

2007 Training and Development Survey – College Staff

Target Audience: College Staff

Survey Objectives:

- Identify training and professional development needs. Results will assist in shaping New Horizons and other PD and training efforts
- Identify preferred formats and locations for training and development
- Identify barriers to participation in current PD and training efforts

Format: Electronic survey using Survey Tracker software; responses electronically submitted directly to Institutional Research unit, who also compiled the results

Development: Based on earlier surveys, expressed needs, consultation with HR, POD Coordinators and others

Survey Conducted: January, 2007

Number of Respondents: 511

Areas of Highest Need : (1) Communications-related topics

(a) Enhancing Communications across Campus – 97.4%

(b) Communications Skills/Styles – 91.2%

(2) My Role in Supporting KCTCS Strategic Goals – 84.1%

Topic	% (#)
Enhancing Communications across Campus	97.4% (498)
Communications Skills/Styles	91.2% (466)
My Role in Supporting KCTCS Strategic Goals	84.1% (430)
Conflict Management/Problem Solving	83.8% (428)
Student Recruitment and Retention Strategies	80.2% (410)
Teambuilding and Group Dynamics	78.9% (403)
Coaching, Mentoring and Counseling Students	76.5% (391)
Learning College/Organization	74.6% (381)
Developing Partnerships with B&I, Government or Non-profits	74.2% (379)
Leadership Styles/Personality Profiles/Tools for Assessment of	73.4% (375)
Supporting Students in the Classroom	73.0%

Topic	% (#)
	(373)
Learning Styles	70.2% (359)
Organizing/Facilitating Effective Meetings	66.5% (340)
Marketing and Public Relations	65.0% (332)
How to be an Effective Supervisor	60.9% (311)
Microsoft Excel	48.3% (247)
Recruitment/Retention of a Diverse Workforce	47.9% (245)
Microsoft Access	44.6% (228)
Adobe Photoshop or other imaging software	40.3% (206)

Areas of Lesser Need

These topics had a more limited number of requests, or may have been listed in the narrative sections of the survey. Some are highly specialized topics, but may be very important to a small audience.

Topic	% (#)
Microsoft Publisher	38.6% (197)
Writing new PeopleSoft queries	37.0% (189)
Adobe InDesign	
Grant Writing	
Blackboard	
How to work with hostile customers	
Training for Library services staff	
Current legislative issues affecting KCTCS	
CPE policies and their effect on KCTCS	

Preferred locations and formats

- Not surprisingly, 76.3% of the respondents preferred professional development activities to take place at a campus within the district.
- The number of responses for the questions dealing with instructional formats was not correctly reported, but the most popular format was an "in person" instructional format, followed by an interactive video conference format and then online instructional format

Other issues:

Discussions have begun with the HR Department about the possibility of developing a core of classes for the general population that would be presented on an on-going basis. These classes would include topics from above such topics as Communications Skills/Styles, Leadership Styles/Personality Profiles/Tools for Assessment, Teambuilding and Group Dynamics, Conflict Management/Problem Solving. Additional supervisory/management kinds of classes might also be developed such as Effective Performance Appraisals and the PPE Process, Employment Law and Interviewing Skills, etc.

Lastly, the survey had two questions about the quality of Professional Development activities at KCTCS:

- 1) Professional Development opportunities are good or better **systemwide** – 53.68% rated favorably*
- 2) Professional Development opportunities are good or better **at your location** – 46.32% rated favorably*

These ratings would indicate that staff-level employees do not believe that Professional Development opportunities are good at their respective locations, but that opportunities are good throughout the KCTCS system.

***Important note:** College and System Office staff responses were comingled in calculating these percentages, and could not be separated due to reporting limitations.