Completed

ACTION PLAN

Focus Area: **Training**

Project Name: **CMS Training***
Creation/Revision Date: **Aug-11**
Project Start Time:
Anticipated Completion:
Team members: **Neal Wollenberg, Russ Feldhausen, Gamage Dissanayake, Gerry Snyder, tech support**

Task/Activity	Who's Responsible?	Resources needed	Dependencies	Who needs to know?	Deadlines Start	Finish	Status
Update or create documentation for all existing CMS modules	Gamage Dissanayake, Sethu Subramanian, Neal Wollenberg	Time, editor, designer, printing			Mar-09	Ongoing	
Create more training material delivered online (Connect sessions, Camtasia)	Neal Wollenberg, Gerry Snyder	Time, software for editing	Identifying programs to offer and audience needs	CMS users	Aug-09	Jul-09	Completed
Conduct trainings on-line and on campus	Neal Wollenberg	Time, funding, good documentation	Demand of these services by customers	Local staff, area directors	Mar-09	Ongoing	
Offer mini-trainings through new agent training sessions	Gerry Snyder, Neal Wollenberg, Russ Feldhausen	Time, good documentation	Demand of these services by customers	New Agent Training coordinator	Oct-09	Ongoing	
Offer mini-trainings through annual conference and communications expo	Neal Wollenberg, Gerry Snyder, Russ Feldhausen	Time, students	Demand of these services by customers	Conference participants	Aug-10	Ongoing	
*Training is now a regular offering within KSRE							