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**The Design, Implementation and Impact of  
an Effective Training Program**

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**Topics for Discussion**

- > About Suffolk County Community College
- > Change
- > The Problem
- > The Solution

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- > **ROI of Training**
  - > The real benefits of Training

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**Suffolk County Community College**

- > Suffolk County Community College (SCCC) is the largest community college in the State University of New York (SUNY) system, enrolling 22,000 students at its three campuses in Selden, Brentwood and Riverhead.
- > SCCC offers the Associate in Arts (A.A.), Associate in Science (A.S.), and Associate in Applied Science (A.A.S.) degree, as well as a variety of certificate programs. Students may choose from 69 programs of study.

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**Distance Education at Suffolk**

- > **Online Courses**
- > **Blended/Hybrid Courses**
- > **Telecourses**
- > **Distance Learning Classroom Courses**

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**CHANGE**

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> If You Do Not Want To Change, You Can Become Extinct.



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> What Would You Do If You Weren't Afraid?



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> When You Move Beyond Your Fear, You Feel Free.



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> Noticing Small Changes Early Helps You Adapt To The Bigger Changes That Are To Come.



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**The Handwriting on the Wall**

- > **Change Happens**
- > **Anticipate Change**
- > **Monitor Change**

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## News Flash

- > October, 2006
- > IBM will no longer support.....  
**"Lotus Notes"!!!**

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## Which Things Do You Do?

- > Which is most important?
- > What do you undertake first?
- > What do you not undertake at all?


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## THE PROBLEM

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- > SUNY LEARNING NETWORK =SLN
- > SLN built on a Lotus Notes Platform
- > IBM no longer supporting or upgrading Lotus Notes
- > 235 faculty at Suffolk using SLN as their Course Management System for Online Instruction

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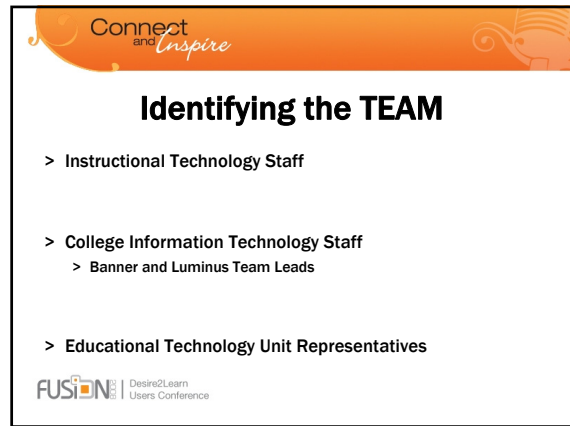
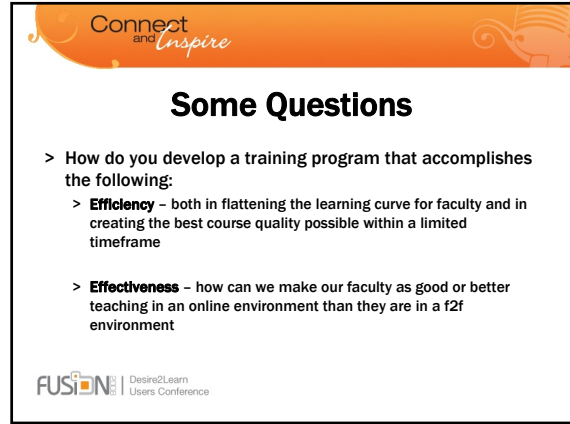
- > An additional 50-75 faculty are using CourseSpace
- > CourseSpace is the SLN system for Blended/Hybrid courses. It too is built on Lotus Notes
- > The RFP process takes over 1 year to complete and recommend a vendor

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- > February 2008 contract is signed with Desire2Learn which becomes the only LMS to be supported effective September 2008
- > We have 7 months to train all online and blended/hybrid faculty and convert their courses.

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- > **Instructor Workshop**
  - > The Core Team
- > **Online Learning Support**
  - > The Core Team
- > **Train the Trainer**
  - > Training for SCCC Trainers

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- > **Instructor Training Workshop I**
  - > Conversion Faculty
- > **Online Learning Support**
- > **Instructor Training Workshop II**
  - > New faculty
- > **Trainer Review and Presentations**

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- > **Online Learning Support**
- > **Capstone Course Available for Faculty Certification**
- > **SCCC Trainers take over the training process**
  - > Supported by Faculty Peer Mentors

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- > **Instructor Workshops – first two weeks of May and first two weeks of June**
- > **Learning Support - Pre scheduled days during June and July**
- > **Performance Support - Late August, September and October – during pre scheduled days and times**

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## THE ROI of TRAINING

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## Why do an ROI

- > **Are you getting something in Return?**
  - > Do you guess?
  - > Do you think?
  - > Do you wish?
  - > Do you hope?
  - or
  - > **DO YOU KNOW?**

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## Gartner Group

- > **IT workers in the US cost companies an average of more than \$2,000/yr each on training**

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## So Why Training?

- > Employees like it
- > To keep up with change in a changing environment
- > To reduce employee turnover
- > The cost of recruiting new workers
- > Lost productivity during the learning stage
- > Cost of morale
- > Cost of continuity

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## Doing an ROI = Doing a Cost Benefit Analysis

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## ROI Requirements

- > Measurement before
- > Measurement during
- > Measurement after

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## FIRST STEP

- > **Identify**
  - > Needs
  - > Goals
- > **Compare**
  - > Existing workforce and their skills to the skills needed to accomplish the goals

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## 5 Steps to Determine the ROI of a Training Program

- > **Measure the initial reaction to the Training**
  - > Post Training Survey
- > **Analyze the Learning**
  - > Post Training Testing
- > **Analyze the skills gained over the long term**
  - > Comparison of pre and post training help desk calls
  - > Comparison of pre and post course quality

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- > **Measure the Impact**
  - > Comparison of pre and post student complaints
  - > Comparison of pre and post student retention

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- > **Analyze the actual ROI**
  - > Training program cost
  - > Benefits realized
    - > Increased retention rate
    - > Increased student satisfaction
    - > Increased faculty satisfaction
    - > Increased student enrollment
    - > Increased revenue
    - > Reduced Help Desk Cost
    - > Reduced Staff Support for Faculty

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**USE THE INFORMATION!!!**

- > Refine your training
- > Develop focused training sessions
- > Learn how best to keep faculty and students engaged

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**QUESTIONS???**

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