

2022 Best Practices Proposal Form



Completed proposals are to be submitted to
Julie Parrish, Chair, SACUBO Best Practices Committee, info@sacubo.org
The deadline is November 10, 2021.

Best Practices Submission:

Title: Transforming Compliance Training

Primary* Contact Information:

The primary contact must be a SACUBO member institution of higher education.

Institution: The University of Alabama

Address1: Box 870107

Address2:

City: Tuscaloosa

State/Prov: Alabama

Zip Code: 35401

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Jennifer Middle Name/Initial: Last Name: Clark

Suffix (Jr, III, etc.)

Professional Title: Institutional Compliance Coordinator

Email: jennifer.clark@ua.edu

Phone: 205-348-2304

Fax:

*Additional team contacts may be listed at the bottom of this form.

Institution Information:

Institution:

Research Comprehensive/Doctoral Small Institutions Community College

2022 Best Practices Proposal Form

Year Founded: 1831

Geographical Location: Tuscaloosa, AL

Number of Students: 38,320

Website: <https://www.ua.edu/>

Statement of the Problem:

Provide a brief statement identifying the challenge your institution encountered that benefited from your best practice.

Compliance training was dreaded by most because the courses were perceived to be too generic to be useful, not relevant to the duties of our faculty and staff, and too long to fit into a busy workday. There was little awareness or support for the program, so oversight was spotty at best. Subsequently completion rates suffered, and employees did not always get the information they need to be compliant with regulations and University policy.

Outsourced training solutions were expensive, not very customizable, and came with technical support issues.

Identify the Solution (250-words maximum):

Describe how you identified and developed your best practice solution including those involved with the process, impact on the organization, finances and resources.

At the end of the 2020 training cycle, feedback was solicited from those who had recently completed the training. Next, CERA met with subject matter experts to evaluate their priorities for the next year's training. After being offered the option to continue with externally developed training or to work with CERA to develop custom training, they unanimously chose to create custom courses.

CERA teamed with Human Resources Learning and Development to develop courses and deliver them through the University's Learning Management System. The main goal was to focus on providing practical guidance that helped the learner understand their responsibilities and how to carry them out on our campus. As a side-benefit, the time commitment for training was reduced from 4-5 hours to approximately 90 minutes.

Targeted communications focused on making sure that those in leadership positions at all levels were informed about training expectations and had access to data to keep them up-to-date on progress. Regular reminders were sent throughout the training period, and deans, AVPs, and vice presidents helped to provide encouragement to their units.

As a wrap up to the year's training cycle, survey results and completion statistics were shared with subject matter experts. This information will be used to inform the development of the next year's selection of courses.

The final result was a phenomenal improvement in completion rates, and glowing feedback survey results. More importantly, we found that faculty and staff were much more receptive and found it easier to grasp the message and were trying to communicate.

Implementation Timeline:

Provide a bulleted list of the steps and implementation timeline of your best practice solution.

1. Solicit feedback from faculty and staff.

2022 Best Practices Proposal Form

2. Meet with subject matter experts to gauge priorities.
3. Evaluate available resources to determine systems and personnel who might be able to assist with the creating of training.
4. Create a plan for each course.
5. Submit a proposal to executive leadership for review and approval.
6. Develop training assets and load them to the learning management system.
7. Begin targeted communications to leadership in advance of the training assignment.
8. Push out the training assignments and scheduled reminder notices.
9. Gather feedback from learners.
10. Make a plan for the next year.

Benefits & Retrospect:

Provide a brief statement of the benefits achieved by implementing the best practice solution.

- Discontinuing the contract with the training vendor saved the University \$50,000.
- The time commitment for each learner was reduced by approximately 3 hours. Multiplied by 15,500 faculty, staff, and student employees, the University saved 46,500 manhours.
- Compliance with training requirements improved.
- Faculty and staff became more engaged in the compliance training program.

Additional Team Contact Information:

Additional Contact #2:

Institution: The University of Alabama

Address1: Box 870107

Address2:

City: Tuscaloosa

State/Prov: Alabama

Zip Code: 35401

Institution:

Institution:

Research Comprehensive/Doctoral Small Institutions Community College

Salutation: Prof. Dr. Mr. Mrs. Ms.

First Name: Marcy

Middle Name/Initial:

Last Name: Huey

2022 Best Practices Proposal Form

Suffix (Jr, III, etc.)

Professional Title: Executive Director of Institutional Compliance

Email : mhuey@ua.edu

Phone: 205-348-2334

Fax: