

## Client Snapshot



### The University of Notre Dame – Administrative Support Services

**Industry** – Higher education

**Established** – 1842

**Corporate Headquarters** – South  
Bend, Indiana

**Division** – Administrative support for  
collegiate institution

**Footprint** – Approximately 550 adminis-  
trative professionals out of approxi-  
mately 4,700 staff and faculty

### Business Challenges

- Need to develop and update both functional technical and technology skills of administrative assistants
- Need for programs specifically developed for their administrative professionals

### Solution Results

- New skills and techniques being applied to daily jobs
- Higher manager interest and engagement in training process
- Development of productive networks among those who have participated

## Strengthening the Administrative Foundation at the University of Notre Dame

*Customized on-site training for the university's administrative professionals yields positive, measurable results*

### Executive Summary

While the source of Notre Dame's strength is its faculty, the administrative assistants are a key foundation to their success. There are approximately 550 administrative professionals employed at Notre Dame, supporting over 4,700 staff and faculty members. On a daily basis, they provide planning, coordination, and support of administration and faculty activities, record-keeping, and student customer service.

### Creating Strength with Knowledge Development

An internal study conducted at Notre Dame by the Academy (the Provost, Deans, and Associate Deans) determined a need to develop and update both the functional and technical skills of Notre Dame's administrative assistants. The administrative assistants also expressed a need for training customized specifically for them.

Kara McClure, Manager of Learning and Organizational Development for Notre Dame looked to Rockhurst University Continuing Education Center, Inc. (RUCEC) for a solution.

“They had an existing series that advertised much of the same content that we were seeking to provide. They were willing to customize some of the content to best match our needs.” says McClure.

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## *29% improvement on participants' overall performance...*

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RUCEC worked with Notre Dame to take an existing administrative assistant certification program and develop it into the university's specialized program called Today's Administrative Professionals (TAP).

Nearly 200 administrative assistants have participated in TAP, giving positive feedback and appreciation for a structured course customized for them. They also acknowledged that others within Notre Dame could benefit from courses similar to the TAP program.

There are plans to develop further training for the administrative professionals along with other custom programs for other areas of Notre Dame.

According to McClure, "We'll continue to offer TAP until it becomes apparent, through participation numbers, that we have satisfied the need. We will also begin to assess the next level of needs for this important group of contributors and expect that some of the needs will be technological. We have, and will, utilize RUCEC for our additional training needs for other staff on campus as our skill needs require."

### **Measurable Results Prove Training Makes a Strong Impact**

Participants and managers have seen tangible improvements thanks to the TAP course.

Notre Dame has reports from participants and managers of new skills, more confidence, and new techniques applied to the job - from being more organized to taking more initiative (taking notes, offering to do new tasks, preparing agendas without being prompted, researching information).

There is markedly higher interest and engagement from managers at each new TAP session kick-off, interim talks, and program final events.

To measure the application and impact of the TAP program, the University of Notre Dame contracted with the Corporate Executive Board (CEB). Leveraging the Training Effectiveness Dashboard, a survey tool developed by CEB's Corporate Leadership Council, the TAP program produced the following results:

- **29% improvement** on participants' overall performance (many already were good), as rated by managers
- **34% improvement** on specific skills and knowledge that TAP was designed to improve, as rated by managers
- **44% of materials and content** have been **applied to the job**, as rated by managers

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*“Our account representative is highly responsive and works with us as a partner to understand our unique needs and perspectives as a University Client”*

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In addition, administrative professionals from all areas of Notre Dame come together and meet each other. “TAP alumni have developed productive networks with each other to share ideas and practices,” said McClure. “They appreciate the opportunity TAP offers to get together and grow personally and professionally.”

## Why Notre Dame On-Site Training with RUCEC

When the University of Notre Dame started looking for ways to improve performance and show appreciation toward their hard working administrative assistants, they turned to RUCEC. RUCEC delivers on-site training with customized, on-target curriculum. Equally as important, RUCEC partners with trainers that truly care about the participants and their careers.

“Our account representative is highly responsive and works with us as a partner to understand our unique needs and perspectives as a STET client,” said McClure.

“The facilitators are highly experienced in various skill areas that enable them to address issues and participant questions on the fly. They take an ‘adult learner’ approach which incorporates models, tips and tactics, and limited theory with hands-on exercises that tend to promote learner engagement.

Many of their facilitators have been in administrative roles and are able to relate to the daily work tasks and challenges of the participants. They do a very good job of adapting their approach to our participants' situations in a university setting.”

## About On-Site Training and RUCEC

RUCEC On-Site Training offers hundreds of training topics for organizations, from interpersonal communication and team-building workshops to critical human resources and accounting regulatory programs, plus every management subject in between.

Training programs and formats are tailored to meet an organization’s specific needs through evaluations of current skills and practices, with professional recommendations for improvement.

On-site training is perfect for training a group of employees, from 10 to 500 or more. RUCEC on-site training can be held at any location that is convenient for the employees – headquarters, branch office, nearby conference center or hotel, or company retreat or conference.

RUCEC is one of the nation's leading providers of continuing education, delivering more than 7,000 seminars and conferences annually in the United States and Canada — to more than 10 million professionals. Affiliated with Rockhurst University since 1991, RUCEC offers continuing education that is grounded in an 81-year tradition of proven academic excellence.



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