



A Department of I&MT UW-MILWAUKEE

Student Technology Services Training Practices

STS Professional Development

Bolton 229F, 229-2423

<http://www.uwm.edu/IMT/STS/training/>

peers@uwm.edu

Introduction

This booklet provides you with the information you will need to know about the training program at STS. Before contacting the Professional Development department, please look through this guide and see if your question is answered here. If you do have a question please call 229-2423, stop by Bolton 229F, or email Professional Development (peers@uwm.edu).

Training Requirement

When you were hired at STS, it was under the agreement that you would complete three training classes per semester. There are three training semesters in a full calendar year: Spring, Summer and Fall. Three training classes must be taken per semester of employment and must be Professional Skills Training from the training curriculum; any on the job training (Job Skills Training) or Shortcourses will not count. The semesters and their dates are as follows:

Spring: January 1-April 30

Summer: May 1-August 31

Fall: September 1-December 31

Each semester is four months long, allowing ample time to complete three training classes. If you were hired within the first three months of a training semester, you must complete the three training requirement. If you were hired in the last month of a training semester (April, August or December), you are excused from completing the three training requirements for that semester, but the next semester you must complete the requirement.

Class Offerings

Each class on the training curriculum is offered once per semester. Below is the order that classes will be offered.

First Month (January, May, September)- Section 100

Second Month (February, June, October)- Section 200

Third Month (March, July, November)- Section 300

Fourth Month (April, August, December)- Section 400

To register, fill out a Professional Skills Training Registration sheet; in order for your registration to be processed, it must be signed by your supervisor. These are available in the Professional Development office(Bolton 229F). You must pre-register for all classes, no walk-ins will be admitted without prior supervisor approval. To cancel a registration, an email must be sent to Professional Development Registration at sc@uwm.edu at least 24 hours in advance or an HR report will be sent for not attending. No credit will be given for attending a training class if you arrive more than five minutes late.

Prerequisites

Below is a listing of the classes on the training curriculum that have prerequisites and the corresponding prerequisite class.

Prerequisite(s)	Class
Customer Service: Person to Person Skills and Customer Service: Phone and Email Skills	Handling Difficult Customers Workshop
Professional Ethics	Ethics Workshop
Team Building	Team Building Workshop
Resume Writing	Resume Writing Workshop
Portfolio Development	Portfolio Development Workshop
Technical Writing	Technical Writing Workshop
Diversity Training	Diversity-Sensitivity Training

Training Curriculum Raises

The Professional Skills Training has been designed to give you a wide range of professional training during your time at STS. After completing 20 points of any combination of classes from the Professional Skills Training list, you receive a training raise. There are a possible 80 points and therefore, four training raises allowed. The first raise is \$.50 and the next three are \$1 each.

To process a training raise after 20 points are completed, you must fill out a Training Raise Form. The forms are located in the Professional Development office (Bolton 299F) or on the training web site. The form must be filled out and signed by a supervisor. If any information is missing or incorrect, this may cause a delay in your raise; please read over forms carefully before submitting. Professional Development will verify your form, and if there are any missing points, you will be contacted.

Job Skills Training

All training done at STS is documented in your training portfolio. All classes not included in the Professional Skills Training will be recorded, but will not count as points towards a training raise. These classes will enhance your job skills and can be used in the end of the semester performance evaluation.

Your supervisor will determine the types of Job Skills Training classes that you need to learn to do your job properly. This may include on-the-job training, formal Job Skills classes or Shortcourses. Employees taking required Shortcourses must pre-register using the STS Shortcourse registration form; this form must be signed by the employee's supervisor. This form is available from the Professional Development Department (Bolton 229F) or on the Professional Development training site at

<http://www.uwm.edu/IMT/STS/training/trainreg.html> after the Shortcourse schedule has been determined for the semester.

If you wish to take a Shortcourse that is not required by your department, STS will pay for the class, but you may not take the class during a scheduled shift or be punched in when taking the class. To register for the Shortcourse, fill out a STS Shortcourse registration form and have it signed by your supervisor.

To further enhance your skills while working for STS, you may take a Job Skills Training class for any department other than your own. Emails will be sent with class dates, times and locations from each department; however, you may not take the training during a scheduled shift or be punched in during the class.

Viewing Your Training Portfolio

If at any time you would like to view your training portfolio, please make an appointment with Professional Development or send an email to peers@uwm.edu to request your training portfolio put in your mailbox. It is strongly advised that you make an appointment to see your training portfolio before you submit a Training Raise Form to ensure that all requirements have been fulfilled.

For Supervisors

At the beginning of each training semester, all supervisors are required to meet with the Professional Development supervisor to plan out the Job Skills Training that will be offered in that training semester. After this plan is set, supervisors must follow the plan and will be held accountable for classes not taught.

When training employees, please fill out either an Attendance Sheet and return the sheet to the Professional Development drop box located on the front desk in Bolton 229F.

Supervisors are required to turn in a Monthly Report to Professional Development at the end of each calendar month of the semester. This report will help to manage the requirements that your employees have fulfilled each month. The STS Manager will be informed if no training occurs for an extended period of time in your department, especially if there are new employees in your department.

All supervisors are required to meet with Professional Development at the end of the semester to determine whether their employees have completed three Professional Skills Training classes for the semester. This is done during the Performance Evaluation time and the exact dates will be announced in the supervisor's meeting. All meetings are by appointment only.

Conclusion

If you have any comments, suggestions, or questions, please visit the Professional Development department in Bolton 229F, phone 229-2423 or email Professional Development (peers@uwm.edu).