



 Research Briefs from Crafton Hills Office of Research and Planning

Classified Professionals Workshop Evaluations Spring 2010

Overview: In Spring of 2010, Crafton Hills College (CHC) Classified Senate organized the first ever “Classified Professionals Week” with funds donated by EduStream. Nine various workshops designed to promote the personal and professional growth of CHC Classified Staff were offered Monday June 7, 2010 through Thursday June 10, 2010. Classified employees were informed of these opportunities via email invitation and paper flyers delivered through inner-campus mail. Participants were asked to pre-register for workshops by 12:00PM, Friday May 28, 2010. Attendance at the workshops was voluntary, restricted to only CHC Classified employees, and limited to 20 attendees per workshop. These professional development opportunities were intended to improve job performance, increase communication and interaction amongst CHC Classified Staff, and cultivate a sense of camaraderie. Workshops covered a breadth of topics designed to increase skills and enhance the lives of CHC Classified Employees. Workshops were strategically scheduled at various times to encourage participation of and availability to all Classified Staff who wished to participate. The workshops were facilitated by CHC Classified Senate members, CHC Managers, CHC Faculty, Edustream personnel, and other outside contracted speakers. The purpose of this report is to illustrate the findings from the 130 respondents who completed a workshop evaluation.

Summary of Findings:

- 47% of all CHC classified employees attended one or more of the workshops offered during Classified Professionals Week.
- 100% of the respondents were satisfied with the presentations and/or activities, the high quality of the presentations, and the knowledge that the presenters had about the subjects.
- 100% of the respondents would recommend the workshop/activity to a friend or colleague.
- Overall, respondents were satisfied with the relevance and timeliness of the workshop topics, the handouts and materials they received, and the presentation styles and techniques used by the presenters.

Methodology: At the conclusion of each workshop, attendees were asked to complete a one-page evaluation. Although every participant was given the opportunity to complete the questionnaire, they did not necessarily choose to do so. The survey included seven questions using a four point Likert scale with choices ranging from *Strongly Agree* to *Strongly Disagree*. There were three open ended questions which asked the participants what they liked best about the workshop, suggestions for improvement of future events, and ideas for future professional development opportunities. Finally, there were four demographic questions intended to collect information and ensure the activities offered attracted a diverse group of participants.

To encourage participation, the Classified Senate did the following:

- Served lunch or refreshments, dependent upon the time of day the workshops were offered, at each event.
- Held the Classified Staff End-of-the-Year Luau luncheon at the conclusion of the Classified Professionals Week including an opportunity drawing of prizes. Raffle tickets for that drawing were given to participants for each of the following; pre-registering for a workshop, attending a workshop, and completing a survey at the end of each workshop.
- Sent email invitations/reminders to all Classified Staff on the following dates: 05/24, 06/01, 06/02, 06/03, 06/07. In addition, an email was sent to all individuals as a confirmation for registration, and a final email reminder was sent the day before every scheduled workshop to all registered participants.
- Finally, an email from the President was sent to all Managers requesting that they allow the classified employees who work under their supervision to participate in any/all of the offered activities that they wanted to attend.

Sample: As seen in Table 1, the workshops were well attended, and in some cases the number of evaluations collected exceeded the number of spaces reserved (n=20) for each event. There are 103 classified employees at CHC, of which 47% participated in one or more of the workshops offered during Classified Professionals Week. In total, 130 evaluations were collected from 48 participants. Both the attendance and response rates are 87%.

Table 1: Number of Registered, Attended, and Evaluations Collected by Workshop.

Workshop	Evaluations N	Attended N	Registered N
Stress Management	22	23	25
Editing Digital Photos with Photoscape	10	10	15
Exercise and Nutrition at Your Desk	21	21	25
Dealing with Change	23	23	22
True Colors	7	8	14
EduStream 101: An Introduction	6	7	9
How to Effectively Serve on a Committee	9	13	17
Our Changing Campus	15	26	27
Dealing With Emotionally Disturbed People	17	18	18
Total	130	149	172

Demographics: The respondents were more likely female (81%), between the ages of 50 to 59 (33%), and Caucasian (52%).

Table 2: Gender, Age, and Ethnicity of Workshop Participants.

Gender	N	%
Male	9	6.9%
Female	105	80.8%
No Response	16	12.3%
Total	130	100%

Age	N	%
Under 30	3	2.3
30-39	27	20.8
40-49	30	23.1
50-59	43	33.1
60 and Over	22	16.9
No Response	5	3.8
Total	130	100%

Ethnicity	N	%
African American/Black (Non-Hispanic)	3	2.3
American Indian/Native Alaskan (Non-Hispanic)	7	5.4
Asian/Filipino/Pacific Islander (Non-Hispanic)	6	4.6
Caucasian/White (Non-Hispanic)	66	50.8
Hispanic/Latino (any/all races)	26	20.0
Other non-White/Multiracial	10	7.7
No Response	12	9.2
Total	130	100

Results

Findings: As illustrated in Table 3, the respondents were very satisfied with the presentations and activities during Classified Professionals Week. Specifically, 100% of the respondents “Agreed” or “Strongly Agreed” with the following: satisfaction with the presentations and/or activities, the high quality of the presentations, the knowledge that the presenters had about the subject, and that they would recommend the presentation/activity to a friend or colleague.

Table 3: Participant Ratings of Satisfaction with Workshops.

Workshop Satisfaction	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
Overall, I am satisfied with today’s presentation/activity	109	83.8	21	16.2	0	0	0	0
This was a high quality presentation/activity	110	84.6	20	15.4	0	0	0	0
The presenter(s) showed a broad knowledge of the subject	114	87.7	16	12.3	0	0	0	0
I feel that this presentation/activity met my needs	103	79.2	25	19.2	2	1.5	0	0
The information provided will be useful for my <i>personal</i> or <i>professional</i> development	110	84.6	18	13.8	2	1.5	0	0
I would recommend this presentation/activity to a friend or colleague	108	83.1	22	16.9	0	0	0	0
If I had to do it over, I would choose to participate in this presentation/activity again	109	83.8	18	13.8	3	2.3	0	0

As seen in Table 4, the respondents were satisfied with the relevance and timeliness of the topics, the handouts and materials, and the presentation styles and techniques presenters used. Specifically, 79% of the respondents rated the relevance and timeliness of the topic as excellent.

Table 4: Participant Ratings on the Content of the Professional Development Activities.

Professional Development Satisfaction	Excellent		Good		Fair		Poor	
	N	%	N	%	N	%	N	%
The relevance and timeliness of the topic were:	103	79.2	26	20.0	1	.8	0	0
The handouts and materials were:	85	65.4	29	22.3	7	5.4	0	0
The presentation style and techniques used by the presenter were:	101	77.7	25	19.2	2	1.5	0	0

Open Ended Questions: Collectively, there were 134 comments provided by the respondents in reply to the three open ended questions. Table 5 is a collective list of the comments for the first two open-ended questions separated by workshop. Most respondents offered comments on what they liked best about the presentation while only a few commented on needed improvements. In addition, many of the comments were general in nature. For example, in response to the question, “what suggestions would you make to improve this presentation/activity”, 21 comments indicated participants would not recommend any changes. Comments in response to what participants liked best about the presentation/activity were overall in an appreciative tone; expressing gratitude to the presenter for sharing personal stories, the information received, and for providing a worthwhile workshop experience.

Table 5: Participant Comments by Workshop.

Stress Management:
<p><i>What did you like best about this presentation/activity?</i></p> <ul style="list-style-type: none"> ▪ All examples that we can relate to our job and personal life ▪ All of it ▪ Chance to get a copy of presentation ▪ Content was excellent ▪ Could understand ▪ Friendly presentation with plenty of good information ▪ I enjoyed breathing from your diaphragm used as strategic relaxation techniques. ▪ I liked the personal examples ▪ It covered the causes of stress very thoroughly ▪ (Presenter) injected just enough of her personal experience to show that. We are all a part of these scenarios and make us comfortable. She knows her topic personally ▪ Lots of good reprogramming techniques ▪ Personal additions ▪ Steps to help solve problems ▪ That the presenter shared personal examples and the one- liners <p><i>What suggestions would you make to improve this presentation/activity?</i></p>

- I would enjoy actually performing relaxation techniques.
- More handouts - perhaps a printout of outline of PowerPoint
- Make the attendance mandatory and hold it once a year
- More handouts

Editing Digital Photos:

What did you like best about this presentation/activity?

- Editing Digital Photos
- Able to ask questions
- Free new photo program
- I liked the picture layering. I was able to place 2 pix on top of a picture of the beach.
- (Presenter) covered a lot of fun stuff in a short period of time
- (Presenter) was very helpful
- The knowledge I learned
- We got to use our own laptops and practice with our pictures.

What suggestions would you make to improve this presentation/activity?

- Have people download the program before the presentation
- Layer time
- When a web based program is used provide the link in advance so people can come ready to go

Exercise and Nutrition at Your Desk:

What did you like best about this presentation/activity?

- Excellent!
- From her own personal experience
- (Presenter) was very down to earth and by telling her story made everyone believe we can lose weight effectively
- Personal story
- Personality- enthusiasm- motivation
- Plenty of information and glad she told her story
- Presenter
- Real life stories were shared
- She was believable
- She was so "real" sharing her failures as well as her success. Her tips are usable and don't require lots of time or financial investment
- That she has been overweight and actually lost the weight
- Understanding portion control and exercise
- Great recommendations for food

What suggestions would you make to improve this presentation/activity?

- Actually doing the exercises. Wear workout clothes and do the exercises she suggested. Go for a walk.
- I would have liked a handout on the exercise portion since she had such a great handout for the nutrition portion.
- It was great as it was!
- Longer
- More handouts from slide presentation
- None- it was great
- Shorten up the nutrition to have more time for the exercise portion

Dealing with Change

What did you like best about this presentation/activity?

- (Presenter) is a dynamic fun presenter
- (Presenter)'s own personality and humor and enthusiasm. Always add to her workshops and she is well prepared
- Covered the various type of change.
- Everything. It was an excellent workshop.
- Examples strategy test explanations.
- Eye contact with everyone
- How she related the topics to changes occurring at CHC.
- It was great!
- Learned something
- Practical and the take home PowerPoint to continue to consider excellent workshops.
- Q&A time
- Relevant with CHC changes. Entertaining
- Thank you so much for sharing!
- Very pleasant
- Very upbeat
- Excellent workshop!
- Fun
- Great presentation overall
- Makes you think. Willingness of the presenter to help.

What suggestions would you make to improve this presentation/activity?

- Add an additional half hour
- Do it again when LRC is complete
- Handout with stated info ref. materials
- Longer
- She does such a good job. I don't know what that would be
- Smaller groups

True Colors:

What did you like best about this presentation/activity?

- All of it
- It was fun!
- (Presenter) made this "Learning Experience" fun. She kept a rapid pace due to the constraints but I don't feel like anything was left out
- Satisfying
- Seeing what I am and what others are

What suggestions would you make to improve this presentation/activity?

- Give (Presenter) more time
- More time

EduStream101: An Introduction:

What did you like best about this presentation/activity?

- I liked the feature that presents events (graduations and sporting events) that can be shared. Also info about forms and electronic signatures now being accepted
- Ideas for uses of technology I hadn't thought of.

- Ideas on how staff could use this as a tool in our jobs and as classified staff.
- Learning about EduStream

What suggestions would you make to improve this presentation/activity?

- More computer information
- Provide information relevant to non-instructional employees.

How to Effectively Serve on a Committee:

What did you like best about this presentation/activity?

- Clear guidelines
- (Presenter) has a great command of the topic
- Organized and practical
- Presenter/Handout/Videos
- Very informative - gave good ideas how to handle situations without anger or frustration being involved.
- (Presenter) is an animated speaker (was a great surprise to me) and used humorous videos to and break up and reinforce the points

What suggestions would you make to improve this presentation/activity?

- Make suggestions on how to get people to keep us aware of what is being discussed and decided by committee
- Maybe some Role Play?
- Wow! I'd like to see his notes adopted by every committee on campus. I have no suggestions for improving on (Presenter)'s presentation

Our Changing Campus:

What did you like best about this presentation/activity?

- All
- All the pictures
- Aquatics tour
- Enjoyed the before and after pictures
- Fantastic!
- Walking the grounds
- Explained developments very thoroughly

What suggestions would you make to improve this presentation/activity?

- Better time management
- Great Presentation Overall

Dealing with Emotionally Distressed People:

What did you like best about this presentation/activity?

- All
- (Presenter) presented the "reality" of the fact that we'll all be dealing with at CHC
- Great interaction and speaking with authority behavior
- Great Presentation. Gained a lot of information. Liked all of strategies and stories.
- Reality mixed with humor
- She made the workshop fun and humorous
- Suggestions to help diffuse different situations
- The humor
- This was so helpful. We need more of this kind of thing
- Very informative information presented by (Presenter). She is a pleasure to listens to and keeps your interest throughout

What suggestions would you make to improve this presentation/activity?

- Doing it during the main semester.
- Faculty should have to take this workshop to learn not to be confrontational with students and how to deal with different situations
- I would have liked info on how and when/whether to refer someone to a counselor.
- It was good just as it was
- Just more of it
- None whatsoever
- None
- Be sure the group includes only target group. A faculty present took too much time on an issue specific to her classroom (Presenter) finally said "We can talk later"

Finally, participants were asked to provide suggestions for future Classified Professional activities/workshops that they would like to see offered. Table 6 illustrates the 12 suggestions that were provided.

Table 6: Participant Suggestions for Additional Professional Development Activities.

Proposed Future Professional Development Topics
<ul style="list-style-type: none">▪ Leadership Training▪ Cooking; one-dish meals, etc. for the working Mom. Cake decorating▪ I think this should be offered again (Exercise & Nutrition at Your Desk)▪ Dealing with difficult students, faculty and managers▪ This again! (Exercise & Nutrition at Your Desk)▪ Time Management▪ Make this workshop mandatory; it is very relevant (Dealing with Change)▪ One such as "this one" (Dealing with change) with staff and supervisors in one room▪ More frequent Microsoft software classes▪ Learning to budget our income in difficult times▪ Meal ideas- healthy and quick dinners▪ Getting along with your co-workers