USG Learning Architecture

It was also determined that this programming was consistent with the standards, policies and guidelines set forth by the BOR and supported state and federal mandates.

Findings and Recommendations

Based upon the data collected and in fulfillment of the charge, the following curriculum tracks are recommended system wide for all faculty and staff:

Compliance Track – inclusive of the following course topics:

- Ethics Training
- Right-to-Know
- Sexual Harassment
- Fire Safety
- Campus Safety
- Diversity/Inclusiveness
- USG Motor Vehicle Use Policy

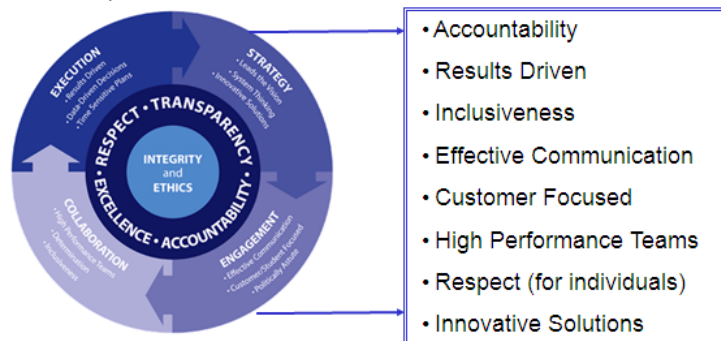**Computer Track**: – inclusive of the following course topics:

- Word levels 1-3
- Power Point levels 1-3
- Excel levels 1-3
- Access levels 1-3
- Outlook* 1-3

Management/Supervisory Certificate Program Track

This track will have four tiers encompassing several key core competencies as defined the USG Leadership Competency model:

Management/Supervisory

Focus Competencies

- Accountability
- Results Driven
- Inclusiveness
- Effective Communication
- Customer Focused
- High Performance Teams
- Respect (for individuals)
- Innovative Solutions

System Learning Architecture

Each tier within the management and supervisory certificate track will be categorized under each of the following major themes associated with the desired principles and practices of employees serving as managers and supervisors within the USG.

Tier One – Management and Supervisory Fundamentals
> Inclusive of the following course topics:

- Fundamentals of Management and Supervision
- Fundamentals of Budgeting for Mgrs. & Supervisor
- Effective Meeting Management

Tier Two – People Management
> Inclusive of the following course topics:

- Coaching for Performance & Career Development
- Understanding & Managing Diversity/Inclusiveness
- Conflict Management
- Delivering Effective Performance Appraisals

Tier Three – Enhanced Skills
> Inclusive of the following course topics:

- Project Management
- Business Writing
- Customer Service Skills for Managers and Supervisors

Tier Four – USG Leadership Academy for Faculty and Mid-Level Managers
> Inclusive of the following program components:

- Leadership program for faculty and mid-level managers modeled after the USG Executive Leadership Institute
- Participation will be by formal application and selection process
- Program will convene intermittently over an extended time period
- Program will run in parallel at the RTC level
- Series of institutes designed to learn more about how the University System functions
- Leadership sessions designed to enhance leadership skills
- 360 Degree Leadership Assessment
- Regional centered project phase

System Learning Architecture

Customer Service Certificate Program Track

As mandated by the Chancellor, all university system schools will offer customer service training to faculty and staff designed to promote the standards of faster, friendly, and easier service. This track is inclusive of the following course topics:

- Fundamentals of Customer Service
- Driving Exceptional Customer Service Through Communication
- Effective Problem Solving in A Customer Care Environment
- Dealing with difficult customers

Professional Development Certificate Program Track

It is recommended that courses be offered at each RTC school that provides learning opportunities in the following areas:

- Business Etiquette and Professionalism
- Interpersonal Communications
- Organization and Time Management
- Fundamentals of Customer Service
- Foundations of Diversity
- Career Planning and Development