UC San Diego

HUMAN RESOURCES
Staff Education and Development

Staff Education & Development

WORKPLACE INSTRUCTOR GUIDE

https://uclearning.ucsd.edu
staffeducation@ucsd.edu
Phone: (858) 534-4890
Fax: (858) 534-6837
Mail Code 0922
Torrey Pines Center-South
10280 N. Torrey Pines Road, Suite 265A

TABLE OF CONTENTS

STAFF EDUCATION & DEVELOPMENT'S COMMITMENTS TO YOU

The goal of Staff Education & Development (SED) is to provide you with the resources to deliver the best possible instruction and enhance each class participant's performance. Our mission is to champion learning and development for every UC San Diego employee.

To accomplish this, we:

- Develop and publish the online catalog, including updating course information on the Web.

- Provide course registration to clients via https://uclearning.ucsd.edu.

- Send immediate e-mail confirmation and one-week reminder notices to participants.

- Provide client service to participants via telephone, e-mail and in person, e.g., processing clients' requests to add, cancel or reschedule registration as appropriate, manually registering employees who are unable to access the UC Learning Center.

- Update the UC Learning Center to reflect class completion status and current training transcript.

- Work with instructors to meet client needs by scheduling additional courses based on demand.

- Provide instructors with access to their course rosters, e-mail communication with course participants, and the capability to generate course rosters.

- Provide technical support to instructors for courses scheduled in Staff Education & Development facilities.

- Market under-registered courses via e-mail.

- Cancel/reschedule courses that are under-registered.

- Provide instructors with flexibility (as appropriate) to accommodate more participants.

- Recharge for classes where there is a fee. Participants will also be charged for courses they registered in, but did not attend, if they did not cancel their registration five working days prior to the class. SED incurs a cost in these cases, and the only source of funding to cover the cost is participant fees.

THE COMMITMENTS WE ASK OF YOU

In order to provide the best possible service to course participants, there are certain commitments that we ask of you:

- Plan your calendar of courses and communicate course descriptions, schedules and location information to SED within the requested time frame.

- Schedule facilities, if you are using rooms other than those that belong to SED.

- Prepare and distribute course materials for your classes.

- Deliver courses according to the published schedule, given a minimum of six participants or the mutually agreed-upon minimum.

- Add classes to meet client demand.

- Provide sufficient notice and reason when canceling a class and a new date for rescheduling the class. Typically, classes are only cancelled due to instructor health or family emergencies.

- If you want to market your own class, consult with SED to ensure consistency of course information, and to avoid duplicating effort.

- Communicate with SED about:

  o Information critical for front-line client service.

  o Any changes in published schedules and instructional staff.

- Generate the sign-in sheet for your own courses, if held in facilities other than those that belong to SED. Ask participants to sign by their name on the sign-in sheet to ensure credit for the class.

- Return the completed sign-in sheet within two business days after the completion of the class by replying to the e-mail reminding you to return the roster, attaching the scanned roster.

  Refer all registration inquiries and concerns to SED. We can be reached at (858) 534-4890 or via e-mail at staffeducation@ucsd.edu.

PROFESSIONAL GUIDELINES FOR INSTRUCTORS

Professional Ethics

- Treat all learners equitably and with the highest degree of respect consistent with the *UC San Diego Principles of Community*.

- Protect the confidentiality of course participants by preserving their anonymity when discussing courses or programs with anyone outside of the class.

- Ensure that participants respect the confidentiality of others by asking them to agree to avoid naming names both inside and outside of the classroom.

- Intervene when participants do not honor these confidentiality standards by reminding them of the guidelines.

- Conform to university and federal intellectual property regulations including appropriately attributing quoted material and using graphics responsibly.

Commitment

- Serious life situations sometimes arise such as illness of a child, a trainer's own illness, or a death in the family. Barring unforeseen emergencies, honor commitments to teach the classes on the dates and times scheduled.

- To ensure that clients receive the accurate, timely, and correct information consult with the SED Program Office by phone at (858) 534-4890 or by e-mail at staffeducation@ucsd.edu before canceling or rescheduling a class or program.

- The SED Program Office weekly monitors classes that have not reached the minimum registration required.

- If the number registered is less than the agreed-upon minimum for the course (typically six people) five working days prior to the first meeting, we will contact you to determine if you would like to proceed with the course.

- If you choose not to proceed with an under-registered course, SED will assist you in notifying participants of the change or cancelation.

Content

- Develop program content that is relevant and applicable such that learners' evaluations usually indicate satisfaction that the program enhanced their skills.

- Develop program content which is consistent with the *UC San Diego Principles of Community*.

- Interpret course evaluations effectively and improve course design as appropriate.

- To ensure learner retention, develop instructional resource materials which are easy to read, appropriate for adult learners, and professional in appearance.

- Use established tools and techniques of professional training. For more information about these tools and techniques, please contact Staff Education & Development trainers for recommended reading, courses, and other resources.

- Are you using a PowerPoint presentation? You may want to include in your presentation the below sample slides, either as-is or modified to reflect your presentation format.

    1. Housekeeping slides
    2. Pre-Class slideshow

- Do you provide handouts? You may want to review a suggested handout template to retain consistency.

Delivery

- Create an open and welcoming environment in which individuals feel comfortable expressing their ideas and feedback by practicing group facilitation skills which demonstrate understanding of the needs and sensibilities of a diverse work force such that learners typically report feeling free to share openly.

- Communicate information and ideas clearly and understandably such that learners usually report satisfaction with instructor's communication skills.

- Provide activities which reinforce learning the subject matter, engage the learner, and promote a positive learning experience.

Logistics

- Set up the classroom before the scheduled class time and greet learners as they arrive.

- Both training rooms are equipped with a projector with a VGA connection. If you do not have a VGA output on your laptop, please provide your own adapter.

- When changing the hardware or software used in a course, be sure to make arrangements to test the changes prior to the day of the session. Contact the SED Program Office to schedule your test.

- Remind learners to complete the online evaluation form for each program.

- Return completed sign-in sheets at the end of each section or within two business days of the end of a class - see the After Your Class section below.

- Return the classroom to its standard set up when a class is over; turn off projection equipment and computers.

- Close blinds, if applicable. Clean up any trash from tables and floor.

Training Support

- Prior to marketing classes to targeted interest groups, coordinate with the SED Program Office to ensure consistency of course information and to avoid duplication of contacts.

COURSE DELIVERY PROCESS

Before Class

- Print your sign-in sheet, following the instructions in the [UC Learning Center: Instructor Guide](#). If you are teaching in an SED facility, you can omit this step.
- If you will be distributing handouts, make sure you have enough for the number that are registered in your class.

During Your Class

While you are still in class, remind your participants to complete the evaluation.

- The SED Program Office will send a survey link via e-mail to the participants.
- Are your course participants new to this process? Let them know that it's easy to find if they use the link in the e-mail.

After Your Class

Immediately after your training session, return the completed sign-in sheet within two business days after the completion of the class by replying to the e-mail reminding you to return the roster, attaching the scanned roster. This is the only record we will have of who actually attended your class.

Evaluation Reminders

When we receive your sign-in sheet, SED will close the course and send an e-mail reminder to participants asking them to complete the online evaluation. The reminder notice includes a link directly to the evaluation page for the course. The evaluation period for your class will be open for 14 days. The longer you delay sending the sign-in sheets to us, the less time participants will have to complete the online evaluation.

INSTRUCTIONAL FACILITIES USER'S GUIDE

To facilitate your use and maximize the potential of the SED training rooms, we have provided an *Instructional Facilities User's Guide* for each location. These facilities consist of:

- Learning Center in Torrey Pines Center-South (TPC-S), Suite 265A
- Training Center North in Torrey Pines Center-North, on the Plaza Level

The guides include:

- Facility setup
- Facility use guidelines

Please take an opportunity prior to your course meeting to review the audio visual for all facilities, the general information for all facilities, and the section for your course location. Let us know if you would like further information or have any questions.

SED courses are also taught in an instructional facility operated jointly by Administrative Computing and Telecommunications (ACT) and Business and Financial Services (BFS). Instructors using this facility should contact the person listed on the **IT Services Directions, Maps & Parking** page in Blink to reserve the room. If you use any other room on campus, contact the room's owner for scheduling.

Audio Visual for All Facilities

The standard setup in each of the SED classrooms includes the following audio visual equipment:

- Two flipchart stands with blank easel pads and markers
- Wall-mounted whiteboard with dry erase markers and eraser
- Overhead projector with overhead frame
- VHS and DVD player with remote control
- 27" color monitor with remote control
- Electric projection screen
- PC workstation
- Windows 7 Professional
- Internet Explorer 9
- Microsoft Office 2010

General Information for All Facilities

- Problems with any audiovisual equipment should immediately be brought to the attention of the SED Program Office. We will get further technical assistance, if necessary.

- Bottled water is available in all three classrooms. Other food and drinks can be purchased at at the Bella Vista Social Club and Caffé across the TPC-S service yard in the Sanford Consortium building. Drinks should be in covered containers to prevent spills.

- A telephone for local and campus calls is available just outside the Learning Center in Suite 265A. This includes calls to UC San Diego Health System offices. Additionally, a pay phone is located just inside the entry to the 2nd floor parking garage of TPC-S.

- An ATM is located in the southeast corner of the Seaside Courtyard in the breezeway that leads to the TPC-S Shuttle stop.

- The West Campus Connector stops at TPC-S, and the North Campus Shuttle stops a block before and after TPC-S. Check the live shuttle schedule.

- Participants with A, B, M or visitor parking permits may park in the garage at both TPC-S.

- The workstations in both classrooms may be used in stand-alone mode, or with the UC San Diego Active Directory network. You may bring your files to the Learning Center on CD's, USB flash drive or, if you are a Human Resources employee, you may access your files on the network.

- Both training rooms are equipped with a projector with a VGA connection. If you do not have a VGA output on your laptop, please provide your own adapter.

- Other arrangements for use of the electronic equipment, computer equipment and network connection must be coordinated in advance with SED. If there is an equipment malfunction, please notify SED immediately so we may assist you.

- In preparing for your session please note the following information:
  o Please check with the SED Program Office staff for extra markers, easel pads, and other teaching supplies.
  o If you need further assistance, please check with the SED Program Office.

- When concluding your session, please note the following information:
  o If the overhead projection system was used, please turn the projector off.
  o Turn off the computer.

Learning Center

Facility Setup

The Learning Center, located in Torrey Pines Center-South, Suite 265A, is designed to facilitate multimedia learning experiences in a professional, comfortable and informal environment.

The Learning Center is set up to accommodate 18-20 if tables are set up in four pairs, called "bistro style." Reconfigured into four rows of conference tables, where each row is formed from three of the tables in a straight line, it accommodates 18 participants. If you use any alternative arrangement, please return the Learning Center to the standard "bistro style" arrangement when you have finished your session. A standard facility setup diagram is available from the SED Program Office staff.

Facility Use Guidelines

- Lighting in the Learning Center is controlled from four sets of switches around the facility, allowing you to tailor the lighting to your needs.
- Advise your participants that if they wish to meet with an HR employee, they should make their interest known to the receptionist.
- Restrooms are located across the courtyard at the center of the building. As you go out the door into the courtyard, the women's restroom is to the left of the stairway and elevator column and the men's restroom is to the right.
- To leave the building in the event of an emergency, contact the receptionist for instructions. The receptionist will lead you to the HR meeting place for emergencies. The instructor should bring the sign-in sheet so that we can account for all participants.
- If the Learning Center becomes too warm, opening the door to the foyer may help cool the room.

Training Center North

Facility Setup

The Training Center North (TCN) is located on the Plaza (lower) Level of Torrey Pines Center-North. From the TPC-S shuttle stop, follow these walking directions.

TCN accommodates up to 32 participants in conference tables that are typically set up in pairs called "bistro style." If you use an alternative arrangement, please return TCN to the standard arrangement when you have finished your session. A standard facility setup diagram is available from SED Program Office staff.

Facility Use Guidelines

- Restrooms are located in the corridor to your right as you exit the classroom.
- To leave the building in the event of an emergency, use the exit door on the participant's left side of the classroom. Do not use the doors that lead into the hallway. Proceed away from the building, onto the grassy area near the golf course. The instructor should bring the sign-in sheet to verify that all participants have evacuated.

LEARNING MATERIALS

Materials such as handouts, exercises, overhead transparencies and prepared flipcharts are provided by the instructor. To determine the quantity of learning materials that you will need for your course, you will find that information through the course details for your class in the UC Learning Center, showing the number registered.

SED has developed a pre-made PowerPoint slide called the "Preclass slide show" The pre-class PowerPoint presentation offers a variety of slides which provide facility use and learning guidelines, market our current course offerings and other general information. If you are interested in using this slideshow, you may launch it from the desktop of the instructor workstation in each facility.

VIDEO LIBRARY

The SED Video Library is a service which can be used to supplement classroom learning. The Video Library includes titles in the areas of management and supervision, communication, diversity, information technology, quality of work/life and career awareness. Please check blink.ucsd.edu/HR/training/resources/library.html for a complete listing of titles and further information on the library.

PROFESSIONAL DEVELOPMENT RESOURCES

Instructional consulting is one of the services that SED can offer you. This ranges from the courses Training Adults at Work: Principles, Designing Workplace Training, Facilitating Groups: The Basics, and Effective Public Speaking and Presentations to individual consultations on assessing training needs, designing your instruction, developing training materials, marketing your courses, presenting and facilitating learning, and evaluating your courses and programs. If you are interested in this service, please contact the SED Program Office.

Look in Blink for additional information for instructors on the Workplace Instructor Resources page. This page has been designed to provide you with tools, tips and resources to assist with your instruction.

THANK YOU

Finally, our team wishes to extend a big thank-you to you. We really appreciate the time and effort that you take in preparing and delivering your courses. We know that you represent not only your own department and skills, but you also represent Staff Education & Development to the campus. Our customer satisfaction surveys consistently tell us that the campus holds our instructors in high esteem. Keep up the great work!

Thank you!
Staff Education & Development