

Name:

Institution:

Build an Infrastructure to Support Your APS Users

Three Components to Consider as You Create Support Resources



Identifying Potential APS Functional Experts on Your Campus

List 3-4 individuals on your campus who can serve as an APS Functional Expert.

Areas to Look: Academic Affairs, Assessment, Institutional Effectiveness, Institutional Research, Academic Resources and Planning, Finance

Roles: Faculty Data Analyst, Budget Analyst, Senior Analyst

1	
2	
3	
4	

Questions to Consider

1. Who do you reach out to for information on data?
2. Who could train users on campus to use software or interpret analytics for assessment?

Who of the above do you believe has the bandwidth to take on the APS Functional Expert role?

1		3	
2		4	



Creating a Train the Trainer Project Plan

Place an X next to the steps that your institution has completed.

- APS Leadership Team prioritizes APS process (Annual Health Check-Up, Faculty Line Request, Course Capacity Management)
- APS Leadership Team selects APS metrics for process
- Functional Expert identified
- APS Strategic Leader provides training/office hours for Functional Expert (the trainer)
- APS Strategic Leader helps trainer determine training session outline for users (dates, locations/Zoom links, attendees)
- APS Strategic Leader provides sample APS process templates to trainer



Developing an FAQ Guide and Online Central Resource Hub

Answer the corresponding questions listed below.

1 Do you have an FAQ Guide? Yes No

2 If yes, have your users found the FAQ Guide sufficient? Yes No

3 If not, what are three things your FAQ Guide needs to be more comprehensive for users?

1.

2.

3.

4 Who will you partner with on campus (in addition to your APS Strategic Leader) to build or expand on the FAQ Guide?

5 Is your FAQ Guide located in an online central resource hub/microsite? Yes No

6 If not, who will you partner with on your campus to get the online resource hub/microsite up and running?