LASSEN COMMUNITY COLLEGE

HUMAN RESOURCES
&
PROFESSIONAL DEVELOPMENT MASTER PLAN
2021 - 2026

CABINET APPROVED DATE: _____
CONSULTATION COUNCIL APPROVED DATE: _____

Human Resources Master Plan

INTRODUCTION

The Human Resources Master Plan is compiled annually following the completion of the Educational Master Plan, the Student Services Master Plan, the Institutional Technology Master Plan and the Facilities Master Plan. The plan draws the human resource-related needs from each of these plans to include staffing, professional development, performance evaluation, and accountability to external agencies.

The Human Resources Department of Lassen Community College identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the institution to ensure a fully staffed and highly functioning team of employees. Further, it has the responsibility to review and consider job design, technological changes, budgets, diversity plans, and customer service.

The Director of Human Resources reports to the Superintendent/President, and is composed of three (3) funded full-time positions: one (1) Director of Human Resources, two (2) HR Generalists. There may also be one (1) part-time worker. The Human Resources Department works in partnership with the Human Resources Planning Committee, the Flex Faculty and Staff Development Coordinator, and TECC Center faculty and staff to implement, track, and evaluate professional development needs. The Human Resources Planning Committee is also responsible for the completion of the Professional Development Plan which is available on the Lassen Community College website and My Lassen Portal.

HUMAN RESOURCES PLANNING COMMITTEE

The following individuals were appointed as members of the 2020-2021 Human Resources Planning Committee:

- Colleen Baker – Faculty
- Yuting Lin – Faculty
- John Martin – Faculty
- Richard Swanson - Faculty
- Sue Kelley – Classified
- Brenda Hoffman – Classified
- Pat Shannon – Classified Alternate
- Melissa Hill – Confidential
- Vickie Ramsey – Human Resources Director
- Carie Camacho – Dean of Instructional Services

2021-2026 HUMAN RESOURCES DEPARTMENT EXPECTATIONS AND STANDARDS

Expectation 1: Provide Timely and Effective Recruitment, Selection, Orientation, and Evaluation for Administrative, Faculty, and Classified Employment Classifications.

Standards:
- As guided by the Educational Master Plan, staff personnel in appropriate instructional disciplines
- Diverse candidate pools
- Written selection and hiring procedures
- New Employee Orientation
- Written employee handbook
- Follow timelines and accountability for probationary and annual evaluations
- EEO Training

Expectation 2: Provide Excellent Customer Service to internal and external stakeholders.

Standards:
- Follow electronic protocol system for notifying candidates of the status of their applications
- Appropriate first-contact with all individuals contacting the Human Resources Office
- Timely responses to inquiries from staff and the public

Expectation 3: Provide Timely In-Service Training to Meet the Demands of State and Federal Mandates

Standards:
- Timely sexual harassment training to all new and existing staff
- Currency in the 2-year Sexual Harassment training cycle for Administrators and Managers
- Child abuse reporting training for all staff. Ensure all new staff is provided the training within thirty (30) days of starting work
- Training on Family Education Rights to Privacy Act (FERPA) for all staff
- Disaster Preparedness Training for all staff
- SLO/AUO Assessment Training (began in Dec. 2012)
- Title IX Training

Expectation 4: Provide Training to Meet the Needs of Faculty and Staff
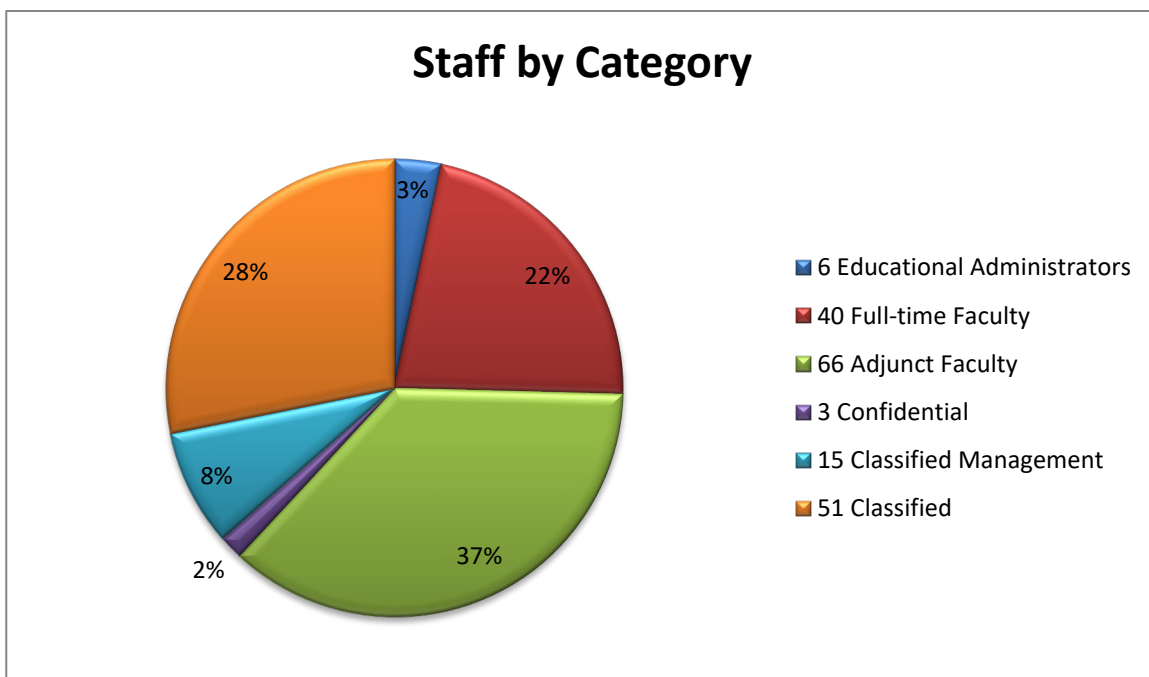
Standards:
- Publish a training calendar
- Training in current technology to improve performance in the classroom and workplace
- Establish safety training protocol campus-wide
- Training in innovative instruction methodologies to improve student success
- HR101 Training for Managers and Administration
- FRISK Training for Managers and Administration
- EEO Training

Proposed Breakdown of Staff by Category – Fall 2020

In Fall 2020, Lassen Community College employed six educational administrators, fifteen classified administrators (managers), three confidential employees, forty full-time faculty, sixty-six adjunct faculty, and fifty-one classified employees. Of the forty full-time faculty, thirty-two will serve in the instructional area.

Staff by Category

Legend:
- 6 Educational Administrators
- 40 Full-time Faculty
- 66 Adjunct Faculty
- 3 Confidential
- 15 Classified Management
- 51 Classified

Pie chart percentages: 3%, 22%, 37%, 2%, 8%, 28%

Educational Planning

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Math IPR	2,3,4		1 FT Math Instructor	2018-19	$84,000.00	Both on-campus and prison assignments	1	1	General	
EMP	2,3,4		1 FT Geology/Physical Science Instructor	Fall 2018	$84,000.00	Both on-campus and prison assignments	3	2	General	
2014 Athletics IPR	2,3,4		1 Adjunct Cross-Country Coach	2015-16	$15000 - $25,000	Increased enrollment, co-ed sport	9	3	General	
2017 Welding IPR	1		1 FT faculty	Fall 2019	$84,000	Offer new courses for advanced manufacturing program/increase FTE's		4	General	
2018 Natural Science IPR	2,3,4		Hire an additional Instructional Support specialist II to adjust additional faculty hires and mathematics lab activities	Spring 2019	$40,000	Provide support for more student-centered opportunities in the classroom. Increased student success. Mitigation of student success issues arising from AB 705 problems		5	General	
Athletic IPR	1,2,3,4		Paid Assistant Coaches	2018-19	$40,000.00		10	6	General	
EMP	1,2,3,4		1 FT Automotive Technology Instructor	2018-19	$84,000.00	Anticipate increased enrollment because of NATEF certification	4	7	General	
2016 Correspondence NIPR	2,4		Hire part time (20 hr. per wk.) Administrative Assistant I - Correspondence	2018-19	$19,000.00	Student success	1	8	General	
EMP	2,3,4		1 FT English/Speech Instructor	2018-19	$84,000.00	Both on-campus and prison assignments	1	9	General	

AGR IPR	1,2,3,4		1 FT Agriculture Instructor	2018-19	$84,000.00		6	10	General	
Vocational Nursing IPR	1,2,3,4		1 FT Health Occupation Instructor	2018-19	$84,000.00		1a	11	General	
EMP	1,2,3,4		1 FT Foreign Language Instructor	Fall 2018	$84,000.00	Both on-campus and prison assignments	5	12	General	
2020 Business IPR	1		1 FT Faculty	Fall 2020	$84,000	Higher student completion		13	General	
2020 Business IPR	3		1 Instructional Support Specialist 3	Summer 2020	unknown	Increased retention/ completion		14	General	

Student Services Planning

(Note: Estimated Cost is equal to the Total Annualized Cost of Ownership for the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Athletics			Funds for Paid Assistant Coaches	2021-2022	$60,000		2	2		
Counseling	4		Student Success Support Admin Assistant	2021-2022	$46,863.26 (salary and benefits)	Approved, in progress	1	1		Possibly Funding in Categorical
Counseling	4		Counselor (additional incarcerated counselor)	2021-2022	$125,000 (salary and benefits)	Serve our growing incarcerated program	2	3		Possibly Funding in Categorical

Human Resources Planning

(Note: Estimated Cost is equal to the Total Annualized Cost of Ownership for the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Human Resources NIPR	1,2	1	Human Resources Generalist	2021-2022	$98,046.38	Increased service quality	1	1	GF	
Fiscal NIPR	1,3		Fill vacant Accountant III position	2021-2022	$86,276.00	Efficient and effective management of financial resources, and responsible stewardship of public trust/resources	1	2	GF	

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Fiscal NIPR	1,3		Reclassification to Accountant III	2021-2022	$6,000.00	Efficient and effective management of financial resources, and responsible stewardship of public trust/resources	2	3	GF	
Fiscal NIPR	3		Hire Purchasing Assistant	2022-2023	$68.333.00	Increased Efficiency, manage human resource	3	4	GF	
Fiscal NIPR	3		Hire ½ Purchasing Assistant	2023-2024	$24,000.00	Increased Efficiency, Correspondence support	4	5	GF	

Facilities Planning

(Note: Estimated Cost is equal to the Total Annualized Cost of Ownership for the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
2018-2023 Facilities NIPR	1,3,4	1	Administrative Assistant IV	2021-2022	$76,000	Increased Departmental Efficiency/Continuity	1	1	GF	
2018-2023 Facilities NIPR	1,3,4	2	Maintenance Custodian	2021-2022	$61,000	Increased basic health and safety services	2	2	GF	
2018-2023 Facilities NIPR	1,3,4	3	Maintenance Specialist II – Grounds	2022-2023	$69,200	Increased Maintenance Effectiveness	3	3	GF	
2018-2023 Facilities NIPR	1,3,4	4	Maintenance Specialist IV – Multi-Trade	2023-2024	$83,000	Increased Maintenance Effectiveness	4	4	GF	
2018-2023 Facilities NIPR	1,3,4	5	Maintenance Specialist II	2024-2025	$69,200	Increased Maintenance Effectiveness	5	5	GF	

Technology Planning

(Note: Estimated Cost is equal to the Total Annualized Cost of Ownership for the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
	3		Information Technology Specialist III (reclassification)	2021-2022	$8,500.	Reclassify existing Information Technology Specialist II				

							employee to an Information Technology Specialist III				
	3		Information Technology Specialist III (reclassification)	2021-2022	$8,500.		Reclassify existing Information Technology Specialist II employee to an Information Technology Specialist III				
	3		Information Technology Specialist III	2021-2022	$107,000.		Hire Information Technology Specialist III Position				
	3		Information Technology Specialist II	2021-2022	$97,500.		Hire Information Technology Specialist II Position				

Institutional Effectiveness

(Note: Estimated Cost is equal to the Total Annualized Cost of Ownership for the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
AS	IE NIPR 2016	1, 3, 4		Research Analyst	2021-22	$95,000	Full Time Research Analyst	1	Essential due to new Student Centered Funding Formula	AS
P	2014 Marketing & Public Information NIPR	1		Marketing and Public Information Officer	2021-22	$115,000.00	Increased awareness and new student enrollment and strengthen the department capabilities	2		P
P	2014 Marketing & Public Information NIPR	1,3		Web Master Position	2021-22	$107,000	One person dedicated to the web needs of the college	3		P
	2014 Governance Annual Update	1, 3		Review the need to add or restructure administrative assistant support for governance	2021-22	$75,000	Improved Governance process	4	If restructure administrative assistant support then budget item is not needed	

Prioritized Recommendations for Inclusion in Human Resource Master Plan
(Note: Estimated Cost is equal to the Total Annualized Cost of Ownership for the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
	1, 2, 3, 4	2	Training for Staff on Title IX and other required diversity and safety trainings	2018-2019	$10,000.00	Provide a safe learning environment, minimizes barriers, supports students, and promotes leadership		2		
	1	3	Employee IDs	2018-2019	$5,000.00	Helps provide a safe learning environment.		3		
	3	4	Professional Development	2018-2019	$2,000.00	Increased knowledge and best human resources practices		4		
	2, 4	5	ALEX Health Insurance Software	2018-2019	$10,000.00 first year, less each year after	Better understanding of benefit options for new hires, allowing them to make a more informed choice of health insurance plans		5		
	1, 3	6	Student Assistance Program	==2018-2019==	$7,620.00	Helps ensure the mental health of students		6		

Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
3		Update employee handbook	Relevant handbook	2021-2022	Director of Human Resources in partnership with Human Resources Committee	Published Update
3		Update Selection & Hiring Manual	Relevant handbook	2021-2022	Director of Human Resources in partnership with Human Resources Committee	Published Update
2, 3		Implement electronic On-Boarding and evaluations	Integrate the secure electronic personnel information system	2021-2022	Director of Human Resources	100% of employees recruited, hired and evaluated in the new system
3		Develop a mentoring program to introduce new employees to campus services and personnel.	To comfortably and professionally integrate new employees into the campus community	2021-2022	Director of Human Resources in partnership with Human Resources Committee	80% of new employees surveyed will be satisfied with this experience.
3		Assess electronic on-boarding and evaluation system	Integrate the secure electronic evaluation system	2021-2022	Director of Human Resources	100% of employees evaluated in the new system
3		Evaluate the mentoring program for new employees.	Maintain or improve the Mentoring Program.	2021-2022	Director of Human Resources in partnership with Human Resources Committee	80% of new employees surveyed will be satisfied with the program.
4		HR101 Training for Managers / Administration	To help managers and administration provide better support for employees.	2021-2022	Director of Human Resources in partnership with Human Resources Committee	80% of employees surveyed will be satisfied with the trainings
4		Phase II FRISK Training for Managers / Administration	To help managers and administration provide better support for employees	2021-2022	Director of Human Resources in partnership with Human Resources Committee	80% of employees surveyed will be satisfied with the trainings
1, 4		EEO Training	To better train staff in recruitment process	2021-2022	Director of Human Resources in partnership with Human Resources Committee	80% of employees surveyed will be satisfied with the trainings
2		Directory Boards in Buildings and Telephone Lists With Building Locations	Easier travel and communication across campus	2021-2022	Director of Human Resources in partnership with Human Resources Committee	80% of employees surveyed will be satisfied with the new signage

*Becomes a standard after this year

Human Resources Plan 2022-2023 – 2 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
3		Assess electronic on-boarding and evaluation system	Integrate the secure electronic evaluation system	2022-2023	Director of Human Resources	100% of employees evaluated in the new system
3		Evaluate the mentoring program for new employees.	Maintain or improve the Mentoring Program.	2022-2023	Director of Human Resources in partnership with Human Resources Committee	80% of new employees surveyed will be satisfied with the program.

Human Resources Plan 2023-2024 – 2 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
3		Comprehensive review of the employee handbook	Relevant handbook	2023-2024	Director of Human Resources in partnership with Human Resources Committee	Published Update
3		Comprehensive review of the Selection & Hiring Manual	Relevant handbook	2023-2024	Director of Human Resources in partnership with Human Resources Committee	Published Update

Human Resources Plan 2024-2025– 2 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
3		Comprehensive review of the employee handbook	Relevant handbook	2024-2025	Director of Human Resources in partnership with Human Resources Committee	Published Update
3		Comprehensive review of the Selection & Hiring Manual	Relevant handbook	2024-2025	Director of Human Resources in partnership with Human Resources Committee	Published Update

Human Resources Plan 2025-2026 – 2 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
3		Comprehensive review of the employee handbook	Relevant handbook	2025-2026	Director of Human Resources in partnership with Human Resources Committee	Published Update
3		Comprehensive review of the Selection & Hiring Manual	Relevant handbook	2025-2026	Director of Human Resources in partnership with Human Resources Committee	Published Update

		Human Resources Plan - Strategies that have been met and are Ongoing				
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
3		Timely and accurate compliance tracking: Tuberculosis testing	All staff in compliance with Education Code mandates.	Ongoing, still being accomplished	Director of Human Resources	All employees are current with Tuberculosis testing.
3		*Identify new training regulations	Identify new mandated training and implement new training modules	Ongoing, still being accomplished	Director of Human Resources in partnership with Human Resources Committee	Relevant mandated training

Professional Development Plan

INTRODUCTION

MISSION AND VALUES
The Human Resources Planning Committee believes that the educational environment for all students is enriched when the college invests in the professional skills, academic knowledge, and cultural proficiency of its employees. Thus, provision for continued professional development opportunities for Lassen Community College employees is essential for college success.

OPERATIONAL PRINCIPLES
The following principles provide a framework for professional development and serve as criteria for making decisions on professional development activities. The goals of the Professional Development Plan are to develop knowledge, skills and abilities that will provide the potential for better performance and increased job satisfaction. The Human Resources Planning Committee plans, coordinates, and recommends financial support for a variety of activities that engage faculty, staff, and administrators.

The committee groups the guiding principles under these headings:

Contribution to Employee Collaboration
Professional development activities serve as a vehicle for enhancing employee interactions, building a cooperative environment, and fostering a healthy working relationship among employees.

Contribution to Student Success
Student success should guide professional development activities. Student success may be measured through:
- Improvement of customer service from all staff members
- Enhancement of a specific course, program of instruction, or student service
- Enhancement of cultural awareness
- Improvement of leadership skills
- Enhancement of knowledge of shared governance, collaboration, and relationship building
- Improvement of technological skills

Meeting Needs
Professional development activities include those that meet the needs of LCC employees as expressed in needs assessment surveys, workshop evaluation forms, internal documents [such as program reviews, accreditation self-evaluation reports, district and college plans], shared governance committee activities, and faculty, classified, or institutional initiatives.

Allocation of Resources
Since resources are limited, the committee believes that professional development activities should be designed to provide the greatest effect on the institution, its programs, and students. College resources should be allocated to activities that have broad institutional impact. At the same time, the committee recognizes (a) the value of the rejuvenation through professional development activities; (b) that professional development may involve activities which are beyond staff's ordinary or current job descriptions but, are likely to be integrated into their present or future contribution to the institution and

(c) the importance of professional development for all college employees. Resources should be allocated equitably among, institutional groupings, and types of activities.

Accountability
The committee supports the evaluation of and resulting modifications to training activities. The committee recognizes the importance of ensuring appropriate accountability for those who engage in professional development activities. The college abides by state, district, and institutional policies and regulations as well as by the requirements of funding sources.

Responsibilities
The responsibility for professional development at LCC lies with each employee. The institution must nurture a climate where continued personal and professional growth is valued and pursued. The Human Resources Planning Committee is responsible for ensuring that adequate opportunities for Professional Development exist. The responsibilities of the Human Resources Planning Committee as they relate to professional development include the following:

- Plans and conducts activities for employees that lead to enhanced collaboration and respect
- Provides a forum for explorative and open discussion of new and innovative procedures and strategies
- Advises and assists in planning, evaluating and improving constituent group interactions
- Supports training and re-training opportunities
- Distributes information on workshops, seminars, and available resources related to faculty and staff improvement
- Develops a comprehensive Professional Development Plan

PROFESSIONAL DEVELOPMENT GOALS AND STRATEGIES

The goals of Professional Development are aligned with the Strategic Goals of the District, Institutional Effectiveness, Learning Opportunities, Resource Management, and Student Success. Professional development supports these strategic goals through the development of knowledge, skills and abilities in the following areas:

1. ***Organizational Competency, Communication, and Morale*** – by creating an environment that promotes collaboration and effective constituent interactions

2. ***Employee Competency*** – by building a training program in the development, implementation, and assessment of student learning/administrative unit outcomes that benefit the college community

3. ***Cultural Awareness*** – by supporting a training program and providing opportunities for LCC employees to have cultural experiences that contribute to and broaden the cultural awareness of the LCC community

4. ***Technological Competency*** – by providing essential skills for students' appropriate and responsible use of existing and emerging technology tools for communication, productivity, management, research, problem solving and decision making

OBJECTIVES, ACTIVITIES AND PERFORMANCE OUTCOMES

New professional development needs may be identified and current standards may change. The Human Resources Planning Committee will review the plan and update as necessary.

GOAL 1: Organizational Competency, Communication, & Morale

1.1   Create an environment that encourages collaboration and collegial interaction. (2014-Accreditation Self-Evaluation – Standard IV)

GOAL 2: Competence in the Workplace
2.1   Train faculty and staff to create and evaluate student-learning/administrative unit outcomes at the course, program, area and institutional levels. (*2014-Accreditation Self-Evaluation – Standard II)*
2.2   Provide timely, accurate and effective state and federal mandated trainings and compliance tracking: (2014-Accreditation Self-Evaluation – Standard III)
2.3   Train faculty on instructional delivery methodologies (2014-Accreditation Self-Evaluation Standard II)
2.4   Provide faculty and staff with discipline-specific/job specific professional growth opportunities *(2014-Accreditation Self-Evaluation – Standard III)*
2.5   Increase awareness of institutional and individual responsibilities for student success. (*Strategic Goal #4; 2014-Accreditation Self-Evaluation – Standard II)*

GOAL 3: Cultural Proficiency
3.1   Train employees to identify their own biases and use respectful cultural communication practices. (*2014-Accreditation Self-Evaluation – Standard III*)

GOAL 4: Technological Competency
4.1   Promote and provide regular and consistent training on the effective use of technology (2014-Accreditation Self-Study – Standard III)

FLEX ACTIVITIES

Per BP 4010/AP 4010, the Governing Board may designate an amount of time during each fiscal year to be used for staff development activities not to exceed fifteen (15) days. The time designated for these activities shall be known as "flexible time." The activities of all faculty members during the designated flexible days are to be directed toward instructional improvement activities such as:

1. Course instruction and evaluation;
2. Staff development, in-service training, and instructional improvement;
3. Program and course curriculum or learning resource development and evaluation;
4. Related activities, such as student advising, guidance, orientation and matriculation services;
5. Conferences, workshops, and institutional research;
6. Other duties as approved by the District.

Flexible Calendar 2020-2021
The academic calendar for 2020-2021 has seven days (35 hours) designated for "flex" activities for full-time faculty. Flex calendar dates are:

Activities Day	Fall 2020	Spring 2021
Flex	August 12, 2020	January 14, 2021
Flex	August 13, 2020	January 15, 2021
Flex	August 14, 2020	February 10, 2021
Flex		February 11, 2021
Convocation	September 1, 2020	February 2, 2021

Professional Development Plan 2021-2022 – 7 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
1	1.1	Provide activities and training on effective practices of conflict resolution.	All staff and faculty as appropriate trained	Ongoing	Director of Human Resources	All groups will participate
2	2.4	Provide faculty and staff with discipline-specific/ job specific training opportunities.	Highly qualified faculty and staff.	Ongoing	Vice President of Academic Services Flex Faculty and Staff Coordinator	Increased knowledge, skills and abilities for targeted employees.
2	2.4	Provide customer service training	Improved customer relations	Ongoing	Human Resources Committee/ Flex Faculty and Staff Coordinator	Fewer complaints
2	2.5	Include at least one training during flex each year focused on enhancing awareness about institutional and individual responsibilities and roles for student success.	Identify barriers to student persistence	Ongoing	Vice President of Academic Services/ Director of Institutional Effectiveness/ Flex Faculty and Staff Coordinator	Increased enrollment, persistence and retention
4	4.1	Provide workshops to promote proficiency in using the Datatel management information system	Improved ability to use Datatel	Ongoing as needed.	Dept. Managers	Reinstate Datatel Users Group
4	4.1	Provide online delivery training to employees (Canvas)	Increased customer service to students.	Ongoing	Vice President of Academic Services	Fewer student complaints
4	4.1	Provide software training to support changing technology	Increased competency	Ongoing		Increase in competency per workshop evaluation

Professional Development Plan 2022-2023 – 7 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
1	1.1	Provide activities and training on effective practices of conflict resolution.	All staff and faculty as appropriate trained	Ongoing	Director of Human Resources	All groups will participate
2	2.4	Provide faculty and staff with discipline-specific/ job specific training opportunities.	Highly qualified faculty and staff.	Ongoing	Vice President of Academic Services Flex Faculty and Staff Coordinator	Increased knowledge, skills and abilities for targeted employees.
2	2.4	Provide customer service training	Improved customer relations	Ongoing	Human Resources Committee/ Flex Faculty and Staff Coordinator	Fewer complaints
2	2.5	Include at least one training during flex each year focused on enhancing awareness about institutional and individual responsibilities and roles for student success.	Identify barriers to student persistence	Ongoing	Vice President of Academic Services/ Director of Institutional Effectiveness/ Flex Faculty and Staff Coordinator	Increased enrollment, persistence and retention
4	4.1	Provide workshops to promote proficiency in using the Datatel management information system	Improved ability to use Datatel	Ongoing as needed.	Dept. Managers	Reinstate Datatel Users Group
4	4.1	Provide online delivery training to employees (Canvas)	Increased customer service to students.	Ongoing	Vice President of Academic Services	Fewer student complaints

Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
4	4.1	Provide software training to support changing technology	Increased competency	Ongoing		Increase in competency per workshop eval

Professional Development Plan 2023-2024 – 7 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
1	1.1	Provide activities and training on effective practices of conflict resolution.	All staff and faculty as appropriate trained	Ongoing	Director of Human Resources	All groups will participate
2	2.4	Provide faculty and staff with discipline-specific/ job specific training opportunities.	Highly qualified faculty and staff.	Ongoing	Vice President of Academic Services Flex Faculty and Staff Coordinator	Increased knowledge, skills and abilities for targeted employees.
2	2.4	Provide customer service training	Improved customer relations	Ongoing	Human Resources Committee/ Flex Faculty and Staff Coordinator	Fewer complaints
2	2.5	Include at least one training during flex each year focused on enhancing awareness about institutional and individual responsibilities and roles for student success.	Identify barriers to student persistence	Ongoing	Vice President of Academic Services/ Director of Institutional Effectiveness/ Flex Faculty and Staff Coordinator	Increased enrollment, persistence and retention
4	4.1	Provide workshops to promote proficiency in using the Datatel management information system	Improved ability to use Datatel	Ongoing as needed.	Dept. Managers	Reinstate Datatel Users Group
4	4.1	Provide online delivery training to employees (Canvas)	Increased customer service to students.	Ongoing	Vice President of Academic Services	Fewer student complaints
4	4.1	Provide software training to support changing technology	Increased competency	Ongoing		Increase in competency per workshop evaluation

Professional Development Plan 2024-2025 – 7 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
1	1.1	Provide activities and training on effective practices of conflict resolution.	All staff and faculty as appropriate trained	Ongoing	Director of Human Resources	All groups will participate
2	2.4	Provide faculty and staff with discipline-specific/ job specific training opportunities.	Highly qualified faculty and staff.	Ongoing	Vice President of Academic Services Flex Faculty and Staff Coordinator	Increased knowledge, skills and abilities for targeted employees.
2	2.4	Provide customer service training	Improved customer relations	Ongoing	Human Resources Committee/ Flex Faculty and Staff Coordinator	Fewer complaints
2	2.5	Include at least one training during flex each year focused on enhancing awareness about institutional and individual responsibilities and roles for student success.	Identify barriers to student persistence	Ongoing	Vice President of Academic Services/ Director of Institutional Effectiveness/ Flex Faculty and Staff Coordinator	Increased enrollment, persistence and retention

Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
4	4.1	Provide workshops to promote proficiency in using the Datatel management information system	Improved ability to use Datatel	Ongoing as needed.	Dept. Managers	Reinstate Datatel Users Group
4	4.1	Provide online delivery training to employees (Canvas)	Increased customer service to students.	Ongoing	Vice President of Academic Services	Fewer student complaints
4	4.1	Provide software training to support changing technology	Increased competency	Ongoing		Increase in competency per workshop evaluation

Professional Development Plan 2025-2026 – 7 strategies						
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
1	1.1	Provide activities and training on effective practices of conflict resolution.	All staff and faculty as appropriate trained	Ongoing	Director of Human Resources	All groups will participate
2	2.4	Provide faculty and staff with discipline-specific/ job specific training opportunities.	Highly qualified faculty and staff.	Ongoing	Vice President of Academic Services Flex Faculty and Staff Coordinator	Increased knowledge, skills and abilities for targeted employees.
2	2.4	Provide customer service training	Improved customer relations	Ongoing	Human Resources Committee/ Flex Faculty and Staff Coordinator	Fewer complaints
2	2.5	Include at least one training during flex each year focused on enhancing awareness about institutional and individual responsibilities and roles for student success.	Identify barriers to student persistence	Ongoing	Vice President of Academic Services/ Director of Institutional Effectiveness/ Flex Faculty and Staff Coordinator	Increased enrollment, persistence and retention
4	4.1	Provide workshops to promote proficiency in using the Datatel management information system	Improved ability to use Datatel	Ongoing as needed.	Dept. Managers	Reinstate Datatel Users Group
4	4.1	Provide online delivery training to employees (Canvas)	Increased customer service to students.	Ongoing	Vice President of Academic Services	Fewer student complaints
4	4.1	Provide software training to support changing technology	Increased competency	Ongoing		Increase in competency per workshop evaluation

		Professional Development Plan - Strategies that have been met and are ongoing				
Goal	Obj.	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement Target
1	1.1	*Recognize faculty and staff success, both personal and professional.	Improved morale and interpersonal relationships	Ongoing	LCC Website & Convocations	
1	1.1	*Provide training opportunities to encourage an understanding of collaboration and shared governance.	Consultation Council Members trained and disseminate information to constituency groups.	Ongoing	Director of Human Resources/Associate Dean of Institutional Effectiveness	All appropriate faculty and staff are trained
2	2.1	*Continue training program for Student Learning Outcomes (SLOs) and Administrative Unit Outcomes (AUOs).	All staff and faculty (targeting new employees) as appropriate trained regarding SLOs/AUOs	Ongoing	Director of Institutional Effectiveness	All appropriate faculty and staff are trained
2	2.2	*Timely, accurate and effective state and federal mandated trainings and compliance tracking: • Child Abuse Reporting Training • Equal Employment Opportunity • Disaster Preparedness • Family Education Rights to Privacy Acts (FERPA) •Title IX	All staff and faculty trained and/or in compliance with federal and state mandates	Ongoing	Director of Human Resources in partnership with Human Resources Committee/ Flex Faculty and Staff Coordinator	100% of faculty and staff trained and/or in compliance
2	2.3	*Provide faculty with regular opportunities to explore different instructional delivery methods	Faculty skilled in alternative instructional delivery leading to higher levels of student success for students enrolled in online, correspondence and hybrid delivery mode courses	Ongoing	Flex Faculty and Staff Coordinator	Obtain higher level of student learning, retention, and success as compared to 2011-2012 baseline measures
3	3.1	*Provide training and activities each academic year on cultural diversity and communication practices.	Broaden the cultural awareness of LCC community	Ongoing	Director of Human Resources in partnership with Human Resources Committee/ Flex Faculty and Staff Coordinator	A minimum of 4 events