
**Public
Service Program Workshops**

**Provider
Handbook**



PUBLIC SERVICE
WORKSHOPS PROGRAM



Governor's Office
of Employee Relations

A PSWP Welcome to the Educational Provider

Dear Educational Provider:

The Professional Development Program, Rockefeller College, University at Albany, values you as an educational provider of the Public Service Workshops Program (PSWP). This newly revised handbook (March 2021) provides you with an overview of the program, administrative guidelines, and other pertinent information to assist you in developing and providing high-quality workshops for the PEF-represented and Management/Confidential employees of New York State.

Note: If you previously worked with the Professional Development Program to provide workshops for this program, please read through this newly revised handbook since some information has been updated.

At the end of this handbook, we have included a section for instructors. Please be sure to provide each of your PSWP instructors with this important information. Since this section has also been revised to reflect new procedures, it is important for all your instructors to receive this copy.

Please feel free to contact me or the PSWP Customer Service staff if you have any questions. My sincere thanks for helping to make PSWP a continued success!

Regards,

Jim Bonville
Manager
Public Service Workshops Program

Professional Development Program
Public Service Workshops Program
Rockefeller College, University at Albany
4 Tower Place, 4th Floor, Albany, NY 12203
PH: 518-442-6537 FX: 518-442-6647
Toll-Free: 1-866-431-1592
www.pdp.albany.edu

OVERVIEW OF THE PUBLIC SERVICE WORKSHOPS PROGRAM	2
Workshop Attendees	2
Workshop Offerings	2
Publicity of Workshops	3
Working with PDP to Develop and Schedule Workshops	3
Developing Workshops	3
Fee for Workshop Delivery	3
Scheduling Workshops	4
Hours of the Workshop	4
Class Size	5
Scheduling Dates to Avoid	5
Location	6
Instructor	6
Formal Agreements for Workshop Delivery	6
Cancellation Policy	6
Room or Schedule Changes Including Weather-Related Changes	7
Workshop Preparation and Follow-Up Materials	7
Workshop Materials Sent from PDP	7
Workshop Roster	7
Participant Information Sheet	7
Evaluation Instruments	8
Instructor Feedback	8
Evaluation Outcome Penalties	8
Certificates of Completion and Continuing Education Units	9
Workshop Materials to be Provided by Instructor	9
Guidance on Class Conduct	9
Materials Forwarded to PDP Following Workshop Delivery	10
Payment	10
PSWP Contact Information	10

Overview of the Public Service Workshops Program

The Public Service Workshops Program (PSWP) is a working partnership between the NYS Governor's Office of Employee Relations (GOER); the Public Employees Federation AFL-CIO (PEF); and a network of higher education institutions, professional associations, and for-profit providers. Funded through the collective bargaining agreement between New York State and PEF, as well as additional Management/Confidential (M/C) funds, PSWP is administered by the Professional Development Program (PDP), Rockefeller College, University at Albany. PDP is responsible for identifying the continuing professional development needs of nearly 50,000 PEF-represented and 10,000 M/C employees in over 3,400 different job titles, working for approximately 60 agencies in over 100 locations statewide, and coordinating the development and delivery of a range of instructional activities.

Workshop Attendees

Most PEF-represented and M/C employees hold a minimum of a bachelor's degree, and many hold advanced degrees and/or licenses. Workshop offerings are organized to meet the diverse needs of these employees in broad occupational groups. The most populous titles for each group are indicated in the list below.

- Administration, Supervision, Management, and Leadership
- *Auditing and Accounting*: accountants and auditors (including tax accountants/auditors)
- *Social Work and Counseling*: counselors, social workers, and habilitation specialists
- *Education and Research*: teachers and researchers
- *Engineering, Transportation, and Environment*: civil engineers, environmental engineers, architects, and surveyors
- *Health Care*: nurses (including psychiatric nurses), physicians and technicians, physical and occupational therapists
- *Information Technology*: system analysts and programmers
- *Law, Criminal Justice, and Investigation*: attorneys, inspectors, investigators, and parole officers

For additional information on job titles, visit the website at: <http://careermobilityoffice.cs.ny.gov>.

Workshop Offerings

Offerings supported through PSWP address the continuing professional development needs of the diverse PEF-represented and M/C workforce. Many offerings are of general appeal, and include topics such as professional writing, improving communication, facilitation skills, and project management. Other workshops are targeted to specific occupational groups such as *Audit Report Writing* for auditors, *Opioids: What Nurses Need to Know* for nurses, *Project Management* for IT Professionals, *Poverty and the Brain* for social workers and counselors, and *Professional Writing* for technical and engineering professionals.

PDP uses multiple methodologies to gather information regarding employees' training needs. Extensive needs assessment activities are conducted with agency training liaisons, subject matter experts, and New York State employees. Additional methodologies include:

- Formal requests submitted by Agency PSWP Liaisons
- Formal requests submitted by PEF-represented and M/C employees
- Environmental scanning conducted by PDP staff
- Demand as indicated by enrollment
- Review of evaluation forms that include suggestions for workshops
- Suggestions from educational providers and instructors

PSWP has offered hundreds of workshops to meet the needs of PEF-represented and M/C employees. The current list of scheduled open-enrollment workshops is available at: <http://www.pswp.info>.

Publicity of Workshops

Workshops are publicized on the Statewide Learning Management System (SLMS), a web-based, learning management system managed by GOER. PDP posts the event information to the SLMS at least six to eight weeks prior to the workshop start date. In addition, PDP promotes the workshop through flyers sent to agency and facility contacts, providing the Agency PSWP Liaisons with workshop information they can disseminate to their employees. PDP also posts workshops on the <http://www.pswp.info> site, as mentioned above. Please note that PDP is solely responsible for the publicity of offerings. Educational providers and instructors are precluded from using any of the data, including workshop evaluations, to promote other business. Further, educational providers and instructors may not publish, permit to be published, or distribute for public consumption, any information (oral or written) concerning the workshop or its results.

Working with PDP to Develop and Schedule Workshops

As needs are determined, PDP staff will contact you to discuss a potential offering. If you develop workshops for more than one occupational group, you may be contacted by different PDP staff persons since PSWP is organized by occupational group, and each staff member is conversant in specific fields.

Developing Workshops

If the workshop is a new topic that you have never offered before, PDP staff will discuss the workshop in detail with you regarding:

- *Workshop title/description:* PDP staff will explain to you why this workshop is needed and the composition of the target audience. PDP staff may include information that resulted from needs assessment activities they conducted.
- *Agency Customization:* Some PSWP workshops are developed and offered for specific NYS agencies. In these scenarios, PDP staff will coordinate discussion among agency and provider contacts, and PDP staff.
- *Continuing Education Units:* There are many professions in the state workforce that require continuing education units including attorneys, engineers, surveyors, accountants, etc. For workshop titles that are targeted to the needs of those professions, PDP staff may discuss the possibility of you offering CEUs, CLEs, PDHs, CPEs, etc.
- *Length of workshop:* The length of the workshop is driven by the topic and objectives and can run from a half-day to multiple days. Virtual workshops are typically held in 3-hour time blocks per session. A full-day in person training would be delivered as two 3-hour sessions virtually.
- *Delivery method:* Some PSWP workshops are delivered by alternative methods, such as videoconferences, CD-ROM, or online (asynchronously). Appropriate delivery methods will be identified to be sure that delivery meets the needs of the agency and participants.

Fee for Workshop Delivery

Payment is typically made on a flat fee basis for all services. When establishing costs, the provider should take into account a number of variables, including the amount of customization needed especially for new offering topics; the length of the program; whether the offering provides continuing education units such as CLEs; the locale of delivery and if rental space is needed; the caliber of the instructor; the inclusion of books or other

materials; and the delivery methodology (in person, virtually, videoconference, or online). In certain scenarios, separate invoices may be made for CEUs, books, and/or materials.

Please keep in mind that PDP must seek quotes from multiple providers, where practicable, and cost is an important factor in the approval process. In addition, PDP has the following insurance requirements for vendors doing work for the Public Service Workshops Program:

- Commercial General Liability: \$2,000,000 each occurrence combined (bodily injury, property damage, and contractual liability, Single limit-each occurrence) \$3,000,000 aggregate;
- Automobile Liability \$2,000,000 each occurrence (owned, leased, hired and non-owned vehicles);
- Professional Liability (medical care, if applicable): \$2,000,000 each occurrence; \$3,000,000 aggregate.
- Workers Compensation Insurance Coverage meeting all New York State statutory requirements is required. One of the following forms are the only acceptable proof for compliance with Workers' Compensation Coverage in New York State:
 - CE-200: Certification of Attestation of Exemption from Workers' Compensation and/or Disability Insurance.
 - Form C-105.2: Certificate of Workers' Compensation Insurance.
 - Form U-26.3: Certificate of Workers' Compensation Insurance.
 - Form SI-12: Certificate of Workers' Compensation Self-Insurance.
 - Form GSI-105.2: Certificate in Participation in Workers' Compensation Group Self-Insurance
- Disability Benefits Insurance meeting all New York State statutory requirements is required. One the following forms are the only acceptable proof of compliance with Disability Benefits Coverage in New York State:
 - CE-200: Certification of Attestation of Exemption from Workers' Compensation and/or Disability Insurance.
 - Form DB-120.1: Certificate of Disability Benefits Insurance.
 - Form DB-155: Certificate of Disability Benefits Self-Insurance.

These requirements are subject to change and you will be given updated requirements at the time of scheduling if changes have occurred. Providers should contact PSWP Customer Service if you are unable to meet these requirements.

Scheduling Workshops

After agreement is reached regarding content and price, PDP staff will work with you to schedule the date(s) and obtain information regarding instructor(s) and location. In general, workshops need to be scheduled roughly two months in advance. This provides adequate time for employees to be notified and register for the offering.

Program participants are granted release time from the job; however, providers may be requested to work with PDP staff to accommodate shift and weekend work schedules and agency/facility staffing and coverage requirements when scheduling workshops. If the workshop occurs over multiple days, PDP staff will discuss with you whether the workshop should be delivered on consecutive days or spread over several weeks. For example, a workshop on *Basic Spanish for Health Care Providers* may be more conducive to scheduling for delivery on several half-days spread over several weeks to allow participants time to practice what they have learned.

Hours of the Workshop

The typical hours of a workshop are 9 AM – 4 PM, with an hour total for lunch, a short break in the morning, and another in the afternoon. Some participating agencies prefer workshops that are offered at a different time or they may prefer a shorter day of instruction. If this is the case, PDP staff will discuss alternative hours with you. Virtual workshops are typically delivered in 3-hour time blocks per session.

Class Size

The majority of the workshops are provided to a maximum of 25 participants; however, class size is determined by the nature of the offering to produce a viable educational event. For example, if the offering requires a computer lab or is highly interactive with small group activities or role playing, the enrollment size would be smaller than that for a more lecture-oriented topic or a videoconference. Topics delivered virtually are provided to a maximum of 18 participants; however, a workshop of a more technical nature such as SQL may have a maximum enrollment of 12 – 14 participants.

Scheduling Dates to Avoid

Below is a list of State and religious holidays to avoid when scheduling workshops. Please keep in mind when scheduling close to a major holiday, that employees may take leave on the preceding and/or following workday.

New Year's Day	Labor Day
Martin Luther King Jr. Day	Rosh Hashanah
Lincoln's Birthday (Floater)	Yom Kippur
President's Day	Sukkot
Passover	Shemini Atzeret and Simchat Torah
Memorial Day	Columbus Day
Shavuot	Election Day
Eid al-Fitr	Veteran's Day
Independence Day	Thanksgiving Day
Eid al-Adha	Christmas Day
Juneteenth	New Year's Eve

Location

Workshops may be delivered at the educational provider's site. Please be advised that locations must be accessible to all employees, including employees with disabilities, pursuant to the Americans with Disabilities Act (ADA). Reasonable accommodations will be made available, upon request, in all aspects of training to ensure that every participant is able to gain maximum benefit from the training experience. Providers who receive inquiries regarding accommodations should contact PSWP Customer Service.

PDP may request that offerings be delivered at agency worksites or in geographic areas near to the participants to minimize their travel time. If this is the case, PDP staff will have discussed the potential room and equipment with agency staff. Further, you will be provided with a local contact at the agency location to assure that the room is set up as needed, and that equipment is available and compatible as instructors may or may not have to bring a laptop. Educational providers should call the local contact the day before the workshop to assure that the room will be open and ready for training on the day of the event. Please note, some sites require that the instructor set up and breakdown the room or reset to the way they found it when the training is complete.

Virtually held workshops will use the provider's Zoom or WebEx accounts. The use of participant cameras is strongly encouraged for all PSWP workshops, instructor camera is mandatory.

Instructor

PDP expects that instructors will be dynamic, experienced, and expert in the subject matter as they are the key to the success of the program. Instructors should be professional, use appropriate language, and avoid derogatory references to individuals or groups. PDP is required to regularly provide evaluation reports which include instructor performance scores taken directly from the Workshop Reaction Survey results. These scores rate the instructors' knowledge and level of preparation and organization. Please also advise instructors that they should not solicit work from or sell goods to program participants. The instructor's curriculum vitae is required upon scheduling and will delay the workshop if not received. PDP must approve all instructors in advance.

Formal Agreements for Workshop Delivery

After details have been finalized for providing the workshop, PDP's Customer Service staff will be in communication and the Research Foundation for SUNY will forward the formal agreement. After the workshop conclusion, PDP staff will serve as your contact for payment.

If your organization has not previously delivered workshops for PSWP, a member of this team will contact you to verify your educational provider's information and discuss payment arrangements.

You will receive either a contract or letter of agreement from PDP that includes terms and conditions. These documents have been developed and approved by the program's fiduciary agent, The Research Foundation for the State University of New York. Changes or modifications to the language are typically not permitted.

Within ten (10) days of receiving these documents, you must sign and return the number of copies indicated in the cover letter.

Cancellation Policy

PDP undertakes extensive enrollment management strategies to assure that offerings are not cancelled. However, in the event that an offering has to be cancelled, you will be notified at least seven days prior to the workshop delivery by telephone and email. Terms of cancellation are included in the contractual agreement.

Room or Schedule Changes Including Weather-Related Changes

Any change to the publicized schedule of an offering needs prior approval from PDP. In addition, once a multiple-day offering has begun, class schedules can only be modified if all participants can change their schedules and their supervisors approve. Please do not inform students of changes directly. PSWP Customer Service will communicate with registrants.

As with other incidents, the impact of weather events is addressed in terms of the nature, scope, and anticipated duration of the event. Local conditions will inform decisions related to cancelling and rescheduling. You can contact PDP prior to the event to discuss postponement. If training is underway when severe weather alerts are broadcast, the on-site educational provider or instructor should contact PDP to discuss options. PDP aims for minimal disruption to the schedule, but does not want to jeopardize the health and safety of the instructors or participants. If a workshop needs to be rescheduled, contact PSWP Customer Service to determine how registrants should be contacted and informed of changes.

Workshop Preparation and Follow-Up Materials

Workshop Materials Sent from PDP

One week prior to the class start date, PSWP Customer Service will forward a workshop roster, along with copies of the student and instructor evaluation forms. If special arrangements (such as providing a sign language interpreter) were required for a registrant, this information will be included with the materials.

Please provide the instructor with a copy of the *Public Service Workshops Program Instructor Handbook*, which is included at the end of this handbook. This document provides a brief overview of the program and guidelines for pre-/post-training. By reviewing the overview, needs assessment process, and target population, instructors will gain a better understanding of the context of the workshop offering.

For each workshop, provide the instructor with the roster, participant information sheet, and evaluation materials forwarded by PSWP Customer Service. Please do not substitute any forms and use only the forms provided.

Workshop Roster

Registrant information is included on the workshop roster. Note that PDP may exceed maximum enrollment for offerings by 5% - 10%, based on our experience with late withdrawals or "no-show" participants, to maximize participation.

The workshop roster is used to take attendance and to record each participant's status. If the workshop is provided over more than one session, the roster should be completed to reflect attendance at all sessions.

C = Completed – satisfactorily completed the workshop

I = Incomplete – did not attend entire workshop (must attend all days of multiple-day workshop)

N/S = No Show – did not attend the workshop and did not withdraw in advance

Most of the workshops offered through PSWP are in high demand, so there are often far more applicants than seats available. For this reason, and because state agencies often grant release time to employees to attend offerings, accurate attendance information is needed.

Participant Information Sheet

Each participant's name, email, title, and agency will be included on the Participant Information Sheet.

Evaluation Instruments

As part of PDP's contractual obligation to GOER, an evaluation report is required for each workshop delivery. These instruments provide helpful information on whether an offering should be updated, whether the content was useful, suggestions for changes, and whether course objectives were met and resulted in knowledge gain. For each delivered classroom course, the overall average for all the evaluation questions must be greater than or equal to 3.50. If an offering falls below the required 3.50 score, PDP staff will contact the educational provider and a penalty may be assessed – please see below.

There are three types of participant evaluation instruments. You should not substitute forms. Please note the offering number, title, and other specifics on the top of the evaluation form prior to making copies for the instructor.

- **Videoconference Reaction Survey** is used for videoconferences.
- **Online Course Survey** is used by providers delivering an asynchronous course.
- **Workshop Reaction Survey** is used for in person and virtual, instructor-led offerings.

Only walk-ins and participants without an active email address noted on the Participant Information Sheet should complete a paper Workshop Reaction Survey. At the end of the workshop, the instructor should identify those students who did not provide an email address (refer to the Participant Information Sheet) and provide them with a paper survey. The other participants should be informed that they will receive an email from PSWP in the next couple of days with a survey link for them to complete.

Instructor Reaction Survey

PDP also values feedback from the instructor. Please provide the instructor with an Instructor Reaction Survey so he/she can provide feedback that will enable PDP to determine whether modifications should be made to the workshop content and delivery facility/site. The instrument also provides the instructor with an opportunity to give input on other workshops that could be offered to the PEF-represented and M/C population.

Evaluation Outcome Penalties

When applicable and acceptable to all parties, PSWP providers who deliver a workshop receiving an overall evaluation score **below 3.5 out of 5** may redeliver the course without further charge. In the event the vendor chooses not to redeliver the course for free, a penalty of **15%** of the course delivery fee (excluding all travel and lodging costs) will be assessed against the course provider, with a **maximum penalty of \$1,000**. Pilot courses are not subject to this penalty. More information regarding this process will be provided within contract documents when workshops are scheduled.

Certificates of Completion and Continuing Education Units

You will need to provide Certificates of Completion and documentation of Continuing Education Units, when applicable. The instructor is expected to issue a Certificate of Completion to each participant who has attended the entire workshop; certificates should be provided to instructors before the workshop, so that they can distribute them to participants at the end of the workshop. If another employee is sent as a substitute for a registered participant, ask the instructor to provide you with the name and email address so you can email a Certificate of Completion.

Although it may be difficult for an instructor to deny a participant a Certificate of Completion if the participant was late to the workshop or returning after lunch, PDP staff often receives feedback from other attendees that they are disturbed if certificates are provided to those who did not attend the entire workshop. It is recommended that instructors use their best judgment on providing the certificate.

If the workshop provides Continuing Education Units, Continuing Legal Education credits, Professional Development Hours, or other certification units that are derived from accrediting bodies, the instructor **must** be particularly careful about attendance and the issuance of the certificate.

Workshop Materials to be Provided by Instructor

Materials are required to be provided for attendees' use during and after the workshop. Guidance should be provided to instructors on the preparation of workshop materials, including the following:

- The provider should prepare and provide an agenda and clear learning objectives.
- If the instructor uses PowerPoint, copies of the slides should be provided to participants at the start of the workshop.
- All materials should be clearly labeled for copyright purposes.
- Materials should be grammatically correct, free of spelling errors, and collated.
- Providers should distribute workshop materials such as PowerPoint presentations, resource lists, readings, etc., by email to registrants; however, providers are still responsible for supplying necessary materials to participants on the day of the workshop, if the delivery method is virtual the materials **MUST** be distributed to the participants by email or in rare cases postal mail.
- It is recommended that all materials be compiled into one document and distributed in PDF format.
- It should be noted that the helpfulness of the handouts and materials is rated by participants on the Workshop Reaction Survey after each class.

Guidance on Class Conduct

Instructors should be informed that an incident report should be made in the event that an unusual incident occurred during the workshop. The instructor should inform you, and in turn, you should contact PSWP Customer Service.

Incidents that should be reported include, but are not limited to:

- Altercations between students
- Serious class disruptions
- Belligerent or discriminatory behavior
- Damage to the classroom or equipment
- Accidental injury or medical problems

Instructors should provide the date and location of the incident; describe what took place; the name(s) and title(s) of the person(s) involved; a description of equipment or property if involved; the name of the person notified of the incident; and their assessment/status of the incident. PDP staff will follow-up on all reported incidents.

Materials Forwarded to PDP Following Workshop Delivery

Within ten days following the final workshop session, please submit the following materials to PSWP Customer Service (see mailing address in PSWP Contact Information):

- Completed roster
- Completed Workshop Reaction Survey (if any) and Instructor Evaluation Form
- Copy of the instructional materials used in the workshop
- Invoice for the workshop delivered

These materials must be received before payment can be processed. Providers are responsible for submitting these materials to PDP regardless of where the workshops are delivered (even for workshops delivered at NYS agency locations).

Payment

Upon completion of the workshop and the submission of the materials noted above, payment will be authorized by PDP staff and made within approximately 4-6 weeks of receipt of all materials. The amount of payment will be made as listed in the contract for delivery of the workshop.

Note: If you are interested in setting up an automatic wire transfer (direct deposit) of payment, please contact Verena Kemp-Nugent, PSWP, vkemp-nugent@albany.edu, 518-442-6529 before your first workshop delivery.

PSWP Contact Information

To Discuss:	Contact:
Scheduled workshops, contracts, and payments	Verena Kemp-Nugent, (518) 442-6529 vkemp-nugent@albany.edu
Program Management	Jim Bonville, (518) 442-6510 jbbonville@albany.edu
Customer service	Lydia McKinney and Binh Ngo (518) 442-6537 or Toll Free: 1 (866) 431-1592 pswphelp@albany.edu

Fax Number: (518) 442-6647

Mailing Address:

Professional Development Program
Public Service Workshops Program
Rockefeller College, University at Albany
4 Tower Place, 4th Floor
Albany, NY 12203

Website: [Public Service Workshops Program \(pswp.info\)](http://pswp.info)

**Public
Service Program Workshops**

**Instructor
Handbook**



A PSWP Welcome to the Instructor

Dear Instructor:

This guide was developed to provide you with information about the ***Public Service Workshops Program (PSWP)*** and the workshop you will be offering.

Note: If you previously worked with the Professional Development Program to provide workshops for this program, please read through this newly revised handbook. Some procedures have changed.

In addition to this guide, your educational provider will provide you with the following materials for your workshop:

- ***Workshop Roster*** – The workshop roster is used to take attendance and to record each participant's status. If the workshop is provided over more than one session, the roster should be completed to reflect attendance at all sessions.
- ***Participant Information Sheet*** – Includes name, email, title, and agency information for each participant registered in your workshop.
- ***Workshop Reaction Survey*** – you will be provided with copies of the evaluation form for those participants without an email address, so that feedback is given by each participant. Do not use any form other than the PSWP form. Please review the guideline for dissemination of evaluation instruments. Participants listed on the roster with an email address will receive a survey send to them from our evaluation team within a few days of the workshop completion – you do not need to provide them with a paper evaluation.
- ***Instructor Reaction Survey*** – Your feedback is important to us!
- ***Certificates of Completion and Continuing Education Units***—Each participant who completes the entire workshop should be provided with a Certificate of Completion and documentation of earning CEUs, when applicable, immediately at the end of the workshop.

Please follow-up with your educational provider if you do not receive these materials. Thank you for helping to make this program a success.

Regards,

Jim Bonville
Manager
Public Service Workshops Program

*Professional Development Program
Public Service Workshops Program*
Rockefeller College, University at Albany
4 Tower Place, 4th Floor, Albany, NY 12203
PH: 518-442-6537 FX: 518-442-6647
Toll-Free: 1-866-431-1592
www.pdp.albany.edu

OVERVIEW OF THE PUBLIC SERVICE WORKSHOPS PROGRAM	1
Workshop Attendees	1
Workshop Offerings	1
Publicity of Workshops	2
Workshop Materials	2
Workshop Materials Sent from PDP	2
Workshop Roster	2
Participant Information Sheet	2
Evaluation Instruments	3
Instructor Reaction Survey	3
Workshop Materials Provided by the Educational Provider	3
Certificates of Completion and Continuing Education Units	3
Workshop Materials Provided by the Instructor	4
Notes Regarding Workshop Delivery	4
Schedule Changes Including Weather-Related Changes	4
Class Conduct	5
Classroom	5
Materials Forwarded to PDP Following Workshop Delivery	5
Questions	5
Checklist for Instructors	6
PSWP Contact Information	7

Overview of the Public Service Workshops Program

The Public Service Workshops Program (PSWP) is a working partnership between the NYS Governor's Office of Employee Relations (GOER); the Public Employees Federation AFL-CIO (PEF); and a network of higher education institutions, professional associations, and for-profit providers. Funded through the collective bargaining agreement between New York State and PEF, as well as additional Management Confidential (M/C) funds, PSWP is administered by the Professional Development Program (PDP), Rockefeller College, University at Albany. PDP is responsible for identifying the continuing professional development needs of nearly 50,000 PEF-represented and 10,000 M/C employees in over 3,400 different job titles, working for approximately 60 agencies in over 100 locations statewide, and coordinating the development and delivery of a range of instructional activities.

Workshop Attendees

Most PEF-represented and M/C employees hold a minimum of a bachelor's degree, and many hold advanced degrees and/or licenses. Workshop offerings are organized to meet the diverse needs of PS&T Unit employees in broad occupational groups. The most populous titles for each group are indicated in the list below.

- Administration, Supervision, Management, and Leadership
- *Auditing and Accounting*: accountants and auditors (including tax accountants/auditors)
- *Social Work and Counseling*: counselors, social workers, and habilitation specialists
- *Education and Research*: teachers and researchers
- *Engineering, Transportation, and Environment*: civil engineers, environmental engineers, architects, and surveyors
- *Health Care*: nurses (including psychiatric nurses), physicians and technicians, physical and occupational therapists
- *Information Technology*: system analysts and programmers
- *Law, Criminal Justice, and Investigation*: attorneys, inspectors, investigators, and parole officers

For additional information on job titles, visit the website at: <http://careermobilityoffice.cs.ny.gov>.

Workshop Offerings

Offerings supported through PSWP address the continuing professional development needs of the diverse PEF-represented and M/C workforce. Many offerings are of general appeal, and include topics such as professional writing, improving communication, facilitation skills, and project management. Other workshops are targeted to specific occupational groups such as *Audit Report Writing* for auditors, *Opioids: What Nurses Need to Know* for nurses, *Project Management* for IT Professionals, *Poverty and the Brain* for social workers and counselors, and *Professional Writing* for technical and engineering professionals.

PDP uses multiple methodologies to gather information regarding employees' training needs. Extensive needs assessment activities are conducted with agency training liaisons, subject matter experts, and New York State employees. Additional methodologies include:

- Formal requests submitted by Agency PSWP Liaisons
- Formal requests submitted by PEF-represented and M/C employees
- Environmental scanning conducted by PDP staff
- Demand as indicated by enrollment
- Review of evaluation forms that include suggestions for workshops

- Suggestions from educational providers and instructors

PSWP has offered hundreds of workshops to meet the needs of PEF-represented and M/C employees. The current list of scheduled open-enrollment workshops is available at [Public Service Workshops Program \(pswp.info\)](http://www.pswp.info)

Publicity of Workshops

Workshops are publicized on the Statewide Learning Management System (SLMS), a web-based, learning management system managed by GOER. PDP posts the event information to the SLMS at least six to eight weeks prior to the workshop start date. In addition, PDP promotes the workshop through flyers sent to agency and facility contacts, providing the Agency PSWP Liaisons with workshop information they can disseminate to their employees. PDP also posts workshops on the <http://www.pswp.info> site, as mentioned above. Please note that PDP is solely responsible for the publicity of offerings. Educational providers and instructors are precluded from using any of the data from the workshop evaluations to promote other business. Further, educational providers and instructors may not publish, permit to be published, or distribute for public consumption, any information (oral or written) concerning the workshop or its results. Please do not solicit work from program participants.

Workshop Materials

Workshop Materials Sent from PDP

At least one week prior to the class start date, PSWP Customer Service will forward the following materials for your workshop to your organization's designated contact person. Please do not substitute any forms and use only the forms provided. In addition, if reasonable accommodations were required for a registrant (e.g., sign language interpreter), this information will be provided to your organization's contact person, along with the necessary materials.

Workshop Roster

Registrant information is included on the workshop roster. Note that PDP may exceed maximum enrollment for offerings by 5% - 10%, based on our experience with late withdrawals or "no-show" participants, to maximize participation.

The workshop roster is used to take attendance and to record each participant's status. If the workshop is provided over more than one session, the roster should be completed to reflect attendance at all sessions.

C = Completed – satisfactorily completed workshop

I = Incomplete – did not attend entire workshop (must attend all days of multiple-day workshop)

N/S = No Show – did not attend the workshop and did not withdraw in advance

Most of the workshops offered through PSWP are in high demand, so there are often far more applicants than seats available. For this reason, and because state agencies often grant release time to employees to attend offerings, accurate attendance information is needed.

Participant Information Sheet

Each participant's name, email address, title, and agency will be included on the Participant Information Sheet.

Evaluation Instruments

As part of PDP's contractual obligation to GOER, an evaluation report is required for each workshop delivery. These instruments provide helpful information on whether an offering should be updated, whether the content was useful, and suggestions for changes. If an offering does not meet participants' expectations, PDP staff will contact the educational provider. Only one evaluation instrument needs to be completed by workshop participants regardless of the length of the workshop.

There are three types of participant evaluation instruments. You should not substitute forms. Our contact from your organization will have noted the offering number, title, and other specifics on the top of the evaluation form prior to making copies for you.

- **Videoconference Reaction Survey** is used for videoconferences.
- **Online Reaction Survey** is used by providers delivering an asynchronous course.
- **Workshop Reaction Survey** is used for in person and virtual, instructor-led offerings.

Only participants who do not have an email address noted on the Participant Information Sheet should complete a paper evaluation form. Refer to the Participant Information Sheet sent to you by PSWP Customer Service to determine participants who did not provide an email address. These individuals should be provided with a paper survey. All other participants should be informed that they will receive an email from PSWP in the next couple of days with a survey link for them to complete.

Instructor Reaction Survey

PDP greatly values your feedback. Please complete the Instructor Reaction Survey. This will enable PDP to determine whether modifications should be made to the workshop content and delivery facility/site. The instrument also provides you with an opportunity to give input on other workshops that could be offered to PEF-represented and M/C employees.

Workshop Materials Provided by the Educational Provider

Certificates of Completion and Continuing Education Units

You are expected to issue a Certificate of Completion to each participant who has attended the entire workshop and you should distribute these at the end of the workshop. Obtain the name and contact information (including email address) for any participant who was a walk-in or substitute, so that the provider can send a Certificate of Completion to them at a later date.

Although it may be difficult to deny a participant a Certificate of Completion if the student was late to the workshop or returning after lunch, PDP staff often receives feedback from other attendees that they are disturbed if certificates are provided to those who did not attend the entire workshop. It is recommended that you use your best judgment in providing the certificate. Please be particularly careful about noting attendance if the workshop provides Continuing Education Units, Continuing Legal Education credits, Professional Development Hours, Continuing Professional Education credits, or other certification units that are derived from accrediting bodies.

Workshop Materials Provided by the Instructor

Materials are required to be provided for attendees' use during and after the workshop. Please note the following when preparing materials:

- Include an agenda and clear learning objectives for the training.
- If you use PowerPoint, copies of the slides should be provided to participants at the start of the workshop.
- All materials should be clearly labeled for copyright purposes.
- Materials should be grammatically correct, free of spelling errors, and collated.
- Workshop materials such as PowerPoint presentations, resource lists, readings, etc., should be distributed by email to registrants; however, instructors are still responsible for supplying necessary print materials to participants on the day of the workshop.
- Materials for workshops delivered virtually should be emailed to participants prior to the workshop start date.
- It is recommended that all materials be compiled into one document and distributed in PDF format.
- It should be noted that the helpfulness of the handouts and materials is rated by participants on the Workshop Reaction Survey after each class.

(Note: Materials must be submitted to PDP as part of the payment requirement.)

Notes Regarding Workshop Delivery

Schedule Changes Including Weather-Related Changes

As with other incidents, the impact of weather events is addressed in terms of the nature, scope, and anticipated duration of the event. Local conditions will inform decisions related to cancelling and rescheduling. Providers can contact PDP a few days prior to the event to discuss postponement.

If training is underway when severe weather alerts are broadcast, the on-site educational provider or instructor should contact PDP to discuss options.

PDP aims for minimal disruption to the schedule, but does not want to jeopardize the health and safety of its instructors or participants. If a workshop needs to be rescheduled, PSWP Customer Service (see contact information on p. 7) will discuss this with the provider and will communicate with registrants.

Any change to the publicized schedule of an offering needs prior approval from PDP. In addition, once a multiple-day offering has begun, class schedules can only be modified if all participants can change their schedules and their supervisors approve. Please do not inform students of changes directly. PSWP Customer Service will communicate with registrants.

You should arrive at the training site at least 30 minutes before the class begins to assure that the room is set up according to your needs, and to check the A/V, if applicable. When program participants arrive, review "Housekeeping" items, such as the location of the restrooms, smoking policy, use of cell phones, and whether food/drink is allowed in the training room.

Please review the instructional hours, typically 9:00 a.m. to 4:00 p.m., with a one-hour lunch and two fifteen-minute breaks. Some participating agencies prefer workshops that are offered at a different time or they may prefer a shorter day of instruction. If this is the case, PDP staff will discuss alternative hours with you. Virtual workshops are typically delivered in 3-hour time blocks per session.

Participants not familiar with a training location, will want to know what local eateries or vending machines are available and if there is a common area where food can be consumed. Your PDP staff contact will provide you with as much known information as possible to share with participants.

Class Conduct

Should an unusual incident occur during the workshop, report it to your educational provider who, in turn, should contact PSWP Customer Service. These incidents include, but are not limited to:

- Altercations between students
- Serious class disruptions
- Belligerent or discriminatory behavior
- Damage to the classroom or equipment
- Accidental injury or medical problems

Please provide the date and location of the incident; describe what took place; the name(s) and title(s) of the person(s) involved; a description of equipment or property if involved; the person you notified of the incident; and your assessment/status of the incident.

In addition, you should ensure that professional language and conduct are used at all times. PDP will not tolerate inappropriate language. Negative comments regarding gender, race, or sexual preference should never be made. Discussion of “hot button” topics that are not related to the course materials, such as political or labor-management issues, should be avoided.

Classroom

Please assure that the classroom is left in a neat and orderly manner, removing materials placed on walls, and by encouraging participants to pick up after themselves, including placing trash in receptacles.

Materials Forwarded to PDP Following Workshop Delivery

As soon as possible following the final workshop session, please submit the following materials to the educational provider. If you are responsible for submitting the forms directly to PDP, materials are due to PSWP Customer Service 10 days following the final workshop session. The instructor and provider are responsible for submitting these materials to PDP regardless of where the workshops are delivered (even for workshops delivered at NYS agency locations).

- Completed roster
- Completed Workshop Reaction Survey(s), if applicable, and Instructor Evaluation Forms
- Copy of the instructional materials used in the workshop (if not already submitted)
- Invoice for the workshop delivered

Payments cannot be processed until all materials are received.

Questions?

If you have any questions concerning delivery of a workshop or about workshop materials, please contact your educational provider. Otherwise, please call PSWP Customer Service for assistance, if needed.

Checklist for Instructors –

Before the Workshop

- Coordinate with PDP staff and site contact to be sure the room is set up as needed, that the necessary equipment is available and compatible with training needs, and that the room will be open and ready on the day of the workshop. Please note, some sites require that the instructor set up and breakdown the room or reset to the way they found it when the training is complete.
- Prepare your workshop materials. Work with your educational provider to email the materials to participants in PDF format. Make copies to distribute during the workshop.
- Make sure you have received the PSWP Workshop Roster, Participant Information Sheet, copies of the Workshop Reaction Survey, and Instructor Reaction Survey.

During the Workshop

- Take attendance and note it on the PSWP Roster using codes provided. Make sure you have an email address for any substitute participants so that the educational provider can forward a Certificate of Completion or Continuing Education Units.
- Distribute copies of workshop materials.

At the End of the Workshop

- Distribute and then collect copies of the Workshop Reaction Survey from those participants without a valid email address on the Participant Information Sheet.
- Explain to participants that those who registered with a valid email address in the SLMS and who have Internet access will receive (from PSWP) an online survey to complete.
- Distribute Certificates of Completion and Continuing Education Units, when applicable.
- Complete the Instructor Reaction Survey.

After the Workshop—Forward to the Educational Provider

- (If applicable) Forward completed Incident Report to educational provider.
- Forward completed PSWP Workshop Roster, Workshop Reaction Surveys (if applicable), Instructor Reaction Survey, and workshop materials.

PSWP Contact Information

Use the following general contact information:

To Discuss:	Contact:
Scheduled workshops, contracts, and payments	Verena Kemp-Nugent, (518) 442-6529 vkemp-nugent@albany.edu
Program Management	Jim Bonville, (518) 442-6510 jbonville@albany.edu
Customer service	Lydia McKinney and Binh Ngo (518) 442-6537 or Toll Free: 1 (866) 431-1592 pswp@albany.edu

Fax Number:

(518) 442-6647

Mailing Address:

Professional Development Program
Public Service Workshops Program
Rockefeller College, University at Albany
4 Tower Place, 4th Floor
Albany, NY 12203

Website: [Public Service Workshops Program \(pswp.info\)](http://pswp.info)