ACTION STEP 1 – Determine the level of professional satisfaction, and identify and address significant concerns. (Yellow)

1. The timeline called for an annual survey of faculty and staff (beginning in Spring 2007) to determine areas of job satisfaction, job-related frustrations and employee-proposed solutions to reduce and eliminate frustrations. (Green)

The Office of Institutional Research has developed the survey tool which is to be administered via email to all faculty and staff beginning the week of March 19, 2007. (A pdf of the survey tool is attached as Appendix A.)

2. Initiate an ongoing process of exit interviews or surveys of all departing staff and faculty to assess factors contributing to satisfaction or dissatisfaction. (Red)

The Benefits Office within Human Resources is working on developing the process. It is not fully in place at this time.

ACTION STEP 2 – Increase the sense of community and shared mission among employees.

1. Identify, and remodel if necessary, a faculty/staff gathering space. (Green)

The Falcon Center Board Room has been identified as this space. Beginning in the Spring 2007 semester, faculty and staff have access to the room each weekday from 11:00 to 1:00 as a gathering/lunch space. The room can also be used, coordinating with the Falcon Center Director, for special celebrations of group or individual achievement.

2. Use the space for information-sharing brown bag lunches, professional development, meetings, recognition ceremonies and other activities related to building community. (Green)

We have begun holding information-sharing brown bag lunches in the space, averaging one per week. We envision this as a way for employees to connect with others who have similar interests and concerns. An example of some of the brown bag lunches in the first semester: Managing Diabetes; Caring for Aging Parents; Board of Governors 101; Nutrition; Smart529 Plan; and a faculty member shared about her experience overseas.

We still need to finalize a long-term plan for coordinating and scheduling the lunches.

3. Begin a tradition of celebrating group achievements in the gathering space, as well as individual accomplishments. (Yellow)
We held a special thank-you celebration for those employees who went above and beyond during Fairmont’s city water crisis in February. More work needs to be done in order to establish a “tradition” of holding such celebrations.

4. Collaborate with the Center for Teaching Excellence (CTE) to offer faculty and staff development activities that support community around a sense of shared mission. (Yellow)

The CTE has done a wonderful job of encouraging employees to share their talents during faculty development week. This initiative needs to be expanded to include more staff and to take place at other points during the year.

ACTION STEP 3 – Develop policies that enable job satisfaction.

1. Finalize the Fairmont State Board of Governors policy on Employment Innovation that originally went out for public comment in December 2006. The policy addresses job flexibility for classified staff members, faculty equivalents and 12-month faculty. (Green)

This has been done.

2. Establish a working group to propose new policy regarding job flexibility. The final policy should address flexibility in work day/week as well as alternative job arrangements, for example reduced loads for faculty, or sharing a single job between more than one employee. Innovative job sharing solutions will make us more competitive in recruiting and retaining professional couples. (Red)

This action item was interpreted to focus more on faculty, since there is already some flexibility policy in place for staff. The Faculty Welfare Committee (a joint committee of the Senate and Assembly) is researching the issue and deciding whether faculty as a whole are interested in pursuing this as a priority. The committee’s report and recommendations are pending.

ACTION STEP 4 – Expand opportunities for professional development and training.

1. Hire a staff member to organize, promote, and offer staff development activities (similar to the director of the Center for Teaching Excellence). Tie in with the umbrella group for teaching and learning proposed in Strategic Goal 1, Action Step 1. (Green)

This person has been created and an employee has been hired.

2. Establish a training and development lab where employees can go to work through tutorials, with help nearby. (Green)

This has been discussed and for now, it’s been determined that current facilities in the library and with the CTE will suffice. We have also been making extensive use of facilities at the Veterans Square Center for Workforce Education.

3. Create an information (technology) sharing brown bag lunch series, at least once a month. Through necessity many faculty and staff have discovered ways to work more
efficiently (for example specific software tricks), but there exists no forum for disseminating these ideas other than random word of mouth. (Red)

This has not been initiated.

4. Work with Center for Teaching Excellence to expand and support faculty development initiatives. (Green)

The CTE has been very active in expanding faculty and supporting faculty development initiatives.

ACTION STEP 5 – Increase productivity through effective use of technology.

1. Identify a small, representative working group of technologically knowledgeable individuals (including the CIO, staff, and faculty members) to make significant policy decisions about converting paper processes to fully digital processes. This group will publish a more detailed timeline by December 2006. (Format of forms e.g. Word, Excel, HTML, PDF files, etc...; Accessibility of forms/type of repository e.g. open internet or on a password protected page; use of digital signatures; nature of forms tracking.) (Yellow)

This group has now been established and become active, although not until Spring Semester. The group has requested additional funding. Request pending.

2. Create initial centralized forms repository for selected forms and begin using it. (Yellow)

This is in process, with leadership from the working group.

3. Create a technology innovations recognition program which would provide a modest financial reward and public recognition to employees who make suggestions that result in more efficient work processes. (Yellow)

This has not been developed, but is one of the issues being examined by the working group.

4. Document user minutes involved with selected communication and information sharing processes on campus in an effort to reduce time spent by end-users. (Red)

This is within the scope of the working group and is being explored.

5. Plan for a single portal for all web-based job and teaching functions. (Yellow)

IT is working on a technical solution that will provide a single log-on for job-based and teaching functions. It is in process.

6. Implement brown bag lunches for technology training (Same as action step 4) (Red)

This has not been initiated.