Professional Development Committee 1985

Bowling Green State University. Administrative Staff Council

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Notes

1. Colored Paper
2. Colored Ink
MEMORANDUM

TO: Administrative Staff

FROM: Susan Caldwell, Director
       Administrative Staff Personnel Services

SUBJ: Workshops on Microcomputers

January 2, 1985

Happy New Year!

I am pleased to announce two professional development workshops concerning microcomputers which will be presented for administrative staff later this month. Jim Litwin, Kathy Hart, and Puth Friend from the Administrative Staff Council Professional Development Subcommittee worked with me during fall semester to plan and develop these programs. They offer an excellent follow-up to the introductory workshop on microcomputers offered last January.

The first workshop is entitled "Integrating a Microcomputer into an Office from the User's Perspective" and will be offered Wednesday, January 22, from 9:00 a.m. - Noon in the Alumni Room of the University Union. More and more administrative offices are introducing microcomputers into their work setting. For that reason, we have asked six of our colleagues to serve as panelists and share their experiences integrating microcomputers into their offices. Our panelists will be Mark Asman, Pamela Cormier, Linda Hamilton, Jim Hodge, Sandy LaGrc, and Dan Shelley. They will discuss their selection of microcomputer hardware and software, their need for and uses of the microcomputer, the effects of the microcomputer on their work and office, and the steps they followed in planning for an office system. In addition, Dick Conrad, Charles Schultz, and Don Schumacher from Computer Services will review general guidelines and information about planning microcomputer purchases and the services provided by their department.

The second workshop, entitled "Computer Uses at BGSU", will be held Tuesday, January 29 from 9:00 a.m. - Noon in the Alumni Room of the University Union. This program will include presentations by four BGSU colleagues concerning their different uses of the computer and microcomputer for their work. Our speakers will be Dr. James Graham, History; Dr. Richard Lineback, Philosophy Documentation Center; Conrad McRoberts, Financial Aid and Student Employment and Dr. Arthur Tolve, Home Economics. This workshop will also include some instruction on the Interactive Financial Planning System (IFPS) software package.
Both programs have been approved as professional development workshops according to guidelines recently endorsed by the Administrative Staff Council and the Administrative Council. The guidelines require that a staff member's participation in a professional development program must be approved in advance by his/her area management including vice president. If these programs relate to your work with or plans for office computerization, I hope that you will be able to attend. I feel they will be very interesting and informative. Once you have obtained approval to attend, call me or Marcia Buckenmyer at 2-2558 to make a reservation. I look forward to seeing you at one or both of these workshops.

SC:mmb
Please complete this questionnaire. Your reactions and comments about this workshop will be helpful to us in planning future training programs. Thank you for participating in the workshop and for taking the time to answer the following questions.

1. Was the subject matter pertinent to your needs and interests?
   
   [10] To a great extent  [7] To some extent  [0] No

2. Did the panelists present their material clearly?
   

3. Were the guidelines suggested by the panelists helpful?
   

4. Was the program well-organized?
   

5. Was the length of the workshop adequate to cover the material?
   

6. Overall, did the workshop meet your expectations?
   
   [10] To a great extent  [7] To some extent  [0] No

If not, what did you expect?
See attached.
7. Are you or your office currently using a microcomputer?

- Yes [11]
- Planning for one [6]
- Thinking about it [0]
- No, do not plan to get one [0]

8. How familiar with microcomputers were you before attending this workshop?

- Very familiar [2]
- Somewhat familiar [9]
- Little familiarity [5]
- Not at all [2]

9. What is your overall rating of this workshop?

- Excellent [6]
- Very Good [8]
- Good [2]
- Fair [1]
- Poor [0]

10. What would have made the workshop more effective?

See attached.

11. What follow-up sessions dealing with microcomputers and computer technology would be useful?

See attached.

12. What other training topics would be very useful or of great interest to you?

See attached.

13. General comments:

Please return the completed questionnaire as soon as possible to Susan Caldwell, Administrative Staff Personnel Services, 911 Administration Building.

Thank you.
Integrating a Personal Computer into the Office from the User's Perspective

6. Overall, did the workshop meet your expectations?

If not, what did you expect?

- expected demonstrations of programs and uses
- more information on how panelists chose specific tasks to be handled by PC
- something geared toward department with little money to spend
- more instruction; more "new" information

10. What would have made the workshop more effective?

- a break
- not so repetitive
- examples of output - how panelists use PFS, etc.
- more participation by audience
- sound system for speakers
- questions after each presentation
- shorter time and fewer speakers
- sample job showing before and after
- visual aids
- experiences and problems encountered in converting manual to computer files

11. What follow-up sessions dealing with microcomputers and computer technology would be useful?

- those planned sound great
- more explanation of different types of machines, printers, etc.
- area meetings/sessions to discuss use of micros
- how to locate and deal with vendors, decipher service contracts, and troubleshoot glitches/bugs
- yearly workshop on new technology and software
- networking and downloading when available to all users
- CAI - Computer Assisted Instruction demonstration of word processing software
- services available at Computer Services; a technical bulletin geared for all levels of users on campus. Ideas between users could be exchanged
- demonstrations on the mechanics of the equipment
- hands-on workshops on IBM/PC, Apple II's, and Macintosh
12. What other training topics would be very useful or of great interest to you?

- Lotus; learning about downloading
- specific applications/problems (i.e. work processing, financial and statistical data, mainframe hook up, campus networks)
- time management
- hands-on workshops
- information sharing group
- BGSU fringe benefits
Please complete this questionnaire. Your reactions and comments about this workshop will be helpful to us in planning future training programs. Thank you for participating in the workshop and for taking the time to answer the following questions.

1. Was the subject matter pertinent to your needs and interests?
   

2. Did the panelists and instructors present their material clearly?
   

3. Was the program well-organized?
   
   [7] To a great extent [1] To some extent [0] No

4. Was the length of the workshop adequate to cover the material?
   

5. Overall, did the workshop meet your expectations?
   

   If not, what did you expect?

6. Do you think the Interactive Financial Planning System (IFPS) software package will be useful in your department?
   

(over)
7. What is your overall rating of this workshop?

[ ] Excellent  [ ] Very Good  [ ] Good  [ ] Fair  [ ] Poor

8. What would have made the workshop more effective?

See attached.

9. What follow-up sessions dealing with microcomputers and computer technology would be useful?

See attached.

10. What other training topics would be very useful or of great interest to you?

See attached.

11. General comments:

Please return the completed questionnaire as soon as possible to Susan Caldwell, Administrative Staff Personnel Services, 911 Administration Building.

Thank you.

GEN7
Computer Uses at BGSU

5. Overall, did the workshop meet your expectations? If not, what did you expect?
   - a more simplified workshop not dealing with specific programs
   - more specific uses with wider applicability

8. What would have made the workshop more effective?
   - handouts
   - TV screen was difficult to see
   - hands-on work

9. What follow-up sessions dealing with microcomputers and computer technology would be useful?
   - computer network
   - new transcript system in Registrar's Office; new point-of-sale terminals in Bookstore
   - how to select software

10. What other training topics would be very useful or of great interest to you?
    - fringe benefits
    - software applications
    - student research in colleges; programs for collecting data for graduation

11. General comments:
    - nice job
    - nice variety of computer users
MEMORANDUM

TO: Ruth Friend
    Kathy Hart
    Jim Litwin

FROM: Susan Caldwell, Director
       Administrative Staff Personnel Services

SUBJ: Workshop Evaluations

I am enclosing summaries of the evaluations of the two workshops recently conducted for administrative staff. "Integrating a Personal Computer into the Office from the User's Perspective" was presented on January 23; "Computer Applications at BGSU" on January 29. As you can see, the comments were quite favorable. I feel the programs were very good and that all the speakers did an excellent job.

The next program will be on performance evaluation, conducted by Roman Carek. We have tentatively set Thursday, March 14, as the date of the program. I will keep you informed on the details of the program as they are finalized.

SC:mmb
Enclosure
MEMORANDUM

TO: Administrative Staff Members
FROM: Susan Caldwell, Director
       Administrative Staff Personnel Services
SUBJ: Professional Development Workshops

Two professional development workshops are planned for administrative staff during March. You are cordially invited to attend both. The topic of the first program is: "Interpersonal Skills Necessary for Conducting Effective Performance Evaluations." Dr. Roman Carek, Director of Counseling and Career Development, will present this program which is planned for Thursday, March 14 from 10:00 a.m. to Noon in the Alumni Room of the Union. This topic was selected by the Professional Development Subcommittee of the Administrative Staff Council because of the importance of the performance evaluation process to all of us. Conducting an effective performance evaluation requires careful planning and a sensitive, constructive approach. We are all involved in the performance evaluation process either as an evaluator or as the person being evaluated, or both. The purpose of performance evaluation is to review the responsibilities of the job and assess the staff member's performance. No matter what type of rating form is used, the techniques involved in preparing for and discussing a performance evaluation are the same. Dr. Carek has conducted numerous workshops on this topic. His suggestions and examples of effective interpersonal skills will help you the next time you conduct an evaluation and the next time you are evaluated.

The second workshop will present an overview and instruction on the MacIntosh. Participants will have an opportunity to use the word processing and graphics software packages and see demonstrations of various capabilities of the MacIntosh. This program will be held Wednesday, March 20 from 9:00 a.m. to Noon in Room 122 of the Library. Enrollment in this program is limited.

Both programs have been approved as professional development workshops according to guidelines endorsed by the Administrative Staff Council and the Administrative Council. The guidelines require that a staff member's attendance at a professional development program must be approved in advance by his/her area management including vice president. Once you have obtained approval to attend, please call me or Marcia Buckenmyer at 2-3558 to make a reservation. I look forward to seeing you at one or both of these workshops.

SC:mb
GEN7
Interpersonal Skills Necessary for Conducting Effective Performance Evaluations

March 14, 1985

Please complete this questionnaire. Your reactions and comments about this workshop will be helpful to us in planning future training programs. Thank you for participating in the workshop and for taking the time to answer the following questions.

1. Was the subject matter pertinent to your needs and interests?


2. Did the instructor present his material clearly?

   [16] To a great extent  [3] To some extent  [0] No

3. Was the program well-organized?


4. Was the length of the workshop adequate to cover the material?

   [10] Needed more time  [8] Just about right  [0] Needed less time

5. Overall, did the workshop meet your expectations?


   If not, what did you expect?

(over)
6. Do you think the knowledge and skills you learned from this workshop will be useful in your next performance evaluation experience?


7. What is your overall rating of this workshop?


8. What would have made the workshop more effective?

See attached.

9. What follow-up sessions dealing with performance evaluation would be useful?

See attached.

10. What other training topics would be very useful or of great interest to you?

See attached.

11. General Comments:

See attached.

Please return the completed questionnaire as soon as possible to Susan Caldwell, Administrative Staff Personnel Services, 911 Administration Building.

Thank you.

GEN7
Interpersonal Skills Necessary for Conducting Effective Performance Evaluations

5. Overall, did the workshop meet your expectations? If not, what did you expect?
   - wanted to find out how to tell people they aren't doing job
   - what can subordinate do with a "Tell & Sell" evaluation
   - expected more discussion of interpersonal skills
   - wanted more specifics about interview/evaluation skills
   - too much focus on administrative evaluations, not classified

8. What would have made the workshop more effective?
   - question and answer period
   - more time
   - do evaluation role play
   - needed more how-to tips
   - example of good evaluation interview
   - specific solutions to problems of evaluation
   - handouts of overheads
   - presentation of effective evaluations approaches
   - evaluating student workers
   - more in-depth study of evaluation problem
   - small group participation

9. What follow-up sessions dealing with performance evaluation would be useful?
   - local follow-ups - department specifics
   - setting performance standards
   - how to prepare job descriptions
   - practice appraisal sessions
   - interviewing/evaluation skills
   - evaluating classified employees
   - role playing presentation
   - discussion group after next evaluations
   - repeat session in a year

10. What other training topics would be very useful or of great interest to you?
    - copyright law as pertains to media
    - assertiveness
    - how to make managers out of people who aren't
    - how to reward performance of classified staff
    - supervision, getting things done with cooperation
    - conflict resolution
    - time management
    - investment planning
    - management planning
    - career planning
    - writing job descriptions
11. General comments:

- make videos of training sessions
- it's great to have training programs
- informative and professional presentation
- appreciated having the training during break week
- excellent choice of instructor
REPORT OF EVALUATION/MERIT COMMITTEE

After a review of the data compiled from the Administrative Contract Staff Survey on Evaluation, the Committee makes the following recommendations:

1. All administrative contract staff be evaluated on the basis of:
   a. Performance of primary duties
   b. Performance of occasional duties
   c. Attainment of agreed upon goals

2. That within each department, each staff member may be evaluated on additional criteria appropriate to the position and agreed upon in advance by the employee and the supervisor. These criteria may include:

   - Staff Management
   - Financial Management
   - Procedural Innovations
   - Policy Innovations
   - University Involvement
   - Program Innovations
   - Professional Development
   - Committee Work
   - Promotion of Human Rights
   - Facility Management
   - Counseling
   - Subordinate's Evaluations
   - Peer Evaluations
   - Research/Publications
   - Awards/Honors
   - Community Involvement
   - Teaching
   - Student Evaluations

3. The evaluation process should be a two step process.

4. **During the month of June**, a meeting between the employee and supervisor should take place. The purpose of the meeting is to:
   a. Review, revise and agree as to what the employee's job description will be for the next twelve months.
   b. Discuss and agree on what criteria will be used to evaluate the employee's performance during the next twelve months.
   c. Review and agree on the employee's goals for the next twelve months.

   All items agreed to will be agreed to in writing. The supervisor will provide the employee with a copy of these written agreements.

5. **During the following April**, an evaluation meeting will be held. At this meeting with the employee and the supervisor, a written evaluation, based on the agreed upon items from the June meeting, will be provided to the employee by the supervisor. This evaluation will be discussed.

6. The employee may write a response to the evaluation which will become a part of the evaluation.

7. Copies of the written evaluation will be sent to the Contract Staff Personnel Office, and to the employee.
Memo:

To: Jim Litwin

From: Patrick Fitzgerald

Date: 3/20/85

Re: "Meetings, Bloody Meetings"

After a rather extensive delay from the distributor I received word yesterday that we will not be able to acquire the "Meetings, Bloody Meetings" program for the CCTV library. (cf. attached letter)

I have spoken with the people at XICOM and Glen Daniels has agreed to pursue the purchase of the 16mm film version of the program for inclusion in the IMC film library. He will be in touch with you about the billing procedures for your share when the program arrives.
March 15, 1985

Mr. Patrick T. Fitzgerald
Director of TBV Learning Services
WBGU-TV Channel 57
BOWLING GREEN STATE UNIVERSITY
Bowling Green, OH 43403

Dear Patrick:

I received your letter of 2/26/85, and apologize for the delay in getting back to you. I've been out of the office on sick leave and now the crunch is on to catch up.

I have brought your request to the attention of our VP of Sales, Mr. Art Blazek, and he has informed me that the terms and conditions under which you intend to use our films/videos would be a direct violation of copyright under our agreement with Video Arts of London. Therefore, we must deny your request.

However, if I can assist you with your training needs under conditions that comply with the necessary requirements, I'd be most happy to do so.

Patrick, if you have any other questions or I can help in any other way to enable us to do business that works for both of us, please feel free to contact me anytime.

Sincerely,

Linda Rhodes
Account Executive

LR:jls
cc: Arthur J. Blazek
Evaluation Form

Instruction on the MacIntosh
March 20, 1985

Please complete this questionnaire. Your reactions and comments about this workshop will be helpful to us in planning future training programs. Thank you for participating in the workshop and for taking the time to answer the following questions.

1. Was the subject matter pertinent to your needs and interests?

   [ ] To a great extent  [ ] To some extent  [ ] No

2. Was the material presented clearly?

   [ ] To a great extent  [ ] To some extent  [ ] No

3. Was the program well-organized?

   [ ] To a great extent  [ ] To some extent  [ ] No

4. Was the length of the workshop adequate to cover the material?

   [ ] Needed more time  [ ] Just about right  [ ] Needed less time

5. Overall, did the workshop meet your expectations?

   [ ] To a great extent  [ ] To some extent  [ ] No

If not, what did you expect?
6. What is your overall rating of this workshop?

   [ ] Excellent  [ ] Very Good  [ ] Good  [ ] Fair  [ ] Poor

7. What would have made the workshop more effective?

   Overheads or videotape postions of instruction.

8. What follow-up sessions dealing with microcomputers and computer technology would be useful?

   More on MacIntosh
   MacIntosh applications

9. What other training topics would be very useful or of great interest to you?

   IBM PC

10. General comments:

   Good job.

Please return the completed questionnaire as soon as possible to Susan Caldwell, Administrative Staff Personnel Services, 911 Administration Building.

Thank you.
GEN7
MEMORANDUM

TO: ASC Professional Development Subcommittee
   Ruth Friend
   Kathy Hart
   Jim Litwin

FROM: Susan Caldwell, Director (signature)
      Administrative Staff Personnel Services

SUBJ: Workshops Conducted During March 1985

During March, two workshops were offered to administrative staff members. On March 14, a program dealing with the topic of performance evaluations was presented by Roman Carek. Attendance at this workshop was 38. On March 20, Bob Fyfe from Computer Services provided instruction on the MacIntosh in a 3-hour program. Ten staff members attended. As you can see from the enclosed summary sheets, evaluations of both programs were very good. In addition, there were some excellent suggestions for future professional development programs.

Enclosure
MEMO

TO: Joe Martini, Chair, Administrative Staff Council
   Susan Caldwell, Director, Administrative Staff Personnel Services

FROM: Maria Tatham, Secretary, Institutional Studies

The following staff were sent thank you letters for their participation in ASC Professional Development Committee workshops:

**Integrating the Computer:**
- Linda Hamilton
- Sandy LaGro
- Ramona Cormier
- Mark Asman
- Dan Shelley
- Jim Hodge
- Charles Schultz
- Don Schumacher

**General Computer Applications and IFPS:**
- Jim Graham
- Dick Lineback
- Conrad McRoberts
- Art Tolve
- Bob Fyfe

**Performance Evaluation:**
- Roman Carek

**Macintosh:**
- Bob Fyfe

Attached is a photocopy of one of the letters that were sent. Thank you.

JLL/mt
Enclosure
xc: Kathy Hart
April 30, 1985

Bob Fyfe
Programmer/Analyst
Computer Services

Dear Bob:

On behalf of the Professional Development Committee of the Administrative Staff Council, we wish to thank you for your contribution to the workshops on General Computer Applications and IFPS, and Macintosh.

Amidst your busy schedule, you chose to share and work with your colleagues -- we appreciate your effort and commitment to the University community. Thank you.

Sincerely,

James L. Litwin
Chair, ASC Professional Development Committee

Kathleen Hart
ASC Professional Development Committee

cc: Joe Martini, ASC Chair
Susan Caldwell, Director, ASPS
May 20, 1985

MEMORANDUM

TO: Administrative Staff Members

FROM: Susan Caldwell, Director
Administrative Staff Personnel Services

SUEJ: Professional Development Workshop

A professional development workshop entitled "Managing for Results" will be presented for administrative staff on Thursday, June 6. This is the fifth in a series of workshops sponsored during 1984-85 by the Administrative Staff Council and the Office of Administrative Staff Personnel Services. Dr. David Hyslop, Professor in Business Education, will conduct this program which will focus on planning work activities and making effective decisions. He will share techniques for setting work priorities, developing realistic goals, and implementing decisions. The workshop will be held from 9:00 a.m. to Noon in the Alumni Room of the Union.

This program has been approved as a professional development workshop according to guidelines endorsed by the Administrative Staff Council and the Administrative Council. The guidelines require that a staff member's attendance be approved in advance by the vice president. Once you have obtained approval to attend, please call Marcia Buckenmyer at 2-2558 to make a reservation. I look forward to seeing you on June 6.

SC:mmb
MEMORANDUM

TO: Susan Caldwell
FROM: Joe Martini
RE: Workshop . . . "Working for Results"

Please use the Administrative Staff Council's expense budget for coffee for the June 6, 1985 workshop:

187400/03587

If you need prior approval of this "food" charge, please send the appropriate forms and I will forward to Dr. Richard Eakin.

Thanks for your continued support.

sai

cc: Gregg DeCrane
    Jill Carr
June 10, 1985

MEMORANDUM

TO: Gregg DeCrane, Chair, Administrative Staff Council (ASC)

FROM: Jim Litwin, Chair, ASC Professional Development Committee

Gregg, good news! Dr. Joan Morgan, Director of the University Division, has agreed to serve on the ASC Professional Development Committee for the 1985-86 academic year (starting now). Joan's prior service on the ASC and her personal and professional attributes make her a valuable addition to our small group.

Please list Dr. Morgan as a member of our Committee henceforth. If other administrative staff indicate an interest, continue to encourage them. The task of developing a leave policy will be a major responsibility this year.

JLL/mt
xc: Joan Morgan
Ruth Friend
Administrative Staff Leave Proposal To Be Discussed

During Fall Semester, the Professional Development Committee of the Administrative Staff Council will be reviewing the concept of a leave and staff exchange program to be developed for administrative staff members. The development of this proposal is in its earliest stages including the examination of programs in place at other Ohio public universities. Times for open discussion have been scheduled:

Wednesday, September 19, Noon to 1 P.M.
State Room, Union

Thursday, September 20, 4 - 5 P.M.
Taft Room, Union

Administrative staff members who are interested in the development of a proposal are invited to attend one of these sessions to offer ideas on purposes, eligibility, length of time, selection and related topics. If you cannot attend, the Committee is asking that comments and suggestions be sent to Jim Litwin (Institutional Studies) or Kathy Hart (English) or be given to a member of the Administrative Staff Council.
August 22, 1985

MEMORANDUM

TO: Dr. Richard R. Eakin
   Vice President for Planning & Budgeting

FROM: Susan Caldwell, Director
   Administrative Staff Personnel Services

SUBJ: Professional Development Programs

Dr. Eakin: The Administrative Staff Council Professional Development Committee has met with me several times during the summer to develop the following agenda for 1985-86:

1. The development of a proposal for a professional leave policy.

2. The coordination of three on-campus professional development workshops.

3. The coordination of a series of six luncheon meetings which will involve either guest speakers on topics of interest or organized tours of specific campus facilities.

In this memo, I would like to address agenda items #2 and #3. For the three on-campus workshops, the following topics were chosen:

- Effective Writing Techniques
- Managing Change as Part of Organizational Development
- Getting Published and Making Presentations

As in previous years, we will ask BGSU faculty or administrative staff to serve as presenters and the programs will be scheduled for no more than three-hour blocks of time on a given day. Costs for the programs should be minimal, supported by the Administrative Staff Council and this office. I have attached a brief outline for each of the three proposed programs. In keeping with the Professional Development Guidelines for administrative staff, a rationale supporting the professional nature of each program is also included.

The luncheon meeting series is a new feature this year. These programs will involve either guest speakers addressing topics
of interest, or organized tours of specific campus facilities. Topics chosen for the six luncheon meetings are:

- Tour of the Planetarium
- Update on Organizational Change in Admissions, Academic Enhancement, and Minority Affairs
- How to Run Effective Meetings
- Tour of the Technology Building
- Investment Planning
- Tour of Biology Greenhouse

These programs will be scheduled from noon to 1:00 p.m. and will be set up as "brown bag" or "box lunch" get-togethers. Costs associated with organizing this luncheon series should be minimal.

The purpose of the luncheon series will be to allow staff to visit parts of the University they might wish to know more about and to address topics which can be presented in less than a workshop setting. Our intent is to expand on the variety of opportunities we offer administrative staff. In addition, programs such as these which bring together staff from many different areas provide opportunities for sharing ideas and becoming better acquainted with colleagues.

I would appreciate your sharing this information with the Administrative Council at your earliest convenience for their input and support. If you need additional information, please let me know.

SC: mmb
Attachments
xc:  Ruth Friend
     Jim Litwin
     Joan Morgan
     Gregg DeCrane
PROFESSIONAL DEVELOPMENT PROGRAMS  
(Planned for 1985-86)  
SPONSORED BY ADMINISTRATIVE STAFF PERSONNEL SERVICES  
AND ADMINISTRATIVE STAFF COUNCIL  

I. Topic: Effective Writing Techniques  
Instructor: To be determined  
Date: Late October or early November  
Format: Three hour-program  

Items to be covered:  
- Memo Writing  
- Business Correspondence  
- Report Writing  

Rationale: This program will enhance staff members' effectiveness in written communication skills. Nearly all administrative staff members have responsibilities involving writing memos, reports, and/or letters. Much time is spent developing and finalizing written communications. This program will review techniques for preparing clear, concise, direct written documents.  

II. Topic: Managing Change as Part of Organizational Development  
Instructor: To be determined  
Date: Mid-January  
Format: Three-hour program  

Items to be covered:  
- Developing staff support for change  
- Coordinating change efficiently  
- Handling change in a small or large office setting.  

Rationale: This program will enhance staff members' effectiveness in planning and implementing change in the work environment. All areas of the University experience some degree of change periodically. This program will offer guidance on how to effectively manage change and innovation.  

III. Topic: Getting Published and Making Presentations  
Instructor: To be determined  
Date: Spring, 1986 (March)  
Format: Two-hour program; a panel presentation  

Items to be covered:  
- Choosing a topic and compiling information  
- Deciding on a publisher  
- How to present a paper at a conference  

Rationale: This program will provide staff members with the necessary skills for improving professional development activities related to their areas of expertise. Publishing articles or books and making presentations at conferences benefit both the individual and the University.
September 26, 1985

MEMORANDUM

TO: Susan Caldwell, Director
    Administrative Staff Personnel Services

FROM: Richard R. Eakin
    Vice President for Planning and Budgeting

SUBJ: Professional Development Programs

The Administrative Council has given a favorable review to the Professional Development Programs proposed for 1985-86. The three on-campus workshops along with the luncheon meeting series should provide an excellent opportunity for administrative staff to further their professional skills.

RRE: sf

copy: Gregg DeCrane
    Ruth Friend
    Joan Morgan
    James Litwin
August 22, 1985

MEMORANDUM

TO: Dr. Richard R. Eakin
   Vice President for Planning & Budgeting

FROM: Susan Caldwell, Director, Career Services
   Administrative Staff Personnel Services

SUBJ: Professional Development Programs

Dr. Eakin: The Administrative Staff Council Professional Development Committee has met with me several times during the summer to develop the following agenda for 1985-86:

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- Tour of Biology Greenhouse

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I would appreciate your sharing this information with the Administrative Council at your earliest convenience for their input and support. If you need additional information, please let me know.

SC:mmb
Attachments
xc: Ruth Friend
    Jim Litwin
    Joan Morgan
    Gregg DeCrane
PROFESSIONAL DEVELOPMENT PROGRAMS
(Planned for 1985-86)
SPONSORED BY ADMINISTRATIVE STAFF PERSONNEL SERVICES
AND ADMINISTRATIVE STAFF COUNCIL

I. Topic: Effective Writing Techniques
Instructor: To be determined
Date: Late October or early November
Format: Three hour-program

Items to be covered:
- Memo Writing
- Business Correspondence
- Report Writing

Rationale: This program will enhance staff members' effectiveness in written communication skills. Nearly all administrative staff members have responsibilities involving writing memos, reports, and/or letters. Much time is spent developing and finalizing written communications. This program will review techniques for preparing clear, concise, direct written documents.

II. Topic: Managing Change as Part of Organizational Development
Instructor: To be determined
Date: Mid-January
Format: Three-hour program

Items to be covered:
- Developing staff support for change
- Coordinating change efficiently
- Handling change in a small or large office setting.

Rationale: This program will enhance staff members' effectiveness in planning and implementing change in the work environment. All areas of the University experience some degree of change periodically. This program will offer guidance on how to effectively manage change and innovation.

III. Topic: Getting Published and Making Presentations
Instructor: To be determined
Date: Spring, 1986 (March)
Format: Two-hour program; a panel presentation

Items to be covered:
- Choosing a topic and compiling information
- Deciding on a publisher
- How to present a paper at a conference

Rationale: This program will provide staff members with the necessary skills for improving professional development activities related to their areas of expertise. Publishing articles or books and making presentations at conferences benefit both the individual and the University.
MEMORANDUM

TO: Deb Heineman
Assistant Director of Financial Aid and Student Employment

FROM: David Weinandy
Director of Orientation

DATE: October 7, 1985

SUBJECT: Administrative Staff Council

Deb, if no one else is interested, I will serve on the ACGPA Committee for the Administrative Staff Council. However, if anyone else on the council expresses a desire to be a part of ACGPA, please disregard this note.

Call me if you need me.

DW: dkh

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Dave,

Thanks for agreeing to be our rep on the ACGPA Committee. You are now officially designated as the administrative staff rep to ACGPA.

Thanks again,

Deb Heineman
October 9, 1985

MEMORANDUM

TO: Administrative Staff Members

FROM: Susan Caldwell, Director

SUBJ: Luncheon Programs

This year a new feature has been added to the program of professional development opportunities for administrative staff at BGSU. In addition to offering three workshops during the year, the Administrative Staff Council and Office of Administrative Staff Personnel Services will sponsor a series of luncheon programs. These will involve either guest speakers addressing topics of interest or organized tours of specific campus facilities offered during the lunch hour.

Our first luncheon program will be a tour of the Planetarium on October 22. Dr. Dale Smith, Planetarium Director and Assistant Professor of Physics and Astronomy, will conduct the tour and provide a brief presentation which will include viewing a star field. The half-hour program will start promptly at 12:15 p.m. so please arrive before then. Easiest access to the Planetarium is using the sidewalk that runs north-south between Overman and the Math-Science Buildings, and entering through the door on the west side of the Planetarium. Because no food or beverages are allowed in the Planetarium, you should make arrangements for your lunch either before or after the program. The Planetarium has a maximum capacity of 118 people; please call me or Marcia Buckenmyer at 2-2558 to let us know if you plan to attend. I am sure it will be an interesting tour and presentation, and I look forward to seeing you there.

The second luncheon program - Briefing on Academic Enhancement, Admissions, and Minority Affairs - is scheduled for November 19. Details will be sent to you later this month.

SC:mmb
October 14, 1985

MEMORANDUM

TO: Gregg DeCrane, Chair, Administrative Staff Council

FROM: Jim Litwin, Chair, ASC Professional Development Committee

Gregg, I am pleased to inform you that Joni Reed, Director of Special Programs in the Center for Academic Options, has agreed to join the ASC Professional Development Committee. Thus we now have our full complement of 4 members on the Committee. Joni's experience in such areas as the National Faculty Exchange will be an important contribution to our work this year.

xc: Joni Reed
MEMORANDUM

TO: Administrative Staff Members

FROM: Susan Caldwell, Director

SUBJ: Professional Development Workshop

"Effective Writing Techniques" is the title of a professional development workshop which will be presented on Tuesday, November 5. This is the first in a series of workshops to be sponsored during 1985-86 by the Administrative Staff Council and the Office of Administrative Staff Personnel Services. Dr. Thomas Wymer, Assistant Chair and Professor of English, will conduct this program which will focus on the obstacles to clear written communications and how to overcome them. His presentation will include such topics as: getting started, determining an objective, organizing the document, simplifying style, determining the audience, adjusting style and tone, and revising and editing.

The workshop will be held from 9:00 - 11:00 a.m. in the Capitol Room of the University Union on Tuesday, November 5. There will be a limit of twenty participants, so please call Marcia Buckenmyer at 2-2558 to make a reservation as soon as you know you can attend. It may be possible to repeat this workshop at a later date if more than twenty people indicate an interest.

If you do plan to attend, Dr. Wymer would appreciate receiving writing samples (memos, letters, or other documents) that you or others in your office have prepared or received. Samples of good and poor writing are needed. Be sure to eliminate names, confidential data, or identifying information. Please send these samples to Dr. Wymer no later than Thursday, October 31.

We are fortunate to have Dr. Wymer as the workshop leader. Because of his expertise in technical writing, he will provide us with excellent practical guidelines for improving our writing skills. I look forward to seeing you on November 5.

SC:mmb
ASC
November 4, 1985

MEMORANDUM

TO: Administrative Staff Members

FROM: Susan Caldwell, Director
       Administrative Staff Personnel Services

SUBJ: Luncheon Program

On Tuesday, November 19, a luncheon program is planned which will be a briefing on the Offices of Academic Enhancement, Admissions, and Minority Affairs. Since these departments are new or have experienced change during the past few months, this program is designed to focus on the organization, responsibilities, and goals of the areas. Jim Litwin, Chair of the Professional Development Committee of the Administrative Staff Council will host the program. Our panelists will be Joan Morgan, Director of Academic Enhancement; John Martin, Director of Admissions; and Jack Taylor, Assistant Vice President for Student Affairs. The program will be held in the Alumni Room of the University Union, starting at 12:10 p.m.

To provide you with an opportunity to eat lunch during the program, boxed lunches will be available. They must be ordered ahead of time and can be picked up and paid for in the Alumni Room prior to the program. Of course, if you'd prefer, you can purchase a lunch in the Nest or Froud, and bring it with you to the program. The following four boxed lunches will be offered:

A. Ham and cheese on a hamburger bun, lettuce & tomato, chips, apple, cookies $3.00
B. Turkey on a hamburger bun, lettuce & tomato, chips, apple, cookies $3.25
C. Roast beef on a Kaiser roll, lettuce & tomato, chips, apple, cookies $3.50
D. Tuna salad sandwich, lettuce & tomato, chips, apple, cookies $3.25

*Chilled soda will be available for $.50 extra.

If you want to order a boxed lunch, please call Marcia Buckenmyer at 2-2556 by noon on Friday, November 15, to let her know your selection. Lunches can be paid for with cash or University charge when you arrive for the program. Please let us know if you think the boxed lunch idea is one you'd like us to offer at future luncheon programs.

SC:mmb
MEMORANDUM

TO: Ruth Friend
Jim Litwin
Joan Morgan
Joni Reed

FROM: Susan Caldwell, Director
Administrative Staff Personnel Services

SUBJ: Evaluation of Workshops

I have attached for your review a summary of the evaluations of the "Effective Writing Techniques" workshops. Total attendance at the two sessions was 33. As you can see, the evaluations were very positive, and some suggestions were made for follow-up programs. Perhaps we can discuss this information at our next meeting.

SC: mmb
Attachment
Summary of Evaluations
Effective Writing Techniques Workshops
November 5 & 12, 1985

Please complete this questionnaire. Your reactions and comments about this workshop will be helpful to us in planning future training programs. Thank you for participating in the workshop and for taking the time to answer the following questions.

1. Was the subject matter pertinent to your needs and interests?
   
   | 19 | To a great extent | 4 | To some extent | 0 | No |

2. Was the material presented clearly?
   
   | 12 | To a great extent | 4 | To some extent | 0 | No |

3. Was the program well-organized?
   
   | 14 | To a great extent | 8 | To some extent | 0 | No |

4. Was the length of the workshop adequate to cover the material?
   
   | 0 | Needed more time | 20 | Just about right | 0 | Needed less time |

5. Overall, did the workshop meet your expectations?
   
   | 19 | To a great extent | 4 | To some extent | 0 | No |

If not, what did you expect?

Most time spent on memos and reports rather than letters. Examples of writing techniques within body of letter/report. Writing assignment to work on. Submit writing sample to be critiqued.
6. What is your overall rating of this workshop?
   [ ] Excellent  [ ] Very Good  [ ] Good  [ ] Fair  [ ] Poor

7. What would have made the workshop more effective?
   - writing exercise
   - more handouts readily available
   - information on how to arrange longer reports
   - more time
   - copies of examples used
   - second session to critique participants' written materials
   - more interaction among the group/activities could have had quicker pace
   - individual practice

8. What follow-up sessions dealing with writing techniques would be useful?
   - hands-on writing session
   - ways to incorporate your personality into memo
   - writing manuals
   - session on reports and manuals
   - more advanced, detailed seminar on same topic preparing goals/objective
     for salary/merit evaluation
   - writing clearly - topic and idea organization
   - specific grammatical problems/techniques

9. What other training topics would be very useful or of great interest to you?
   - emphasis on written communication
   - technical or report reading for accuracy
   - speech technique, discussion method technique
   - brochure development
   - dealing with manipulative individuals
   - dealing with staff whose performance is poor

10. General comments:
    - learned some do's and don't
    - very useful and thought provoking
    - very helpful seminar for those without business communication classes
    - timely, relevant topic
    - very helpful - can apply immediately
    - excellent program - could use more time, but not in one session
    - very good topic - appreciate the program
    - speaker was excellent
    - examples were helpful

Please return the completed questionnaire as soon as possible to Susan Caldwell, Administrative Staff Personnel Services, 911 Administration Building.

Thank you.
GEN5
MEMORANDUM

TO: Wayne Colvin, Director
   Greek Life
   Residential Services

FROM: Susan Caldwell, Director
       Administrative Staff Personnel Services

SUBJ: Professional Development Workshop

Wayne: Thank you for agreeing to conduct a workshop on
"Managing Change as Part of Organizational Development." I
have arranged to have the Alumni Room of the University Union
on Thursday, January 9, 1986 from 1:00 - 5:00 p.m. I will
announce that the workshop will run from 1:30 - 4:00 p.m. As
you requested, I plan to have an overhead projector, screen, and
chalkboard available for you. The room set up will be
classroom style. I will prepare copies of the four handouts
you gave me - An Analysis of a Change, 16 Ways to Reduce Resistance
to Change, and two charts for planning and organizing projects.

I have enclosed a draft of a memorandum to
administrative staff members announcing the workshop and
explaining what will be covered. Please review it and let
me know if it is clear and accurate. I plan to send the
memorandum during the week of December 16.

Again, thanks for your willingness to conduct this
workshop. The topic is one that administrative staff will find
interesting and relevant. Please let me know if there's
anything I can do to help you prepare for the workshop.

SC:mmb
Enclosure
MEMORANDUM

TO: Administrative Staff Members

FROM: Susan Caldwell, Director
      Administrative Staff Personnel Services

SUBJ: Professional Development Workshop

The second professional development workshop for 1985-86 is planned for Thursday, January 9. Entitled "Managing Change as a Part of Organizational Development," this workshop will be conducted by Wayne Colvin, Director of Small Group Housing and Greek Life. The program will explore all aspects of "change" in the work environment including proper planning and coordinating for the change process, methods of reducing resistance to and developing support for change, understanding the "emotional" cycle of change, and bringing stability out of change.

We are fortunate to have Wayne Colvin as the workshop leader. He has conducted numerous training programs on this and related management topics. Because of his expertise in organizational development he will be able to provide us with excellent guidelines for analyzing and improving the change process.

The workshop will be held on Thursday, January 9 from 1:30 - 4:00 p.m. in the Alumni Room of the University Union. Hopefully, this will be a good time for most administrative staff members to attend before spring semester begins. Although reservations are not necessary for this program, it would be helpful for us to know how many people plan to attend. Please call me or Marcia Buckenmyer at 2-2558 to let us know.

As fall semester and 1985 draw to a close, I hope you have found the past year to be challenging and rewarding. On behalf of the staff of Administrative Staff Personnel Services, I want to wish you a safe, happy holiday season!

SC:mmb
MEMORANDUM

TO: Administrative Staff Members

FROM: Susan Caldwell, Director
Administrative Staff Personnel Services

SUBJ: Professional Development Workshop

December 16, 1985

The second professional development workshop for 1985-86 is planned for Thursday, January 9. Entitled "Managing Change as a Part of Organizational Development," this workshop will be conducted by Wayne Colvin, Director of Small Group Housing and Greek Life. The program will explore all aspects of "change" in the work environment including proper planning and coordinating for the change process, methods of reducing resistance to and developing support for change, understanding the "emotional" cycle of change, and bringing stability out of change.

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<th>Workshops</th>
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<td>Objective Setting Techniques (Mar.-Oct. session)</td>
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<td>Managing Change at上市 in CD (Jan.-Aug.)</td>
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<td>Purchasing &amp; Selling Rights Strategy</td>
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<tr>
<td>Time of Event</td>
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<tr>
<td>11:30 AM - 1:30 PM</td>
<td>General Finance Planning (Apr.)</td>
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<td>10:30 AM - 12:00 PM</td>
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To future
C. simply

[Signature]

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ABC

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Workshop

MC
follow-up - event
Create

I AUD. See Bob – solution needed.

Pans on Marti
8. What follow-up sessions would be useful?

Planning for change - practical (anticipated, real)

Stress management during "transitional phase" of organizational change

Should be offered each year.

9. What other training topics would be very useful or of great interest to you?

Sensitivity workshops concerning relationships with Hispanic and Black colleagues.

Time management.

Planning for retirement.

Networking (internal) Time-management

Professional/career development

AV equipment training, role of IMC on campus

Crisis management

Resolving conflict

University budget process

University financial operation

10. General Comments

It seems university people should be way ahead in the investigation and proposal of innovation in management - not just in tagging along with old textbook theories.

Keep it up! This is very useful.

This is one of the best workshops that I have attended so far. Wayne did an excellent job of focusing on the topic and individualizing for specific areas - as much as participants would input for him.

The timing between semesters was very good.

More information regarding topics should be made available so as to encourage supervisors to attend.

I think these programs are very informative.
TOPICS FOR TRAINING PROGRAMS

Writing Effective Business Correspondence & Annual Reports
Developing and Implementing Goals
Overcoming Obstacles to Effective Management
Needs and Concerns of Part-time Staff
Time Management
Interpersonal Communications
Effective Supervision
Conducting Employee Evaluations
BGSU Budget Process - How does it work, who does what
Effective Memo and Letter Writing Techniques
Tours: Planetarium, TV Station, Electron Microscope, Mass Spectrometer
Copyright Law as Pertains to Media
Assertiveness
How to Make Managers out of People who Aren't
How to Reward Performance of Classified Staff
Supervision/Getting Things Done with Cooperation
Conflict Resolution
Investment Planning
Management Planning
Career Planning
Writing Job Descriptions
Interviewing Skills
6. What is your overall rating of this workshop?
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