

# JOLIET Junior *College*

## **Staff Professional and Personal Development Needs Assessment Survey**

Prepared by Institutional Effectiveness

# Staff Professional and Personal Development Needs Assessment Survey

## Profile of Respondent's

### Gender

Female	71	84.5%
Male	13	15.5%
No Response	1	100.0%



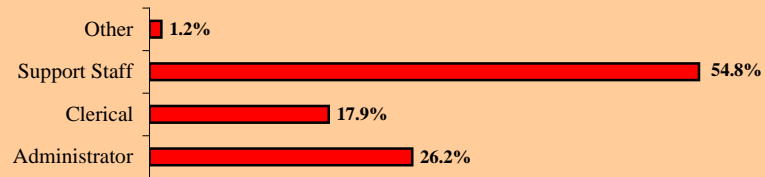
### Age Group

Less than 20 Years Old	1	1.2%
21-50 Years Old	50	59.5%
Over 51 Years Old	33	39.3%
No Response	1	100.0%



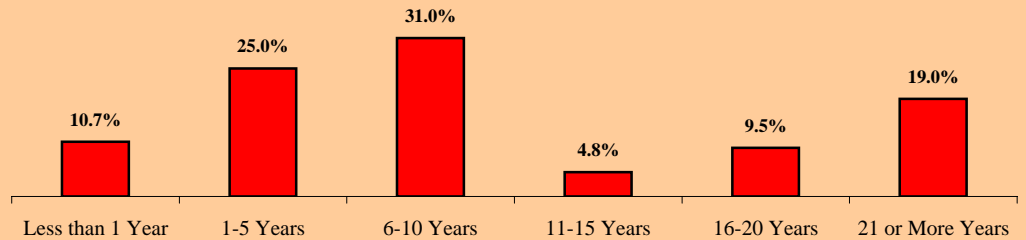
### Employee Group

Administrator	22	26.2%
Clerical	15	17.9%
Support Staff	46	54.8%
Other	1	1.2%
No Response	1	100.0%



### Length of Time at JJC

Less than 1 Year	9	10.7%
1-5 Years	21	25.0%
6-10 Years	26	31.0%
11-15 Years	4	4.8%
16-20 Years	8	9.5%
21 or More Years	16	19.0%
No Response	1	100.0%



### Work Status

Full-Time	73	85.9%
Part-Time	12	14.1%
No Response	1	100.0%



### Work Shift

Day	80	94.1%
Evening	5	5.9%
No Response	1	100.0%



### Campus

Main	71	84.5%
City Center	9	10.7%
North	4	4.8%
Other	0	0.0%
No Response	1	100.0%



## Staff Professional and Personal Development Needs Assessment Survey

### Section 1 - Question

#### I feel very informed about professional development activities/workshops/sessions

Strongly Agree	30	35.3%
Agree	52	61.2%
Disagree	3	3.5%
Strongly Disagree	0	0.0%
No Opinion/Neutral	0	0.0%
	85	100.0%

#### I prefer attending professional development activities outside JJC, on my own time

Strongly Agree	6	7.1%
Agree	6	7.1%
Disagree	41	48.2%
Strongly Disagree	14	16.5%
No Opinion/Neutral	18	21.2%
	85	100.0%

#### My work schedule interferes with participation in professional development workshops

Strongly Agree	23	27.1%
Agree	30	35.3%
Disagree	23	27.1%
Strongly Disagree	3	3.5%
No Opinion/Neutral	6	7.1%
	85	100.0%

## Staff Professional and Personal Development Needs Assessment Survey

### Section 2 - Format

#### Independent Learning

Most Preferred	27	32.9%
Neutral	30	36.6%
Least Preferred	25	30.5%
	82	100.0%
No Response	3	

#### Discussion Group

Most Preferred	35	42.2%
Neutral	36	43.4%
Least Preferred	12	14.5%
	83	100.0%
No Response	2	

#### Distance Learning

Most Preferred	14	17.3%
Neutral	42	51.9%
Least Preferred	25	30.9%
	81	100.0%
No Response	4	

#### Lecture/Demonstration

Most Preferred	60	73.2%
Neutral	19	23.2%
Least Preferred	3	3.7%
	82	100.0%
No Response	3	

#### Video of Workshop

Most Preferred	30	36.6%
Neutral	40	48.8%
Least Preferred	12	14.6%
	82	100.0%
No Response	3	

#### Hands-On Learning

Most Preferred	68	81.0%
Neutral	15	17.9%
Least Preferred	1	1.2%
	84	100.0%
No Response	1	

#### Other\*

Group Participation  
Interactive Classes

## Staff Professional and Personal Development Needs Assessment Survey

### Section 3 - Length of Time

#### Less than One Hour

Most Preferred	25	32.5%
Neutral	34	44.2%
Least Preferred	18	23.4%
	77	100.0%
No Response	8	

#### 1 or 2 Hours

Most Preferred	61	74.4%
Neutral	18	22.0%
Least Preferred	3	3.7%
	82	100.0%
No Response	3	

#### All Day Long

Most Preferred	15	19.5%
Neutral	30	39.0%
Least Preferred	32	41.6%
	77	100.0%
No Response	8	

#### Multi-Day

Most Preferred	9	11.8%
Neutral	28	36.8%
Least Preferred	39	51.3%
	76	100.0%
No Response	9	

#### Semester-Long

Most Preferred	3	3.9%
Neutral	18	23.4%
Least Preferred	56	72.7%
	77	100.0%
No Response	8	

#### Other\*

Time depends on what is presented some long and others short.

## Staff Professional and Personal Development Needs Assessment Survey

### Section 4 - Day/Times Best to Attend

#### What Day(s) are Best to Attend

Monday	27	12.7%
Tuesday	44	20.8%
Wednesday	50	23.6%
Thursday	44	20.8%
Friday	40	18.9%
Weekend	7	3.3%
	212	100.0%

#### What Time(s) are Best to Attend

8:00am-10:00am	42	23.0%
10:00am-12:00pm	43	23.5%
12:00pm-2:00pm	26	14.2%
2:00pm-4:00pm	49	26.8%
4:00pm-6:00pm	15	8.2%
8:00pm-10:00pm	3	1.6%
Other*	5	2.7%
	183	100.0%

#### Other\*

3:30pm-4:30pm.

6:00pm - 8:00pm.

It varies, depending on which campus I'm at on which day.

6-8 pm M-TH or before work at 6:30 M-Th for short workshops other days would be good if I could do them during my work day. I am off on Friday and would like very early workshops that day or all day.

## Staff Professional and Personal Development Needs Assessment Survey

### Section 5 - Computer & Technology Professional Development

#### Word Techniques

Likely	31	38.8%
Neutral	17	21.3%
Unlikely	32	40.0%
	80	100.0%
No Response	5	

#### Excel Techniques

Likely	37	46.3%
Neutral	16	20.0%
Unlikely	27	33.8%
	80	100.0%
No Response	5	

#### PowerPoint Techniques

Likely	35	44.3%
Neutral	19	24.1%
Unlikely	25	31.6%
	79	100.0%
No Response	6	

#### Access Techniques

Likely	31	38.8%
Neutral	21	26.3%
Unlikely	28	35.0%
	80	100.0%
No Response	5	

#### Publisher Techniques

Likely	30	37.0%
Neutral	22	27.2%
Unlikely	29	35.8%
	81	100.0%
No Response	4	

#### Photoshop Techniques

Likely	40	50.0%
Neutral	19	23.8%
Unlikely	21	26.3%
	80	100.0%
No Response	5	

#### Creating/Maintaining Webpage

Likely	36	45.6%
Neutral	18	22.8%
Unlikely	25	31.6%
	79	100.0%
No Response	6	

#### Developing Web Searching Skills

Likely	23	29.9%
Neutral	20	26.0%
Unlikely	34	44.2%
	77	100.0%
No Response	8	

#### Email Skills

Likely	27	33.3%
Neutral	23	28.4%
Unlikely	31	38.3%
	81	100.0%
No Response	4	

#### Other\*

Computer repair and robotics.  
Microsoft Visio.  
More advanced web software topics.

## Staff Professional and Personal Development Needs Assessment Survey

### Section 6 - Understanding and Learning More about JJC

#### Understanding JJC's Mission and Goals

Likely	26	32.1%
Neutral	40	49.4%
Unlikely	15	18.5%
	81	100.0%
No Response	4	

#### Taking Campus Tour

Likely	16	19.8%
Neutral	28	34.6%
Unlikely	37	45.7%
	81	100.0%
No Response	4	

#### Understanding JJC Budget

Likely	35	42.7%
Neutral	32	39.0%
Unlikely	15	18.3%
	82	100.0%
No Response	3	

#### Employee Rights and Responsibilities

Likely	45	55.6%
Neutral	27	33.3%
Unlikely	9	11.1%
	81	100.0%
No Response	4	

#### Understanding Personnel File

Likely	54	65.1%
Neutral	19	22.9%
Unlikely	10	12.0%
	83	100.0%
No Response	2	

#### JJC Staff Exchange

Likely	40	48.8%
Neutral	32	39.0%
Unlikely	10	12.2%
	82	100.0%
No Response	3	

#### Understanding Other Departments

Likely	56	67.5%
Neutral	20	24.1%
Unlikely	7	8.4%
	83	100.0%
No Response	2	

#### Procedures for Employing Student Workers

Likely	16	19.8%
Neutral	32	39.5%
Unlikely	33	40.7%
	81	100.0%
No Response	4	

#### Program Review

Likely	30	37.5%
Neutral	32	40.0%
Unlikely	18	22.5%
	80	100.0%
No Response	5	

#### Q&A with Board, Administrators, and President

Likely	28	34.6%
Neutral	34	42.0%
Unlikely	19	23.5%
	81	100.0%
No Response	4	

#### Networking with Staff at Other Institutions

Likely	53	64.6%
Neutral	16	19.5%
Unlikely	13	15.9%
	82	100.0%
No Response	3	

#### Other\*

Enjoyed when Dr Gamble closed entire campus so that all could attend the general session; it would be a great moral booster to allow all staff to have an opportunity to attend & feel important. Pension info. from SS and JJC.

## Staff Professional and Personal Development Needs Assessment Survey

### Section 7 - Work-Related & Personal Development

#### Ethics

Likely	46	55.4%
Neutral	31	37.3%
Unlikely	6	7.2%
No Response	83	100.0%
	2	

#### Time Management

Likely	42	50.6%
Neutral	29	34.9%
Unlikely	12	14.5%
No Response	83	100.0%
	2	

#### Health and Wellness

Likely	47	57.3%
Neutral	27	32.9%
Unlikely	8	9.8%
No Response	82	100.0%
	3	

#### Understanding Nonverbal Communication

Likely	46	56.1%
Neutral	25	30.5%
Unlikely	11	13.4%
No Response	82	100.0%
	3	

#### Assertiveness Training

Likely	41	51.3%
Neutral	22	27.5%
Unlikely	17	21.3%
No Response	80	100.0%
	5	

#### Personal or Professional Goal Setting

Likely	48	57.8%
Neutral	27	32.5%
Unlikely	8	9.6%
No Response	83	100.0%
	2	

#### Public Speaking

Likely	33	40.7%
Neutral	28	34.6%
Unlikely	20	24.7%
No Response	81	100.0%
	4	

#### Coping with Personal Stress

Likely	38	46.3%
Neutral	25	30.5%
Unlikely	19	23.2%
No Response	82	100.0%
	3	

#### Coping with Job Burnout

Likely	35	42.7%
Neutral	24	29.3%
Unlikely	23	28.0%
No Response	82	100.0%
	3	

#### Coping with Change

Likely	32	39.0%
Neutral	29	35.4%
Unlikely	21	25.6%
No Response	82	100.0%
	3	

#### Work Station Organization

Likely	35	42.7%
Neutral	25	30.5%
Unlikely	22	26.8%
No Response	82	100.0%
	3	

#### Dealing Difficult People

Likely	62	73.8%
Neutral	12	14.3%
Unlikely	10	11.9%
No Response	84	100.0%
	1	

#### Supervisory Skills

Likely	44	53.7%
Neutral	26	31.7%
Unlikely	12	14.6%
No Response	82	100.0%
	3	

#### Creating a Positive Work Environment

Likely	54	65.9%
Neutral	22	26.8%
Unlikely	6	7.3%
No Response	82	100.0%
	3	

## Staff Professional and Personal Development Needs Assessment Survey

### Section 7 - Work-Related & Personal Development (Continued)

#### CPR/First Aid Training

Likely	42	53.2%
Neutral	25	31.6%
Unlikely	12	15.2%
No Response	79	100.0%
	6	

#### Home and Office Fire/Security Safety

Likely	37	46.3%
Neutral	27	33.8%
Unlikely	16	20.0%
No Response	80	100.0%
	5	

#### Going Back to School - Is it for Me?

Likely	19	23.8%
Neutral	21	26.3%
Unlikely	40	50.0%
No Response	80	100.0%
	5	

#### Management/Leadership Skills

Likely	49	61.3%
Neutral	21	26.3%
Unlikely	10	12.5%
No Response	80	100.0%
	5	

#### Book Reviews

Likely	21	27.3%
Neutral	22	28.6%
Unlikely	34	44.2%
No Response	77	100.0%
	8	

#### Strategies for Group Work

Likely	37	46.3%
Neutral	27	33.8%
Unlikely	16	20.0%
No Response	80	100.0%
	5	

#### Multicultural Awareness

Likely	27	34.2%
Neutral	35	44.3%
Unlikely	17	21.5%
No Response	79	100.0%
	6	

#### How to be a Mentor

Likely	32	41.6%
Neutral	30	39.0%
Unlikely	15	19.5%
No Response	77	100.0%
	8	

#### Retirement and Early Retirement Programs

Likely	46	56.8%
Neutral	20	24.7%
Unlikely	15	18.5%
No Response	81	100.0%
	4	

#### Financial Planning

Likely	45	56.3%
Neutral	22	27.5%
Unlikely	13	16.3%
No Response	80	100.0%
	5	

#### Other\*

Alternate benefits available for part time employees.  
 We use to have phone etiquette training & it was good to learn how to transfer calls etc...a simple task that all should know, but lots of people don't. Customer service training.  
 Women's self defense, line dancing, craft lessons, billiards, euchre tournaments or other card game tournaments, inter mingle with other dept on a less formal basis, say one day a week from 2-4 open guitar playing.  
 Work related guidelines (attitude, dress, professionalism); success on the job.

## Staff Professional and Personal Development Needs Assessment Survey

### Section 8 - Comments

Actual situations, case studies, not theory.

Assurance that the event would start and end on time, assurance that the workshop would be useful, assurance that the instructor would be well-prepared.

Being able/asked/required to attend during work hours, refreshments always a plus.

Better timing, encouragement from supervisor, better topics (non faculty issues).

Conductive hour.

Food and interactive activities would motivate me to attend.

Food is always great! Mornings are best because we don't get caught up in our daily activities. Morning meetings/seminars/workshops, etc. along w/ breakfast.

Getting out of my department is the biggest problem.

Good speakers and good topics.

Having someone to work while I am in workshops...Which we are working on!

Having the opportunity for my office to go together.

Having time during the work schedule to attend. It is difficult when you must stay at your station. It would be nice if we could attend one workshop per week on work time and still have the option to attend JJC covered workshops at other times.

I have no problem with motivation. It is the time frames when the workshops are planned. Sometimes I am unable to fit them into my work schedule.

I think the motivation comes from within and is peaked when it is a subject in which you are interested or would like more information.

If I was able to attend before or after work on less busy days, or if the development seminars were offered online or telecourse, I would be more inclined to participate.

If my schedule allows it without falling too far behind.

If there were also fun and/or interesting things to do-- like art, dancing, games (cards, pool, etc.), contests (like game show style), etc.

If they could be offered multiple times through out the day so that people who have classes or just have work to do could decide a time at which they could attend!

If workshops were offered mid-semester rather than at the beginning, which is the busiest time for department secretaries.

Interesting topic at a convenient time with a known, good, facilitator.

It would be great if we get partial credit and salary advancement for the attendees.

Maybe you can set up a minimum number of workshops required by participants to qualify.

It would have to be at a convenient time and something that is of interest. Beyond, that there needs to be no other motivation. Offering snacks seems to be a way to pull people in.

Mostly the time. Staff Development is too difficult to leave the area because that is our busy time. September or February are the best times to attend workshops.

My motivation comes from wanting to learn as much as I can about everything. This is one way of making sure that you learn as much as you can so that you are in a better position to know what to do in certain situations, as well as being prepared.

Only that what is offered would interest me.

Personal interest and time in work schedule.

Schedule them at times when clerical/support staff can leave their areas. Set aside the first part of the morning of opening session so everyone can attend; close offices that first two hours.

Scheduled on or near the lunch hour .

## Staff Professional and Personal Development Needs Assessment Survey

### Section 8 - Comments (Continued)

Sessions held at North Campus--we can't leave campus unattended. Computer based would help as staff can do at North.

Sessions related to budget, strategic management, program review. It would be great to have a retreat-type of activity.

So many workshops would give you points toward a merit increase or a higher rating on your evaluation.

strong presenters; not the usual and customary presentations: unique, different, interesting topics; simple, practical gifts for successfully completing a workshop.

Supervisors allowing free time throughout the semester to participate even if it's not "job related". Making it part of goals may prevent this from happening as much.

Taste of Joliet at Main Campus.

The Quality of the presenter.

The subject presented.

Time and childcare provided.

Time is the key factor. Can I get away from my daily duties?

Time to attend and not worry about all the work I would have to do on my return.

To have them on campus.

Topics geared towards me/my position... things I've selected as "likely" above would fit that.

Unfortunately, professional development usually comes during our "rush" times at the bookstore and it is hard for me to leave my area when we are so busy with students.

Workshops/sessions/activities should cover topics that are appropriate to staff for professional and personal development instead of focusing most sessions primarily for faculty. Workshops and/or sessions should be scheduled for a time frame.