PROGRAM TITLE: PROFESSIONAL WRITING

Course Number: 104

Presenter: JODI GALVAN

Location: KI CONVENTION CENTER

Date(s): 07-09-2012 8:00-12:00

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<tbody>
<tr>
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<td>Strongly Disagree</td>
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<tr>
<td>1. The subject matter presented was useful to me. (N=62)</td>
<td>63</td>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=62)</td>
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<td>3. The instructor was knowledgeable of the subject. (N=62)</td>
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<tr>
<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=61)</td>
<td>80</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=62)</td>
<td>76</td>
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</tr>
<tr>
<td>6. The instructor explained points clearly and used good examples. (N=60)</td>
<td>75</td>
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</tr>
<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=60)</td>
<td>78</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=60)</td>
<td>70</td>
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<td>9. There was adequate time given for discussion and questions. (N=59)</td>
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<tr>
<td>10. The overall course met my expectations. (N=60)</td>
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### ITEM MEANS

1. The subject matter presented was useful to me…………………………….. 4.59

2. The instructor’s teaching methods contributed significantly to my learning…. 4.59

3. The instructor was knowledgeable of the subject matter.......................... 4.84

4. The instructor was well organized and presented the material without hesitation
   .............................................................................................................. 4.73

5. The instructor responded effectively to questions and comments………….. 4.74

6. The instructor explained points clearly and used good examples................... 4.72

7. When appropriate the instructor promoted interaction among participants….. 4.78

8. The instructor respected different viewpoints............................................ 4.66

9. There was adequate time given for discussion and questions .................... 4.18

10. The overall course met my expectation.................................................. 4.57
Most valuable aspects of this session:
Review grammar I had forgotten.
Condense writing – colons, semicolons, commas.
The difference between formal and informal and when to use them.
It was all very good!
The exercises are great.
Realistic examples.
Interaction among group and instruction.
The handout material.
Good refresher to “think” before writing.
Troublesome/confusing words. Keeping sentences brief.
Great overview.
Word usage.
Review of grammar, punctuation, letter form.
Correct usage of words and punctuation.
The instructor was very knowledgeable on the topic.
Eliminating wordiness.
I have more gaps in my grammar than I thought.
Everything was valuable.
Loved the teacher and her way of teaching. Great refresher.
Reviewing writing rules we learned years ago.
Very knowledgeable on subject matter.
Wonderful refresher.
Remembering to put yourself in the readers’ shoes before writing.
I had forgotten about proper usage at my age (52). Plus good to learn new versions.
Great presenter.
Learning when to use the semicolon.
A good reminder and refresher of letter writing.
Where and when to use proper punctuation.
The body of letter refresher was valuable.
The information and examples.
Great overall review.

Suggestions for improvement:
Rushed at the end – last hour.
I know that 4 hours is a long time but there is so much information – maybe break into two classes for a 6-8 hour session.
More time – valuable information.
Four hours seemed long at first but she was great and more time would have helped.
More time. Too much information in too short of a time.
Too much information to cover. The items at the end of the session were too rushed.
More time, less content.
Etiquette points for email, letters.
Entire day on grammar usage.
Focus more on specific need for professional writing.
Maybe this class should be optional as there are students with varied educational levels. Incorporate more “requested” materials and scratch board presentations. A lot of valuable information but need more time to cover the material. More time. Cut out introductions at beginning. Focus more time on course content. There was a lot of information to get to in the period of time. Needed more to cover the information. Time management.

**Additional comments:**
Add more sample letters that towns may send – all examples could relate. Awesome job!!:) Excellent! Thank you! Way too much information presented in too short of time. Over-emphasis on elementary material. Very good instructor! Jodi is an excellent instructor. Very good! Great job! Did a great job with a fairly dry topic. Made it interesting and relevant. Very good job in making grammar and punctuation interesting! A great class. I was expecting a “sleeper” class. Great learning techniques. Other than having to speed through material, very good class.
## PRESENTATION SUMMARY

**Program Title:** PUBLIC AND MEDIA RELATIONS

**Course Number:** 105

**Presenter:** PHIL CLAMPITT

**Location:** KI CONVENTION CENTER

**Date(s):** 07-09-2012 12:45-5:00

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<tr>
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<th>Strongly Agree</th>
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<th>Somewhat Agree</th>
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<td>3. The instructor was knowledgeable of the subject. (N=60)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=59)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=59)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=59)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=59)</td>
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<td>22</td>
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<td>8. The instructor respected different viewpoints. (N=59)</td>
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<td>9. There was adequate time given for discussion and questions. (N=59)</td>
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<td>10. The overall course met my expectations. (N=56)</td>
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ITEM MEANS

1. The subject matter presented was useful to me....................................... 4.14

2. The instructor’s teaching methods contributed significantly to my learning..... 4.2

3. The instructor was knowledgeable of the subject matter........................... 4.71

4. The instructor was well organized and presented the material without hesitation
   .................................................................................................................. 4.64

5. The instructor responded effectively to questions and comments............... 4.49

6. The instructor explained points clearly and used good examples................ 4.42

7. When appropriate the instructor promoted interaction among participants..... 4.74

8. The instructor respected different viewpoints........................................... 4.57

9. There was adequate time given for discussion and questions..................... 4.39

10. The overall course met my expectation.................................................... 4.38
Most valuable aspects of this session:
To expect the unexpected.
Reviewing press conference.
Good information and interaction with small group.
Plan and practice!
Understanding audience.
Round table.
Interaction was great.
My takeaway – identify with your audience.
I appreciate that the main case study was related to elections, which with we can relate.
Case studies in groups.
Liked the interaction. Very informative and useable information!
The need to prepare – knowing your audience and practice your message.
The media information was extremely beneficial.
Looking at strategizing.
How to address press in conference setting.
Ways to handle PR situations, big or small.
Even though I am not often involved in strategic planning, I certainly got my “feet” and “ankles” wet from this class.
I think as a spokesperson, it really got to you to think quickly on your feet.
It gave us much information to consider when dealing with Public Relations.
Very informative.
Crises communication planning – very helpful.
Showing how the ‘tactical’ news conference words were/should be part of an actual plan.
How to talk in public and the points to bring out.
Critical thinking.
The Waukesha county incident.
Thank you for using the clerk in Waukesha’s office. Really helped to hone the skills.

Suggestions for improvement:
Topic too abstract in beginning with charts – give more real-life examples.
Too slow at beginning (first half). Tough to pay attention right after lunch with lecture type session for first hour.
Please use a specific case study that you take through the entire process that we can use as a model for our own work.
More space to take notes in the binder materials.
More specific examples.
Rotate spokespeople.
Maybe a bit “over the top” for small towns?

Additional comments:
I didn’t realize in my position that I would need this class. But, not I know that this was an excellent class because I could be put in this position.
Handout is too spare – I needed more instructions on how to use the graphics, etc.
Slow start after lunch. Picked it up after the break.
This course isn’t really relevant to my position. My town is extremely small and the need for PR is extremely slight. Not worth four hours of discussion for me. Not useful for me in my current position. Class started slow with “what we were going to do.” Once we started with groups and tasks, it was really good. Excellent instructor. A lot scarier trying to speak on a real topic than hypothetical. Loved the interaction! Great example.
Program Title: RECORDS MANAGEMENT
Course Number: 112
Presenter: HAROLD COLTHARP
Location: KI CONVENTION CENTER
Date(s): 07-10-2012 8:00-12:00

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<th>Disagree</th>
<th>Strongly Disagree</th>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=58)</td>
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<td>38</td>
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<td>3. The instructor was knowledgeable of the subject. (N=59)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=59)</td>
<td>83</td>
<td>17</td>
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<td>5. The instructor responded effectively to questions and comments. (N=59)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=59)</td>
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<td>8. The instructor respected different viewpoints. (N=58)</td>
<td>67</td>
<td>33</td>
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<td>9. There was adequate time given for discussion and questions. (N=59)</td>
<td>69</td>
<td>19</td>
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<td>10. The overall course met my expectations. (N=58)</td>
<td>76</td>
<td>19</td>
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ITEM MEANS

1. The subject matter presented was useful to me. ........................................ 4.81
2. The instructor’s teaching methods contributed significantly to my learning. .... 4.48
3. The instructor was knowledgeable of the subject matter. .......................... 4.94
4. The instructor was well organized and presented the material without hesitation
   ............................................................................................................. 4.83
5. The instructor responded effectively to questions and comments. ............. 4.77
6. The instructor explained points clearly and used good examples. ............... 4.73
7. When appropriate the instructor promoted interaction among participants. ... 4.76
8. The instructor respected different viewpoints. .......................................... 4.67
9. There was adequate time given for discussion and questions. ................. 4.55
10. The overall course met my expectation. ............................................... 4.71
Most valuable aspects of this session:
How to “attack” my filing in the office.
Having electronic filing same as paper filing.
There is so much to learn and changing with technology.
Examples of what is and what is not a record.
Methods to consider for organizing records. Discussion on email.
Sample retention categories.
Lots of handouts.
Puts record-keeping in context.
Real-life examples help.
All of it!
All.
A lot of good, useful reference material.
Good information.
Records analysis process.
Difference between a record and non-record.
Learned what are/are not records.
Learning how to create a filing system.
One of the top five classes I’ve had in two years here in terms of needed useful information. Thank you!

Suggestions for improvement:
There was a lot of information in a short time.
Bathroom break.
Need more breaks – instructor didn’t give adequate timely breaks.
We should have a section devoted to email. We can spend a lot of time on it.
Sometimes it was confusing as to what the answer is as it depends if someone else added data to a file. How do we know that? Can we just say, keep the original. Lose the draft.
More time. Could have used a second break.
Onsite help! ☺
Any way the material can be presented without being rushed. I felt like it was rushed, especially at the end.
Bring copies of municipality’s Excel spreadsheet. I’ll be emailing you soon! – Steve B.

Additional comments:
Went fast.
Maybe more than one 15 minute break in the four hours.
Good information.
Great class – best one so far!
Did a good job of making a dry subject very interesting. As it is a very important and relevant subject to clerks.
End on time.
PRESENTATION SUMMARY

Program Title: TOWN TOPICS

Course Number: 120

Presenter: CAROL DORAN & SUE NELSON

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 12:45-2:45

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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=25)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=25)</td>
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<td>10. The overall course met my expectations. (N=25)</td>
<td>68</td>
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ITEM MEANS

1. The subject matter presented was useful to me……………………………… 4.36
2. The instructor’s teaching methods contributed significantly to my learning…. 4.36
3. The instructor was knowledgeable of the subject matter…………………... 4.88
4. The instructor was well organized and presented the material without hesitation
   ………………………………………………………………………………………………… 4.8
5. The instructor responded effectively to questions and comments…………... 4.88
6. The instructor explained points clearly and used good examples…………….. 4.72
7. When appropriate the instructor promoted interaction among participants…... 4.79
8. The instructor respected different viewpoints………………………………….. 4.75
9. There was adequate time given for discussion and questions ………………... 4.76
10. The overall course met my expectation………………………………………... 4.44
Most valuable aspects of this session:
This would be good for C1 especially the book on “Governmental Accounting Made Easy.”
Seeing just how complicated this really is.
Statement of assessment worksheets.
Explain tax levy sheet and copies of resolutions for exceeding levy limits.
Open dialogue.
Always a good refresher.
Understanding levy worksheets.

Suggestions for improvement:
Be more specific in course description when we sign up for classes.
This is a complex subject (Levy, SOA, SOT) and should be simplified with more examples gone through step-by-step. I thought town topics would cover more topics than DOR forms.

Additional comments:
Good job at addressing common questions that we all scratch our heads at in November.
Thanks!
Most of this was over my head as I don’t deal with the levy or the forms required by the DOR.
There was a lot of discussion regarding tax forms that are completed by our clerk and not my position.
Excellent job Sue Nelson!
Very good! Thank you!
The title of this class was “Town Topics.” This class did not seem to be the best title for a statement of taxes review.
## PRESENTATION SUMMARY

Program Title: ADVANCED TIF

Course Number: 122

Presenter: BRAD VIEGUT

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 12:45-2:45

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<td>6. The instructor explained points clearly and used good examples. (N=6)</td>
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**ITEM MEANS**

1. The subject matter presented was useful to me........................................ 4.83
2. The instructor’s teaching methods contributed significantly to my learning..... 4.67
3. The instructor was knowledgeable of the subject matter.......................... 4.83
4. The instructor was well organized and presented the material without hesitation
   ................................................................................................................. 4.67
5. The instructor responded effectively to questions and comments................ 5.0
6. The instructor explained points clearly and used good examples.................. 4.83
7. When appropriate the instructor promoted interaction among participants..... 4.83
8. The instructor respected different viewpoints.............................................. 4.83
9. There was adequate time given for discussion and questions ..................... 4.54
10. The overall course met my expectation...................................................... 4.83
Most valuable aspects of this session:
Breakout sessions.
Very good – it was just a little too advanced for me.
TIF examples and charts.

Suggestions for improvement:

Additional comments:
Very informative.
Only 6 people – made breakout sessions good.
PRESENTATION SUMMARY

Program Title: TIF FOR NOVICES

Course Number: 123

Presenter: TIM SCHUENKE

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 12:45-2:45

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<td>1. The subject matter presented was useful to me. (N=26)</td>
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ITEM MEANS

1. The subject matter presented was useful to me……………………………………. 4.42
2. The instructor’s teaching methods contributed significantly to my learning…. 4.35
3. The instructor was knowledgeable of the subject matter……………………… 4.69
4. The instructor was well organized and presented the material  without hesitation
   ………………………………………………………………………………………………………… 4.62
5. The instructor responded effectively to questions and comments……………… 4.58
6. The instructor explained points clearly and used good examples………………… 4.69
7. When appropriate the instructor promoted interaction among participants….. 4.54
8. The instructor respected different viewpoints……………………………………….. 4.46
9. There was adequate time given for discussion and questions ………………….. 4.62
10. The overall course met my expectation…………………………………………… 4.62
Most valuable aspects of this session:
TIF base explanation.
Reference material. All aspects of TIF creation explained well.
Learned the basics of the TIFs.
Perfect complexity level for a beginning class/introduction.
The instructor did a great job presenting information on this complicated topic.
Much more interesting than expected.

Suggestions for improvement:
Possible to do project using real numbers?
Not right after lunch.
Not right after lunch, please.

Additional comments:
Very knowledgeable instructor.
This was an interesting class as I now have some knowledge of how and why TIFs are created.
Very clear and easy to follow.
Program Title: UNDERSTANDING FINANCIALS AND GASB UPDATE

Course Number: 124

Presenter: AMANDA BLOMBERG

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 12:45-2:45

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Most valuable aspects of this session:
Refresher course.
Explanation of different types of funds and how determined.
Review of new terms.

Suggestions for improvement:
Instructor seemed knowledgeable enough but very disorganized with presentation.
Jumped around a lot.
Needs to give a break. None taken 😒.
Dry topic – presenter not engaging with audience.
Need a way to “spice” it up. Pretty dry material. Necessary, but dry.

Additional comments:
YAY!! Thanks!
This is a dry subject and would best be held in the morning – not after lunch when we are all full and tired with no break given.
I needed more training on fund balances and accounting (public side of accounting).
We don’t do audits in our small town, so this did not pertain to me at all. I should have done town topics again.
I realize the topic is not exciting and difficult to teach, but this was not presented well.
# PRESENTATION SUMMARY

Program Title: STREAMLINING & SAVING IN THE CLERK'S JOB  
Course Number: 126  
Presenter: DEBBIE GALEAZZI & KAREN WEINSCHROTT  
Location: KI CONVENTION CENTER  
Date(s): 07-10-2012 3:00-5:00

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ITEM MEANS

1. The subject matter presented was useful to me………………………………… 4.12
2. The instructor’s teaching methods contributed significantly to my learning…. 4.16
3. The instructor was knowledgeable of the subject matter……………………….. 4.63
4. The instructor was well organized and presented the material without hesitation
   ………………………………………………………………………………………….. 4.08
5. The instructor responded effectively to questions and comments……………. 4.51
6. The instructor explained points clearly and used good examples……………… 4.51
7. When appropriate the instructor promoted interaction among participants…… 4.31
8. The instructor respected different viewpoints…………………………………… 4.48
9. There was adequate time given for discussion and questions…………………. 4.4
10. The overall course met my expectation……………………………………….. 3.93
Most valuable aspects of this session:
Dynamic presenters.
Love all of the handouts and examples.
Handouts and examples of doing own liquor and operators licenses.
Templates, model policies.
Some suggestions for change, I may be able to use.
Tips to save time.
Great ideas and the iPad for the board!
Karen and Debbie are very knowledgeable clerks and put forth a lot of useful ideas, especially paperless and using iPads as well as combination licenses.
Best practices – thoughtful – thanks!!
I like the estimated costs for special event permit. Wish class could be split.

Suggestions for improvement:
None – they are great!
Not all of us are from large communities but rather one-person offices. Be nice to have input from smaller areas too. Cleaning outhouses vs developer agreements.
Did not apply to my small office or board.
Presenter got way off track with liquor licenses, etc. Should have controlled the number of questions.
Too much time going over subject matter presented in previous classes. Example: paperless and liquor licensing. Expected more tips to do the job more efficiently.
Difficult to find materials presented in packet.
Either change the name of this course or stress the fact that this class is intended for large municipalities. The material is mostly irrelevant for smaller municipalities.
Save questions for the end of each section – didn’t finish.
More on different topics – liquor was interesting but it took a long time. Would have liked to talk about more tips.
This should be a four hour session so we have more time to interact and discuss “How-To.”
“Shared drive” – (dropbox?) Who owns the records? Worry about public record ownership.
iPads – love the idea, would love your policy on their use to prevent emails between board members during or outside meetings (non-public meeting or walking quorum)
2nd hand dealer – do you have separate form for entities licensed in other WI municipalities?
Stay on track. Not a liquor licensing class.

Additional comments:
Very great class.
Thanks for the candy!
I think it’s hard to do a class on streamlining for towns, villages and cities. Just because the overall processes and limitations are different. Overall very good material.
Informative.
This was not an alcohol licensing class.
# PRESENTATION SUMMARY

Program Title: BUILDING MORE COLLABORATION IN YOUR MUNI

Course Number: 128

Presenter: KARL NOLLENBERGER

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 3:00-5:00

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<td>Somewhat Agree</td>
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ITEM MEANS

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2. The instructor’s teaching methods contributed significantly to my learning…. 4.47
3. The instructor was knowledgeable of the subject matter……………………… 4.89
4. The instructor was well organized and presented the material without hesitation
   ................................................................................................................... 4.81
5. The instructor responded effectively to questions and comments……………… 4.69
6. The instructor explained points clearly and used good examples………………. 4.63
7. When appropriate the instructor promoted interaction among participants….. 4.61
8. The instructor respected different viewpoints……………………………………… 4.7
9. There was adequate time given for discussion and questions…………………. 4.33
10. The overall course met my expectation..................................................... 4.54
**Most valuable aspects of this session:**
Very interesting to learn about my style.
Finding out own personality traits and learning how others think.
I loved the personal evaluation. Very true.
Workshop and self-analysis.

**Suggestions for improvement:**
Maybe have a bit more time.
Needs to be a four hour session.
This could have been a longer session.

**Additional comments:**
Great self-analysis. Had issues opening attachments that were emailed. Would have been nice to know sooner than July 5. Good speaker.
This was a great class. Thank you!
Interesting class. Enjoyed it.
Very good and informative course.
Awesome!! 😊
This was very helpful! Great information handed out! Going back to quiz the office 😊.
Great class. Thank you.
Interesting – useful.
# PRESENTATION SUMMARY

**Program Title:** BREAKING DOWN SILOS AND WORKING TOWARDS  
**Course Number:** 129  
**Presenter:** ANDY PEDERSON & ALEX HENDERSON  
**Location:** KI CONVENTION CENTER  
**Date(s):** 07-10-2012 3:00-5:00

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Most valuable aspects of this session:
Very useful within my municipality.
Learning to work together with everyone to achieve a common goal and better the community.
Very valuable suggestions to create a cohesive governmental unit – and break down silos.

Suggestions for improvement:

Additional comments:
Good information. The presentation was a bit scattered – hard to follow PowerPoint.
Very personable speakers. Kept my interest.
Good presentation, but not enough suggestions on how to implement the change. Very good idea, hard to visualize my town board allowing this to happen.
Extremely well organized!
PRESENTATION SUMMARY

Program Title: DEVELOPING A BUDGET

Course Number: 131

Presenter: KATE LAWTON & DEVELOPING A BUDGET

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 8:00-12:00

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<td>5. The instructor responded effectively to questions and comments. (N=14)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=14)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=14)</td>
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<td>8. The instructor respected different viewpoints. (N=14)</td>
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<td>9. There was adequate time given for discussion and questions. (N=14)</td>
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<td>10. The overall course met my expectations. (N=14)</td>
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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.79
2. The instructor’s teaching methods contributed significantly to my learning... 4.57
3. The instructor was knowledgeable of the subject matter......................... 4.86
4. The instructor was well organized and presented the material without hesitation
   ...................................................................................................... 4.71
5. The instructor responded effectively to questions and comments.................. 4.79
6. The instructor explained points clearly and used good examples.................. 4.79
7. When appropriate the instructor promoted interaction among participants..... 4.79
8. The instructor respected different viewpoints........................................... 4.79
9. There was adequate time given for discussion and questions ...................... 4.71
10. The overall course met my expectation............................................... 4.71
**Most valuable aspects of this session:**
Important aspects of job, showed actual documents for explanation. 
Detailed public hearing publication notice.

**Suggestions for improvement:**
Treats during session. 
It would be beneficial to have two city/town budget officials with different perspectives instead of someone from the state. 
Must have treats! 😊

**Additional comments:**
Maybe the budgeting course should be split between larger and smaller cities/villages. I was very surprised at how many large municipalities use Excel to budget. 
Good information – would have loved to have this last year.
**PRESENTATION SUMMARY**

Program Title: FUNDAMENTALS OF BUDGETING

Course Number: 132

Presenter: KIM MANLEY

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 8:00-12:00

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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=49)</td>
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<td>9. There was adequate time given for discussion and questions. (N=49)</td>
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ITEM MEANS

1. The subject matter presented was useful to me........................................... 4.47
2. The instructor’s teaching methods contributed significantly to my learning. .... 4.53
3. The instructor was knowledgeable of the subject matter............................. 4.84
4. The instructor was well organized and presented the material without hesitation
   .................................................................................................................. 4.45
5. The instructor responded effectively to questions and comments................. 4.86
6. The instructor explained points clearly and used good examples................... 4.74
7. When appropriate the instructor promoted interaction among participants..... 4.69
8. The instructor respected different viewpoints............................................... 4.76
9. There was adequate time given for discussion and questions ...................... 4.65
10. The overall course met my expectation....................................................... 4.61
**Most valuable aspects of this session:**
Very informative and all was explained at a level everyone could understand.
Everything.
How to put together a budget. Terminology of a budget. Ideas for revenue.
Everything. Great job.
Disk on revenues and expenses was helpful. Learning about classifications of revenues and expenses was great.
Excellent, informed instructor.
Knowledgeable speaker.
Great understanding of whole process.
I do not work on the budget as Deputy Clerk, but understanding how it is put together helped me with the overall view of the areas I work in.
The audience questions were helpful in understanding and gave me new ideas to take back with me.
Very good presenter. Was happy I made this one.

**Suggestions for improvement:**
Developing a Budget should follow this class. This class in the morning and Developing a Budget in the afternoon.
Maybe a worksheet on how to place things onto a budget worksheet.
Did not do last page of packet – had a lot of good information that we would have benefited from.
Wish we had more time.
This course was required – it was not relevant to me.
Class geared for beginners. Somewhat repetitive for experienced clerks.
Don’t let dog chew on flash drive so handouts match PowerPoint.
Print PowerPoint presentations slide by slide.
I would like to have been more hands-on actually doing a budget. And how to get budget into computer. I know there are different programs but just to explain how so we can see how it’s going through the year.

**Additional comments:**
Thank you very much!
Very good class. Very understandable teachers.
Love the ideas from you and other clerks – do more of that!
Very well presented.
Stay on the subjects.
Liked this session a lot.
Kim was awesome – tons of experience to relate/discuss with us. Lots of interaction – would like this as first class for new treasurers rather than Robert Yahr – having the beginning parts before the big financial statements discussion. So far, this is the only evaluation I did that I had all “Strongly Agree!”
Thank you!
Thank you for your expertise!
Very informative. Would like more classes like this. Answered everyone’s questions!
Great job!
**PRESENTATION SUMMARY**

Program Title: FEDERAL TAX RESPONSIBILITIES FOR GOVERNM

Course Number: 138

Presenter: RUTHANN WATTS

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 12:45-5:00

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<td>9. There was adequate time given for discussion and questions. (N=59)</td>
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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.43
2. The instructor’s teaching methods contributed significantly to my learning. 4.77
3. The instructor was knowledgeable of the subject matter................ 4.95
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................ 4.95
5. The instructor responded effectively to questions and comments......... 4.95
6. The instructor explained points clearly and used good examples......... 4.93
7. When appropriate the instructor promoted interaction among participants..... 4.69
8. The instructor respected different viewpoints.................................. 4.71
9. There was adequate time given for discussion and questions ............. 4.83
10. The overall course met my expectation........................................... 4.75
Most valuable aspects of this session:
Compliance on 1099 misc and 941 filing with IRS.
1099’s and meal allowances/reimbursements.
Entertaining presentation of dry material.
Payroll information for election workers.
Great instructor. Very knowledgeable.
Very informative on election poll workers and volunteer fire workers as well as 1099’s.
All of it.
All.
1099 discussion – very helpful.
Learned a lot about 1099’s!
Awesome! Very good!
The whole thing! This is really important information that you can never learn enough of.
Being made aware of new forms and requirements.
W-9’s.
Unknown 1099 recipients.
W4’s, I9’s, W2, 1099 information.
Excellent use of real examples.
All, all, all all! Distinctions between employees, vendors, etc. W9, 1099, just everything!

Suggestions for improvement:
More frequent exercises designed to get students thinking about taxability would be beneficial. Doing it all at the end was tough to digest.
More time or have a class with her next year!
This material – would it be more beneficial for first years to take? As a second year, we have been filling 941s for one and a half years, if not longer.
Maybe focus on just one or two aspects of federal government tax entities. Example: W2s, allowances.

Additional comments:
Awesome presentation with extremely important information. Presented in a great way making topics understanding very easy (and even fun!)
941 information was nothing new. Tough to listen to after lunch.
There were only a few main topics but they were presented repetitively in order to meet the time limit for the class. Constant lecture. Overly detailed.
Ruth is upbeat on a dry subject – it was easy to stay awake during her presentation.
About half of this lecture was not useful for my office.
Excellent speaker, really knows her stuff!
Great class! Great teacher!
This needs to be a year one course.
Very thorough and informative.
Our town has a few employees but all aspects of their payroll/taxes are handled by our clerk. Our clerk also handles our bills so she handles all W9 requests. As treasurer, I sign and verify payments but nothing else. In my town, this would only be appropriate for the clerk.
Yeah Ruthann! Good job.
Very informative, I learned many things I wasn’t aware of, sorta scares me.
Great instructor!
Was a great class!
Very good speaker!!
Entertaining!! 😊
Great instructor – loved her real-life examples.
Ruthann was a fabulous presenter. Her knowledge of the subject is unbelievable. She made the subject matter enjoyable to sit through and emphasized the importance. Bring her back!
I do not work with Federal Tax but she was a very good presenter.
Excellent.
Instructor very knowledgeable. But was quick to say “you’re wrong” when we were.
Ruthann is a good speaker – funny and “colorful.” Stories of interest help present what many might consider dry material.
This could be for 8 hours – maybe an afternoon then the next morning. Thanks Ruthann for sharing and informing!
PRESENTATION SUMMARY

Program Title: OPTIONAL: ELECTIONS UNPLUGGED

Course Number: 145

Presenter: BRENDA JASZEWSKI

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 5:30-7:30

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<td>Somewhat Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>1. The subject matter presented was useful to me. (N=70)</td>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=70)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=70)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=70)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=70)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=68)</td>
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<td>8. The instructor respected different viewpoints. (N=69)</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=70)</td>
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<td>10. The overall course met my expectations. (N=70)</td>
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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.81
2. The instructor’s teaching methods contributed significantly to my learning. 4.8
3. The instructor was knowledgeable of the subject matter.................... 4.83
4. The instructor was well organized and presented the material without hesitation
   ................................................................................................. 4.87
5. The instructor responded effectively to questions and comments............. 4.81
6. The instructor explained points clearly and used good examples............... 4.87
7. When appropriate the instructor promoted interaction among participants..... 4.78
8. The instructor respected different viewpoints....................................... 4.8
9. There was adequate time given for discussion and questions .................. 4.66
10. The overall course met my expectation............................................. 4.77
Most valuable aspects of this session:
Great!
Poll List Reconciliation and a review of the primary and presidential laws.
Great presenter, very helpful. A++ presentation.
A good refresher course. It’s great to have experienced clerks present this class. Much more organized than last year.
Brushing up on latest election law/techniques.

Suggestions for improvement:
More time – so much information to talk about.
Hold questions until the end.
Next year I would have two smaller classes instead of two teachers for one big class. Too much talking and I couldn’t hear all the questions.
Know the material and different forms of electronic equipment.

Additional comments:
Excellent – wish it were longer.
They were great!
This election training was WAY better and WAY more informative than last year’s Wednesday night training.
Very good this year. Better than 2011.
Thank you!
Great presentation – lots of information! Great job!
Wonderful, pertinent information. Well presented and useful!
Very good presenters! Very informative!
A lot better organized than last year! Thank you! Still a bit of an issue with hearing questions.
Offer every year since always changes with elections.
I feel some of the information presented was not correct. Election workers should never look at a ballot for one. And second, what the GAB suggests should be what is followed.
Bit concerned on the ballot showing “Vote for one” and the write-in gets the vote. I have never heard of this! Ex: name of person was checked and so was the write-in. This would be an over vote! How can we give this person as a write-in a vote?
Throughout the week the rooms get cold – tonight it was freezing – hard to focus on subject matter and speakers – ANNOYING.
#7 did not apply. #9 for major discussion, not enough time was scheduled. Multi-questions do need to be addressed with this ever changing task.
# PRESENTATION SUMMARY

Program Title: TAX PREPARATION

Course Number: 147

Presenter: CATHERINE HASSLINGER & DEB NEAL

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 8:00-12:00

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<td>4.87</td>
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Most valuable aspects of this session:
This information was invaluable in general – I wish I would have had this as a Clerk 1.
The whole class.
Hands-on examples.
Loved the hands-on worksheets.
Great handouts! Also wonderful that we were able to go through forms and actually fill them out together.
This was extremely helpful! The best class of the week! This is why I came!
Going through worksheets was very helpful.
How the instructor walked us through mill rate worksheets and SOT.
Review of knowledge base.
Learning what my co-workers do.
Instructors were very good at sharing information. I had no knowledge of this material, but I was able to participate and understand!
Hands-on worksheet.
The hands-on experiences.
Learned so much – loved the worksheet!!
Very helpful! Hands-on is a great way to present this information.
Hands-on with filling out forms.
Thank you for walking us all through this with printed examples! This way we can all go back home and use as a guide.
Physically working on the worksheets.
All valuable!
The humor helps! These instructors are excellent. Interactivity keeps us focused and involved.
This is the first class this week that I did not get bored at all! No sleeping in this class – thank you!
Exercises help to understand material.
Like the color coding idea.
Very well paced especially with such a large and diverse group.
Doing the actual calculations really benefits everyone!
I really enjoyed this class. Cathy and Deb work really well together.
Excellent! I learned so much from this class. Thanks for the CD with information.
The hands-on learning using the forms to calculate, etc.
Learned the process from A-Z. Needed the step by step instructions and this was well thought out and presented.

Suggestions for improvement:
When doing worksheets, put them on overhead to follow along.
Stop touching the microphone – we could hear the instructors just fine.
They did an awesome job!
Don’t give quite as much time on small assignment segments.
Maybe have it for all clerks and treasurers.
The $30 was confusing to a lot of people… Maybe show it as a special fee on the public notice so people have a “concrete” view.
Spend more time on special charges vs. special assignments so we can take examples back to board.
Fill out forms on overhead projector step-by-step, thereby mirroring what we are doing at our tables. More context on where we get these forms/when/who sends them to us for the beginners.
Can’t think of one.
None – Cathy and Deb really know their stuff and how to explain it. Great class!

Additional comments:
Awesome – thanks so much for the disk! Can’t wait to check it out.
Cathy and Deb do a fantastic job! Great hand outs and exercises.
There should be more classes like this with hands-on activities.
Monday, Tuesday class – very important!
Nice job.
I don’t do any of this.
I do not work in this area, but it was helpful to understand.
Jokes, stories are great!
Thank you!
Best class of the week!
Fun way to keep everyone engaged – thank you!
Best class yet! Very useful and helpful information.
I really needed this class!!
Was a newbie – found this so beneficial. Thank you. Would love to have your organizational ideas too for binders in the office. Tips were very helpful. Thank you.
Please practice with the AV equipment!
Excellent information.
Very, very, very good class.
Even though I don’t deal with taxes in my current job, being in the session was worthwhile.
Wow – you’ve done this before! Very cohesive!
In class, we could hear the speaker from the adjoining classroom. At times, I could not hear from where I was sitting.
The speakers were absolutely wonderful! The amount of knowledge along with the humor kept the class interesting and fun. Thanks!!
Perfect.
Very good class and the teachers made it very understandable.
PRESENTATION SUMMARY

Program Title: TAX COLLECTION AND SETTLEMENT

Course Number: 157

Presenter: CATHERINE HASSLINGER & DEB NEAL

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 12:45-5:00

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<td>6. The instructor explained points clearly and used good examples. (N=69)</td>
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<td>The overall course met my expectation</td>
<td>4.87</td>
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**Most valuable aspects of this session:**
Tax settlements – step by step – well presented.
Working exercises.
They know their stuff – made it interesting and fun.
All valuable.
Liked working with the split parcel and the settlements.
Excellent presentation and information.
It gave me a greater understanding of forms I fill out (mill rate and SOT) and what my treasurer goes through!
Great humor! Love the handouts!
Everything!
The teachers were very helpful and kept things fun and understandable.
All.
Just good sound tips and review.
Presented in a very understandable manner for a clerk like me who has only done this once!!
Better appreciation of some of what is my treasurer’s job.
Tips/suggestions.

**Suggestions for improvement:**
Way too much time for basically one topic. Could be condensed into 1 four hour session versus two.
None.
Use one municipality with all exercises. A little confusing going from small community to large.
Instructors please take care of yourselves and keep your energy up. We fade by 2:30pm and rely on you to keep us sharp!
A lot of tax information in one day – but it was still a great class!
Would have liked to learn more about the PILT Payments and how they flow on worksheet.
Don’t touch the microphone!
Stand up when presenting. I couldn’t see the instructors.
Continue w/actual village of Badger throughout entire tax settlement examples.
Hands on activities.
None. They did GREAT!

**Additional comments:**
Still loving it!
Loved the “song and dance” of the instructors.
Very good class and instructor.
Excellent! Glad we did handouts and did activities. The chocolate was great – the jokes, too!
Thank you for EVERYTHING!
Good class! Wonderful handouts.
Awesome!! Good teamwork!
Very good presenters.
Excellent instructors!
Thanks – it was great!!
I really, honestly, truly appreciate the humor and mental breaks. By Thursday it was needed!!
Both the morning and afternoon classes were great. Most valuable classes this track!
Thank you! Ladies were great too!
Deb and Cathy once again did a great job!
More classes should be like this with hands-on activities!
Good examples.
Evaluation Statistics for Question Responses

Printed September 11, 2012

Date held: July 8, 2012
Speaker(s): 

Event: M12CTI
Subevent: C2
Form ID: 2012 C2
#Regs: 0

1. Your unit of government is a:

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<th></th>
<th>City (1)</th>
<th>Village (2)</th>
<th>Town (3)</th>
<th>County (4)</th>
<th>Other (5)</th>
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Average Question Response Ranking: 2.06

1. Other

2. Your tuition was paid by:

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<th></th>
<th>Yourself (1)</th>
<th>Your Municipality (2)</th>
<th>You &amp; Municipality</th>
<th>Scholarship (4)</th>
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Average Question Response Ranking: 2.13

1. Other

Municipality and scholarship.

3. How did you learn about the Institute?

<table>
<thead>
<tr>
<th></th>
<th>Brochure (1)</th>
<th>Association Newsltr</th>
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<th>Past Experience (4)</th>
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Average Question Response Ranking: 3.19
Evaluation Statistics for Question Responses
Printed September 11, 2012

Event: M12CTI
Subevent: C2
Form ID: 2012 C2
#Regs: 0

Date held: July 8, 2012
Speaker(s):

1. Other
City administrator recommended it.
Brochure and past experience.
Brochure and past experience.
Awesome!

4. What is your primary reason you are attending the institute?
33 Total Response(s) 24 Response(s) to This Question 72.72 Response % for Question

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<th>Personal Dvlpmnt (2)</th>
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<th>Networking (4)</th>
<th>Other, specify (5)</th>
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<td>0 Answer</td>
<td>0 Answer</td>
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</table>

Average Question Response Ranking: 2.13

1. Other:
Certification and personal development.
All of the above.
All of the above.
Certification and professional development.
Personal development and professional development.
Certification and professional development.
All of the above! So much I need to learn!
Certification and personal development.
Certification and professional development.

5. Please discuss the usefulness of the sessions? What courses were useful and why:
Professional Writing, Records Management, and Tax Preparation.
Public and Media Relations - good information.
Records Management - very useful.
Good information - Budgets, Taxes, Tax Prep - English.
Federal Tax Responsibilities, Elections Unplugged, and Tax Preparation - information was very useful and applicable to my job requirements.
Tax Collection and Settlement - Great class but by scheduling it in the same day as Tax Preparation it is a bit of an overload.
The Tax Roll Preparation - information and things that I heard before but didn't know what it all meant or how to put it together.
Town Topics, Elections Unplugged, Fundamentals of Budgeting, Federal Tax Responsibilities, Tax Preparation and Tax Settlement were very useful!
Records Management, Elections Unplugged, Budget and Tax classes.
They were all useful - as always - more than I anticipated!
Tax Preparation was my favorite - sitting down as a group and working through the subjects is by far the best way of teaching.
Elections Unplugged - very good information for the "ever-changing" times.
Elections and Tax Information - all were useful.
They were all useful in at least one way.
Tax Preparation, Fundamentals of Budgeting, and Public and Media Relations.
The whole experience has (will) be useful - but this year, Tax Preparation and Collection and Settlement were most pertinent.
Tax Preparation and Tax Collection and Settlement - liked the hands on in the class.
The Public and Media Relations class was especially useful because I deal with the media often. The case study was pertinent to my job.
All was very useful.
The Tax Preparation and Tax Collection and Settlement classes were very informative. The teachers made both courses go by fast.
Tax Collection and Tax Preparation - thought this would be something that I wouldn't use and would be boring - WRONG!
Tax Information, Assessment Information, and Public Relations - very good!
Most of all the classes with actual worksheets to do in-class. This year the classes helped me understand what my clerk actually does. All of the sessions were good. Even the classes that were a review I can take new ideas away.
Records Management because the village records were a mess!
Federal Tax Responsibilities - a reminder of what forms to do. The instructor was excellent. Tax Preparation - understanding of how it is done - instructors were excellent.
Tax Preparation was good. Records Retention was good but Ruth Ann Watts was AWESOME! Professional Writing class was good - could have used that all day!
This year included a lot of hands on work.
Many treasurers classes that were not applicable, but I could use the information to understand government process in general and how my other city departments work.

6. Are there any other comments you would like to make about the sessions?

Very knowledgeable trainers.
Federal Tax Responsibilities - very slow presentation - presenter assumed the audience knew a lot more than we did.
Please keep them fun - you learn more.
Change Town Topics to make more relevant or alternate topics.
The instructors were very impressive and made the subjects easy to follow.
Very uncomfortable chairs.
Feel like the Federal Tax Responsibilities class should be taught in the first year. Extremely important topic.
Classes should end Thursday afternoon - too busy to be away from work entire week.
Understanding Financials - I still do not understand. She really knew her topic but was hard to follow.
The first year clerk sessions were much more pertinent to my job than the second year. The four hour sessions were difficult to remain focused.
Would be nice to have more classes on different subjects. More two hour classes.
Shorter class times. Four hour classes are too long to keep my mind fresh and open to absorb more info.
I liked working in groups to resolve issues.
All good - enjoyed those most with activities to reinforce materials.
I would prefer to skip the Friday session and extend the other days to make up the two and a half hours.
Very informative.
With full four hour classes, extra material that pushes into lunch or past 5pm is not useful. At that point, our heads are too full for last-minute materials.
7. What other sessions would you like to see offered? (Can you recommend a good instructor for the subject?)

Proper procedures on handling meetings, what the clerk can say, proper ways to run the meeting, etc.
Annexations, Ordinances.
Government Accounting.
Licensing software/templates.
Alcohol and other licensing as a revenue source.
Computer class.
Advanced Excel Tips.
Elections - Fraud and Trust and Voting.

8. Do you have any comments on the Institute Staff you would like to share?

Staff is fabulous!!! Thanks Kassie and Rachel!
The staff was helpful.
Great - thank you!
Very helpful.
Nice and helpful.
Some very "frumpy." Servers at the banquet were VERY good.
Very friendly and helpful.
Thanks for what you do and the institute you offer; it is truly an invaluable educational experience.
Amazing.
Great staff, dedicated, caring, and involved. Kassie and Rachel are a great team and complement each other.
Staff was very helpful throughout the week.
They are greatly appreciated!!
Start a walking group for breaks and for after classes.
Great. Even those with dry topics were interesting.
Thank you!! You are great!
Rachel and Kassie are awesome.
9. **Anything else you would like to tell us?**

Keep up the good work!!! Thanks!
The coffee was horrible this year.
Chairs are very uncomfortable. Coffee is way too strong (everyday).
Thank you for all the work you do to help us achieve our potential.
The food and service of the hotel was not as good as I remember. Couldn't stock food fast enough.
Thank you!!
Great program.
Could tables on risers be put in the back of the class so people could stand for part of the class.
It would be helpful to be able to stand during sessions, higher tables along walls.

10. **Do you plan to attend the Institute next year?**

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1. **Why or why not?**

2014.
Unknown - depends if board picks up the cost of institute.

11. **Would you recommend the Institute to others?**

<table>
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1. Why or why not?

I have!
There should be music and dancing. Have everyone attending bring sweets instead of having candies in sessions!

AVERAGE RANK: 2.38