

ACS

Transition to Role of Supervisor - Webinar

January 5, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
6	6	5	3	4.2

FACULTY: Jennifer Wildeman

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- Yes, having non-supervisory staff mixed in the training with their superiors. I could not speak freely and did not participate as much as I would if there had not been a Specialist from my office in the class.
- No.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- Actual tips and tricks to being a successful supervisor.
- None. It was perfectly timed out.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- Supervisor role definitions - too basic/common knowledge.
- The ACS website-- we already navigated it to register.

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- None. The program is pretty comprehensive.
- How to deal with issues of respect or people that have bad attitudes in the workplace.

ADDITIONAL COMMENTS:

- Please create a separate track for non-supervisors or simply do not allow them to enroll in these programs. Having them in class with supervisors from their office detracts extremely from the learning experience - and what is more important, our supervisors being in a comfortable environment where they can learn what they need to know or specialists having the privilege to learning a role they are aspiring towards but may never have?

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.4
How would you rate the presenters of this session?	4.8
How would you rate the delivery format of this session?	4.2
How would you rate the logistics (registration, parking, signage) for this session?	4.2
How would you rate the materials for this session?	3.6
How would you rate the staff support for this session?	4.6
To what degree do you believe the session learning objectives were met?	4.4
Please indicate how likely you are to apply the information presented into your job?	3.8
How would the rate this session overall?	4.2

ACS Supervisory Ethics- Webinar January 12, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
9	7	6	2	4.5

FACULTY: Renu Sapra

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No
- Sound was an issue, it came and went.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- N/A

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- N/A

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

ADDITIONAL COMMENTS:

- There could have been more use of poles when asking questions and asking participants to share an explanation for their response versus going down the line.

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.5
How would you rate the presenters of this session?	4.3
How would you rate the delivery format of this session?	4.2
How would you rate the logistics (registration, parking, signage) for this session?	4.5
How would you rate the materials for this session?	4.2

How would you rate the staff support for this session?	4.7
To what degree do you believe the session learning objectives were met?	4.5
Please indicate how likely you are to apply the information presented into your job?	5.0
How would the rate this session overall?	4.5

**ACE - Leadership
January 20 – 22, 2016**

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
31	29	29	21	4.48

FACULTY: Kip Anderson, Kent Batty, Ray Billotte

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (2) – I thought everything was well-balanced
- Additional specific discussion would have helped – again maybe we/I need to fill in the blanks
- Presenters utilizing more time in each unit – it appeared they would just read each slide bullet by bullet
- Summarizing highlights of the various units
- Right amount of time – instructors were able to gauge accordingly and welcomed comments if we needed further discussion
- Exercises
- How an “executive” leader creates the “consistent” message for next level supervisory staff to take to line staff – how does that actually occur and how does one develop that skill
- Too fast for the amount of information – add another ½ day making it 3 days instead of 2 and ½ days

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (3)

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Stress importance of how leaders learn from those they supervise

ADDITIONAL COMMENTS:

- Faculty was excellent although sometimes a bit abstract (maybe that makes us think harder!)
- This was a great class with good content (2)
- Faculty was excellent and demonstrated their roles in leadership very well – the Supreme Court staff is also excellent with preparation and assisting the students as necessary – thank you
- Be more informative of the material
- Great job! Thanks - exam did not seem to align with some of the handouts and slides
- Great videos – some of the slides were awkward and confusing
- Excellent! My self-awareness was turned up to the MAX! The instructors were exceptional and we are fortunate to have them in the AZ judiciary

- One of the instructors spent a lot of time just reading from the slides – it was hard to pay attention
- Thank you Tony, Jennifer and Harriet!!
- Some of the slides in the handouts were difficult to read due to small font size
- Reading each slide possibly missed some great learning / teaching moments
- Liked the electronic materials – thanks!
- Need more breaks – too much sitting time – need time to give the brain a break and let things absorb
- Enjoyed it all – thought it brought a closure to all of the courses – great class – thank you
- Thank you – as always the facility is very accommodating and staff is very helpful and a pleasure to deal with
- Needs to be a higher level instead of a refresher
- Thank you to all: Kent, Kip, Ray, Harriet, Jennifer, Tony, Vikki – your services, shared knowledge, humor, wit, rapport, professionalism and customer service has really made the difference in adding to the many hidden bonuses throughout the ACE program – you are appreciated

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.59
How would you rate the presenters of this session?	4.48
How would you rate the delivery format of this session?	4.31
How would you rate the logistics (registration, parking, signage) for this session?	4.79
How would you rate the materials for this session?	4.28
How would you rate the staff support for this session?	4.79
To what degree do you believe the session learning objectives were met?	4.62
Please indicate how likely you are to apply the information presented in your job?	4.66
How would you rate this session overall?	4.48

ACS – Essential Components of Probation Supervision February 18 - 19, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
22	22	22	17	4.86

FACULTY: Chief David Sanders, Deputy Chief Gay Lockling

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (10)
- Sometimes the room was hot and then cold

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (4)
- Timing was perfect!
- This training should be 2 full days
- A little longer to go over all material
- Teaching supervisors to support new initiatives like EBP, MI, etc. – so officers are supportive and more likely to utilize skills / philosophy in their job
- Talking about case scenarios that were role played to get feedback
- I would like to have had more time spent on role play with hard topics to address with employees – I know they are hard but role play is effective
- More time on culture and how those wanting to be supervisors facilitate change – dissect issues going on within a unit or department and how we can use the training material to fix or resolve any of those issues
- Dealing with conflict – supervisor’s expectations from the chief

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (5)
- The training moved quickly and the breaks were perfectly timed
- There isn’t one I could think of

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- APETS tools available to supervisors
- Situational leadership
- I would like to see refresher courses in my dept. so all supervisors, not just new ones, receive training on the material covered in this program

ADDITIONAL COMMENTS:

- I would be interested in scheduling Gay and Chief Sanders to speak with the training department at Pima County Court Services on some topics – great speakers!
- You guys were amazing! I loved the stories – they allowed me to relate to you
- Good program – very informational
- Excellent training – very beneficial information re: supervision – both presenters had tons of information on subject matter
- Should be required training for all current supervisors regardless of years of service
- All material was valuable
- It would be useful to add a focus on multi-generational differences
- Slide 4 in Unit 4 (Evidence Based Practical – Big 8) – the language should be *anti-social* behavior, companions, thinking and personality – at least according to most of the research which identifies the Big 8 with anti-social, not criminal

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.81
How would you rate the presenters of this session?	4.95
How would you rate the delivery format of this session?	4.59
How would you rate the logistics (registration, parking, signage) for this session?	4.73
How would you rate the materials for this session?	4.67
How would you rate the staff support for this session?	4.95
To what degree do you believe the session learning objectives were met?	4.91
Please indicate how likely you are to apply the information presented in your job?	4.95
How would you rate this session overall?	4.86

**ACM – Managing Human Resources
February 24 - 26, 2016**

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
26	26	26	18	4.77

FACULTY: Kim Cantoni, Tony Olivier, Danna Quinn

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- Please make sure the easels don't block the TV monitors

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (4)
- I think the time spent on each section was good (2)
- A discussion about emotional intelligence and its impact/role in supervision/management (if any)
- Exercise 6C was not done and I like situational reviews – Exercise 4D was not completed – in addition to EQ an opportunity to complete the Enneagram, Myers-Briggs, color style, learning style, and teaching style (Google all) would be good to do one or more of them to see how you will handle things from a personality standpoint
- Generational diversity
- Employee grievance – AOC / judicial non-exempt / exempt overtime
- Everything was appropriate
- Everything was perfectly paced
- I enjoyed everything – as a new manager within a new organization everything provided during this training was important
- How to work with dis-engaged staff or mediocre performers
- I feel we covered all areas – liked the unit wrap-ups – helped reinforce the topics and what was learned

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (3)
- Breaks and lunch? Hard to cut anything out
- Section 4, exercise 4A
- Reviewing each unit
- Felt we were always on target

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Maybe exercise 4D and the other tests so that supervisors know themselves and also learn how to give to their team so the team has a better understanding

- Dealing with disciplinary follow-up
- Project management, data analysis – basic stats

ADDITIONAL COMMENTS:

- I thought it was great to ask what we are taking back to our employees – some of the colleges are teaching smarter goals instead of smart goals – E = evaluate and R = revise – this helps employees upgrade goals with situations so they don't fail
- Thank you for an enjoyable class!
- This course is the first one in the ACM courses thus far that I can actually directly relate to my job – enjoyed the performance and promotion ranking exercise - instructors were awesome too – thank you!!
- Thank you very much for your time and the sharing of knowledge
- The videos are good but somewhat dated and have seen them in other trainings multiple times – this has been one of the best classes of the ACM series
- One of the best decisions I have made – wish I did this sooner – loved it!
- The breaks / lunch were too few and too short
- Thank you!

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.85

How would you rate the presenters of this session?	4.73
How would you rate the delivery format of this session?	4.54
How would you rate the logistics (registration, parking, signage) for this session?	4.88
How would you rate the materials for this session?	4.77
How would you rate the staff support for this session?	4.92
To what degree do you believe the session learning objectives were met?	4.81
Please indicate how likely you are to apply the information presented in your job?	4.85
How would you rate this session overall?	4.77

**ACM – AZ Plus Diversity
February 26, 2016**

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
28	28	26	15	4.92

FACULTY: Tony Cornay

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (9)
- Having to turn around to look at facilitator

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (3)
- The program could have used more “hot topics” to encourage group participation and dialogue
- It was a great, relevant and important unit that should have had more time
- Going over the Holland model
- A lot of the material – maybe more time?

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None
- Career planning?
- Right length

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Generation diversity in the workplace

ADDITIONAL COMMENTS:

- Great job!
- Excellent instructor – positive and provides real life experiences – keep up the good work
- Thank you!!! (3)
- Great job Tony! (3)
- Move the class to the day prior to ACM in consideration of those traveling

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.92
How would you rate the presenters of this session?	5.00
How would you rate the delivery format of this session?	4.85
How would you rate the logistics (registration, parking, signage) for this session?	4.85
How would you rate the materials for this session?	4.65
How would you rate the staff support for this session?	4.92
To what degree do you believe the session learning objectives were met?	4.85
Please indicate how likely you are to apply the information presented in your job?	4.88
How would you rate this session overall?	4.92

ACS Supervisory Ethics- Webinar March 8, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
6	6	6	2	5.0

FACULTY:

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- Nope. (3)
- Yes, we are in a busy office and unable to get away to take the class had lots of interruptions.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- I did enjoy the polls that is something that I haven't seen before in an online training.
- I thought she covered everything with sufficient time.
- None (2)

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- None. (3)
- I thought she covered everything with sufficient time.

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- I'm not sure if this was already a class but a stress relieve class? Like a creative outlet class?
- N/A

ADDITIONAL COMMENTS:

- I think this was an excellent class! I really enjoyed the way the information was presented and the trainer was very personable with the stories from her own experiences. Keep on! :)

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.83
How would you rate the presenters of this session?	4.83
How would you rate the delivery format of this session?	4.7

How would you rate the logistics (registration, parking, signage) for this session?	4.5
How would you rate the materials for this session?	4.5
How would you rate the staff support for this session?	4.83
To what degree do you believe the session learning objectives were met?	4.83
Please indicate how likely you are to apply the information presented into your job?	5.0
How would the rate this session overall?	5.0

ACS

Transition to Role of Supervisor - Webinar

March 3, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
8	8	8	3	4.88

FACULTY: Jennifer Wildeman

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- Maybe the free for all when we needed to answer? In the future maybe have participants raise their "hands" and you call on people to speak?
- No, everything worked well and there seemed to be good participation.
- Not at all.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- It was a good amount of time for all sections.
- I think it was evenly balanced in subject matter.
- Team Development Models.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- It was a good amount of time for all sections.
- N/A.
- The scenarios.

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Nope.
- This is my first class, so not sure yet.
- Nothing, good course.

ADDITIONAL COMMENTS:

- Thank you!! :)
- N/A.

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.75
How would you rate the presenters of this session?	4.88

How would you rate the delivery format of this session?	4.88
How would you rate the logistics (registration, parking, signage) for this session?	4.63
How would you rate the materials for this session?	4.63
How would you rate the staff support for this session?	4.88
To what degree do you believe the session learning objectives were met?	4.88
Please indicate how likely you are to apply the information presented into your job?	4.75
How would the rate this session overall?	4.88