

Action Line

CHANGE: *Leading and Learning Together*

Just in case you are thinking that this is a rip off of Barack Obama's campaign theme, think again. Delta has been in the midst of major change since the arrival of the new college president, development of the new mission, vision and values; implementation of a new strategic plan and the decision to join the Academic Quality Improvement Program (AQIP).

Are employees prepared for change? That's where *Leading and Learning Together*, an AQIP Action Project comes in. This three-step program is designed to support administrative/professional and support staff as they participate in new opportunities to move Delta forward.

Step up to change	Testimonials
<p>Delta 101</p> <ul style="list-style-type: none"> ◆ Explore the Delta culture ◆ Create a professional portfolio ◆ 12 contact hours ◆ 43 graduates including eight this fall 	<p>Payoff: <i>The program allowed me to interact with other Delta College employees that I would normally not on a daily basis — David Urbaniak, Financial Aid</i></p> <p>Challenge: <i>Removing the pre-conceived notions I had that were wrong about how things worked. — Mike Garlick, Chemistry</i></p> <p>Best time: <i>Composing a picture or sculpture that represented how Delta's divisions work together to serve students. — John Brady, Counseling/ Advising/Career Services</i></p>
<p>ED 384– Staff Ambassador Development</p> <ul style="list-style-type: none"> ◆ Explore multiple college departments ◆ Job shadow, have a mentor ◆ Will be offered next in Winter 2009, 3 credits 	<p>Payoff: <i>Within the program I was able to job shadow in two different areas— Counseling/Advising and Records and Registration. It was beneficial to see how each area depends on the other for their services. —Janis Hymel, Financial Aid</i></p> <p>Challenge: <i>Time management. Like any other student at Delta, it was a little challenging to fit my job, school and life at home all into one day — but it was definitely worth it in the end. — Linda Nadolski, Math Division</i></p> <p>Best time: <i>I loved the tour led by Larry Ramseyer. How many people go into the tunnels and hear about how everything works? — Shelly Enriquez, Business and Info Tech</i></p>
<p>ED 385 Leadership Culture</p> <ul style="list-style-type: none"> ◆ Develop leadership styles ◆ Service learning project ◆ Will be offered next in Fall 2010, 3 credits 	<p>Payoff: <i>I feel an incredible sense of accomplishment and pride at sticking with it and finishing the pilot program with a wonderful group of people.— Cheryl Witzke, Human Resources</i></p> <p>Challenge: <i>Being a student again. I have much more empathy for Delta students who work, raise children and go to school . — Leslie VandenBosch, Academic Services</i></p> <p>Best time: <i>...Our service learning project (presentation to teen leaders at the Bay City YWCA on positive strategies for work and life).— Jayne Mahoney, Academic Services</i></p>

The Flip Side

2-minute AQIP Update

* Looking ahead to 2010

You may be getting ready for 2009 this holiday season, but Delta is planning for 2010. That's when the college is required to submit its first report on its Academic Quality Improvement Program (AQIP) to the **Higher Education Commission** to retain its accreditation.

The report will focus on college processes, results and improvements in nine categories that include helping students learn, valuing people, operations, communications, planning and collaboration.

In the past, Delta prepared printed reports for the North Central Accreditation process. This new AQIP document will be paperless in an electronic portfolio format.

* Getting prepared

Michael Wood, director of Institutional Research, and **Dora Salinas**, of the Center for Organizational Success (COS), attended a two-day training session last month in St. Paul, MN. It will be their job to train members of the nine AQIP committees to create pages for the electronic portfolio. Wood said training will begin in January.

Wood has experience in the AQIP process. This year he has reviewed AQIP action plans from other colleges and was recently certified to review AQIP system portfolios. Currently he is part of a team reviewing another community college's system portfolio.

* Here's one from the Gipper or in this case Don Halog, the "A" Quipper—

By examining how we do our work, like, for example, how we respond to questions or problems, we might discover how to improve on our responses. This is in principle what the nine category committees of AQIP are attempting to do.

Q & A

Leading and Learning Progress Report

Why was this program started?

Bushong: *Because Delta is an ever-changing organization and it's complex. Learning gives employees the tools to be more effective in their jobs because they know the college better.*

Can you give us an example?

Bushong: *Sure. We expect support staff to serve in more powerful ways than ever before. They now serve on committees for their input, not just for their secretarial skills. Administrative/professional staff and support staff interact at a different and more meaningful level. Leading and Learning Together provides practical tools for increasing employee engagement.*

What's the payoff for the employee?

Bushong: *Higher job satisfaction because they have the knowledge, skills and abilities to succeed. We expect all employees to serve in a "lead from your desk" role.*

How do you know the program is working?

Bushong: *We'll be interviewing graduates to find out where their work is more effective as compared to before they became part of the program. The assessment will be qualitative rather than quantitative. In fact, evaluating the program is the focus of a new AQIP Action Project for the current school year.*

What's been the most challenging part?

Bushong: *Finding a time that works for staff to participate.*

Any surprises?

Bushong: *Some participants said they surprised themselves because they accomplished more than they thought they ever could.*

Best part of the program?

Bushong: *Participants found the "behind the scenes" tours to be very interesting: the tunnels, Broadcasting, hearing about Delta in the 1970s from Terry Rock. They learned a lot from job shadowing.*

What's next?

Bushong: *The goal is to offer Delta 101 every semester with the expectation that all non-faculty will participate at some point.*



Thelma Bushong
Director of Center
for Organizational
Success (COS)

ROUND OF APPLAUSE



Delta's Center for Organizational Success (COS) won the **Institutional Merit Award** this fall from the North American Council for Staff, Program and Organizational Development for its professional development programming including **Leading and Learning Together**.