



2017-2018

T&D NEEDS ASSESSMENT REPORT

**Evaluating employee needs for
effective learning solutions**

**CONTACT US:
TRAINING & DEVELOPMENT AT
615-277-8929 OR TRAINING@BETHEL.U.EDU**



CONTENTS

- 03** Executive Summary
- 05** Bethel Employee Profile
- 07** Training Preferences
- 11** Areas of Training
- 12** Individual Interactions with T&D
- 14** SMEs & Training Topics
- 17** T&D Outcomes



**“THE MORE THAT YOU
READ, THE MORE THINGS
YOU WILL KNOW. THE
MORE THAT YOU LEARN,
THE MORE PLACES
YOU’LL GO.”**

DR. SUESS

Executive Summary

Introduction

Predicting the needs of Bethel employees was not a feat Training & Development was willing to acquire without consulting employees first. Out of necessity, the first T&D Needs Assessment was birthed in hopes of identifying key areas of training demands. Through a brief three-sectioned, electronic survey, we received feedback from 126 employees representing various colleges, departments, and campuses throughout the university. The feedback provided determined what should be prioritized in the launch year of the department. All data collected from the assessment survey, in addition to T&D outcomes for this year, are detailed in this report.

Data Highlights

With Bethel being an academic institution, T&D had high hopes for quickly fostering a learning environment. Of the 126 respondents, 66.7% indicated having interest in pursuing degrees, certifications or re-certifications – exhibiting a learning state of mind. There was a chance that introducing training may come easier, considering what was discovered, but the best way to deliver the training would depend upon preferred learning formats and what employees valued most while learning. It was evident that self-directed learning (eLearning) was the preference despite the strong inclination for interaction with an instructor. An absorbent number of respondents, both employees and those who manage, indicated the need for more on-the job training to enhance job knowledge throughout the data. Furthermore, employees felt firmly about managers/supervisors needing more training in “employee development, motivation, delegation, coaching, and team building.” The clear advantage in providing training to faculty and staff of an academic institution was evident in 54.8% of the respondents who identified themselves as trainers/subject matter experts (SMEs). Consistently recurring topics were in customer service, leadership, and recruiting techniques. When asked which trainings not currently offered should be offered at Bethel, several topics were listed. Among those topics that had the highest frequency were courses/trainings in communication skills, customer service, Excel and CAMs.

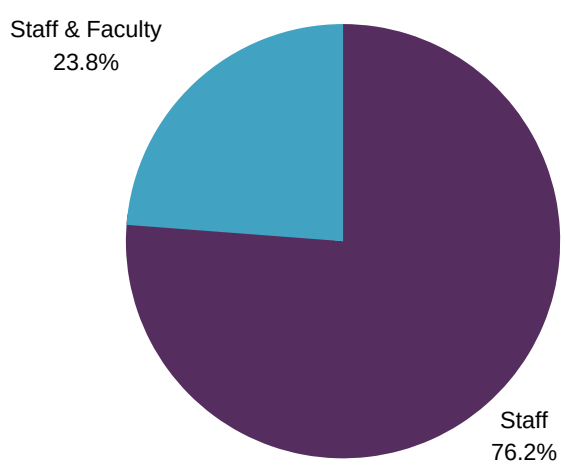
Outcomes

Feedback, from you, without action, from us, is wasteful. We took the data collected from the T&D Needs Assessment Survey and allowed it to influence our projects throughout the year. Based on your desire for self-directed training, we focused on developing and delivering trainings primarily done online (see *list of trainings on pg. 17*). In order to ensure training would impact our managers'/supervisors' ability to improve on employee development and motivation, we provided an array of resources in their honor located in the "Leadership Resources" section of the new T&D Portal. But we did not stop there. Attention was given to all employees, new and current, in designated sections of the portal designed to dispense training resources for everyone. A 44-page *Customer Service Guide* was created and distributed to the entire university in response to it being the most highly requested training not currently being offered. Aside from the success of administering ongoing incremental training through the monthly T&D tips and launching a new T&D Portal with zero budget, our greatest accomplishment was translating your needs into action.

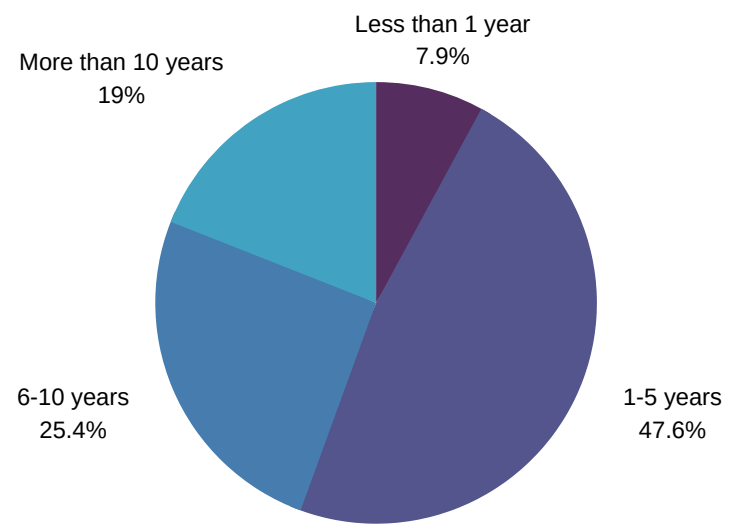
Conclusion

This past year certainly heightened our awareness for the need of training and even rendered viable outcomes. Nevertheless, there is much more work to be done. But we thank you for trusting us with your wants and needs – for permitting us time to produce learning tools – for believing in the potential that will eventually be realized as we continue to have dialogue and exchanges pushing us to be a better Bethel. While you may not be able to review this report in one setting, we encourage you to revisit its findings again and again. Our hope is that it will influence points of view, processes, and strategies in every department throughout the university - further cultivating an environment of learning and developing. Take the first step in that direction by taking the brief **18-19 T&D Needs Assessment Survey** today. For questions or comments, please contact T&D at training@bethelu.edu

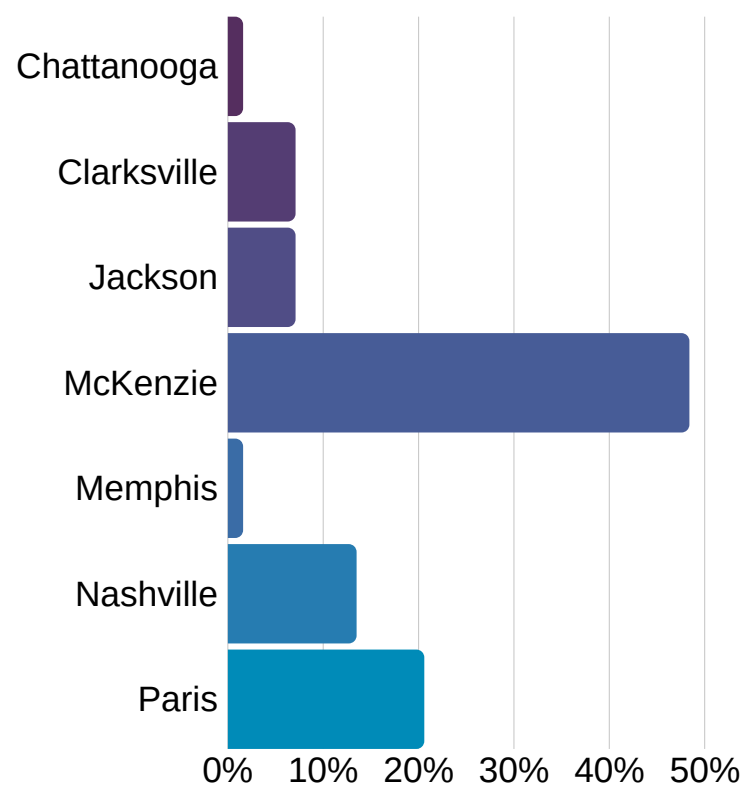
Role with Bethel



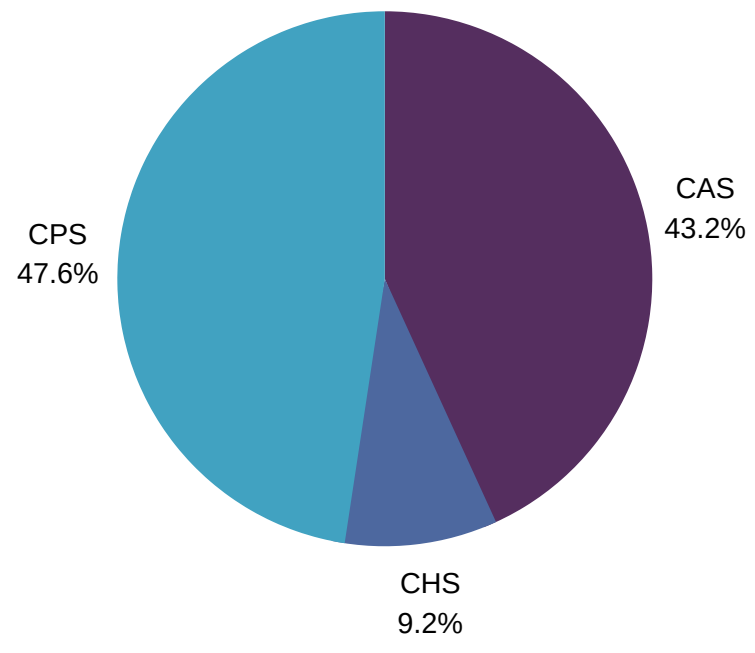
Years of Employment with Bethel



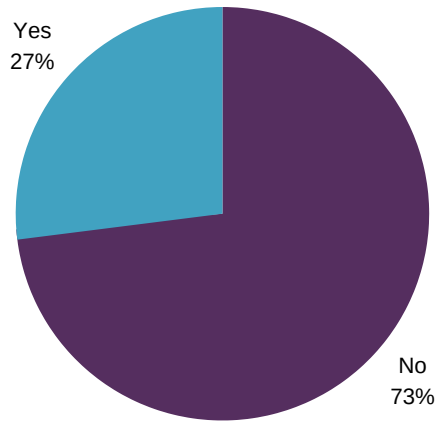
Primary Campus



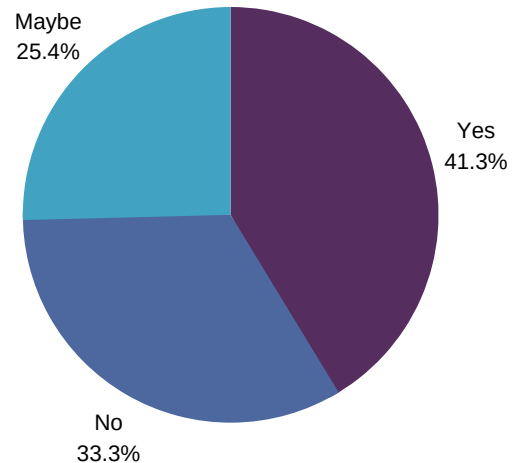
Individual College Representation



Employees who manage



Desire to pursue any form of degree, certification or re-certification



Mentioned degrees and certifications.

Bachelor: Business

Masters: Business Administration, Conflict Resolution, Education, Human Resources, Organizational Development, Organizational Leadership, Organizational & Industrial Psychology

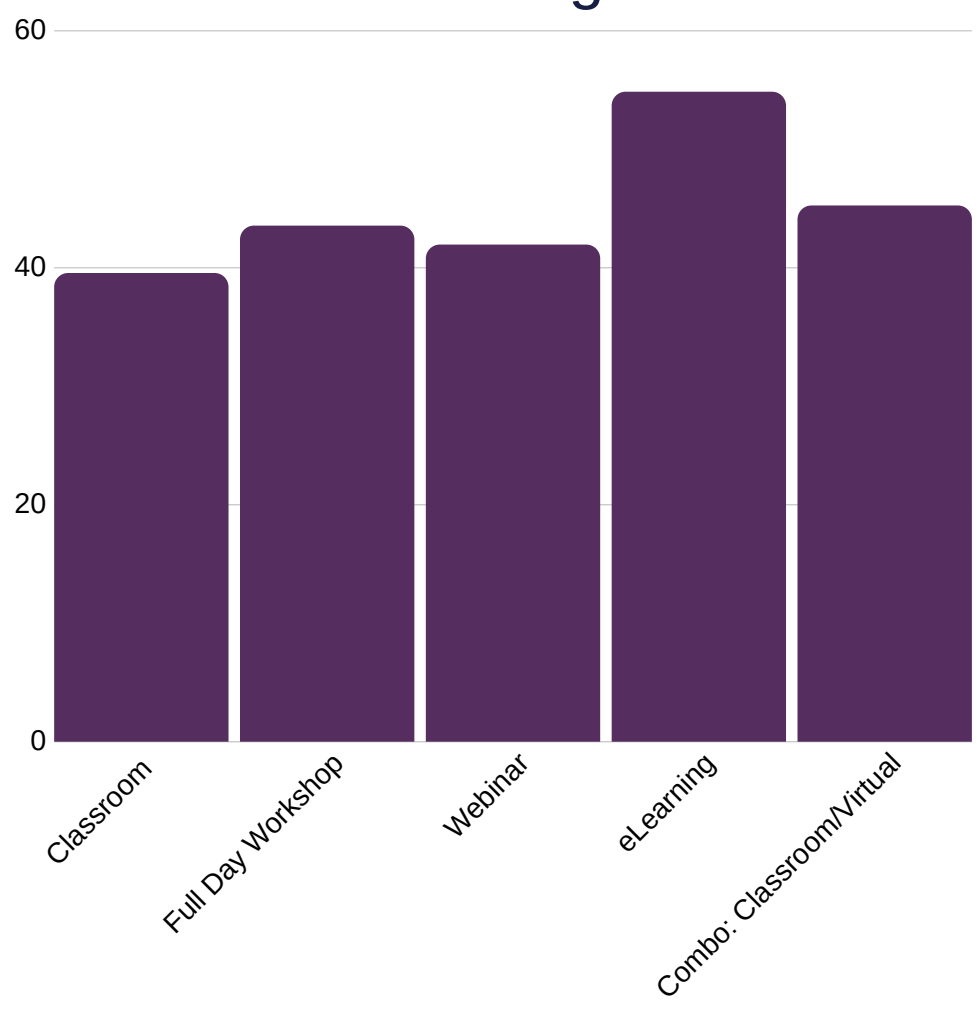
Ph.D.: Business, Education Leadership, Management, Organizational Leadership, Sociology

Doctorate: Business,

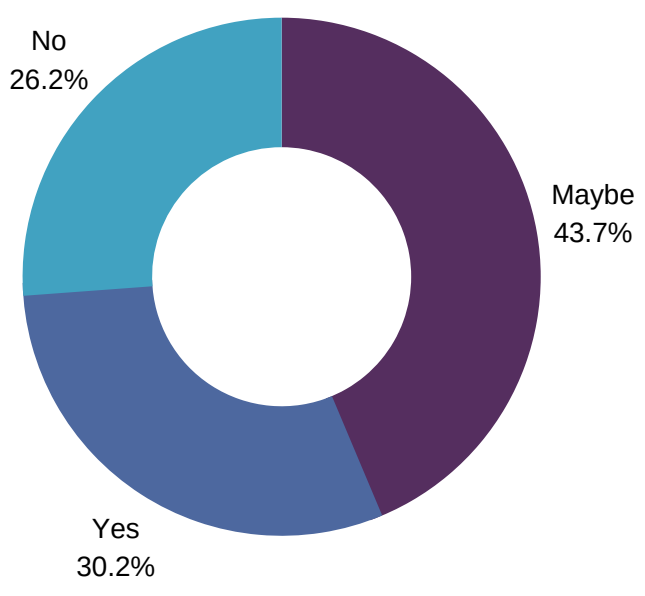
Certifications: Archives, Computer Science, Counseling, CPR, Leadership, Medical Assistant, Microsoft Office, NCLCA Leadership, Project Management, Six Sigma, Strength and Conditioning Specialist

Degrees not offered at Bethel

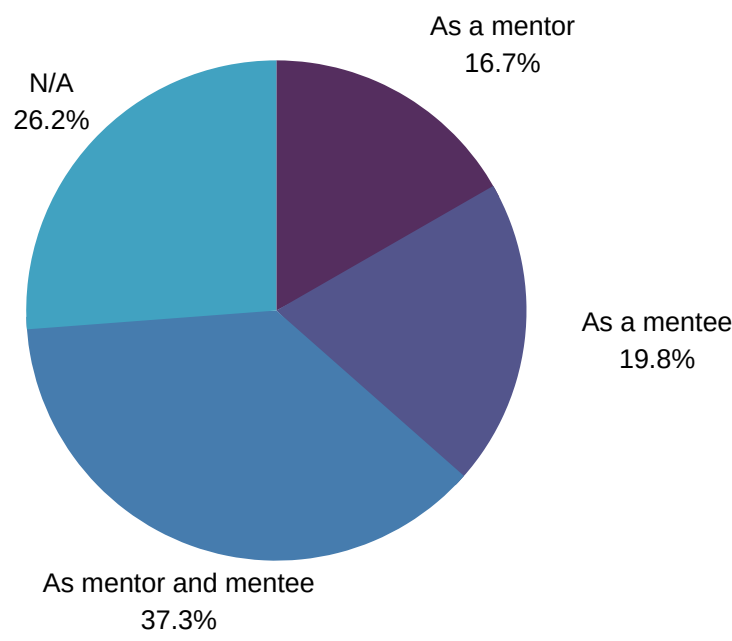
Preferred Training Format



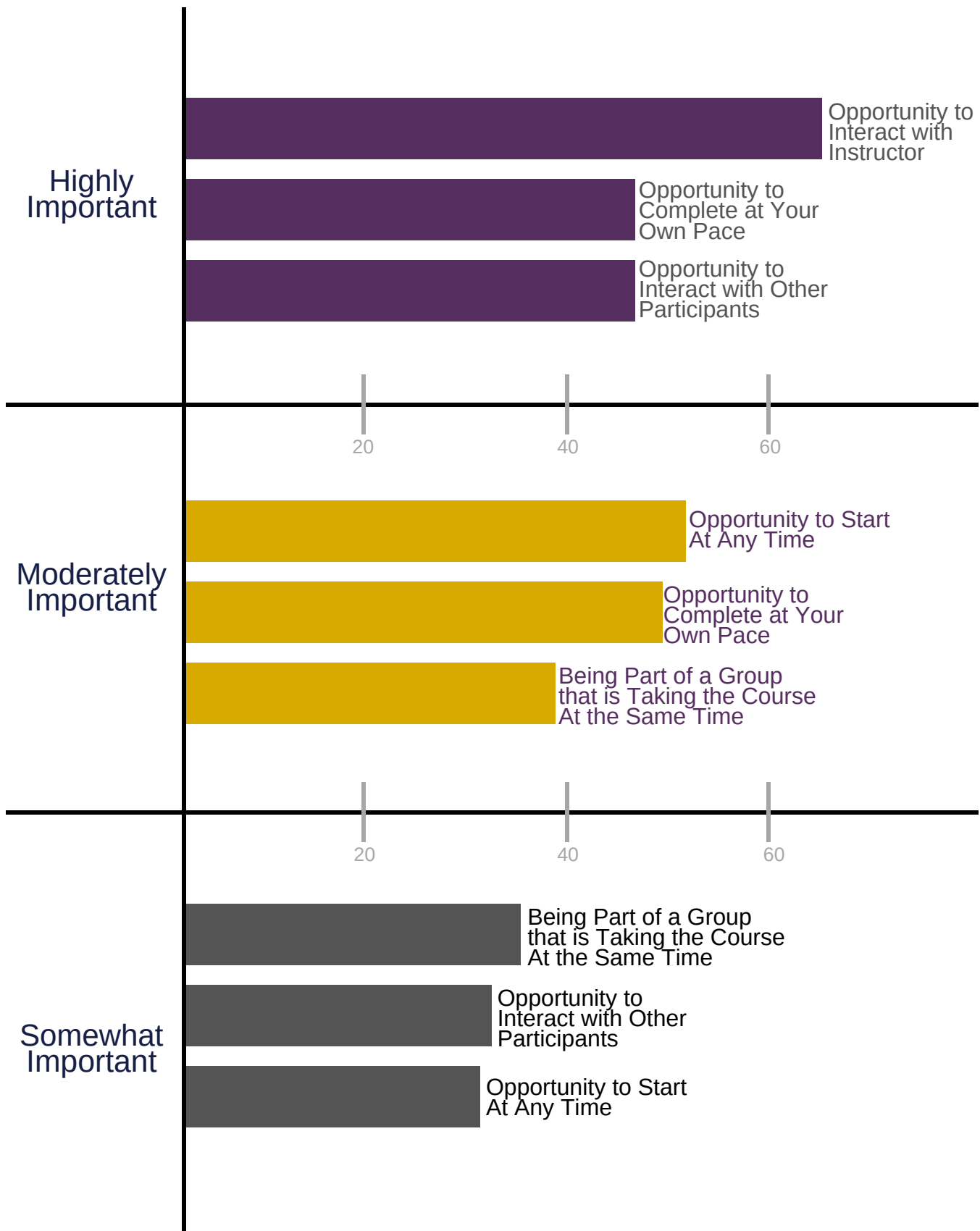
Desire for On-the-Job Mentorship Program



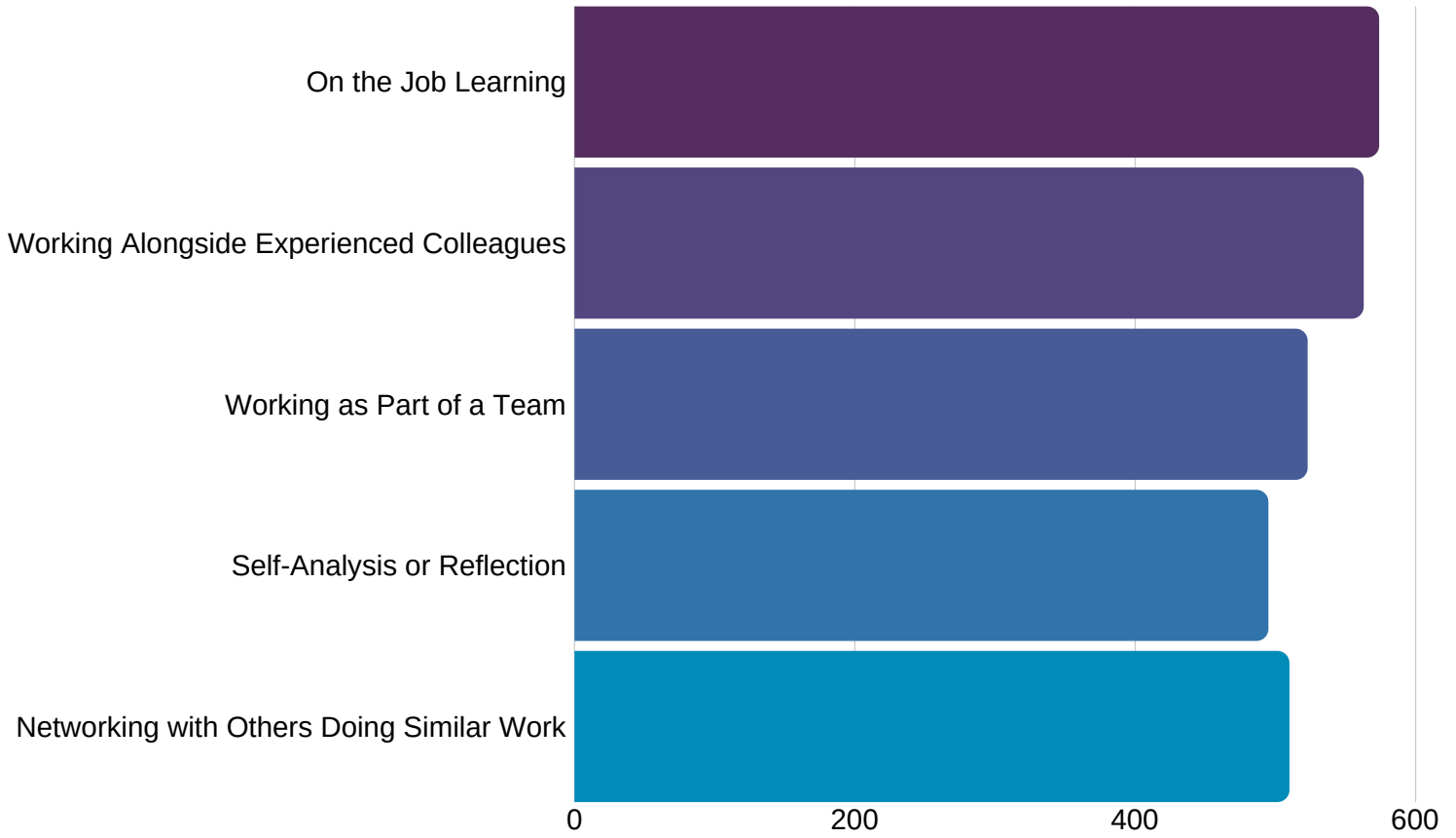
Participation in the On-the-Job Mentorship Program



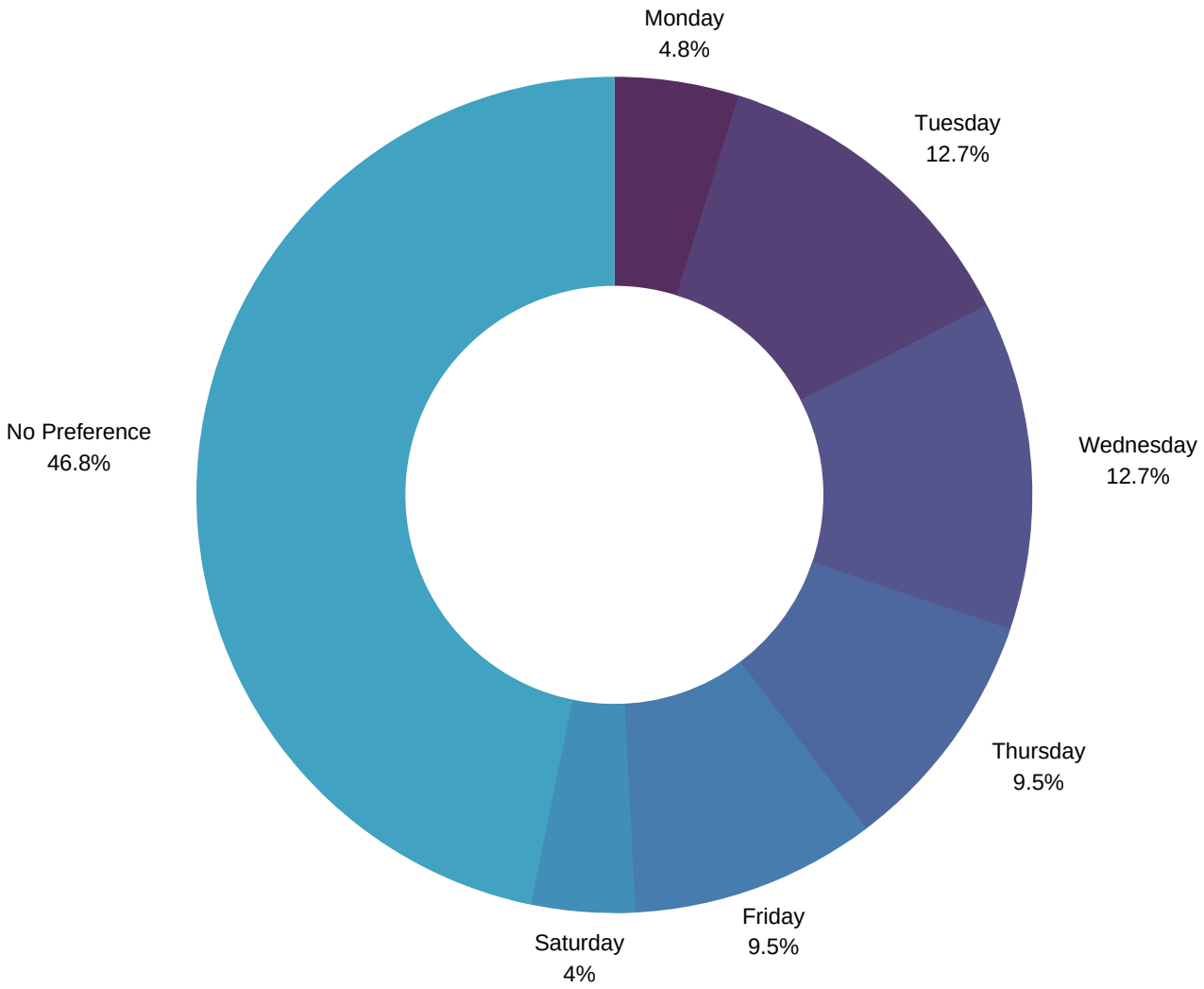
Importance of issues when participating in training



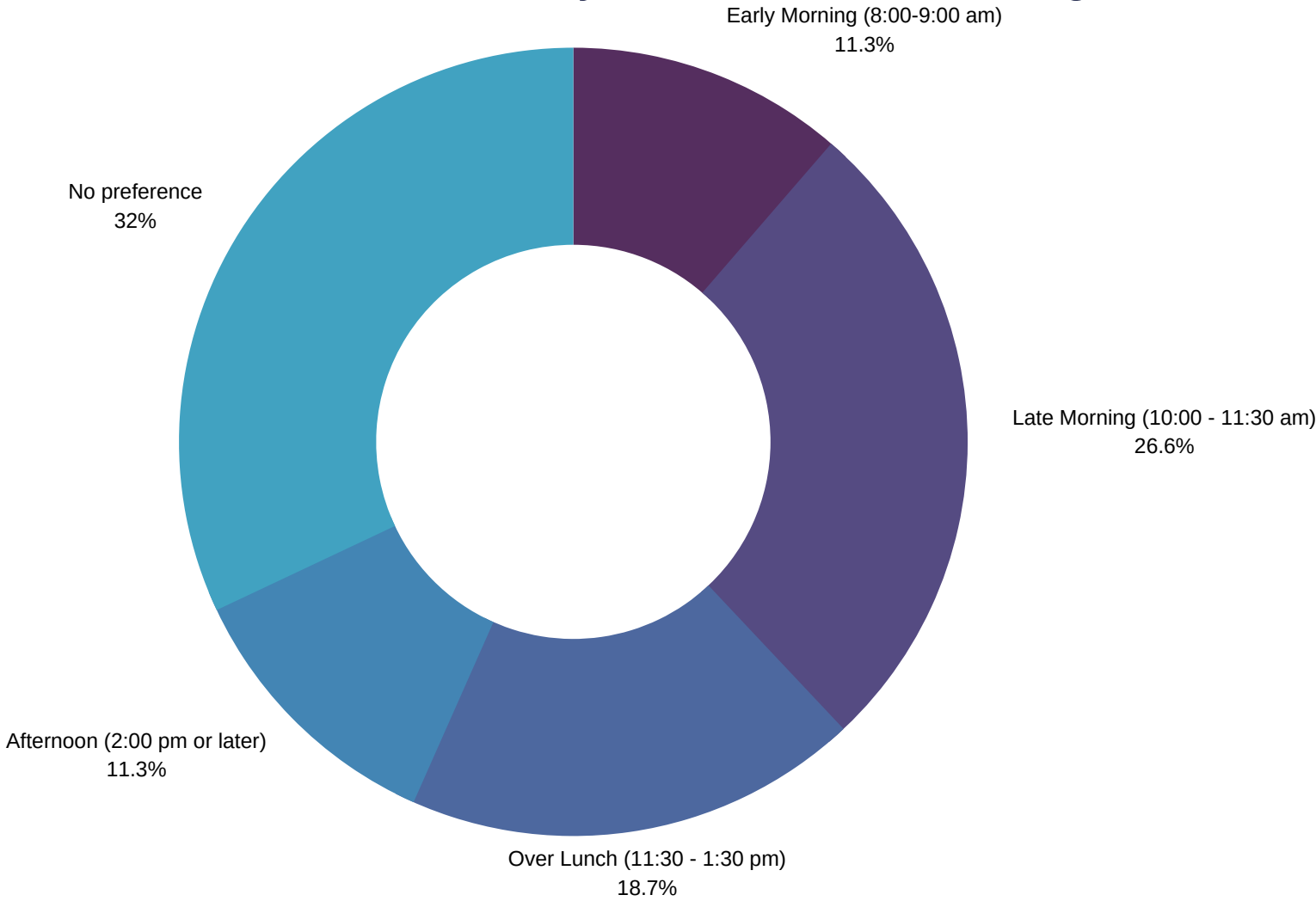
Most Beneficial Informal Training



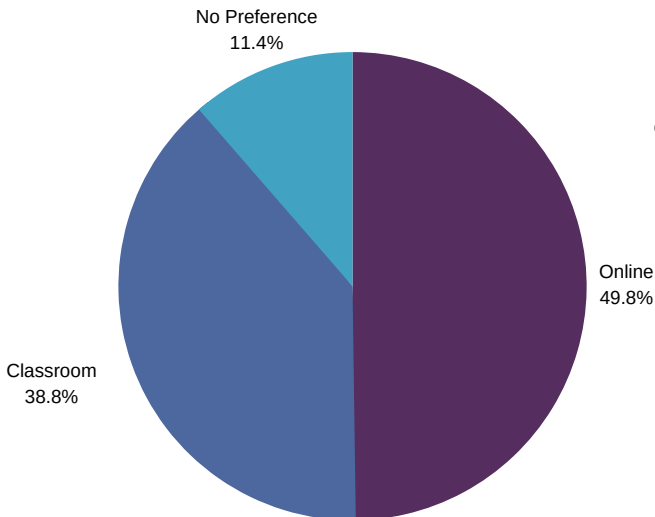
Preferred Day of On-site Training



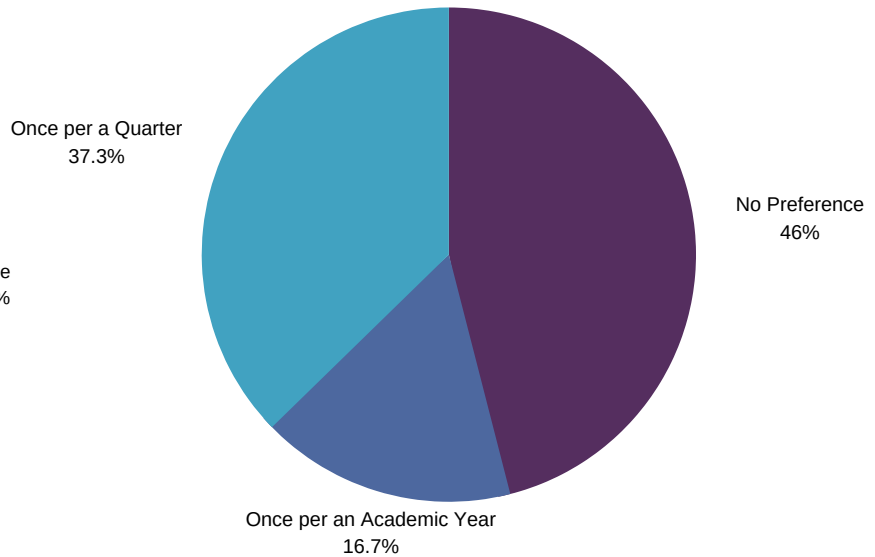
Ideal Time of Day for On-site Training



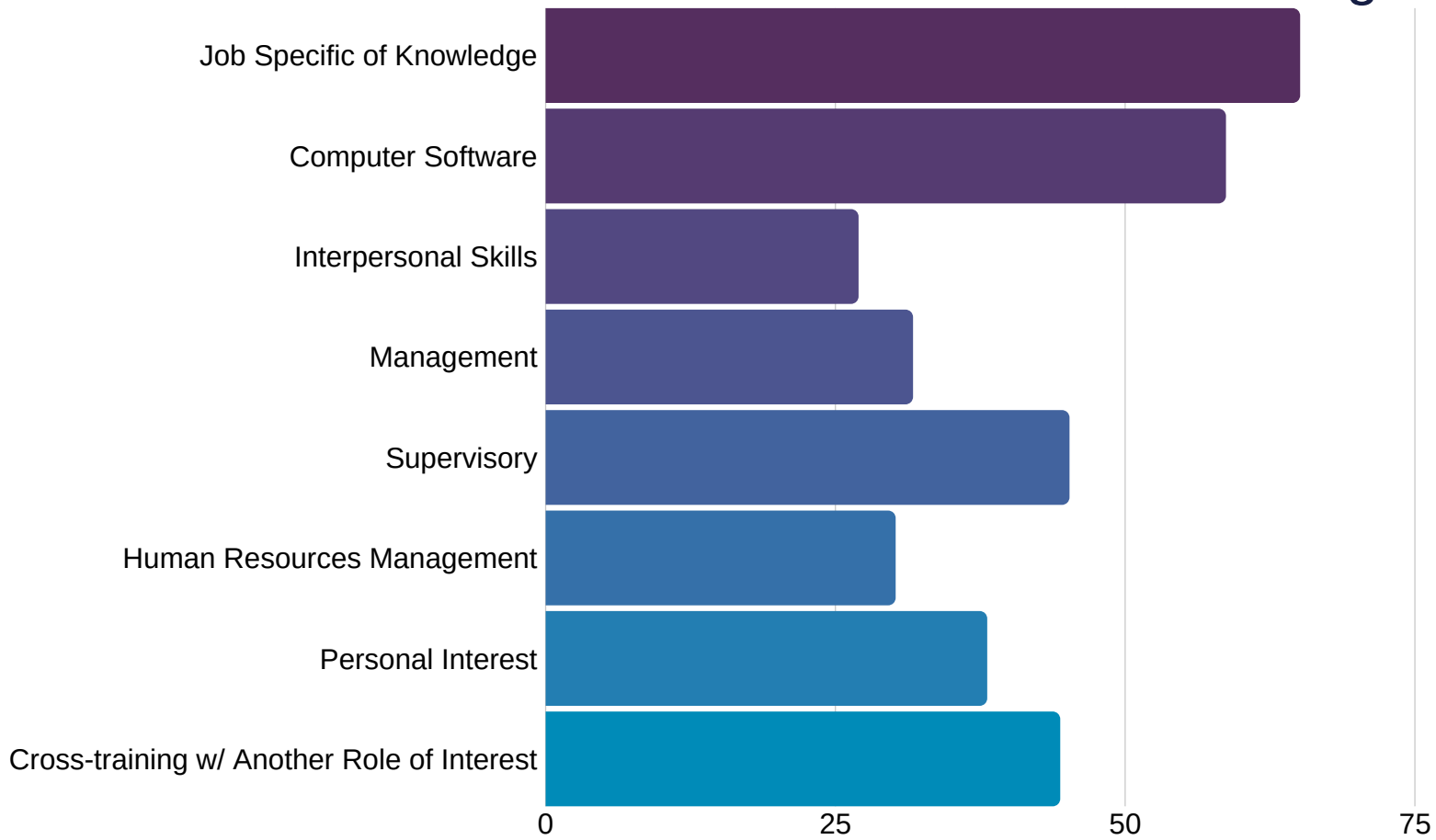
Course Format Preference



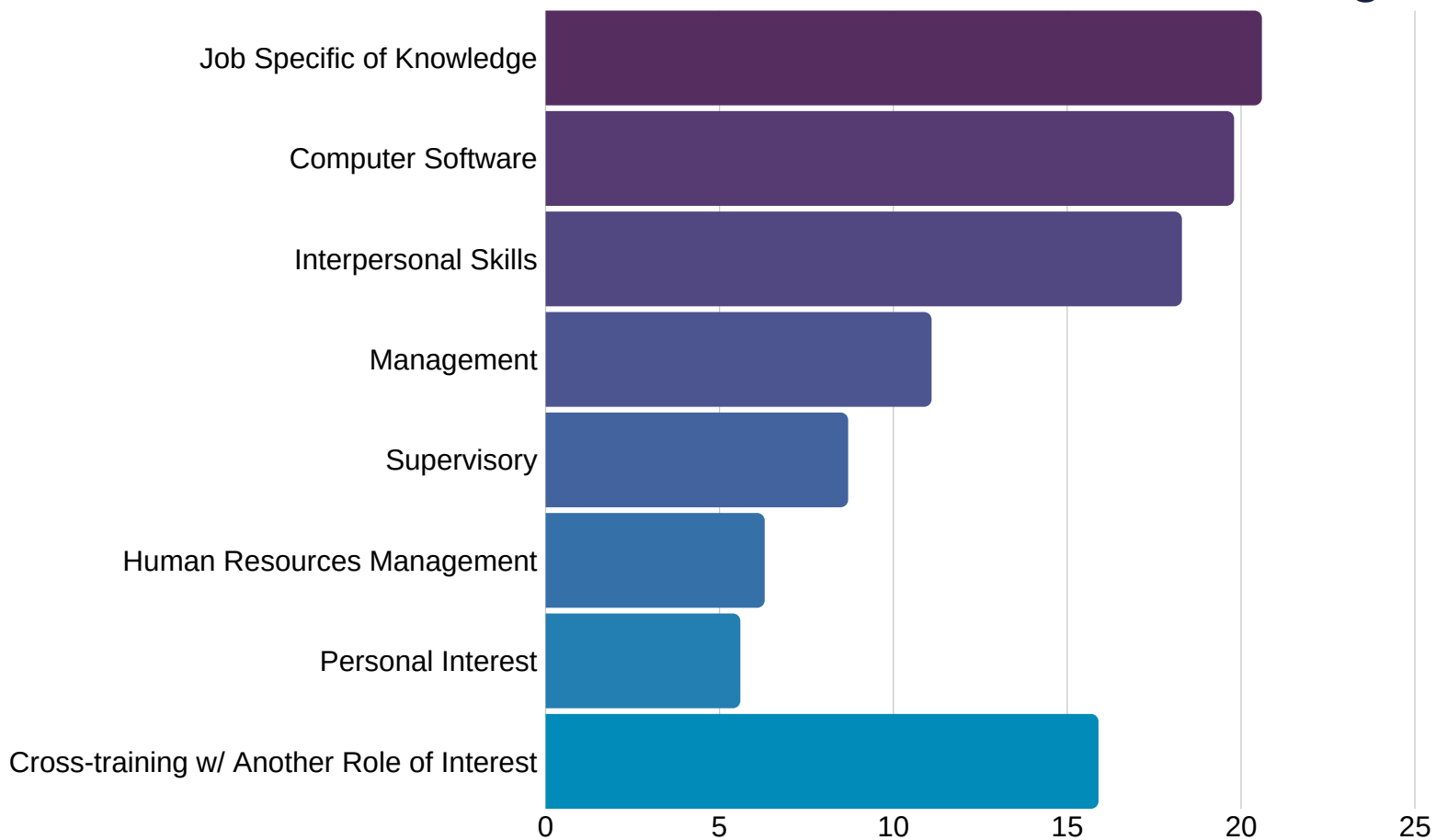
Training Requirements Announcement Preference



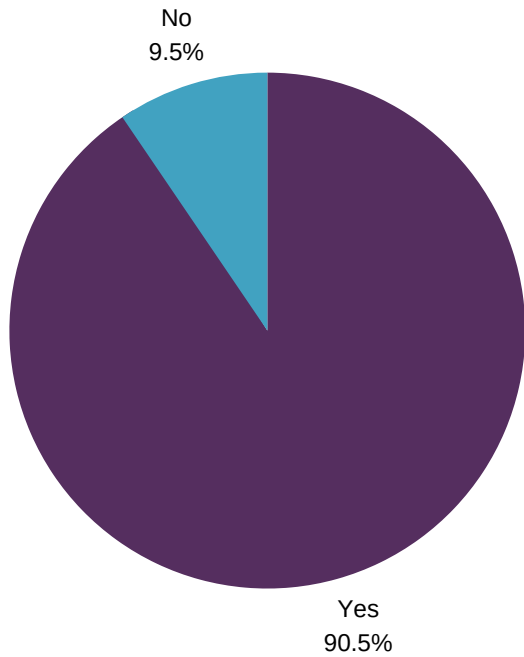
V1: Bethel Needed or Would Like to Have Training



V2: Bethel Needed or Would Like to Have Training



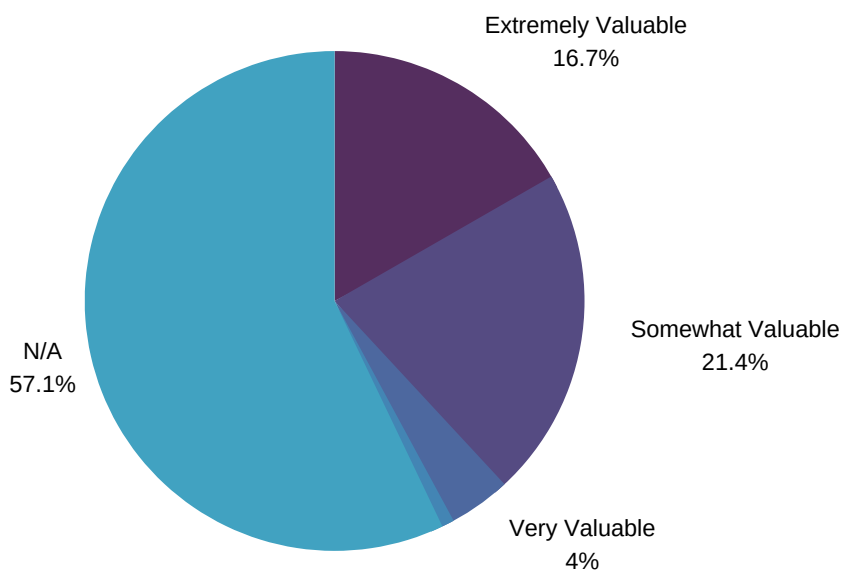
Do you feel that your work environment supports the application of what you have learned?



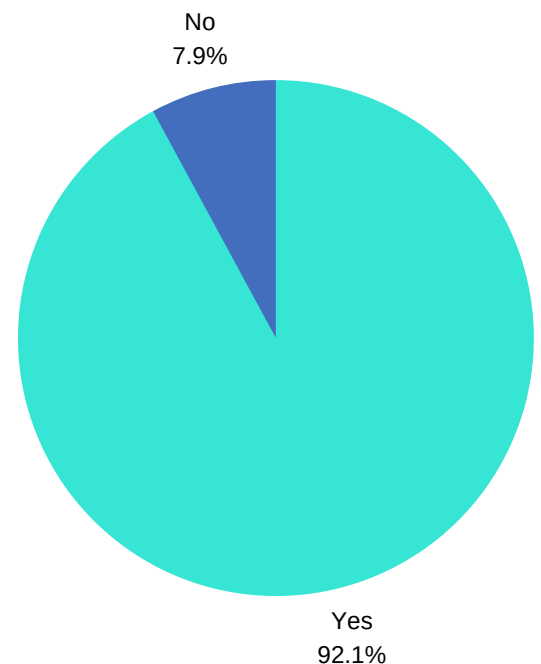
Have you ever received an individual training or development plan while at Bethel?



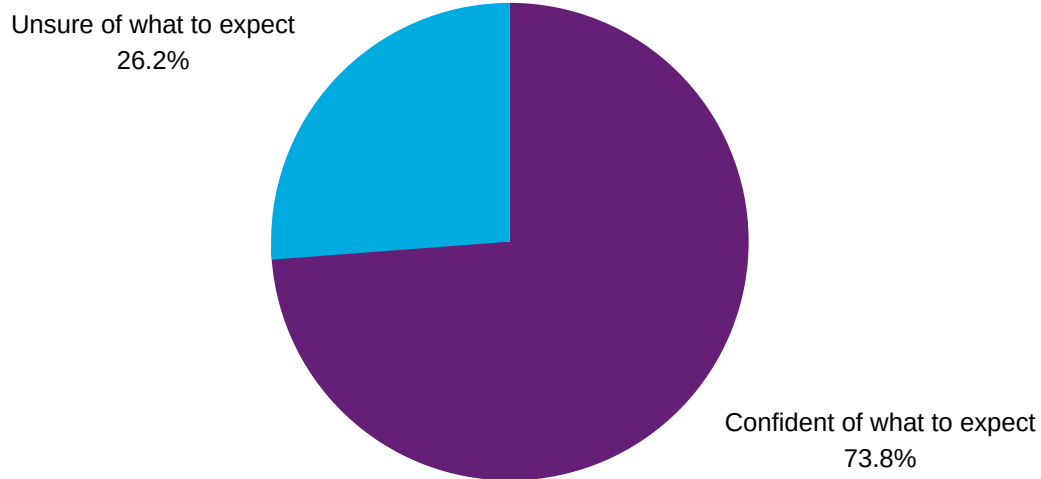
If you previously received an individual training or development plan, how valuable was it for you?



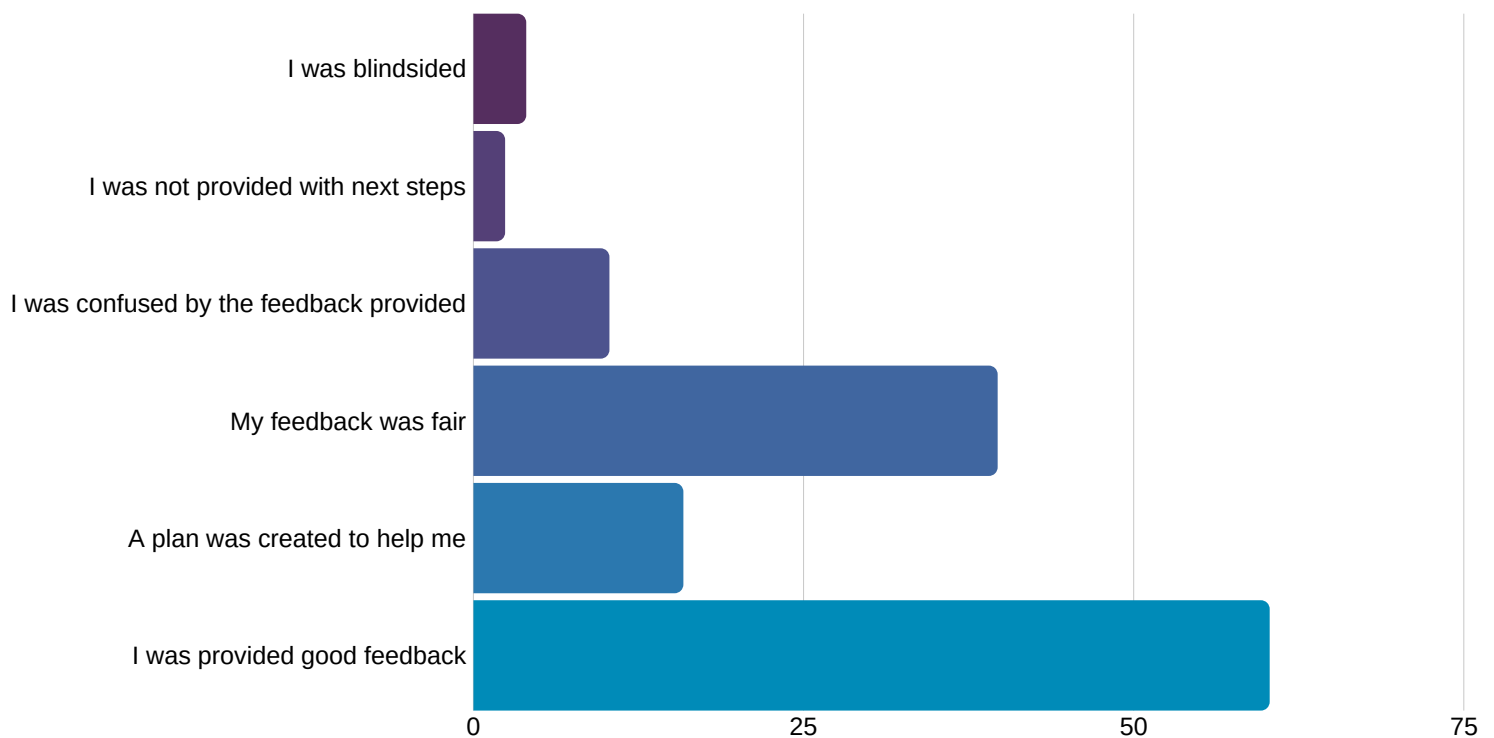
Have you previously received an annual performance evaluation at Bethel in the last two years?



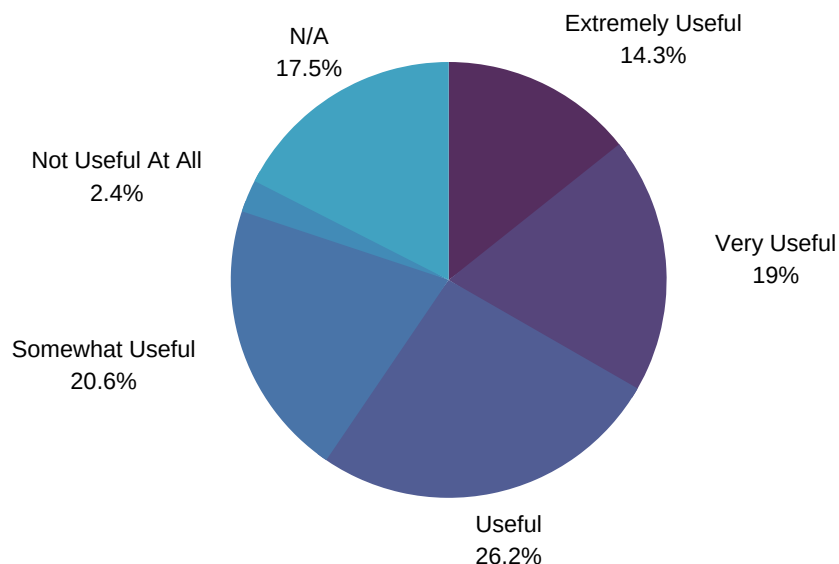
Going into my performance evaluation, I felt _____



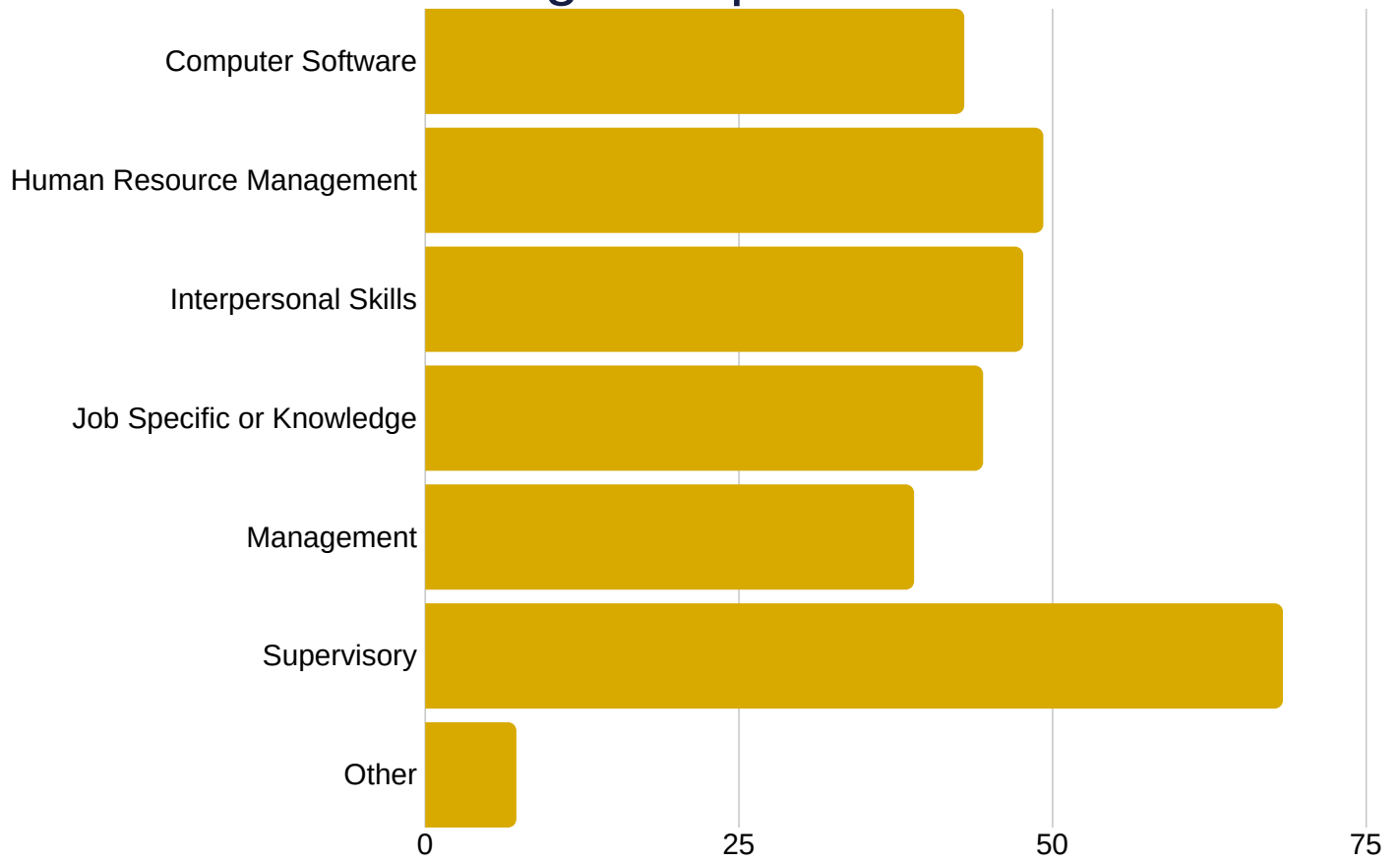
Leaving my performance evaluation, I felt _____



Usefulness of Training to Date



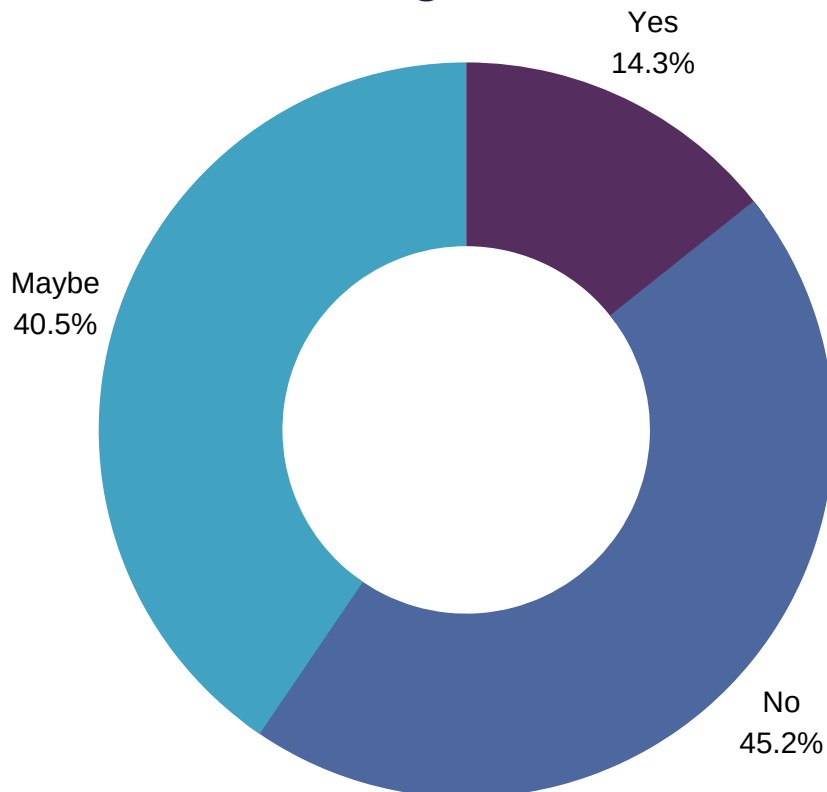
Employee Recommend Training for Manager/Supervisors



Other = N/A, No Opinion, Ethics, Leadership, Transformational Leadership, Social Media in Learning, Cross-training on Interdependencies

SMEs & Training Topics

Interest in Being a Trainer or SME



Topics to be considered as the Trainer or SME

Academic Affairs
Basic Computing
Child Development
CAMs
Community Relations
Competitive Analysis (w/ other institutions)
Criminal Justice
Customer Service +
Department Outreach
Employee Engagement
Enrollment Counselor Duties for New Employees
Etiquette
Financial Management
Follow-up (Recruiting)
Gmail
Graduate Duties
Google Drive
Health Related Topics
Helping Nursing Students
Human Resources

Information Management
Interpersonal Communication
Leadership +
Lead Generations
Military Affairs
Motivating
New Faculty/Facilitator (Mentoring)
Office Suite
Organizational Skills
Parenting Education
Process Evaluation
Prospecting (Creating a Plan)
Recruiting (Techniques) +
Relationship Building
Strategic Planning
Student Affairs
Student Experience
Team Building
Time Management
Understanding Program Options
Veteran Affairs
+ = Higher frequency of mentions



Topics /Trainings Not Currently Offered At Bethel

Adobe Products
Available Library Resources for Staff/Faculty
Any Training
Biblical Course
Budget Management
Building Trust
Business Office Forms
CAMS ++
Communication Skills ++
Compliance Training
Cross-training
Customer Service ++
Cyber Security
Department Collaboration
Desktop Applications
Diversity
Email Etiquette
Emotional Intelligence
EPortal
Ethics
Evidence Based Practices for Healthcare Providers
Excel ++
Facilitator Training
Facility Management
Financial Aid
Google Docs
Google Sheets
Hot Topics
Human Resources Management
Inter-Office Customer Service
Interpersonal Communication
Job Duties
Job Specific
Leadership
Manager
Mental Health
Microsoft 365
New Employee Orientation
Not Sure
Process Management

Productivity
Professionalism in the Workplace
Project Management
Prospecting
Radius
Recruiting
Resource Management
Resources on How to Work from Home
Self-Defense
Six Sigma
Social Media
Soft Skills
Software Application
Strategic Planning
Student Counseling Topics
Student Loan Regulations
Team Building
Title IX
VA Benefits

++ = Higher frequency of mentions



“CHANGE IS NEVER EASY, BUT ALWAYS POSSIBLE”

BARACK OBAMA

T&D OUTCOMES

- Development of the T&D Portal made training resources more accessible - serving more people despite limited manpower, resources, and funding
- Offered a variety of trainings to help improve overall usefulness of training indicated on the annual survey
- Prompted review of job descriptions in an effort to clarify job responsibilities for on-the-job training through convenient access to job descriptions in the T&D Portal
- Spotlighted SMEs to create new avenues for training in their area of expertise to capitalize on those who identified as SMEs from the survey.
- Maintained relevant content in the T&D Portal
- Delivered training as a part of an individual employee development plan using one-on-one coaching or pre-existing courses in myBethelu
- Rebuilt pre-existing courses to provide additional trainings for accessibility

Created Documents/Guides

Beginner's Guide & Tour of the Staff T&D Portal
Core Values PDF
Customer Service Guide
FERPA Guide
Goal Setting Worksheets

Created Online Courses

Active Listening
Benefits
Civility in the Workplace
Harassment in the Workplace
Substantive Changes
Title IX

On-site Trainings

Title IX
Recruiter VCamp 360

Other Resources

Employee Engagement Meetings
SME Spotlights
T&D Portal
Common Terminology
Desk Wellness Program Portal
Directory
Frequently Asked Questions Database

Ongoing Projects

Performance Management
T&D Tips (Monthly)
Virtual TimeClock Training

*All documents, guides and most online trainings are located in the **T&D Portal**.

FOR MORE INFORMATION CONTACT:
TRAINING & DEVELOPMENT
TRAINING@BETHEL.U.EDU
615-277-8929