



2019-2020 T&D NEEDS ASSESSMENT REPORT

Evaluating employee needs for
effective learning solutions

Contact Us
Training & Development
615-277-8929
training@bethelu.edu

A BRIEF WORD FROM T&D

The unforeseen events of 2020 proved to be both challenging and enlightening for Training & Development. From creating a COVID Staff Resource Guide to maneuvering the difficulties of providing open enrollment virtually, we diligently worked to supply relevant tools and resources for Bethel employees.

Our efforts were heavily guided by your feedback from the 2019 T&D Needs Assessment Survey. With a considerable amount of collected data, this year's report spotlights the 2019 key insights in infographics and a list of 2020 T&D outcomes. In reviewing the report, we hope it will prompt department discussions with the focus of creating goals and strategies -promoting an environment of learning and developing. As a singular-functioning department, we rely heavily on internal subject matter experts to serve as T&D partners/trainers/Subject Matter Experts, training employees from within their respective departments where needed. You continue to play an integral role in ensuring employees are trained.

To ensure T&D continues to advocate for additional resources, please ensure you take a moment to complete the 2021 T&D Needs Assessment Survey. We sincerely value your feedback and look forward to translating your training needs into tangible resources. For questions or comments, please contact T&D at training@bethelu.edu.

Thank you,

Training & Development



T&D ASSESSMENT RESULTS



119
Respondents

39% 1-5 yrs
25% 6-10 yrs
25% > 10 yrs

**Employee Years
of Service**

49%
Use T&D Portal
+13% since 2018

85% Frequency of use ranged from sometimes, often, and always

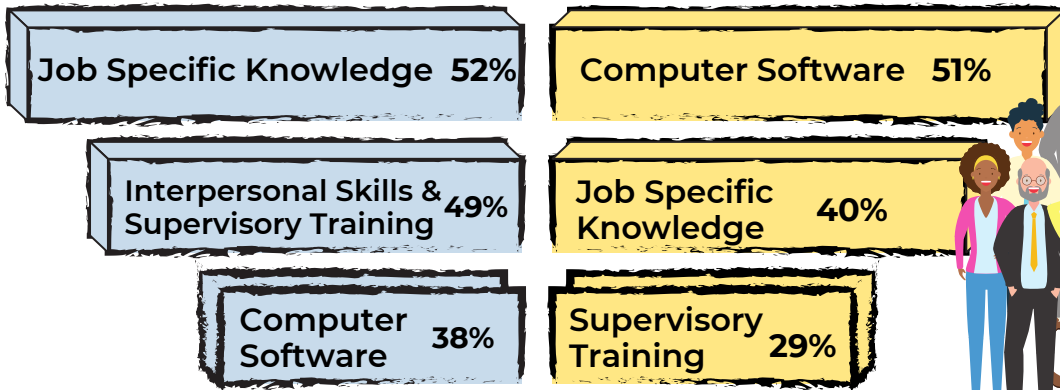
41%
**Found T&D
Portal Useful**



Top 5 T&D Portal Resources



TRAINING NEEDS

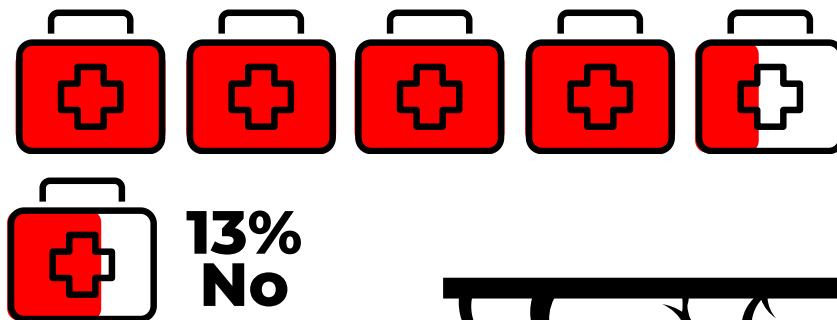


Trainings **Supervisors** felt employees could benefit from most.

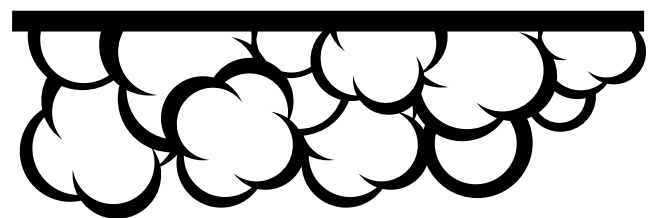
Trainings **employees** felt they could benefit from most.

SAFETY & EVACUATION PROTOCOLS

Aware of safety and evacuation protocols on campus



Received prior training/instruction for safety and evacuation protocols for their campus



39% No

61% Yes

EVALUATIONS

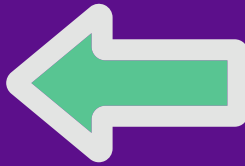


77%
Indicated
evaluations
were delivered
correctly

Approaching Evals

69%

Confident of what to expect



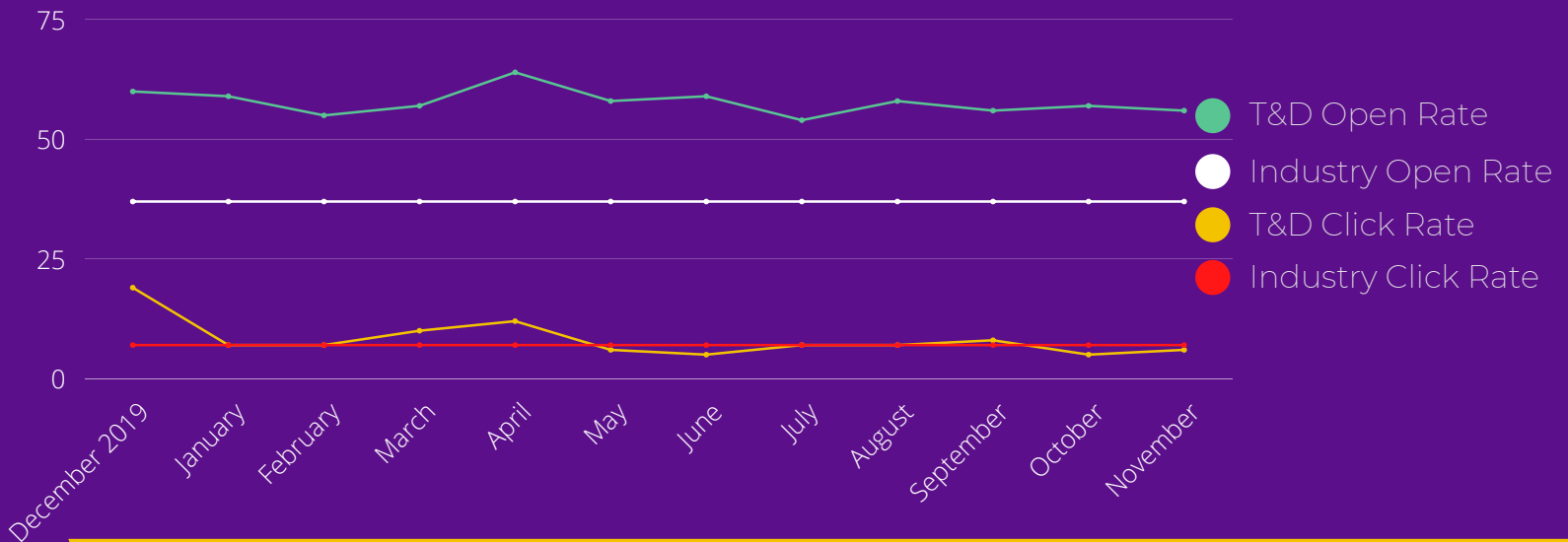
Leaving Evals

54%

Was provided good feedback

T&D MONTHLY TIPS

Key performance indicators for T&D monthly tips are based on the open and click rate compared to standard industry performance.



Data collected from
respondents of each T&D
monthly tip surveys

11 out of 12

T&D tips would be
recommended to
colleagues by employees

61% T&D

found the content of
the T&D Tips
Extremely Helpful

2020 T&D OUTCOMES

- Built 1 Minute Explainers Videos
- Collaborated with Office of President on projects
- Created Awareness for Employee Assistance Program
- Created & Implemented New Employee Survey
- Created & Instituted New Employee IT Form
- Created & Delivered New Employee Orientation
- Curated All T&D Graphics
- Curated & Presented Virtual Open Enrollment
- Delivered T&D Portal Review (Nashville/Clarksville)
- Deployed Transitioning to Remote Work Course
- Distributed 2021 T&D Needs Assessment Survey
- Established New Employee Required Trainings
- Furnished Training Documents to Admissions for the curation of the new recruiter training manual
- Generated Self-Talk Interactive Tool
- Launched Cultivate & Rise
- Launched the Diversity in the Workplace Training
- Maintained relevant content in the T&D Portal
- Received new technology due to COVID-19 Grant
- Reported T&D Needs Assessment Survey Results
- Researched 30+ topics to deliver relevant content
- Revised the BU FERPA Guide
- Strengthened Resources for First-Time Supervisor Toolkit (Leadership Resources)
- Transferred myBethel materials



DOCUMENTS/GUIDES

- Employee Assistance Program Guide
- Employee COVID Staff Resource Guide
- Employee Handbook
- Employee Tips for Remote Working
- HR Guide
- New Employee Onboarding (Leadership Resources)
- New Employee Orientation Checklist
- Performance Improvement Plan
- Personal Development Plan
- Recruiter Tips for Navigating the COVID Crisis
- Spiritual Wellness Guide
- Technology Tips for Remote Working
- Wellness Guide

UPDATED TRAININGS

- Clery Training
- Harassment in the Workplace
- Title IX Training

CREATED TRAININGS

- Diversity in the Workplace Training
- New Employee Orientation
- New Employee Onboarding Supervisor Training
- Preparing Training Outlines
- Virtual Harassment in the Workplace

ONGOING PROJECTS

- BU Hazing Prevention
- Safety Evacuation Protocol Training
- T&D Monthly Tips
- Updating Employee Training Records
- Updating F.A.Q.
- Wellness Program Guide



For More Information Contact:
Training & Development
Training@bethelu.edu
615-277-8929