

## PROFESSIONAL DEVELOPMENT PROGRESS REPORT

FALL 2015

### SUMMARY

The Santa Ana College Professional Development Program collected data from classified staff, in an attempt to gain an understanding about their learning needs and interests, best mediums for learning, and preferred dates and times for workshops. The present work is a progress report on the professional development activities offered principally for classified staff in Fall 2015.

The Professional Development Program has grown and made great progress. One of the outstanding achievements has been the creation of the classified staff and faculty partnership. As a result, the Program has been able to provide workshops for both sectors, classified and faculty while the list of expert trainers continues to expand. The Program offered nine different topics for workshops at Santa Ana College and Centennial Education Center: Managing Change and Conflict, Student Equity Forum/Customer Service, Microsoft Outlook, Social Media at Work, New Employee Orientation, Health and Wellness, CPR, Leadership. For the first time, the Program offered a customized training/retreat to the entire Financial Aid Department, thanks to the joined efforts of Student Equity leaders. Student Equity is integrating strategies on how to help SAC students succeed through **directing, focusing, nurturing, engaging, connecting, and valuing** our student population, while unveiling the challenges, needs, experiences and aspirations of adjunct faculty, in order to effectively apply these strategies. Currently, we are working on Flex Week and planning our program for this Spring semester.

In order to analyze and illustrate the data, we have compiled a series of tables and charts. This report starts with a summary that shows workshop attendance by location, date, and number of attendees per workshop and departments represented. Table and chart number 1 focus on attendance per workshop. The rest of the tables and charts (from 2 to 10) illustrate the evaluations per workshop. A brief description of the **results** found, **application**, and general **comments** expressed by attendees are also included.

Based on collected data from surveys, a good number of the workshops has already been offered, however, there are some workshops pending. The Professional Development Program has been adjusting its workshop offerings based on ongoing needs of Santa Ana College classified staff and faculty.

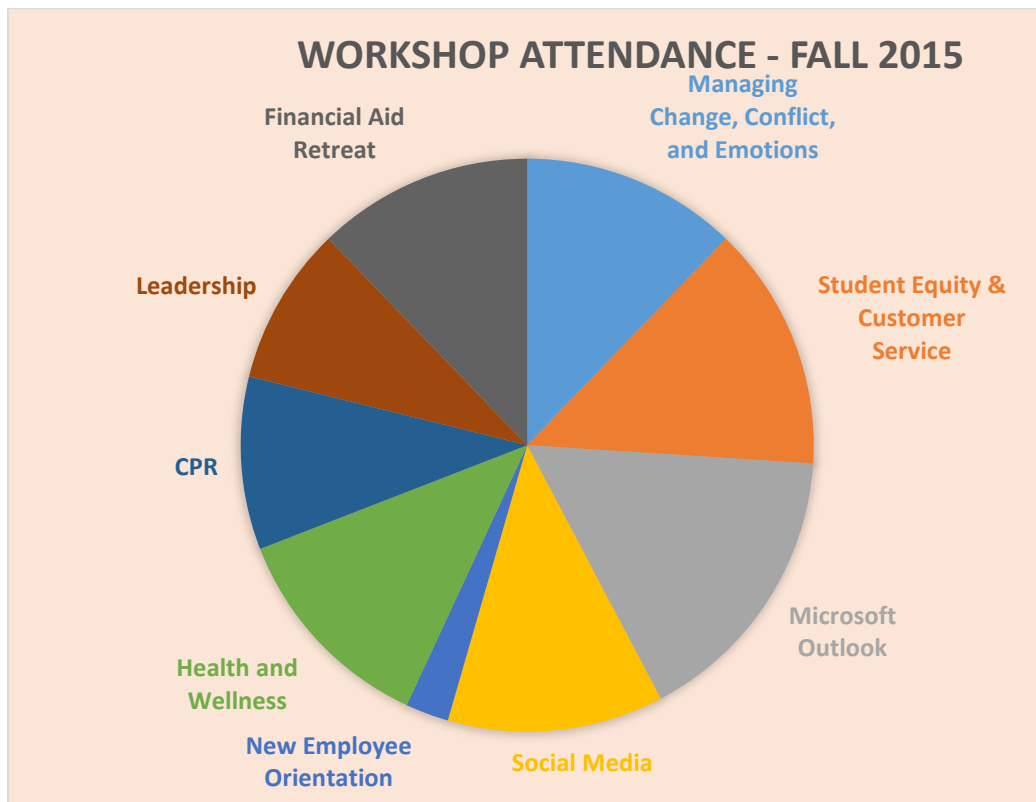
**SANTA ANA COLLEGE**  
**WORKSHOP ATTENDANCE**  
*(Fall 2015)*

<b>WORKSHOP</b>	<b>LOCATION</b>	<b>DATE</b>	<b># OF ATTENDEES</b>
MANAGING CHANGE, CONFLICT & EMOTIONS	SAC	9-22-15	8
MANAGING CHANGE, CONFLICT & EMOTIONS	CEC	9-24-15	7
<b>a) SUB-TOTAL</b> <i>(Managing Change, Conflict &amp; Emotions)</i>			15
STUDENT EQUITY FORUM/CUSTOMER SERVICE	SAC	9-29-15	13
CUSTOMER SERVICE	CEC	10-01-15	4
<b>b) SUB-TOTAL</b> <i>(Student Equity Forum/ Customer Service)</i>			17
MICROSOFT OUTLOOK	SAC	10-06-15	8
MICROSOFT OUTLOOK	CEC	10-08-15	12
<b>c) SUB-TOTAL</b> <i>(Microsoft Outlook)</i>			20
SOCIAL MEDIA AT WORK	SAC	10-14-15	4
SOCIAL MEDIA AT WORK	CEC	10-15-15	11
<b>d) SUB-TOTAL</b> <i>(Social Media at Work)</i>			15
<b>e) NEW EMPLOYEE ORIENTATION</b>	SAC	10-23-15	3
<b>f) HEALTH &amp; WELLNESS</b>	SAC	11-17-15	15
<b>g) CPR</b>	SAC	11-19-15	12
<b>h) STAFF LEADERSHIP</b>	SAC	11-20-15	11
<b>i) FINANCIAL AID RETREAT</b>	SAC	12-07-15	15
<b>(a+b+c+d+e+f+g+h+i) TOTAL</b> <b>(Workshop Attendees)</b>			<b>123</b>
<i>Num. of Workshops at CEC= 4</i>			
<i>Num. of Workshops at SAC=8</i>			

<p><i>Num. of Departments Represented= 28</i></p>	<p><i>Academic Administration (CEC), Adult Secondary Education (CEC), Administrative Services, Admissions, Biology, Communication Studies, Comprehensive Adult Student Assessment Systems, Counseling, Disabled Students Programs &amp; Services, Employee Benefits, ESL, Financial Aid, Fine Arts, GED, Graduation, Health Sciences-Nursing, Human Services Technology, Humanities &amp; Social Sciences, Information Technology Services, Kinesiology, Library, Math &amp; Science, Outreach, Pharmacy Technology, Planetarium, Professional Development, Risk Management, Student Business, Student Equity, TRIO Student Support Services Program, and Vocational Business.</i></p>
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**TABLE AND CHART NUM 1. Workshop Attendance - Fall 2015**

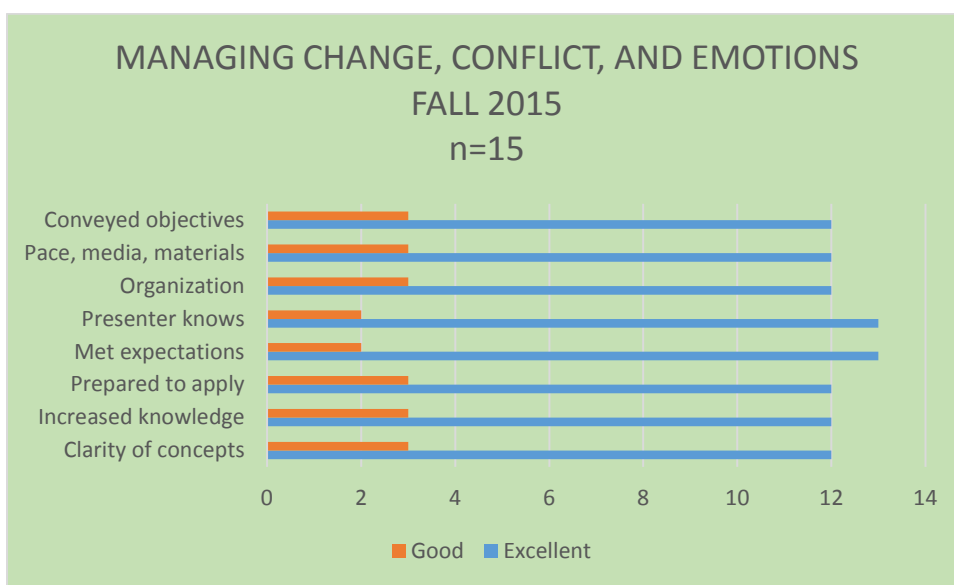
<b>WORKSHOP ATTENDANCE-FALL 2015</b>		
<i>Workshop/Training</i>	<i>Number of Attendees</i>	<i>Percentage of Attendees</i>
Managing Change, Conflict, and Emotions	15	12%
Student Equity Forum & Customer Service	17	14%
Microsoft Outlook	20	16%
Social Media	15	12%
New Employee Orientation	3	2%
Health and Wellness	15	12%
CPR	12	10%
Leadership	11	9%
Financial Aid Retreat	15	12%
<b>Total Number of Attendees</b>	<b>123</b>	100%



**Results.** Even though the majority of the workshops had similar numbers of attendees, the most popular workshops were Microsoft Outlook (16%), Student Equity Forum & Customer Service (14%), Managing Change, Conflict, and Emotions (12%), Social Media (12%), Health and Wellness (12%), and Financial Aid Retreat (12%) while the workshop with the least attendance was New Employee Orientation (2%).

**TABLE AND CHART NUM 2. Managing Change, Conflict and Emotions-Evaluation**

<i>Managing Change, Conflict, and Emotions – Fall 2015</i>				
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	12	3	0	15
Increased knowledge	12	3	0	15
Prepared to apply	12	3	0	15
Met expectations	13	2	0	15
Presenter knows	13	2	0	15
Organization	12	3	0	15
Pace, media, materials	12	3	0	15
Conveyed objectives	12	3	0	15



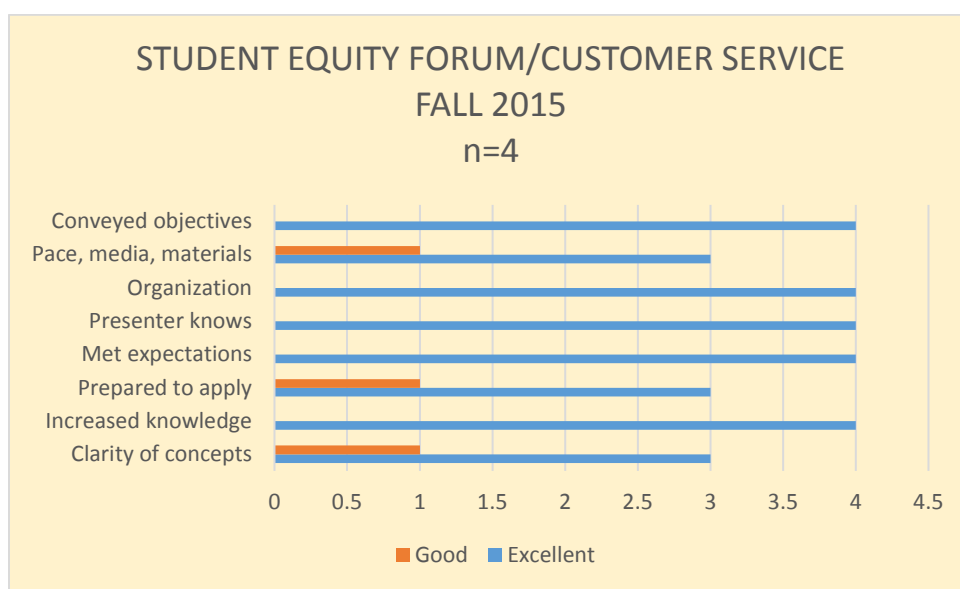
**Results:** The majority of attendees agreed that the concepts were clear, their knowledge was increased, they are ready to apply the concepts, and their expectations were met. The presenter was perceived as knowledgeable, organized, with good use of pace, media and material, and the objectives were conveyed.

**Application:** It will help with the following topics: better communication; projects with contractors and scope development with staff; our own change rather than expecting to see change in others; processes and forms; better adapt to the environment; better work in the department, understanding other people’s perceptions; and preparation for change.

**Comments:** Liked the use of books to explain concepts, the shared ideas of the attendees, and the real life examples. Attendees found the workshop informative and interesting, and loved the interaction and new strategies learned. They were grateful for the opportunity and think this workshop should be mandatory for everybody. They said that the workshop was fantastic.

**TABLE AND CHART NUM 3. Student Equity Forum/Customer Service-Evaluation**

<i>Student Equity Forum/Customer Service – Fall 2015</i>				
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	3	1	0	4
Increased knowledge	4	0	0	4
Prepared to apply	3	1	0	4
Met expectations	4	0	0	4
Presenter knows	4	0	0	0
Organization	4	0	0	4
Pace, media, materials	3	1	0	4
Conveyed objectives	4	0	0	4



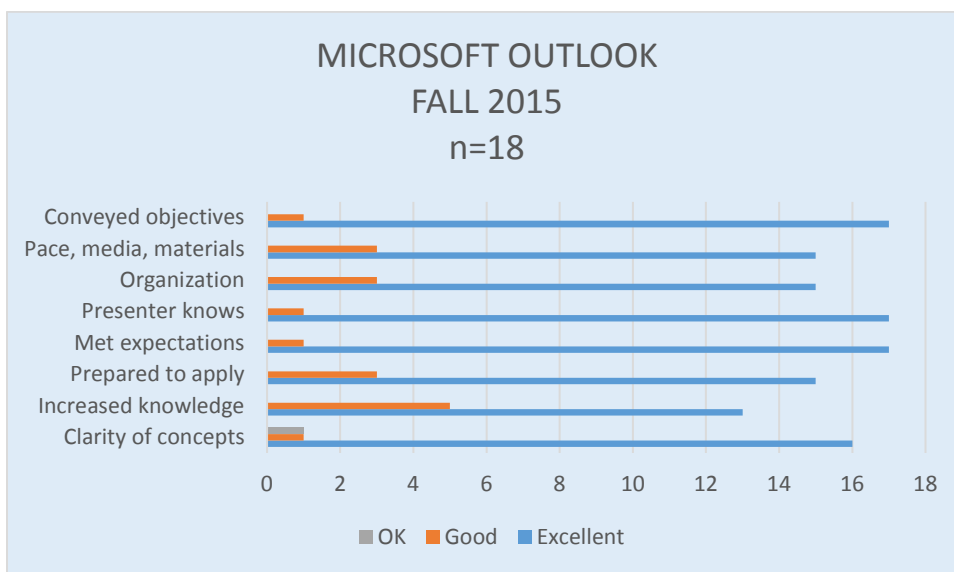
**Results:** The majority of attendees agreed that they increased their knowledge, met their expectations, presenter is knowledgeable, organized, and conveyed objectives.

**Application:** Review the handouts and share them with others who did not attend; give more of yourself to students; apply in solutions on existing issues that we face at our campus; and provide students and staff better customer service.

**Comments:** Great ideas from presenter and attendees; we need more training on how to help students with special needs/psychological issues; this workshop encouraged and uplifted me to give better customer service to students and colleagues.

**TABLE AND CHART NUM 4. Microsoft Outlook-Evaluation**

<i>Microsoft Outlook - Fall 2015</i>					
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>OK</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	16	1	1	0	18
Increased knowledge	13	5	0	0	18
Prepared to apply	15	3	0	0	18
Met expectations	17	1	0	0	18
Presenter knows	17	1	0	0	18
Organization	15	3	0	0	18
Pace, media, materials	15	3	0	0	18
Conveyed objectives	17	1	0	0	18



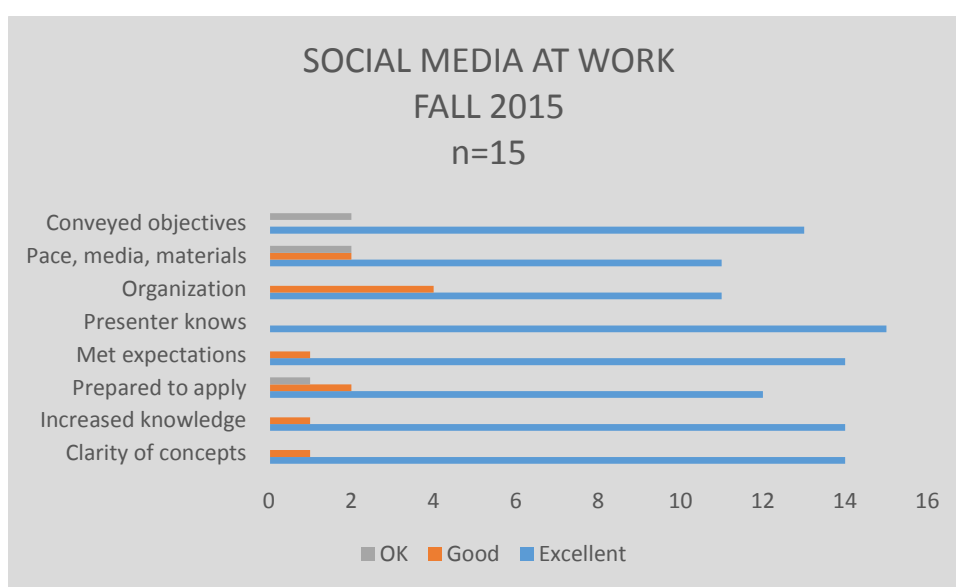
**Results:** The majority of attendees agreed that they met their expectations, presenter is knowledgeable, and objectives were conveyed.

**Application:** Setting up groups, flagging emails, helping others, creating folders, daily planning, using slype, accessing tools and features not known before, and sharing with supervisor features learned.

**Comments:** All questions were answered, excitement about Skype, it was a great presentation. Among the recommendations are to offer more similar workshops, include “hands on” workshops, have adequate equipment and room, offer handouts to attendees, and slow the presentation pace. An attendee said that this is his/her first professional development workshop and he/she is looking forward to attending other workshops.

**TABLE AND CHART NUM 5. Social Media at Work-Evaluation**

<i>Social Media at Work – Fall 2015</i>					
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>OK</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	14	1	0	0	15
Increased knowledge	14	1	0	0	15
Prepared to apply	12	2	1	0	15
Met expectations	14	1	0	0	15
Presenter knows	15	0	0	0	15
Organization	11	4	0	0	15
Pace, media, materials	11	2	2	0	15
Conveyed objectives	13	0	2	0	15



**Results:** Majority of attendees agreed that the concepts were clear, their knowledge was increased, and their expectations were met. Attendees also agreed that the presenter is knowledgeable in the topic area.

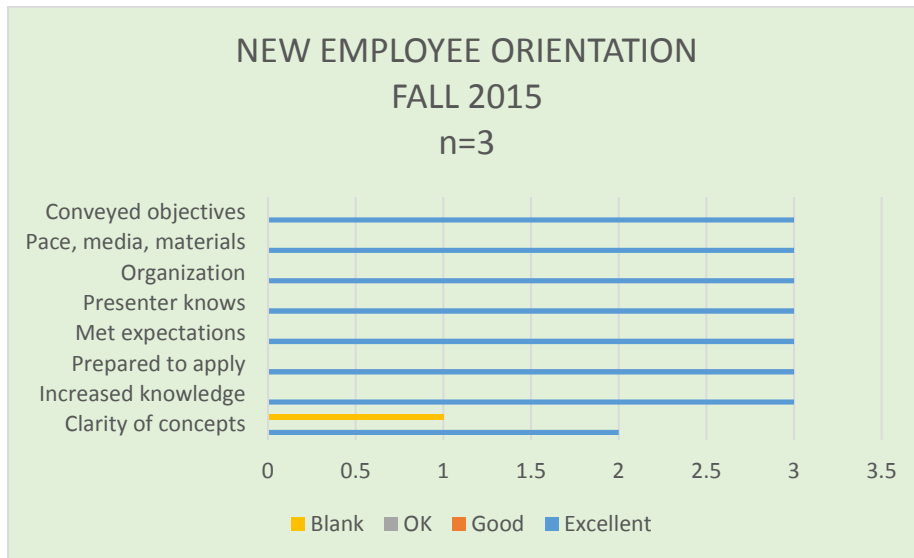
**Application:** To promote the planetarium, to answer messages in social media, to manage different accounts of social media for one department, to provide college information through social media, to participate in Linked-In, to monitor Facebook and Twitter, and to shorten links.

**Comments:** “Wow, I learned so much, and my enthusiasm was ignited.” “Excellent, managers need this workshop.” “Dean is fabulous and has great insight.” “Excited to use more social media.” “Wonderful job, informative and helpful.” “Good handout.” “Clip was too fast to process information, difficult to understand.” “Need a computer room for staff so we can have access.” “Handout is useful, but the print is too small.” “I am able to connect with other employees and re-energize my job.” “Would like to see a part II of this training, creating and posting on social media (hands-on).” And “Great presentation Mr. Hopkins, thanks.”



**TABLE AND CHART NUM 6. New Employee Orientation-Evaluation**

<i>New Employee Orientation - Fall 2015</i>					
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>OK</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	2	0	0	1	3
Increased knowledge	3	0	0	0	3
Prepared to apply	3	0	0	0	3
Met expectations	3	0	0	0	3
Presenter knows	3	0	0	0	3
Organization	3	0	0	0	3
Pace, media, materials	3	0	0	0	3
Conveyed objectives	3	0	0	0	3



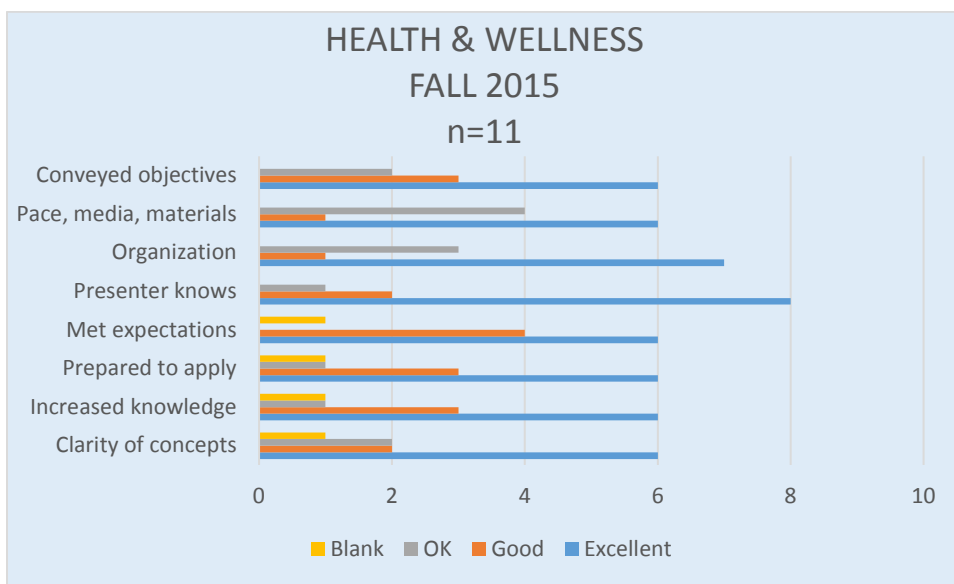
**Results:** Majority of attendees agreed that their knowledge was increased, they are prepared to apply what was learned, their expectations were met, and that the presenters are knowledgeable, organized, made good use of pace, media, and materials, and objectives were conveyed.

**Application:** In directing students to specific people, approaching and engaging better, using what was learned by guiding students to be successful in college.

**Comments:** Learned about the difference between professional growth and professional development. Loved how engaging it is.

**TABLE AND CHART NUM 7. Health and Wellness-Evaluation**

<i>Health &amp; Wellness – Fall 2015</i>					
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>OK</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	6	2	2	1	11
Increased knowledge	6	3	1	1	11
Prepared to apply	6	3	1	1	11
Met expectations	6	4	0	1	11
Presenter knows	8	2	1	0	11
Organization	7	1	3	0	11
Pace, media, materials	6	1	4	0	11
Conveyed objectives	6	3	2	0	11



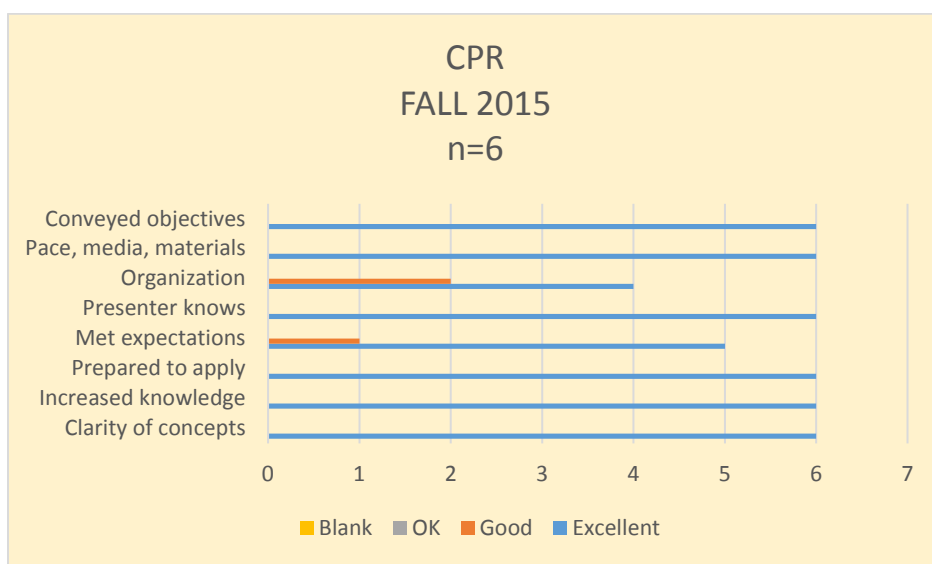
**Results:** The majority of attendees agreed that their knowledge was increased, they are prepared to apply what was learned, their expectations were met, and that the presenter is knowledgeable, and objectives were conveyed.

**Application:** I am going to walk during my lunch break for twenty minutes. I will live a healthier life by eating better and continue to exercise. I started already, Ms. Wells left me a diet sample. I will think about my life and goal to improve my life. I will revise my eating habits. I will stretch while working, And I will apply to my daily routine.

**Comments:** We need more time to go into detail. Great! Fun! Thank you.

**TABLE AND CHART NUM 8. CPR-Evaluation**

<i>CPR – Fall 2015</i>					
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>OK</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	6	0	0	0	6
Increased knowledge	6	0	0	0	6
Prepared to apply	6	0	0	0	6
Met expectations	5	1	0	0	6
Presenter knows	6	0	0	0	6
Organization	4	2	0	0	6
Pace, media, materials	6	0	0	0	6
Conveyed objectives	6	0	0	0	6



**Results:** Even though there were twelve attendees at the CPR training, only six filled out the evaluation forms. Due to the duration of the training and since the instructor exceeded the two hour time frame planned, at the end of the class everyone left with exception of those who were available to stay longer and fill out the evaluation form. Despite of the emails sent out requesting to fill out the evaluation form, attendees did not respond to our request.

The majority of attendees agreed that the concepts were clear, their knowledge was increased, they are prepared to apply what was learned, their expectations were met, and that the presenter is knowledgeable, made good use of pace, media and materials, and objectives were conveyed.

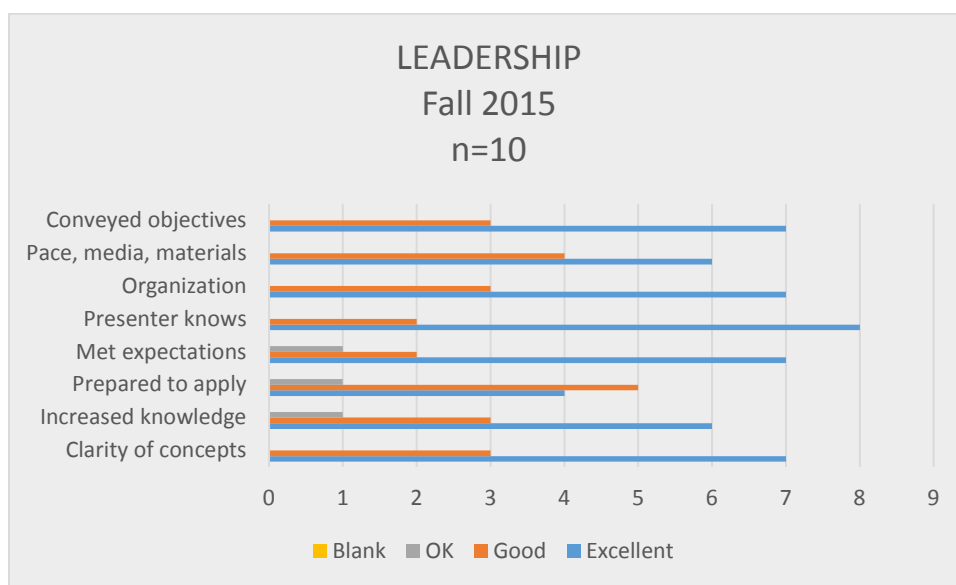
**Application:** ABC steps, in an emergency, and in an unresponsive student.

**Comments:** Very effective, useful and detailed information. My only disappointment was that people who were not actually paying to get the CPR card were not allowed to actually practice the techniques on the mannequins. But it did convince me to take a CPR class in the future and

get the certification card. Other comments were: Fantastic! Thanks! Great class. Presenter was funny; that was great!

**TABLE AND CHART NUM 9. Leadership-Evaluation**

<i>Leadership - Fall 2015</i>					
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>OK</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	7	3	0	0	10
Increased knowledge	6	3	1	0	10
Prepared to apply	4	5	1	0	10
Met expectations	7	2	1	0	10
Presenter knows	8	2	0	0	10
Organization	7	3	0	0	10
Pace, media, materials	6	4	0	0	10
Conveyed objectives	7	3	0	0	10



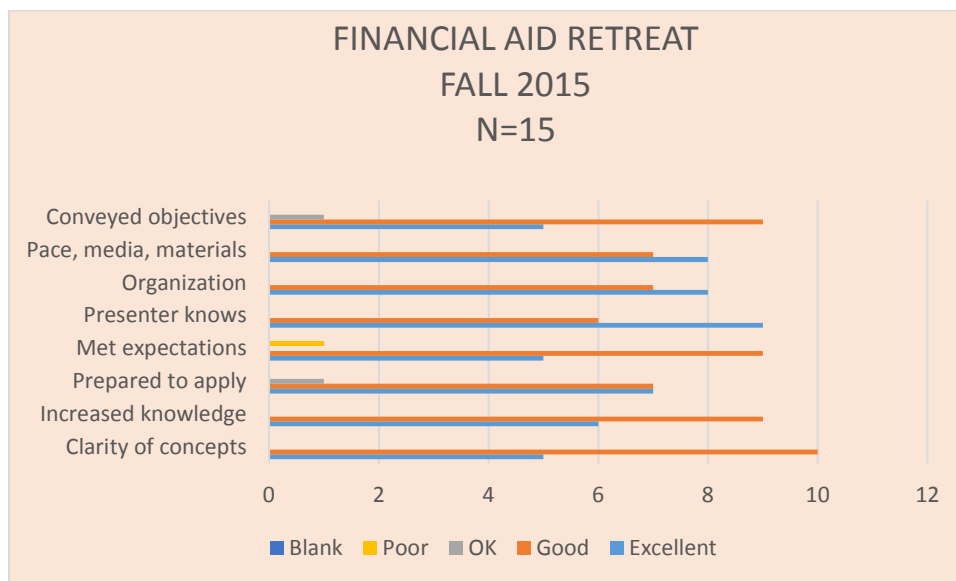
**Results:** The majority of attendees agreed that the concepts were clear, their expectations were met, the presenters are knowledgeable, organized, and objectives were conveyed.

**Application:** To reinvigorate and recharge to keep going forward and keep a positive outlook that gets transmitted to students. To bring your whole self helps you see students as a whole person, student success is personal. To make sure students are successful by communicating their needs in a better way. To encourage and empower colleagues that their success is personal and helps our students succeed. To share information with colleagues and expand the understanding of our skills and how they translate into helping students. And to go home or go back to “wk” believing how great of an asset we are.

**Comments:** Happy employee makes a more effective employee. I would like a longer workshop to cover more topics. Very interesting workshop. We are the engine, and we need premium gasoline so that we can help our students be successful: our success will reflect on student success. The presenter was excellent! She is very personable and knowledgeable about the topic.

**TABLE AND CHART NUM 10. Financial Aid Retreat-Evaluation**

<i>Financial Aid Retreat - Fall 2015</i>						
<i>Questions</i>	<i>Excellent</i>	<i>Good</i>	<i>OK</i>	<i>Poor</i>	<i>Blank</i>	<i>Total Responses</i>
Clarity of concepts	5	10	0	0	0	15
Increased knowledge	6	9	0	0	0	15
Prepared to apply	7	7	1	0	0	15
Met expectations	5	9	0	1	0	15
Presenter knows	9	6	0	0	0	15
Organization	8	7	0	0	0	15
Pace, media, materials	8	7	0	0	0	15
Conveyed objectives	5	9	1	0	0	15



**Results:** The majority of attendees agreed that they are prepared to apply what was learned, that the presenters are knowledgeable, organized, and made good use of pace, media and materials.

**Application:** To rejuvenate my perspective. To apply to my work study staff as well. To be aware of the skills for customer service. To talk to my boss about how I feel. To provide better

Student services and evaluate who I am providing service for to better accommodate their needs. And to have a clearer understanding of customer service skills.

**Comments:** Good workshop especially since it is the first one. I would like more activities to strengthen camaraderie among staff morale. Great workshop. The “ws” (sic) could get polished on and more animated once the head of the department were not present. Having the boss present made me more constrained and less opened about the subjects in discussion, since they relate a lot about how he runs the office. Good retreat. Excellent information. I feel the need for a more customized workshops on how to reach out to diverse students and help to improve our reviews with students. Apply the idea of peer students.