

Cross-train staff in various departments so staff can get hands on experience learning how other departments work and better serve students.

CURRENT CHALLENGE:

Fresno State has so many wonderful programs in place to support students; CAPS (counseling and psychology services), TRIO, Dreamers, EOP, Academic advising and the students with disabilities center and more. All these programs work independently from one another but in reality we all have the same goals; to provide the student services to help them succeed and graduate. Many times, staff is too busy to really know what each department is doing and what exactly they offer students. Many times, staff isn't aware of who works at these departments or hasn't had the opportunity to meet one another

PROPOSED SOLUTION:

My idea is that we cross-train staff in various departments that require the same minimum qualifications to fill that position. For example, I am a therapist at the student health and counseling center. I have a Master's degree in counseling. For optimum professional development, there would be a program in place where I would be able to work for two to four hours per week in various departments; academic advising, students with disabilities, TRIO, Dreamers and EOP. Departments could trade one staff for another so that there is no shortage of staff. This would allow staff to get hands on experience learning how other departments work and what they offer students.

BENEFITS TO FRESNO STATE:

In return, staff would take that knowledge back to their current position and be better able to refer students to these various programs and or be able to better answer any questions students might have regarding what these other departments offer them. Staff would also be gaining priceless experience in how other departments operate while offering them their specific expertise thus creating a more diverse and trained staff. Both departments would benefit from this and at the end, we would be better equipped to pass this wealth of knowledge to students and create cohesiveness amongst the various departments that participate. The same cross-training could be provided to Administrative Secretaries; SHCC administrative secretaries or support staff could cross train at the athletic department, academic advising and etc. This would be a win-win for everyone!!

ADDITIONAL INFORMATION:

....because of licensed requirements for staff at SHCC, any staff that was cross-trained here might not be able to provide counseling services however they could assist and learn about support groups, outreach, providing case management services to students and learning the ins and out of the mental health process