

SOUTHEAST MISSOURI STATE UNIVERSITY

Department of Administrative Services

Course No. AD422

Title of Course: Training in Administrative Systems

New: S2000

I. Catalog Description and Credit Hours of Course:

Application of instructional development for the education and training of employees in administrative systems. 3 credit hours.

II. Prerequisite(s): "C" or better in AD222 and junior standing

III. Purposes or Objectives of the Course:

Upon completion of this course, the student should be able to--

- A. Conduct needs assessments for administrative systems training
- B. Prepare administrative systems training objectives, proposal, and instructional materials
- C. Select, use, and evaluate training strategies and media
- D. Utilize and coordinate external (vendor, consultants, and training firms) administrative systems training resources
- E. Develop and implement training programs for administrative systems employees
- F. Measure, evaluate, and report administrative systems training program outcomes

IV. Expectations of Students:

- A. Review administrative systems training periodicals pertaining to class discussion topics and lead class discussions on contents.
- B. Use electronic retrieval systems, library, vendors, and other resources to complete class assignments.
- C. Develop a training program for one area of administrative systems such as computer network management, software applications, or electronic distribution.
- D. Conduct one training session from training program developed.
- E. Attend class regularly and participate in class discussions.

V. Course Content or Outline:	<u>Class Periods</u>
1. Historical review of administrative systems training	2
a. Training for specific tasks and skills	
b. Development for enhancement of employee understanding and performance	
2. Administrative systems training as a company investment	2
a. Importance of training	
b. Increased productivity for employees	
c. Employee motivation	
d. Benefits of training programs	
3. Considerations for developing administrative systems training programs	3
a. Company and employee needs	
b. Employee retraining	
c. Technological/system changes	
d. Basic guidelines for company training	
e. Orientation planning	
f. New employee training	
4. Responsibilities of administrative systems training personnel	3
a. Determine training needs	
b. Plan and design training programs	
c. Implement training programs	
d. Evaluate results of training programs	
e. Use results of evaluation to refine or redesign future training programs	
5. Planning administrative systems training programs	5
a. Determine job requirements	
b. Evaluate employee performance levels	
c. Determine specific training needs	
d. Evaluate training resources	
e. Develop training program	
f. Examine certification programs	
6. Psychology of the workplace	3
a. Organizational changes and issues	
b. Technological changes	
c. Employee anxiety	
d. Psychology of learning	
e. Attitudes and values	
f. Group identification and dynamics	
7. Impact of administrative systems training on personnel	2
a. Job design and/or redesign	
b. Selection of employees for training	

V. Course Content or Outline: (continued)

	<u>Class Periods</u>
8. Developing the administrative systems training program	7
a. Writing training objectives	
b. Choosing training materials/media	
c. Determine training facilities	
d. Establishing times for employee training	
9. Determining training methods	5
a. Instructor-led training	
b. Self-study training	
c. Computer-based training	
d. Training by external experts	
e. Teletraining	
f. Videoconference training	
g. Interactive video training	
10. Conducting the administrative systems training program	9
a. Utilizing the "Teaching Model"	
b. Establishing the "set"	
c. Presenting the training content	
d. Achieving closure	
e. Establishing rewards/incentives	
f. Evaluating objective achievements	
g. Providing Continuing Education Units (CEU) credit	
11. Evaluating the administrative systems training program	2
a. Trainer evaluations	
b. Management evaluations	
c. Trainee evaluations	
12. Reporting results of training program to management	2

VI. Textbook and/or Other Required Materials or Equipment:

- A. Training for Organizations, O'Connor, B., Bronner, M. and C. Delaney, South-Western Publishing Co., 1996.
- B. Professional training periodicals
- C. Other references as needed

VII. Basis for Student Evaluation:

- A. Development of training program
- B. Presentation of training program session
- C. Report of training program evaluation
- D. Quizzes/Tests