

## Comments from the Survey on the District Program Review Process, 2009-10 May 2010

### 3. What was the most helpful feature of the workshops?

Seq	Primary Function	Comment
1	Unit member	It was helpful having all staff from our department participate, and required to participate. Having all the separate departments share what they came up with. I believe that having the managers AND staff work together IS important. Hopefully the staff will feel some ownership in the process and product.
4	Area manager	The website was very efficient in directing one what was needed.
5	Unit member	Did not attend workshops
6	Division manager	Concepts and requirements were defined
10	Unit member	The workshop was a convenient, focused method for brainstorming with unit members and developing our review. The steps were guided in an effective way, and there were no outside interruptions.
13	Division manager	Setting aside time to work on the Program Review because we are so busy otherwise and have a hard time getting to projects such as this one.
14	Unit member	It got the ball rolling and help do the begining brain storming done.
17	Unit leader	Brainstorming at workshops.Real time data entry onto the laptops.
18	Unit member	Giving us time, ideas, and questions about how well we serve the district as a whole.
19	Area manager	Focused time with all other areas of the District. We all heard the same thing at the same time. The one day every few month format was conducive to enabling us to focus on the topic at hand, without disruption.
20	Unit member	The set up of the review
22	Unit member	The all-day group activities helped to keep us focused, away from our desks, and very productive.
23	Unit leader	Taking the time away from work to complete the program review.

### 4. If we hold similar workshops in future program review cycles, what specific improvements would you recommend?

Seq	Primary Function	Comment
1	Unit member	Larger facility with more space between tables or separate work areas. It was very hard to work as a team, at a big round table with so much noise from the others working in the same room.
4	Area manager	Shorter meetings.
5	Unit member	Did not attend workshops
6	Division manager	Shorter meetings. The opportunity for the team leaders to know ahead of time what they are doing so they can organize their teams.
10	Unit member	None. I especially liked the fact that laptops were provided and data could be input as it was determined, rather than having to record things at the workshop and then input them at a later date.
13	Division manager	Better food.
14	Unit member	Directions not to use the survey as a personal attack on individuals.
18	Unit member	When we get together in our groups the work we are doing is sort of general or generic. Mr. Lee will come by and check it, say it's ok and we think we're done. When the feedback comes back in written form it seems his comments don't reflect the feedback we got in workshop. We also don't know exactly what to do with the feedback and how it's going to be used. Maybe there are too many people for one person to serve in the workshops. More one on one feedback from Mr. Lee may help and make us feel like less time was wasted during the workshops.
19	Area manager	Spend a little more time before each workshop providing the context of where we are in the process and more time in the end re-capping where we are. After long periods in-between workshops and long days focusing on content, we start to get lost.
20	Unit member	Explain more in detail what you expect from us on this review.
22	Unit member	The Board Room was a bit small for all of us. The ATTC room is a better size for all of us.
23	Unit leader	The kickoff workshop needs to provide clearer information to ensure that we understand the process. I believe the effectiveness measures (EM) for our group were created without the knowledge that these would actually be implemented. The EM's were created more as brainstorming ideas.

### 5. If you think a different approach to facilitating the program review process would be more helpful than the workshops, please describe it here.

Seq	Primary Function	Comment
1	Unit member	It might be helpful if each department had their own workshop before the full district staff workshop. I believe that very little would have been accomplished if not conducted in the workshop format.
4	Area manager	NA
5	Unit member	Did not attend workshops
6	Division manager	Maybe meetings with the team leaders in advance of full meetings- or with the leaders only- and have the leaders work together on a specified sample program so everyone comes away with the knowledge to lead and train the team members.
10	Unit member	I thought the approach was great.
14	Unit member	I like the workshop format.
20	Unit member	N/A
22	Unit member	I prefer the workshops.

### 8. If you used the web-based planning tool, what specific improvements in it would you recommend?

Seq	Primary Function	Comment
6	Division manager	Separating sections into separate screens so they don't run together
10	Unit member	Although I think the tool itself was an excellent way of capturing the data, it was slightly awkward that you had to back out of the plan in order to enter the goals, resources, etc.

Seq	Primary Function	Comment
14	Unit member	none.
18	Unit member	An easier way to navigate from section to section.
19	Area manager	The roll-up of lower level plans was easy, but I had some difficulty in prioritizing resource requests. This part of the tool could be enhanced.
22	Unit member	I already made a recommendation to improve the drop-down menu on the Resource Request section, and Jason Brady has completed the ticket.
23	Unit leader	I think the format should definitely change. We shouldn't have to navigate between screens to enter goals/objectives/actions, resource request and the like. Maybe there is a way to have everything on one page that follows the format of a program review with menus that collapse/expand as viewing/editing is needed.

**11. Considering the whole program review and planning process this year, what worked best from your perspective?**

Seq	Primary Function	Comment
1	Unit member	working on the pieces of the program review as a department meeting as the district staff having everyone give input and ideas
5	Unit member	Did not participate in program review
6	Division manager	Feedback on submitted text from a knowledgeable person.
10	Unit member	Completing the process in a workshop environment and using the web-based tool.
13	Division manager	Having the web based application and the survey feedback from the campuses.
14	Unit member	all
17	Unit leader	Workshops helped to gather all information from each persons perspective.
18	Unit member	Making every unit member participate. Every person working here should have time to think about improvement.
19	Area manager	The one day every few month, entire district entity format.
20	Unit member	What worked best was getting us away from our desks and away from the phones in order to work on the review. We can not get anything done if we remain at our work place.
22	Unit member	Using the district services survey helped to prioritize improvements that have long been needed in our unit. It also highlighted our strengths and weaknesses from a user's perspective, which allowed us to be more introspective--even in functions we believed to be optimal.
23	Unit leader	The workshops were a good opportunity to focus on the program review. It was harder to edit the program review at my desk, as there are many distractions.

**12. Considering the whole program review and planning process this year, what improvements are most needed for the next cycle?**

Seq	Primary Function	Comment
1	Unit member	better meeting and working facility
5	Unit member	Did not participate in program review
6	Division manager	More pre-review organization. Perhaps more thought-out survey questions. More incremental reporting/updating requirements (we tend to put off until the last minute what we don't need to do now because we are so busy with everything).
10	Unit member	My suggestion would be a tweaking of the web-based tool so that you could enter everything from one link.
13	Division manager	More lead time.
14	Unit member	Survey was to open for person to do personal attacks and not department review. This type of coments need to filtered out.
17	Unit leader	Customer service training and details about each departments processes and criteria for processing data.
18	Unit member	Better workshop time management. Better understanding about what work needs to be done and by whom.
19	Area manager	Need to consider who will facilitate/guide the process. Should include District Police.
20	Unit member	Giving us more time to work on the review.
22	Unit member	On the district services survey, please disallow the use of names. The survey is not to be used as an employee evaluation public forum. The public publishing of dissatisfaction has caused counter-productivity in this process; the dissatisfaction should remain a confidential issue between the manager and the employee as a part of the employee evaluation process.
23	Unit leader	When I submitted the program review draft it was reviewed by Matthew Lee. He provided some suggestions for change. After making changes to the draft, additional feedback was not provided. I kept wondering if we had complete the edits correctly or if we had missed the mark. I was hoping to get some feedback on the changes, so that I could further refine the program review, if necessary.

**13. If you have any other comments about the District operations program review and planning process this year, or about this survey, please enter them here.**

Seq	Primary Function	Comment
1	Unit member	Having someone like Mathew Lee facilitate it was a very good idea, even though he talks very fast. In my opinion none of our district managers have the time to organize and make this process happen.
4	Area manager	I am a veteran of the SBCCD and this is the first program review. Attempts to identify the needs in my department have not been very successful. This is a step in the right direction and I hope that the information provided will be taken serious and implemented.
5	Unit member	Did not participate in program review
10	Unit member	No other comments.
17	Unit leader	Very helpful in identifying areas of weakness and strengths.
20	Unit member	N/A
22	Unit member	Between September and April, there seemed to be long periods of time where nothing was completed or reviewed and then a sudden priority rush to get things completed. Taken a more measured approach may produce better results and improved district services.