

Course Category	KSU Participants	USG PDC Participants	Total Participants	Hours Completed	Hours Per Participant
Instructor Led Training and Facilitation (ILT)	1003	91	1094	4983.50	4.56
Coaching (Individual)	44		44	62.00	1.41
Online Required* Training	15127		15127	4675.00	0.31
Online Developmental Training	335		335	358.95	1.07
Online Language Training	100		100	308.12	3.08
Total	16609	91	16700	10387.57	0.62

Open and Custom Sessions/Excel/Ldr Symposium

*New employee and annual renewals

	KSU	USG PDC	Total
Total Unique Participants	5422	91	5513

Satisfaction - Instructor Led Training	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied
Course	2.05%	4.80%	4.11%	8.22%	84.93%
Instructor	0.00%	1.37%	2.74%	7.53%	88.36%

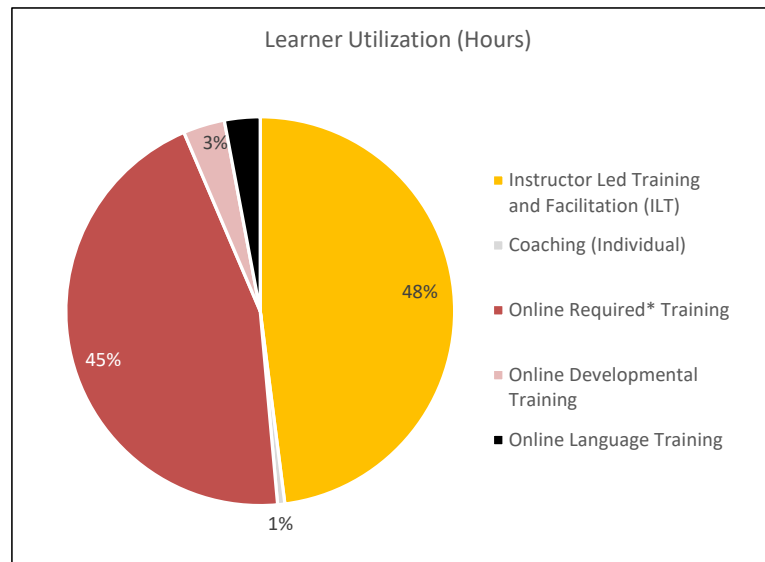
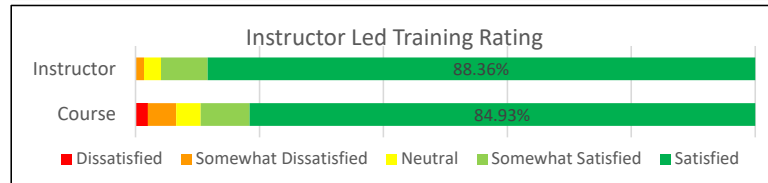
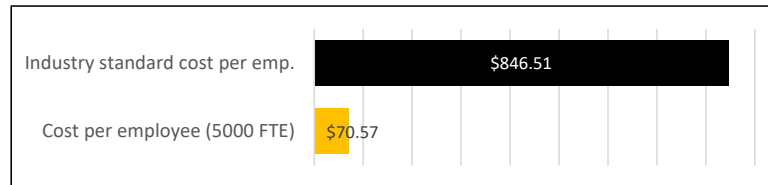
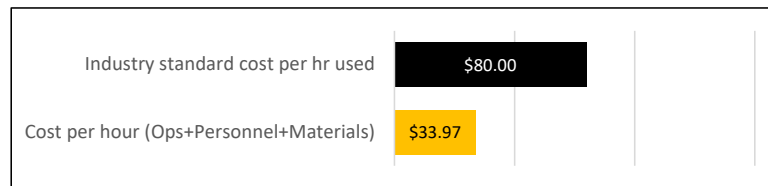
Overall Would Recommend 92.36%

Cost per hour (Ops+Personnel+Materials) \$33.97

Industry standard cost per hr used \$80.00 Association for Talent Development 2017 State of the Industry Report

Cost per employee (5000 FTE) \$70.57 (Excluding TAP)

Industry standard cost per emp. \$846.51 Association for Talent Development 2017 State of the Industry Report (excluding TAP)





Notes on the Center for University Learning Statistical Report FY 2018

The CUL operating budget supports KSU employees, and any services we provide to non-KSU partners are reimbursed to KSU at cost. Only the cost of materials and hired facilitators is passed along to departments and colleges that utilize those services.

CUL cost per hour is 42% of industry average and cost per employee is 8% of industry average per employee. Part of the low cost per employee is due to resource sharing across UITS, EHS, and other departments who are responsible for specialized training. These numbers exclude cost and hours provided through CETL, TAP and other employee development programs outside of CUL.

The center transferred a Communications and Project Management position to HR in FY 2018, reducing the total budget and cost per employee and cost per training hour.

New programs and services added in FY 2018 included:

- Administrative Professionals Certificate
- Civility
- Design Thinking and Creative Problem Solving
- Everyone Communicates Few Connect
- Expanded coaching and team building services including Leadership 360 assessment, and a customizable Service Excellence Survey aligned with the Service Excellence course.

Use of customized and dedicated sessions has increased, increasing average class size and attendance.

A project involving EHS, Risk Management, UITS, Public Safety, and CUL has revised several required training courses, decreasing the time per class required. While the number of completions has increased, the total hours spent per employee decreased significantly between FY17 and FY18.

The Center for University Learning moved to the College of Continuing and Professional Education in October 2018 (One quarter after the fiscal year). This relationship will benefit KSU and our Partners in the USG Professional Development Consortium by allowing us to utilize faculty expertise to facilitate courses and organization development activities.