

Professional Development Plan – Artifact

Cindy Patterson, CETPA CTO Mentor Candidate

Context

In my current position, Manager of Application Support at Santa Clara County Office of Education, I support districts business offices using a centralized business system that supports Finance, Payroll, Personnel, and Budgeting. The group I oversee, the Technology Resource Advisors, creates a training plan an annual training plan to support the districts use of the system. This training plan includes a component for new user training because the district business offices experience an average of 25% attrition each year. In addition, we have training to support new initiatives and to expand the use of the business system to improve workflow and efficiencies.

As a manager I also create a professional development plan for my staff which includes 7 System Analysts and 1 Technology Trainer.

Artifact

This training plan includes training for district business office staff and the group that I manage. The matrix identifies the learning communities, the leadership I will be working with, resources required for the training, data for assessment, learning design, implementation and outcomes.

Learning Outcomes

PD-08. Demonstrate a working knowledge of how to determine need for professional development as well as how to plan, design, and customize professional development for specific audiences.

Has the student provided a professional development implementation plan that includes the required columns listed below and several entries in each column that result in a well-thought out plan? Required columns are:

- Grade level (*Grade level was omitted due to the nature of my work*)
- Professional communities
- Leadership
- Resources
- Data
- Learning Designs
- Implementation
- Outcomes

Learning Communities	Leadership	Resources	Data	Learning Designs	Implementation	Outcomes
<p>Districts Business Office staff</p> <p>Payroll - assigned to Rhonda</p> <p>Personnel - assigned to Govindeep</p> <p>Finance/Budgeting - assigned to Brenda</p> <p>Purchasing - assigned to Lynette</p> <p>Technology Resource Advisors- SCCOE (My staff)</p>	<p>TSB Leadership: Director Technology Program and Instructional Support</p> <p>Manager of Application Support</p> <p>District Leadership: Assistant Superintendent of HR, or similar Assistant</p> <p>Superintendent of Business, or similar</p> <p>Provide budget and oversight, approve plans. Guest speaker and kick-off speaker</p> <p>Set goals, review plans, monitor progress during 1-1 meetings</p>	<p>QSS documentation</p> <p>SCCOE prepared documentation</p> <p>Test database</p> <p>QSS Consultants</p> <p>Lynda.com Quickstart Tech Cross training</p> <p>Camtasia, physical recording booth, headphones</p>	<p>Surveys administered after training</p> <p>Number of service requests initiated for that area after training was administered</p> <p>Certificates of Completion</p> <p>Demonstration of skills through new assignments</p> <p>Number of districts suppressing pay stub printing, number of registered users.</p>	<p>In seat flipped learning with lab</p> <p>Pre-recorded online video</p> <p>Webinars</p> <p>Online courses</p> <p>Cross training matrix</p> <p>Online just in time training</p>	<p>Provide full day training with multiple sessions Payroll Personnel "Spooktacular"</p> <p>Provide 5 day boot camp focusing on Position Control</p> <p>Provide 3 day boot camp focusing on Absence Tracking</p> <p>Provide execution overview – Finance and Purchasing "Planning Palooza"</p> <p>In seat, online and on the job</p> <p>Video snippets for help topics in addition to introduction and guide to register</p>	<p>More customers leveraging QSS models for improved business processes</p> <p>Fewer service requests on redundant topics</p> <p>Less time away from business focus</p> <p>Improved customer satisfaction scores</p> <p>More employees using self-service. Cost savings due to reduction in printing pay warrants.</p>