

Georgia Institute of Technology
Susan Hill Edwards, Ph.D., Program Manager
Administrative Systems Learning and Development
Office of Organizational Development and Enterprise
Information Systems

Susan.edwards@gatech.edu 404-894-9360

631 Cherry St, Suite 201, Atlanta, Georgia 30332

Authorization to submit by Chet Warzynski, Executive Director, Office of Organizational Development

Georgia Tech



ASTD-Atlanta Champion of Learning Category One: New learning technology and learning resources which demonstrate the organization's commitment to learning.

In 2010, Georgia Tech took on the arduous challenge of strategic planning for the next 25 years which will be the Institute's 150th anniversary in 2035. Five strategic goals emerged which the 5th goal, "Relentlessly Pursue Institutional Effectiveness" is a direct commitment to continuous process improvement and employee learning and development. In 2011, Business Services and the Office of Human Resources in partnership with Enterprise Information Systems automated three paper-laden business processes:

- BuzzMart is a third-party online procurement system. The Training Plan included three pilot groups, nine weeks of instructor-led and web-based training. Over 1,450 employees were trained during the initial roll-out. With over 3,000 purchase orders processed through the system thus far, training continues with monthly classes, webinars, and an online toolbox that can be found here: https://techworks.psauth.gatech.edu/gt_data/content/training/docs/bmart/buzzmart_toolkit_menu.html
- The Travel & Expense system provides employees with access to create travel authorizations and expense reports from anywhere in the world at any time. The Training Plan included one pilot group and 4 weeks of instructor-led demonstrations, but primarily relied on web-based training and webinars. Every active employee (12,294 active employees as of June 2011) is impacted by this system therefore they have had some type of exposure to training materials. The online toolbox can be found here: https://techworks.psauth.gatech.edu/gt_data/content/TRAVELEXP_TRAINING_RESOURCES.pdf
- The TimeOut system is an online time management tool for exempt employees to request leave off and report leave taken. The Training Plan included three pilot groups which primarily receive web-based training. The training toolbox can be found here: <http://www.ohr.gatech.edu/timeout/training>

Each of these systems has broadened the Institute's culture of accountability and compliance in regards to employees' responsibilities and ethical practices. Administrative Systems Learning and Development is primarily responsible for planning, leading, and maintaining systems' training modules so that employees can perform effectively and efficiently. The following software products are used to create training modules: Microsoft Office, TechSmith (Snag-It), Adobe (Connect, Presenter, Engage, Articulate, Captivate, and Flash), and some social media sites, such as Blogger and Instant Messenger.