CFAES

Supporting Employees through Program Development

Reinventing How We Work in a Post-pandemic World
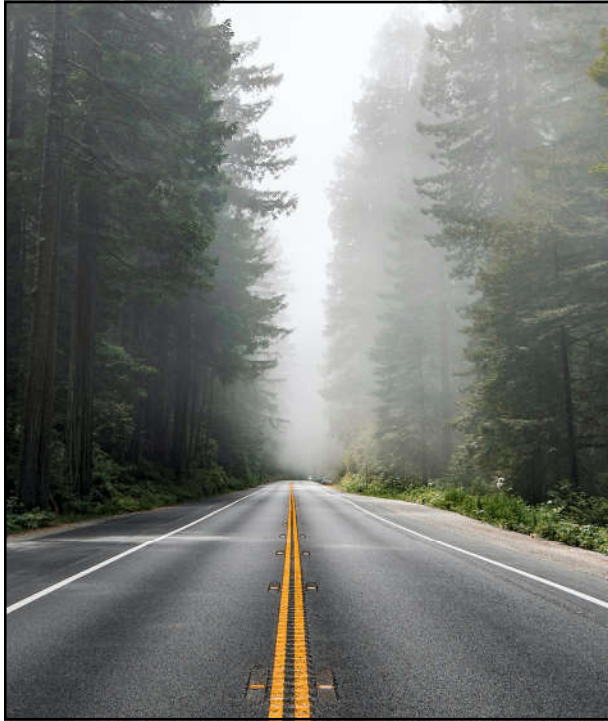
THE OHIO STATE UNIVERSITY
COLLEGE OF FOOD, AGRICULTURAL, AND ENVIRONMENTAL SCIENCES

OHIO STATE UNIVERSITY EXTENSION
Learning and Organizational Development

1

Empathy drives successful engagement.
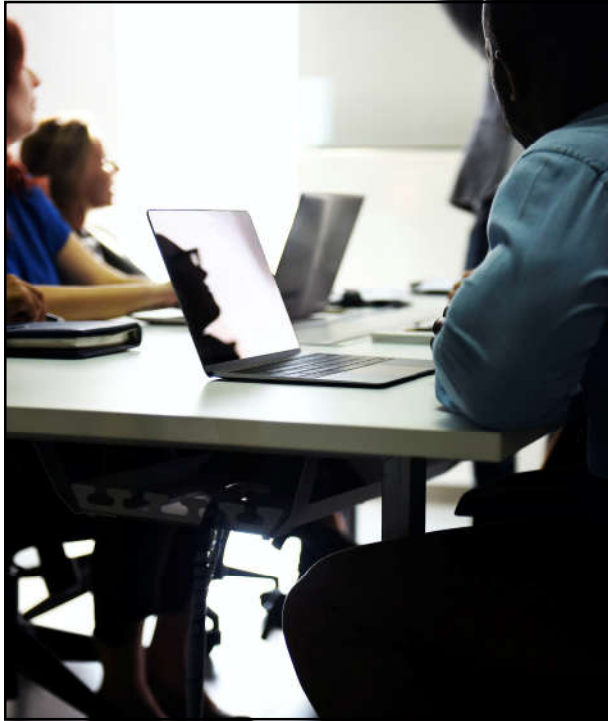
2

Roadmap

Skills Development

Program Design

Evaluation

3

Skills Development
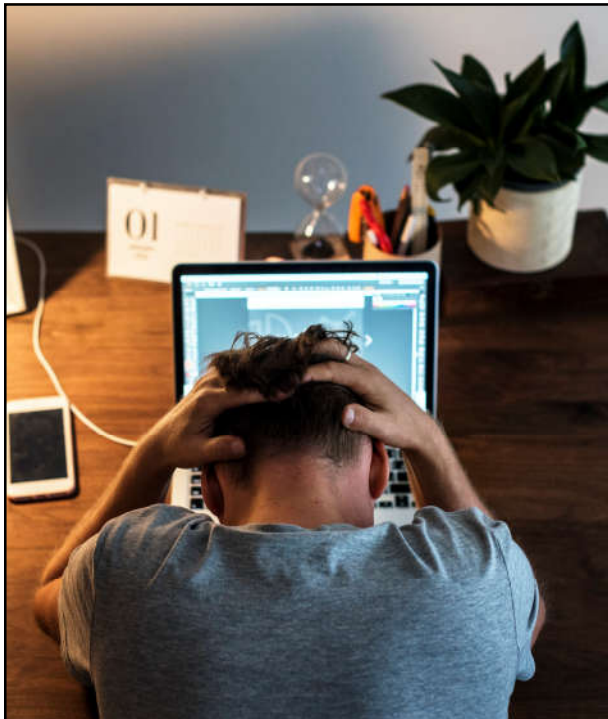
4

What We Did

Pre-pandemic
Hands-on workshops

During pandemic
Synchronous daily trainings

Relationship-based support requests

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What We Learned

This approach was not sustainable nor scalable, particularly during COVID when rapid scaling of skills development was needed

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What We're Doing Now

Creating and curating on-demand learning library and content strategy

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Supporting the Change

Creating content hub to find information

Communication strategy

Lean on existing infrastructure from vendors for university-approved tools

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Program Design

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What We Did

Emphasized face-to-face engagement within community

Trained on Logic Model

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What We Learned

Digital engagement is an important part of community education

Program staff were not prepared for designing effective digital or hybrid engagement strategies

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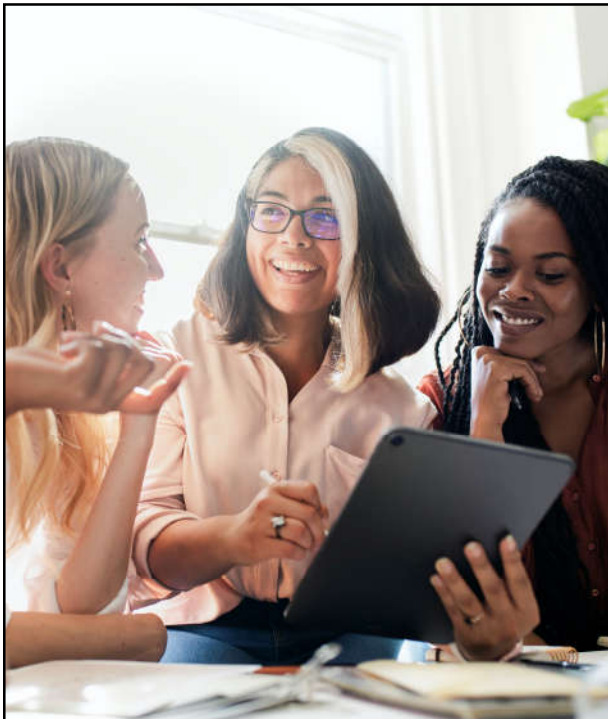
What We're Doing Now

Training staff on new empathy-focused program design model that encourages strategic hybrid engagement strategies

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LIFE Framework

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Supporting the Change

Digital skills development

Digital accessibility

Data security

1:1 device ratio

Evaluation and reporting

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Program Evaluation

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What We Did

Paper-based evaluations

Report generation by LOD

De-centralized system for most program evaluations

Some statewide programs with existing evaluations

17

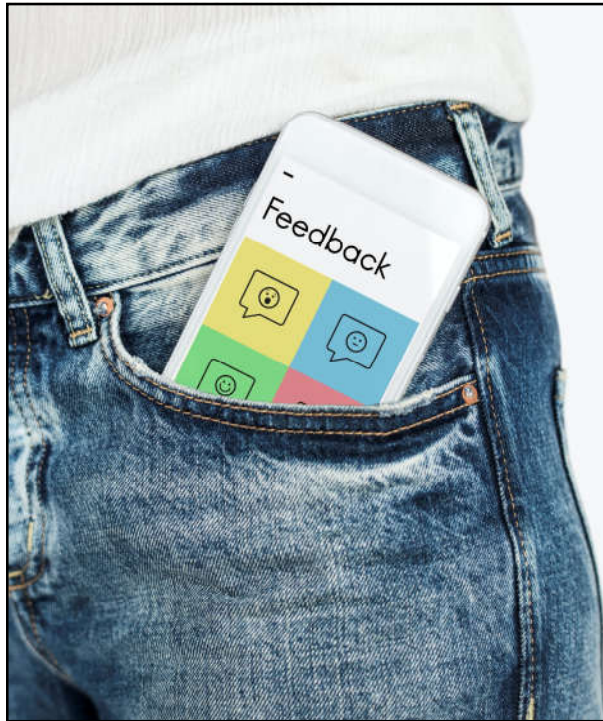## What We Learned

We were under-prepared for effective evaluations of virtual programming

Needed a better way to aggregate data across the state

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What We're Doing Now

Offering customized, digital evaluations for programs

Creating evaluation plans that are primarily online even for in-person programming

Encouraging educators to use online evaluation system whenever possible

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Supporting the Change

New online evaluation **C**hoose **A**nd **R**eques**T** (CART) system

Dashboard for instructors to generate teaching evaluation summary

Dashboard for program leaders to generate reports on impact

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Welcome to your OSU Extension Virtual Evaluation Shopping Cart!

Please fill in the event title and date and then select your county, primary program area, and the OSU Extension priority area(s).

Then, choose the questions that you would like to ask your session attendees. That's all it takes!

You will receive an email once your order is placed confirming your selections and containing the link to your evaluation survey and further instructions.

For more information about the CART system, please visit the job aide located at this link **http://go.osu.edu/OSUE_CARTinstructions**

Ohio State University Extension would like to recognize the work of the University of Georgia Extension (specifically Dr. Alexa Lamm, Associate Professor) in the testing and development of some of the questions contained in this system. For further information, please see the article, "Measuring the Aggregated Public Value of Extension." in the *Journal of Extension* (joe.org).

CART System

Enter basic information in the order form

Automated mail is sent with instructions

Basic information ties in to second survey for participant to complete.

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