	Session	Attendees	Location		
	Morning				
8:30 am – 9:00 am	Pan Dulce & Coffee	All faculty & staff	Performing Arts Center, Foyer		
FLIP SESSIONS	Customer Service Training	All Staff	Performing Arts Center,		
9:00 am - 10:25 am	Facilitated by Valarie Fluellen		Recital Hall		
10:30 am – 12:00 pm					
FLIP SESSIONS	My Teamwork training	All Staff	Ozuna 200		
9:00 am – 10:25 am	Facilitated by Anita Soliz				
10:30 am – 12:00 pm					
9:00 am – 10:25 am	The Learning Zone: Brain-Based Learning	Faculty	Performing Arts Center,		
	Presenter: Bruce Boguski		Theatre		
10:30 am – 12:00 pm	PALS & Computer Use training for facilities	Facilities &	Ozuna 122		
	Facilitated by Ginger Carnes	Housekeeping Staff			
10:30 am – 12:30 pm	Dept Chairs & Faculty meeting: (check with your	Faculty (those not			
10.50 am – 12.50 pm	chair to confirm whether or not you will meet)	assigned to SACS			
	<ul> <li>Behavioral Sciences</li> </ul>	Committees)			
	<ul> <li>Kinesiology</li> </ul>	committees	GE 234		
	■ Science		GYM 208		
	CCE		GE 225		
			EO 150		
10:30 am – 12:30 pm	SACs Committees	Designated faculty	Library 2 <sup>nd</sup> floor reading area		
Lunch	Picnic Lunch	All Employees	Lawn between Performing Arts		
12:00 pm – 1:30 pm			Center & Ozuna Library		
	Afternoon				
1:00 pm – 5:00 pm	Flu Shots administered (bring health insurance	All interested	Performing Arts Center,		
	card & \$25.00)	faculty & staff	184 (Recording Studio area)		
1:30 pm – 2:55 pm	The Learning Zone: Brain-Based Learning	All Staff	Performing Arts Center,		
	Presenter: Bruce Boguski		Theatre		
1:30 pm – 2:55 pm	Blackboard Calendar & Gradebook	Faculty	Ozuna 121		
	Facilitated by Anita Soliz				
3:00pm – 4:30 pm	The Teaching Zone	Faculty	Performing Arts Center,		
	Presenter: Bruce Boguski		Theatre		
FLIP SESSIONS	PALS & Computer Use training (Bilingual)	Facilities &	OZ 122		
1:30 pm – 2:55 pm	Facilitated by Ginger Carnes & Araceli Alvarado	Housekeeping Staff			
3:00 pm – 4:25 pm	College 101 Employment to Enrollment		07 122		
FLIP SESSIONS	College 101-Employment to Enrollment	Facilities &	OZ 123		
1:30 pm – 2:55 pm 3:00 pm – 4:25 pm	Facilitated by Dr. Dan Rodriguez & Charley Garcia	Housekeeping Staff			
3:00 pm – 4:30 pm	Group Advising Training	Student Affairs	Performing Arts Center, 101		
5.00 pm 4.50 pm	Facilitated by Dr. Yolanda Reyna & Larry	Professional Staff			
	Rodriguez	oressional start			
FLIP SESSIONS	Secretarial & Clerical Staff Meeting:	Secretarial &	Performing Arts Center, 113		
3:00 pm – 3:55 pm	Calendaring meetings-MS Calendar, PARs	Clerical staff			
4:00 pm – 4:55 pm	Facilitated by Leticia Neira, Dora Contreras,				
	Sylvia Martinez				
FLIP SESSIONS	Secretarial & Clerical Staff Meeting:	Secretarial &	Performing Arts Center, 114		
3:00 pm – 3:55 pm	Banner update, travel/expense reports	Clerical Staff			
4:00 pm – 4:55 pm	Facilitated by Connie Lozano				

Here's what people who have seen Bruce Boguski have to say about his presentations: "[Mr.] Boguski was energetic, entertaining and enthusiastic, and his information on how to keep students alert, excited and motivated was invaluable." Dr. Stamatis Muratidis, Instructor of Chemistry, PAC

## SESSION DESCRIPTIONS

**Customer Service Training**: This session will discuss owning the customer interaction, characteristics of providing excellent customer service and the importance of moving from merely a transaction based interaction to a long term customer relationship.

**My Teamwork Training**: My Teamwork is a web based online collaboration/conferencing tool that is linked to the new VoIP phone system. The tool allows for interactive online collaboration for multiple member meetings that include presentation and handout displays along with roll call and integration with Outlook. The tool is available inside and outside of the Alamo Colleges network.

**The Learning Zone-Brain Based Learning**: Brain Based Learning is the first ever comprehensive and biologically driven framework for performing and learning. It is a system-wide approach based upon current research in Neuroscience and how this research suggests that the brain and body naturally learn and perform the best. Specific techniques for improving performance in the classroom will be illustrated and discussed.

**PALS & Computer Use**: Everyone at PAC has an email address that can be accessed via the Internet anywhere in the world. How can you access that PALS email to stay in touch and what other information can you see via PALS? We especially encourage Facilities employees to attend this session so you can stay in the loop by receiving emails sent to all employees. Bring your Social Security number with you if you don't already know your PALS email address. (Bilingual sessions in the afternoon.)

**Blackboard Calendar & Gradebook**: The session will show faculty how to create events in the course calendar. In addition, the many functions of the gradebook will be shown to allow faculty how to keep track of students' grades within a course.

**The Teaching Zone**: New discoveries in learning reveal easy to use, powerful techniques that successfully allow students to raise test scores, improve memory, increase creativity and develop pinpoint concentration. Learning can be exciting and permanent when it is "brain compatible."

**College 101- Employment to Enrollment**: This session is for individuals seeking to learn more about programs of study available through Palo Alto College and the other Alamo Colleges. This session is perfect for employees (or family members) seeking information about starting or returning to college. Time will be allowed for questions and answers.

**Group Advising Training**: The Group Advisor Training Session is geared towards all Student Affair's professionals who advise and register students. The Session will prepare staff to facilitate Group Advising Sessions by reviewing: registration evaluation, placement and assessment, skill levels, transcript evaluation, and the student registration checklist.

**Secretarial & Clerical Staff Meeting**: These sessions will focus on where you can find the information needed to complete a PAR form; how to calendar meetings using MS Outlook Calendar; what information is needed to successfully complete travel and expense forms; and a Banner update on new features and functions.

Flu Shots: No cost for flu shot for those with Community First and Medicare Part B; all others \$25.00.



#### PAC Employee Development Session Descriptions September 29, 2010

Linking Cooperative Learning to the Research on How People Learn: Participants will come to know the theory and philosophy behind cooperative learning, including its belief in the value and educability of all students and the need to provide cooperative environments that balance challenge and support. As important, however, they will learn how to use cooperative structures to foster academic achievement, critical thinking, and deeper learning. The presenter will emphasize both relevant theory and active learning approaches, particularly in groups. The session will model a cooperative classroom with combinations of direct instruction, interactive group work tied to the session objectives, and whole-class discussion with questions. Participants will experience at least three cooperative structures, and two report-out methods—applicable to virtually all disciplines—that they can apply in their classrooms or online environments.

**2010-2011 Outlook:** Foundations of Excellence, SACS, and Baldrige: This session provides an overview to initiatives that will be focused on in the upcoming fiscal year(s).

**Baldrige 101**: This session will provide an overview to Baldrige with a detailed discussion of what Baldrige is, why we are pursuing the Malcolm Baldrige National Quality Award and the process we will follow to submit an application.

**Tips by English and Speech Faculty for Assigning and Assessing Student Writing and Oral Presentations for Non-English Faculty and Non-Speech Faculty:** Speech faculty will provide strategies for properly evaluating effective presentations. Evaluation tools will include methods for assessing effective delivery, appropriate content, and effective speech organization.

Assessor Calibration Training for Gen Ed Assessment: This session is for faculty who volunteered to assess communication assignments and social responsibility assignments for our General Education Assessment initiative at PAC.

**FERPA Training-New Regulations-**Our reaccreditation for SACS requires that all employees receive training on FERPA and the new regulations.

**Student Satisfaction Training I** -<u>Targeted to clerical and professional staff excluding Student Affairs staff</u>, this session will provide training in enhancing the student's experience with our organization, how students impact our organization, how students perceive service providers, and handling disgruntled students and the unique opportunity provided in that transaction.

**Student Satisfaction Training II** –This session is <u>targeted to Student Affairs staff who have had customer service</u> <u>training throughout the 2009-2010 year</u>. This session will review the strategies of good customer service and discuss the long term customer relationship. This session is targeted to Student Affairs staff who participated in the customer service training for student services throughout last year.

**ACES and Web Training**- ACES is the portal for employees' information pertaining to employee pay, benefits and deductions, tax forms and other such information. We especially <u>encourage Facilities employees</u> to attend this session to learn how to access emails sent to all employees and pay and benefits information. Bring your ACES email address or social security # if you don't already know your ACES email address.

**Using Structured Group Work to Promote Deep Learning:** Deep learning emerges from the careful sequencing of assignments and activities "orchestrated" by a teacher committed to student learning. The international research on deep learning has been ongoing, systematic, and convergent. It involves motivating students to acquire a solid



# PAC Employee Development Session Descriptions

September 29, 2010

knowledge base through active, interactive learning. This interactive workshop will help teachers understand how to sequence structured assignments and activities to foster deep learning approaches. Students complete relevant assignments outside of class—for which they are accountable—that help them learn new knowledge by connecting it to what they already know. Because students come to class prepared, class time can be spent productively by having students in pairs or small groups compare their out-of-class products to foster critical thinking and constructive feedback. Participants will experience two or more in-depth cooperative activities and learn of several other examples. This workshop complements—but does not duplicate—the morning session on "Linking Cooperative learning to the Research on How People Learn."

**Leadership Development the Myers Briggs Way-**This session is <u>targeted to Professional Staff</u>. Do you know your Myers-Briggs Personality Type? In this session, you will identify your personality type and learn about successful leadership strategies based on your type. You will gain insight and learn strategies for successfully interacting with other personality types in a leadership role.

**Strategies for Effective Presentations & Special Event Planning-** Speech faculty will provide strategies for effective presentations. Participants will be given methods to provide effective delivery, appropriate content, and effective speech organization. This session will also include a discussion of how to plan a successful event on campus.

**Banner Finance - Requisitions & Review of Processing & Banner Student - Passport Crosswalk of Screens –** This session is open to all, but is <u>targeted to clerical staff</u>. This session will demonstrate how to correctly enter a requisition into Banner and will review the process that should be followed to close out a purchase order once services or merchandise is received. This session will also demonstrate what Banner screens correlate to the old Passport screens used in the past to look up student information.

ACES and Blackboard – The Way to Go for Student Access to Course Content - Faculty that teach face-to-face courses will learn how to use ACES and Blackboard Vista as an enhancement tool to post a syllabus, messages/announcements, lecture notes, web links, and grades. A great way to have course content available to your students 7 days a week!

**Strategies for Success in the Online Classroom for Online Faculty** -- This session is designed to invite discourse about the vital importance of creating a classroom community for distance learners. The presentation will focus on creative and effective strategies for increasing engagement and retention in online classes; including, effective course design, increasing student interaction and creating collaborative activities.

**POC Training-updating your webpage-**This training is <u>targeted to current Point-of-Contacts</u> and will review the process for updating and maintaining your department's web pages.

**College 101-Employment to Enrollment-** This session is for individuals seeking to learn more about programs of study available through Palo Alto College and the other Alamo Colleges. This session is perfect for employees (or family members) seeking information about starting or returning to college. Time will be allowed for questions and answers.



# PAC Employee Development Day – Round Up Some Great Ideas! September 29, 2010

8:30 am –		. ,	ciopinent bay		Pan Dulce & Coffee					
9:00 am				Perfo	orming Arts Center, Lob	by				
	Linking Cooperative Learning to the 2010-2011 Outlook: Foundations of Excellence, SACS Compliance, SACS QEP, Malcolm Baldrige									
9:00 am –	Research on How People Learn Dr. Ana M. Guzman									
10:25 am	Dr. Barbara Millis Performing Arts Center, Theatre									
	Ozuna 126 - "QEP Development" "FOE, Compliance, QEP Development, Baldrige"									
						Baldrige 101				
					Catheri	ne Chapa & Sabrina (	Carey			
		1				ming Arts Center, The	eatre			
	Tips by English and		Student Affair		All Other Staff					
10:30 am –	Speech Faculty for		FERPA Train	-	Student		ACES & Web Training			
11:10 am	Assigning and Assessing		New Regulat		Satisfaction					
	Student Writing and Oral	Assessor	Retha Karn		Training I-	for Facilities & Housekeeping Pe		ersonnel-		
	Presentations for	Calibration	Perf 101		Gerry Dellano		Ginger Carnes & IT Ozuna 200			
	Non-English Faculty	Training Gen	"Compliance"		Perf 163					
	and	Ed		" FOE, Baldridge"			"Baldrige"			
	Non-Speech Faculty	Assessment	Student Affair		All Other Staff					
11:15 am –	Bailey Lathem, Ken	Pat Stone	Student Satisfaction Training II-		FERPA Training-					
12:00	Harris, Chuck Squire, and	Brazos 104			New Regulations					
	Mary-Ellen Jacobs	"Compliance"	Wrap Up & Ro		Retha Karnes					
	Perf Arts 140		Gerry Della		Perf 101					
	"QEP Development"		Perf 163		"Compliance"					
10.00			"FOE, Baldr	"FOE, Baldrige"						
12:00 pm –			<b>14</b> / - 11	· <del>.</del> .	Picnic Lunch	Carlana				
1:30 pm			Waik	ing iou	ur of the PAC Botanical					
1.20			1.20 2.15 mm		Effective Presentation		-			
1:30 pm – 3:05 pm	Using Structured Grou	un Mark ta	1:30-2:15 pm		Carolyn Delecour, Joseph Coppola & Luis Mercado Perf 163 –"Baldrige"					
5.05 pm	Promote Deep Lea	•		Pann	er Finance-Requisitions		account Crosswalk	Leadership		
	Dr. Barbara M	•	2:20–3:05 pm	Dallin	•	Martinez – Requisition	•	Development the		
	Ozuna 126	iiiis	2.20-3.03 pm		•	Myers Briggs				
	"QEP Developm	ent"			-	te Garza –Banner Stu na 200—"Baldrige"	uem	Way		
	ACES and Blackboard – T		Strategies for		Academic Affairs	Student Affairs &	College 101-	Brazos 101		
3:10 pm –	for Student Access to Co		Success in th		staff	College Services	Employment to	"Baldrige"		
4:00 pm	For Faculty Teaching Fa		Online Classro		POC Training-	POC Training- Enrollment				
p	Courses		for Online Faculty		Updating Your	Updating Your Dr. Dan Rodriguez &				
	April Zimmerm	nan	Julie Bajusz		Webpage	Webpage				
	Ozuna 200		Ozuna 126 - "QEP		Brazos 224	Webpage Charley Garcia Brazos 226 Perf 163 - "Baldrige"				
	"QEP Developm	ent"	Development	t″	"Baldrige"	"Baldrige"				



# Employee Development Day Overall Evaluation of EDD

				Tips-						Present						
	Millis'			English					Millis'	&	Banner-					
	Соор	Guzman's	Baldrige	&	Assess		Stud	ACES	Deep	special	req &	Myers		Success		Colleg
	learn	outlook	101	Speech	calib	FERPA	Satis	& Web	Learng	event	student	-Briggs	ACES BB	in online	POC	e 101
Most																
Useful	13	3	1	5	2	19	3			2	6	12	2	4	6	6
Least																
Useful	5	1	5			4	8		4	7	5	2	1	1	3	

We received 60 responses to the overall evaluation of the day (printed on back of schedule). Some participants provided more than 1 answer to the "Most Useful" or "Least Useful" questions.

The 66 responses break down into the following employee groups:

- 23 faculty
- 30 professional staff
- 11 classified staff
- 2 administrators

The most and least useful sessions as reported by employee group were:

#### Faculty

Most useful	Dr. Millis' Linking Cooperative Learning to the Research on How People Learn
Least Useful	Dr. Millis' second session of Using Group
	Work to Promote Deep Learning

#### **Professional staff**

Most Useful	FERPA
Least Useful	Student Satisfaction Training & Baldrige 101

## **Classfified staff**

Most Useful	College 101, Myers Briggs Leadership, Student Satisfaction, and FERPA training were all cited as being useful
Least Useful	Effective Presentations and POC training

#### Administrators

Most Useful	FERPA and Dr. Guzman's Outlook 2010-2011
Least Useful	Myers-Briggs and Student Satisfaction training

Some suggestions for next year:

Healthier food with more vegetarian options that are clearly labeled as vegetarian.

Covering or tents over picnic tables.

More sessions that they can choose from.

Sessions geared towards fun and relaxing activities.