community colleges
- More frequent site visits to meet and field questions
- ADVANSYS is confusing, solutions are not always simple, and training is not working well with IT
- Improve the timeliness of grant funding distribution
- Organization of the NCCS website
- The selection, training and planning for ADVANSYS
- Not enough input from the field
- Educate new staff on funding opportunities and the financial 'process'
- Late notice and untimely communications
- Not always providing answers to policy in writing or in statewide communications
- Webinars should not be hosted on Friday
- Communications should not be sent out on Friday
- Unclear methods and procedures concerning reporting
- Increase frequency of CORE course offerings
- PD needed for data managers and support staff
- Site visits to providers for ADVANSYS

- Need to dedicate time for each provider to get their questions answered individually

ALPHA: Things We Do Well

- Friendly, approachable, and willing to listen
- Available for questions
- Several staff members have actual experience 'in the field'
- Incentivized PD and training opportunities
- More personable
- Good communication concerning PD opportunities
- Secures additional grant funding (beyond 231, 225, and 243)

- Easy for directors to work with CCR staff
- Caring
- Communication
- Responsive to ADVANSYS issues and compliance questions
- PD opportunities (including the CORE courses) are supportive for new directors and employees
- ADVANSYS support and office hours with Jessica
- PD offerings are recorded and available online
- Communication is done via multiple platforms (i.e.: verbal, written, shared slides, etc.)
- Willingness to collaborate
- Current staff seems to really care about our programs

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