
Action Project

Institution: Delta College

Submitted: 2008-09-10

Timeline:

Planned project kickoff date: 2008-09-01

Target completion date: 2009-06-30

Actual completion date:

A. Give this Action Project a short title in 10 words or fewer:

Professional Development Program: Leading and Learning Together

B. Describe this Action Project's goal in 100 words or fewer:

The goal of this action project is to continue implementation of Leading and Learning Together (LLT), a three-phase professional development program for full-time Delta employees. Now that we have completed the pilot project, the next steps for LLT include implementation of the program and development of evaluation tools that assess results by measuring behavior change and improved work performance. LLT program is designed to enhance Delta College employees' knowledge of: the culture of the college, including its values; its systems and processes; ambassador training regarding how each individual's work interfaces with and contributes to the College; and practical leadership.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

Primary Category: Valuing People

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

We expect our employees to work effectively, to respond directly to customer (student) needs, to participate in a meaningful way in the work of the College. Our culture is evolving, partly due to turnover of retiring staff, and partly due to other internal and external environmental factors. The College currently has a successful program to help new full-time faculty with learning about the College culture (ED 390, Best Practices in Teaching and Learning). The LLT program is a significant vehicle for communicating and facilitating culture change in a manageable and humanistic way, and helps support understanding and implementation of the College's mission, vision, and values.

E. List the organizational areas - institutional departments, programs, divisions, or units --

most affected by or involved in this Action Project:

This project is the responsibility of the Center for Organizational Success. It is an institution-wide action project that will invite participation by all divisions and departments on campus.

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

This action project will improve and deepen employee engagement. It will strengthen performance management processes. In addition, this project will provide employees with the necessary knowledge, skills, and abilities to prepare them to better meet the goals set in the College Strategic Plan and help the organization live its values, meet its mission, and move toward its vision.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

The three-phase LLT program is offered over several semesters, with each successive phase requiring completion of the prior phase. During Fall 2008 semester the third phase of Leading and Learning Together pilot: Leadership Culture course (ED 385) will be completed. By December, 2008 another cycle of LLT will begin with Delta 101 (first phase). In January 2009 the second phase of LLT, Ambassador Development (ED 384) will begin. We will create and implement additional assessments of this program that evaluate changed behavior, results, and/or return on investment by June 2009.

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

The LLT program will have high visibility on campus. We report back to entities such as the AQIP Steering Committee and administrative and employee groups, describing participation and assessment results. We involve Delta staff as presenters. In addition, applicants must have supervisor approval to participate in the program

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

The College will begin to collect measurements of changed performance that can be attributed to participation in the program. Participation will continue to increase among all employee groups. Delta 101 participation will become common place.

J. Other information (e.g., publicity, sponsor or champion, etc.):

Last Action Project Update:

A. Describe the past year's accomplishments and the current status of this Action Project.

B. Describe how the institution involved people in work on this Action Project.

C. Describe your planned next steps for this Action Project.

D. Describe any "effective practice(s)" that resulted from your work on this Action Project.

E. What challenges, if any, are you still facing in regards to this Action Project?

F. If you would like to discuss the possibility of AQIP providing you help to stimulate progress on this action project, explain your need(s) here and tell us who to contact and when?
