

UAA Classified Council – E-mail survey to employees, December 2004.

Prepared by Kim Stanford

Question #1

What is your general opinion regarding training opportunities available to staff at UAA?

(Due to the nature of this question, results cannot be tallied—this was an opportunity for respondents to say whatever they wanted.)

Question #2

Do you feel that there are adequate opportunities for training available to staff at UAA?

YES 31%

NO 58%

UNSURE/NO OPINION 11%

Question #3

a) Have you attended training in the past?

YES 82%

NO 12%

NO RESPONSE 6%

b) If training were offered in areas of benefit and interest to you, would you want to attend?

YES 93%

NO 1%

UNSURE/NO OPINION 6%

Question #4

Do you feel your supervisor is supportive of training and professional development?

YES 80%

NO 8%

SOMETIMES 6%

UNSURE/NO RESPONSE 6%

Common additional comments:

*But not during work hours or when it may impact workload

*Supervisor does not initiate or present opportunities

*Department budget does not allow for it

Question #5

a) What types of training and professional development would you be interested in seeing at UAA?

(see attached)

Most common responses involved the following:

Technology training (Access, Excel, Powerpoint, Advanced Banner...)

Customer service

Organization/Time management

Grant Writing/Administration

b) What format(s) are beneficial to you?

Workshops/Hands on format

Online/CD (depending on the topic)

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Question #5A

What types of training and professional development would you be interested in at UAA?
(Info from unofficial e-mail survey conducted by Kim Stanford, UAA Classified Council President)

Computer/Technology:

- Advanced Banner
- Basic “how to fix minor computer problems”
- Database
- Blackboard training for staff
- Handheld organizers (Palm, etc.)
- All Microsoft Office programs: Access, Excel, PowerPoint, Word (basic/advanced)
- CAD design basics
- Desktop publishing
- Photoshop
- Web design/maintenance
- Statistics software (SPSS, SAS)
- Keeping up with technology/software “refreshers”

Employee Benefits

Academic/Curriculum

Supervisory

Office Management Skills

Customer Service/Innovative customer service ideas

Departmental/Unit Cross-Training

Personnel Issues

HRS – intermediate cost center clerk training

Mediation/Negotiation Skills

Filing systems

Planning for success/Career building

Grants (writing, administering, reconciling)

More administrative assistant training

Time management

Written/verbal communication skills

How to be creative in the workplace

Technical writing/Business communications

Creative writing

Exercise/Stress release: Yoga, etc (particularly at lunchtime)

How the experts handle certain problems/situations here at UAA

(for learning and for consistency)

Organizational skills

Diversity workshops (recommended that these should be mandatory)

Life management skills

Leadership

Ethics

Career paths within UAA

Professional mentoring program

Group coaching program

Safety training/CPR

Team building

Research (not sure what this one means—perhaps information on research at UAA?)

Statistical analysis

Round-table discussions to learn how other departments at UAA are doing business

3/1/2005

Improving communications between/within departments
More thorough staff orientation – to include campus tour & overview of UAA/UA Policies and Procedures and where to find this type of info, basic “How UAA Works.”
Dealing with difficult people
Working with diverse cultures
Stress management
New ways to increase efficiency
FERPA (recommended as mandatory for those working w/ student info in any capacity)
HIPPA (recommended as mandatory for all staff working w/ applicable records & services)
Supervisory training – to include recruitment, basic legal issues, handling disputes/grievances in the workplace, policy/procedure overview.
Procurement (more thorough than what is currently given and more often)
Office manners (i.e. appropriate language, etc)
“Who we are and what we do” from departments, ESPECIALLY as related to:
 Budget/Accounting Services
 Travel
 Admissions
 Curriculum
 GSS
 Student Services
 Cashiering/Collections
 Financial Aid/Scholarships
 Academic appeals process
Short “refresher/update” workshops as policies/procedures are revised on campus.