PRESENTATION SUMMARY

Program Title: EFFECTIVE PUBLIC SPEAKING

Course Number: 101

Presenter: LAUREY CLAMPITT & BILL CLAMPITT

Location: KI CONVENTION CENTER

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

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<th>%</th>
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<th>Somewhat Agree</th>
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<tbody>
<tr>
<td>1. The subject matter presented was useful to me. (N=55)</td>
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<td>3. The instructor was knowledgeable of the subject. (N=55)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=55)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=55)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=55)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=55)</td>
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<td>8. The instructor respected different viewpoints. (N=54)</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………… 4.23

2. The instructor’s teaching methods contributed significantly to my learning…. 4.44

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

4. The instructor was well organized and presented the material without hesitation
   …………………………………………………………………..…… 4.52

5. The instructor responded effectively to questions and comments…………… 4.63

6. The instructor explained points clearly and used good examples…………….. 4.62

7. When appropriate the instructor promoted interaction among participants….. 4.65

8. The instructor respected different viewpoints…………………………………. 4.59

9. There was adequate time given for discussion and questions…………………. 4.26

10. The overall course met my expectation……………………………………….. 4.45
Most valuable aspects of this session:
Public speaking – addressing others, watching my tone to be getting my point across. Question and answer portion. Enjoyed listening to other clerks – need more time. I did not find anything of value due to the fact I have had communications class in college. This class was real basic. Emphasized pre-planning. Concentrate on facts – take the emotion out. Change tone and pick your battles. I realized as what stated the hardest part about speaking in front of people was the fear of speaking about myself. Question and answer was most important because it pertained to real-life situations. Tips for organizing speeches. Practical tips and strategies that can actually be used. Presentation content. Pointers on how to engage people. Getting up in front of strangers was very beneficial. Show time – great to hear how passionate each person is about their favorite activity or least favorite. Really gained a new perspective on ordinary or extraordinary activities. Good presentations.

Suggestions for improvement:
More time for discussion and questions. Less emphasis on name game – time consuming. Would be nice if there was more student involvement. More activities that are interesting. None – let’s have it every year. Communication is so important! I would like to have been more involved with practical situations that pertain to municipal work. More common FAQs and Q&A. More student involvement.

Additional comments:
Presenters connected very well with audience. Openness to engage audience! Thank you – wonderful time! Very effective in engaging the class with activity. I am not in this alone, the instructor made this point clear. Great course, practical and helpful techniques. Enjoyed the name game.
Program Title: ADVENTURES IN LEADERSHIP

Course Number: 102

Presenter: TIM PFLIEGER

Location: KI CONVENTION CENTER

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

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<th>5. The instructor responded effectively to questions and comments.  (N=35)</th>
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<th>8. The instructor respected different viewpoints.  (N=36)</th>
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<th>9. There was adequate time given for discussion and questions.  (N=36)</th>
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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.… 4.26
3. The instructor was knowledgeable of the subject matter………………………….. 4.4
4. The instructor was well organized and presented the material without hesitation
   .................................................................................................................. 4.44
5. The instructor responded effectively to questions and comments……………… 4.37
6. The instructor explained points clearly and used good examples……………… 4.41
7. When appropriate the instructor promoted interaction among participants…… 4.42
8. The instructor respected different viewpoints.............................................. 4.35
9. There was adequate time given for discussion and questions………………… 4.28
10. The overall course met my expectation...................................................... 4.24
**Most valuable aspects of this session:**
Learning about leadership.
Presenter was very informative.
Tim is FAB! HE is funny and makes you laugh at yourself.
Leadership training.

**Suggestions for improvement:**
Could not hear other class members.

**Additional comments:**
Excellent presentation. Really enjoyed.
Bring Tim back!
Thanks for pointing out wrong areas. We need to learn we do wrong as a leader.
Collaborative leadership is unproductive. A good leader sells his plan and takes input for improvement.
Wonderful class! Thank you!
PRESENTATION SUMMARY

Program Title: BASIC EMPLOYMENT LAW FOR MUNICIPAL OFFIC

Course Number: 103

Presenter: NANCY PIRKEY

Location: KI CONVENTION CENTER

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

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2. The instructor’s teaching methods contributed significantly to my learning. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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3. The instructor was knowledgeable of the subject. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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5. The instructor responded effectively to questions and comments. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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6. The instructor explained points clearly and used good examples. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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7. When appropriate, the instructor promoted interaction among participants. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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8. The instructor respected different viewpoints. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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9. There was adequate time given for discussion and questions. (N=54) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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10. The overall course met my expectations. (N=53) | Strongly Agree | Agree | Somewhat Agree | Disagree | Strongly Disagree |
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ITEM MEANS

1. The subject matter presented was useful to me……………………… 4.41
2. The instructor’s teaching methods contributed significantly to my learning…. 4.61
3. The instructor was knowledgeable of the subject matter…………………… 4.88
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................ 4.85
5. The instructor responded effectively to questions and comments............. 4.77
6. The instructor explained points clearly and used good examples.................. 4.75
7. When appropriate the instructor promoted interaction among participants….. 4.71
8. The instructor respected different viewpoints........................................... 4.6
9. There was adequate time given for discussion and questions ..................... 4.15
10. The overall course met my expectation.................................................. 4.73
Most valuable aspects of this session:
Employee handbook.
Wage and hour issues.
Expected this to be dull but was very informative overall.
Handbook discussion.
She was a very professional and engaging as an instructor.

Suggestions for improvement:
Very important topic but not enough time. Needs to be a whole day. Too much information given without enough clear explanation.
This subject matter could almost be split into multiple classes. LOTS of information – and some not easy to understand fully in the time allotted.
The instructor should stand so she is not facing one side of the room. Unless asked a question from other side, she only speaks to one side of the room.
Hard for us smaller municipalities to relate to the subject.
Provide links to sample policies and an employee handbook.

Additional comments:
More time needed for this subject.
Would love to have as a full-day session.
Nancy Pirkey is great. Love this class.
It would be nice to have a training on union contracts and negotiations.
Very good and interesting!
Possibly an elective class and FMLA on specific legal issues.
Nancy is an excellent instructor on this topic. Keeps it interesting.
Nancy is a great presenter.
Loved it! Great speaker!
This room was TOO COLD! Even a sweater and a blanket kept me warm.
Any free advice from an attorney is always appreciated! 😊
PRESENTATION SUMMARY

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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<th>Somewhat Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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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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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=61)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=62)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=60)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=60)</td>
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<td>8. The instructor respected different viewpoints. (N=60)</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=60)</td>
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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
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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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<td>7. When appropriate, the instructor promoted interaction among participants. (N=59)</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: DEALING WITH DIFFICULT PEOPLE

Course Number: 108

Presenter: TIM PFLIEGER

Location: KI CONVENTION CENTER

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

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ITEM MEANS

1. The subject matter presented was useful to me.............................. 4.29
2. The instructor’s teaching methods contributed significantly to my learning.... 3.93
3. The instructor was knowledgeable of the subject matter....................... 4.53
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.29
5. The instructor responded effectively to questions and comments............. 4.35
6. The instructor explained points clearly and used good examples............... 4.33
7. When appropriate the instructor promoted interaction among participants..... 4.41
8. The instructor respected different viewpoints........................................ 4.38
9. There was adequate time given for discussion and questions .................. 4.55
10. The overall course met my expectation............................................... 4.17
**Most valuable aspects of this session:**
Effectiveness of conflict resolution.
The topic is very pertinent to my job.
Recognizing me.
All.

No nonsense approaches were offered.
Very good – informative and fun!
Very good – useful tips and ideas.

**Suggestions for improvement:**
Questions handed in ahead of time to better understand situations.
I found the presentation difficult to follow. The presenter would say “there are eight hints for…” and then only clearly identify some of them. Sometimes it was hard to tell what was a main point and what was supporting information for that point.
I think a list of trigger words would be helpful for people to utilize to diffuse situations.
Empathy, and sincerity in reactions or responses goes a long way.
I would’ve liked to have more talk about difficult people within the area where we live versus who we work with. Example: Dealing with difficult residents.
Would like better handouts or slides of program.
Got a little long.
Presenter to have better understanding of our line of work.
It was a pretty long class and I was thankful we finished early. I wasn’t bored, just ready to move on.
This is all really good information, but having to sit in one place all day made it hard to absorb towards the end of the presentation.
Need to have tips and points already in the outline. So many, it was hard to get them all.
Handouts or PowerPoint would greatly help.
A PowerPoint with the different lists would be helpful for the different type of learner.
For a class that lasts four hours, breaks should be scheduled in a better fashion.
The outline should be better documented. Handouts with the major points on them, but able to take notes without trying to get what was said.

**Additional comments:**
The presenter had an engaging style, just seemed unorganized in the delivery.
I was a little nervous in regards to the “kill ‘em with kindness” comment. Often time, I think office people are insincere and think sincerity and compassion are areas for improvement.
Too long.
The session was great!
Wonderful role playing!
Great use of real-life situations!
As a CC I had this course as a T3.
Presenter appeared to stretch out one hour of material into four hours – it was painful!
Great speaker in general! Humor was appreciated!
PRESENTATION SUMMARY

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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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: PUBLIC RECORDS AND OPEN MEETING LAW

Course Number: 113

Presenter: RICK STADELMAN

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 8:00-12:00

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ITEM MEANS

1. The subject matter presented was useful to me………………………………. 4.79
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4. The instructor was well organized and presented the material without hesitation
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5. The instructor responded effectively to questions and comments…………….. 4.83
6. The instructor explained points clearly and used good examples……………… 4.81
7. When appropriate the instructor promoted interaction among participants….. 4.51
8. The instructor respected different viewpoints............................................ 4.67
9. There was adequate time given for discussion and questions .................... 4.46
10. The overall course met my expectation.................................................... 4.63
Most valuable aspects of this session:
Speaker – excellent source of information. Enjoyed this session a lot.
Very informational, gave copies of items that were discussed.
All was very informative!
Verified with statutes.
Great material to take back to office to apply when necessary.
He was extremely knowledgeable of his subject matter – will be a great future reference.
Public records law – coming from a legal environment to a public environment. It was most helpful to wrap my brain around “everything is public – except” vs. “everything is private.”
The open meeting policy and how to deal with giving record-disclosure was a good refresher with additional knowledge learned.
Lots of good information and resources to use.
Good session. Practical material, helpful information.
Great refresher course.
Policies needed in my town. Compliance issues.
Very, very nice overview.
Having Rick as our speaker!
All of it!

Suggestions for improvement:
Could slow down a little, was informed about speed of speech.
Four hour class is too long but great amount of information warranted this.
Should be eight hours, not four.
Allow more time for both subjects – there is so much legal and exceptions to the rules that warrant more time.
Needs to be better organized. Hard to follow. Need to refer to page numbers of supplemental material in PowerPoint online.
None – thank you Rick once again for doing an outstanding job with your presentation today!
Maybe make it an all day class.
Longer class time.

Additional comments:
First half was okay as far as speed of information. Second half was too fast.
Very good instructor. Think if it wasn’t so cold in the rooms I could have focused more and been able to keep up with his speed.
Very knowledgeable!
Add records retention.
Very knowledgeable, great information provided.
Too much information for too little time.
Instructor seemed very knowledgeable and understood municipal environment.
Instructor is very knowledgeable.
Excellent instructor!
PRESENTATION SUMMARY

Program Title: MULTI-JURISDICTIONAL AGREEMENT

Course Number: 114

Presenter: TIM HANNA

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 8:00-10:00

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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=48)</td>
<td>67</td>
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<td>5. The instructor responded effectively to questions and comments. (N=48)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=48)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=48)</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.... 4.31
3. The instructor was knowledgeable of the subject matter.......................... 4.79
4. The instructor was well organized and presented the material without hesitation
   .............................................................................................................. 4.59
5. The instructor responded effectively to questions and comments............ 4.71
6. The instructor explained points clearly and used good examples............... 4.73
7. When appropriate the instructor promoted interaction among participants..... 4.67
8. The instructor respected different viewpoints......................................... 4.79
9. There was adequate time given for discussion and questions .................. 4.67
10. The overall course met my expectation................................................ 4.55
Most valuable aspects of this session:
Great ideas and suggestions - and they’re backed up with successful evidence.
Lists of examples for areas of mutual agreements.
Got discussion going as it relates to your municipality.
Good examples.
Handouts and examples.
Tim was inspirational and thought-provoking. Great speaker on the subject.
Gave very good examples.

Suggestions for improvement:
More examples.

Additional comments:
Very interesting.
Very informational.
Excellent.
I have good ideas to bring back for discussion.
Very valuable! Thank you.
Nice recovery after adding T3’s to class – a little short on handouts because of this.
Very well spoken.
Excellent class – Great subject! Tim Hanna – A visionary!
Was an excellent alternative to our canceled class.
Smart man, great to listen to.
Great.
PRESENTATION SUMMARY

Program Title: GOING PAPERLESS IS EASIER THAN YOU THINK

Course Number: 117

Presenter: SUSAN FREIHEIT

Location: KI CONVENTION CENTER

Date(s): 07-10-2012 10:10-12:00

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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=39)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=39)</td>
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<td>8. The instructor respected different viewpoints. (N=39)</td>
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<td>9. There was adequate time given for discussion and questions. (N=39)</td>
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ITEM MEANS

1.  The subject matter presented was useful to me…………………………………….  3.28
2.  The instructor’s teaching methods contributed significantly to my learning….  3.13
3.  The instructor was knowledgeable of the subject matter…………………………  4.06
4.  The instructor was well organized and presented the material without hesitation .............................................................................................................................  3.83
5.  The instructor responded effectively to questions and comments……………..  4.03
6.  The instructor explained points clearly and used good examples………………...  3.67
7.  When appropriate the instructor promoted interaction among participants…..  3.84
8.  The instructor respected different viewpoints……………………………………..  3.99
9.  There was adequate time given for discussion and questions ………………….  4.33
10. The overall course met my expectation………………………………………..  3.07
Most valuable aspects of this session:
E-Packets.
Great idea for future. Good subject to continue for future classes.
Gave us many options and pricing.

Suggestions for improvement:
This course was not meant for small towns and villages.
More helpful to have current system for the demonstration rather than a ten year old system.
Many new features exist within document Management Software packages, including work flow applications.
Have a vendor/clerk co-teach the class to show actual benefits in order to “sell” idea to clerks.
Not too relevant for us as a very small community.
Should use more current materials.
More up-to-date options. Consider some of the questions that may arise versus focus on what you are doing. Not a very engaging speaker - monotone and hard to follow.

Additional comments:
Did not realize this would be about high cost computer systems. Our village tries to cut costs and not spend money especially on computer systems as high cost as this. Many clerks felt the same. Also no time for all this.
Difficult idea to “sell” to older boards. With time will probably become the “norm.” Cost is an issue.
We already do this.
Not a great presenter. Good information but…
Most of this course was already known material among the clerks in our class.
Material was very dated and not useful.
I believe we had a paperless class already.
# PRESENTATION SUMMARY

Program Title: **ELECTION PROCESS FOR NEW CLERKS** 1  
Course Number: 118  
Presenter: **JULIE HELT & DIANE HERMANN-BROWN**  
Location: **KI CONVENTION CENTER**  
Date(s): 07-10-2012

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<th>Somewhat Agree</th>
<th>Disagree</th>
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<td>9. There was adequate time given for discussion and questions.  (<strong>N=67</strong>)</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 3.92
2. The instructor’s teaching methods contributed significantly to my learning… 3.7
3. The instructor was knowledgeable of the subject matter………………………… 4.34
4. The instructor was well organized and presented the material without hesitation ……………………………………………………………………………………………………… 3.84
5. The instructor responded effectively to questions and comments……………… 4.0
6. The instructor explained points clearly and used good examples……………… 4.06
7. When appropriate the instructor promoted interaction among participants….. 3.93
8. The instructor respected different viewpoints…………………………………….. 4.16
9. There was adequate time given for discussion and questions ………………….. 3.85
10. The overall course met my expectation………………………………………… 3.66
Most valuable aspects of this session:
Not sure had this class not long ago.
There were some details that I found out that our facility needs to be doing or can incorporate.
Very knowledgeable presenters – appreciated their tips for using technology and high school students for more efficiency.
The whole class participating with open discussion – I loved it!
Terrible session – very disorganized. Jumped around too much although still went over some good information.
None.
The topic.
Hearing everyone’s experiences.
Great knowledge.
The instructors were very knowledgeable.

Suggestions for improvement:
Breaking out into towns/villages/cities groups and have a speaker for each.
Breaking the room apart into city/villages → bigger area, town → smaller area - into two different groups, because this was more geared to a big facility and how to handle a high volume. It needed to be more generalized with the rules and law and what to do with elections.
Instructors tended to dwell on “big city” election set-up and situations which didn’t pertain to the majority of the smaller towns and cities in attendance. It would be very helpful to focus less on issues that larger municipalities face and more on issues for smaller ones. Seemed like there were more people from smaller municipalities in the class that wouldn’t benefit from hearing how the instructors process 1200 absentee ballots (for example) but would benefit from hearing how paperwork is done (example).
I like the open discourse but a select few dominated the discussion and took up a lot of the time with discussion that wasn’t very useful for others.
Shorten time.
Limit conversations, seems out of control. Too little focus.
Very negative presentation. Please provide positive message as encouragement for new clerks.
Have one clerk representing each: a town/village/city.
Explain your abbreviations – not all of the class are seasoned clerks.
Have GAB do this session! Clerks presenters disagreed. Class got into argument, did not get through the material.
I feel that there is a large area of improvement. To begin with, the instructors were not at all prepared for this course. “Because of the changes over the last 7 months, we will only go over the basic municipal core training.” The instructors also went off topic about subjects not related to the topic. Diane started speaking about raising dogs and other personal stories.
The instructors did not have control of the session. Side conversations, and the two instructors having two discussions with different parts of the room was very unhelpful. Also allowing people to get off topic a lot.
Stop the pity talk. Keep students on track and if not sure of the answer, move on and find out later.
The structure was a little loose, the presentation took a little long to get started and broke down into a question and answer when I think I would have learned more if stuck to agenda.
Diane tends to interrupt Julee while Julee is in the middle of making a point (showing an example) and then Julee tends to not finish presenting what she was saying. Suggestion – Diane – wait until Julee finishes before she moves in.
While delivering material, instructors should leave out negative comments regarding personal feelings about laws/procedures. Also, should keep better control over comments from the know-it-alls in the class. Town Clerk Janis continually attempted to take over the class and it was very disruptive.
The instructors need to be more clear as to when question and answer is. The classroom took over the class.
The questions drove me nuts! They lost control early and never regained it.
The instructor should have gained better control of audience participation. Too much time spent on very little information.

**Additional comments:**
Way too cold in room to be able to concentrate. Ended up being a long class.
You should have a talking stick, has been a little stressful having to listen to one student the whole time.
More breaks would be very helpful. At least two per session please.
Curriculum should have been more geared towards sizes of municipalities. They had some great ideas that could be geared towards everyone.
There were too many conversations going on at once.
I think starting the course telling the audience you are doing the course without pay and the reason we don’t have handouts is because it is too expensive is the wrong way to start!
Worst organized session of the conference by far. Need an expert. Instructors did not manage the class well. I do not care about the clerk’s personal life. Please stick to material.
The instructors also offered minimal handout material. Apparently, we needed to have with us an elections handbook. Unfortunately, I was unaware of this, and therefore could not follow along during discussion. The instructors did not agree on many of the questions that were asked. If a question was not formally concurred upon, the instructors just continued with their presentation. Too much more to write.
The room was too cold.
The GAB should be the only instructors for the core curriculum class!
I found that some information wasn’t the same as what the GAB told me. Not the instructor’s fault but frustrating. Julee didn’t handle that well.
Why didn’t someone from GAB give this?
A rep from GAB would have been very helpful. Some attitude from the instructor was not received very well.
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>5. The instructor responded effectively to questions and comments. (N=25)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=24)</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:** FRAUD  
**Course Number:** 121  
**Presenter:** JODI DOBSON  
**Location:** KI CONVENTION CENTER  
**Date(s):** 07-10-2012 12:45-2:45

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<th>% Somewhat Agree</th>
<th>% Disagree</th>
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<td>5. The instructor responded effectively to questions and comments. (N=37)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=37)</td>
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<td>9. There was adequate time given for discussion and questions. (N=36)</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………. 4.62

2. The instructor’s teaching methods contributed significantly to my learning…. 4.49

3. The instructor was knowledgeable of the subject matter…………………… 4.86

4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.81

5. The instructor responded effectively to questions and comments…………… 4.76

6. The instructor explained points clearly and used good examples…………… 4.75

7. When appropriate the instructor promoted interaction among participants….. 4.58

8. The instructor respected different viewpoints....................................... 4.55

9. There was adequate time given for discussion and questions.................... 4.75

10. The overall course met my expectation................................................ 4.62
**Most valuable aspects of this session:**
She was very organized and brought to light issues I hadn’t even considered. Great speaker!
Handouts and examples/illustrations.
Lots of good information.

**Suggestions for improvement:**
Never received a break.
Be nice to have a break. 😊

**Additional comments:**
I walked in naïve and now I’m paranoid!
Very valuable speaker and class!
Instructor very knowledgeable. Good class.
Very good. Great teacher.
Great information!
Didn’t have a break, so missed some parts of the discussion.
Good information.
Jodi knows her stuff – presented it very well.
**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>7. When appropriate, the instructor promoted interaction among participants. (N=6)</td>
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<td>8. The instructor respected different viewpoints. (N=6)</td>
<td>83</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=6)</td>
<td>67</td>
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<td>10. The overall course met my expectations. (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

<table>
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<td>5. The instructor responded effectively to questions and comments. (N=26)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=26)</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=26)</td>
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<td>8. The instructor respected different viewpoints. (N=26)</td>
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<td>9. There was adequate time given for discussion and questions. (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.
PRESENTATION SUMMARY

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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<td>Somewhat Agree</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=36)</td>
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ITEM MEANS

1. The subject matter presented was useful to me......................... 3.92

2. The instructor’s teaching methods contributed significantly to my learning... 3.65

3. The instructor was knowledgeable of the subject matter.................. 4.76

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

5. The instructor responded effectively to questions and comments........ 4.45

6. The instructor explained points clearly and used good examples........... 4.07

7. When appropriate the instructor promoted interaction among participants... 3.6

8. The instructor respected different viewpoints............................... 4.11

9. There was adequate time given for discussion and questions............... 4.4

10. The overall course met my expectation........................................ 3.65
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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<tr>
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<th>Somewhat Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=55)</td>
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<td>42%</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=55)</td>
<td>62%</td>
<td>29%</td>
<td>7%</td>
<td>2%</td>
<td>0%</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=54)</td>
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<td>35%</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=54)</td>
<td>52%</td>
<td>33%</td>
<td>11%</td>
<td>2%</td>
<td>2%</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=55)</td>
<td>58%</td>
<td>36%</td>
<td>4%</td>
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<td>2%</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=55)</td>
<td>53%</td>
<td>35%</td>
<td>11%</td>
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<tr>
<td>10. The overall course met my expectations. (N=54)</td>
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<td>37%</td>
<td>22%</td>
<td>6%</td>
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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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<th>Percentage</th>
<th>% Strongly Agree</th>
<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
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<td>5. The instructor responded effectively to questions and comments. (N=36)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=37)</td>
<td>68</td>
<td>27</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 4.61
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

129

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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<td>6. The instructor explained points clearly and used good examples. (N=18)</td>
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ITEM MEANS

1. The subject matter presented was useful to me……………………….. 4.39
2. The instructor’s teaching methods contributed significantly to my learning…. 4.54
3. The instructor was knowledgeable of the subject matter……………….. 4.66
4. The instructor was well organized and presented the material without hesitation
   ……………………………………………………………………………………………. 4.78
5. The instructor responded effectively to questions and comments………… 4.78
6. The instructor explained points clearly and used good examples………… 4.65
7. When appropriate the instructor promoted interaction among participants….. 4.56
8. The instructor respected different viewpoints…………………………….. 4.59
9. There was adequate time given for discussion and questions ……………… 4.55
10. The overall course met my expectation……………………………………. 4.35
**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: ELECTION PROCESS FOR NEW CLERKS 2  
Course Number: 130  
Presenter: JULEE HELT & DIANE HERMANN-BROWN  
Location: KI CONVENTION CENTER  
Date(s): 07-11-2012 8:00-12:00

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<td>6. The instructor explained points clearly and used good examples. (N=69)</td>
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<td>8. The instructor respected different viewpoints. (N=69)</td>
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<td>9. There was adequate time given for discussion and questions. (N=69)</td>
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<td>10. The overall course met my expectations. (N=67)</td>
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ITEM MEANS

1. The subject matter presented was useful to me……………………………… 4.0
2. The instructor’s teaching methods contributed significantly to my learning…. 3.78
3. The instructor was knowledgeable of the subject matter…………………… 4.52
4. The instructor was well organized and presented the material without hesitation
   ……………………………………………………………………………………………… 4.08
5. The instructor responded effectively to questions and comments…………… 4.26
6. The instructor explained points clearly and used good examples…………… 3.96
7. When appropriate the instructor promoted interaction among participants….. 4.08
8. The instructor respected different viewpoints…………………………………. 4.16
9. There was adequate time given for discussion and questions……………….. 4.06
10. The overall course met my expectation………………………………………. 3.71
Most valuable aspects of this session:
Received several tips (from presenters and other class members) on things to try at my next election.
You both are EXTREMELY knowledgeable. Something for us “newbie’s” to reach for.
This section was much more helpful than the first. I appreciate the practical tips for election set-up/execution.
Samples and information that will be emailed by Kassie.
They presented great logistical and practical ideas for my next big election. Very useful!
Topics and notes from both presenters, computer forms information from Sun Prairie.
Polling phase information was wonderful.
I appreciate that Julee stayed focused and on topic.
There wasn’t much use for this class. I am very disappointed for having to attend 8 hours of this class.
Open discussion.
Got some good information about elections and common problems.
GREAT ideas. Stories. Great use of their training ideas and materials.

Suggestions for improvement:
Had big city and village clerks giving examples of their practices – not all applying to towns, which was the majority in the class.
Lost control with questions at the beginning even when you said “hold questions until the end.” Too many discrepancies. I lost faith in their expertise.
Wish the information wasn’t mostly geared towards bigger municipalities.
We still had quite a lot of side conversations. They did not seem to have a good ability to maintain control of the room. There were also several times where the instructors gave long drawn-out examples that didn’t add to our understanding. “This is how we do it and we do this and this and this and this and this, and it is really great.” Also, both presenters were from large communities – many participants were from small municipalities – a presenter from a small municipality might be good.
Too much extra discussion. Discrepancies in information. Had 5 points that students wanted addressed – didn’t get through those.
There was a lot of “this is what we do” mentality. New clerks are more interested in what is required, not necessarily how you do it.
I think most of the people in the room come from small towns so some of the trainers’ techniques would be inappropriate in a small room with only a few hundred electors.
Townships issues would have been nice to be addressed – ideas/formats, etc.
More specific detail would be helpful. Example: withholding for election workers cut off and social security withholding cutoff.
Too much of the information was presented as if we already know about this and it is just a reminder. Too many clerks here are quite new and may have had information presented previously in a rush, or not at all.
Have different classes for different size town/villages/cities. Election process is so in depth that this would be a great way to make it run smoother and be more effective for everyone 😊.
Incorporate some of the questions/answers into your program – I learned more from those interactions.
The instructors for the elections two did not follow the lesson plan effectively. Their use of time was rather inefficient. The presentation that they offered, based upon the basic clerk training, wasn’t completed thoroughly. By the end of the second class, we did not even get through the lesson plan of the basic clerk’s training manual without skipping ahead to the next sections.

Do a mock challenge with scenarios.


The first year session should be only two-four hours. Additional time should be optional. We spent a lot of time dealing with bigger communities – a lot of the material did not pertain to smaller communities.

The course/examples were geared more towards large cities. A lot did not apply to small municipalities.

GAB should do the training. Some of the information was confusing to different town, city and village clerks. Should do 3 separate trainings; small towns do not relate to big cities.

It would be nice to have more information about smaller areas. The ideas that were brought were great… if you have a large population and funding for such things.

Have the teachers more diverse – one with a small municipality and one from either a medium or large.

The two instructors came from a big city and village. A lot of the information did not seem to pertain to me, coming from a small town with a population of only 680. I only have one polling place. The basics were covered very well.

**Additional comments:**

Get GAB officials!

Today’s session was more valuable information, as we discussed best practices, which was more helpful.

Please provide any related information in email list.

Way too long.

Session two ran 100% better than session one and I was very happy about the change! Diane is a wonderful instructor.

Too many stories wasted time. Less describing your own polling set up! Give us what we need – not what you have.

Presenters were competing with each other – not a good learning experience. It did improve later in the morning.

Extremely inappropriate to repeatedly announce running for Dane County Clerk position.

Know your audience! Fatal flaw!

Many times, the instructors strayed off topic. Also, when questions were asked, a proper answer was not offered and left myself with more confusion than before entering this course. If this is the style and function of the week to come, I will make sure that I will not return to this institute. I cannot justify spending my village’s money on courses like this one.

For elections and other issues, maybe a way to exchange tips. Maybe the GAB should be here to field questions since people have heard conflicting information from them.
I appreciate the time given for this training. It would be helpful to have a small town (village) class too. Photo ID staff was included, so it was confusing. Two great ladies. Please have more breaks. Spent too much time on some topics and therefore we did not have enough time at the end. Good ideas and suggestions given by instructors and shared by others in the class. Some examples given were geared more towards larger cities. The second part ran smoother but still geared for larger facilities.
# 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>4. The instructor was well organized and presented the material without hesitation or over reliance on notes.  (N=14)</td>
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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>9. There was adequate time given for discussion and questions.  (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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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: ETHICS AND CONFLICTS OF INTEREST

Course Number: 134

Presenter: PHILIP FREEBURG

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 8:00-10:00

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Most valuable aspects of this session:
Love the interaction. Fun quizzes. Learned a lot – thanks!
Examples.
Class interaction!
Great information. Good speaker. Good examples.
I like the “clickers.” The scenarios help the points hit home.

Suggestions for improvement:

Additional comments:
Great presenter – excellent material.
I enjoyed using the clickers to encourage participation.
Awesome teacher.
Program Title: LIABILITY OF LOCAL GOVERNMENTS & OFFICIA

Course Number: 135

Presenter: PHILIP FREEBURG

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 10:10-12:00

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<td>9. There was adequate time given</td>
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<td>for discussion and questions.</td>
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<td>10. The overall course met my</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 4.58
2. The instructor’s teaching methods contributed significantly to my learning…. 4.5
3. The instructor was knowledgeable of the subject matter…………………………… 4.83
4. The instructor was well organized and presented the material without hesitation
   ................................................................................................................. 4.79
5. The instructor responded effectively to questions and comments………………… 4.67
6. The instructor explained points clearly and used good examples.......................... 4.61
7. When appropriate the instructor promoted interaction among participants….. 4.52
8. The instructor respected different viewpoints..................................................... 4.59
9. There was adequate time given for discussion and questions ........................... 4.49
10. The overall course met my expectation............................................................ 4.52
Most valuable aspects of this session:
Liability of local government.
Knowledge of the instructor!
Information very useful, extra handouts very useful.

Suggestions for improvement:
Too deep! Good information – but way too much to absorb. Great instructor, but again –
too much. I’ll rely on legal counsel rather than my memory!
Perhaps a bit too detailed for the level of knowledge we need for liability. He could have
generalized a bit more.
Would like to have all copies of slides in PowerPoint presentation, missed some good
information because I couldn’t write it all down.

Additional comments:
Typical lawyer(s) but enjoyable at best. Lots of information for just two hours.
Good carry over from the earlier AM class. Informative. Excellent speaker.
Very good session.
The room is too cold, it can be hard to concentrate when it’s not warm enough.
PRESENTATION SUMMARY

Program Title: FEDERAL TAX RESPONSIBILITIES FOR GOVERNMENT

Course Number: 138

Presenter: RUTHANN WATTS

Location: KI CONVENTION CENTER

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

<table>
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<tr>
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<th>Somewhat Agree</th>
<th>Disagree</th>
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<td>3. The instructor was knowledgeable of the subject. (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: PARLIAMENTARY PROCEDURE

Course Number: 139

Presenter: LARRY LARMER

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 12:45-2:45

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<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
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<td>5. The instructor responded effectively to questions and comments. (N=66)</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………… 4.17
2. The instructor’s teaching methods contributed significantly to my learning…. 3.89
3. The instructor was knowledgeable of the subject matter…………………… 4.56
4. The instructor was well organized and presented the material without hesitation

………………………………………………………………..…… 3.81
5. The instructor responded effectively to questions and comments………….. 4.46
6. The instructor explained points clearly and used good examples…………….. 4.18
7. When appropriate the instructor promoted interaction among participants….. 4.38
8. The instructor respected different viewpoints………………………………… 4.56
9. There was adequate time given for discussion and questions………………… 4.33
10. The overall course met my expectation……………………………………….. 4.01
Most valuable aspects of this session:
Important topic.
Presented in a very enjoyable style.
This course was very beneficial to my position within the village that I work.
Just receiving the basics.
He had a good sense of humor for a dry subject! Good job!
Some good advice about agendas, motions, and how to handle common problems.

Suggestions for improvement:
Have a hands-on class where students are doing something and being a part of the learning.
Do a mock meeting in small groups with a fake agenda with various subjects and go over all items.
Speaker sometimes seemed a little unorganized. Sometimes would forget what he was talking about. Jumped around sometimes – confusing.
Speaker seemed unorganized. Didn’t seem to have a clear idea of how he was going to do his presentation.
None – maybe make it longer.
A little more time.
More information on the handout would be helpful.
Seemed very disorganized – lost thought process a lot.
None – not the most exciting subject but delivered well.
Need improved visual/physical material. Information was not presented in a clear manner; however, he was very well-versed on material.
More organized. Not on focus. Need to more clearly define issues and then a brief story explaining it.

Additional comments:
Could show a skit of examples of such procedures.
Did a good job with a not-so-interesting subject.
Room was too cold – hard to concentrate.
Very humorous.
Instructor was extremely knowledgeable.
Would be interesting to have a mock meeting scripted out.
Horrible presentation material – difficult to follow.
When a class this size (C1) is all together it seems there are so many different variables it would be beneficial to split the class into two (towns/villages and cities).
I liked this guy! It was after a heavy lunch and he kept me engaged!
Relied too much on audience to explain your points.
PRESENTATION SUMMARY

Program Title: IMPROVE OFFICE EFFICIENCY BY MAXIMIZING

Course Number: 140

Presenter: JENNIFER HANA

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 1:00-5:00

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<th>Disagree</th>
<th>Strongly Disagree</th>
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<td>The instructor responded effectively to questions and comments. (N=38)</td>
<td>92%</td>
<td>8%</td>
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<td>0%</td>
</tr>
<tr>
<td>6</td>
<td>The instructor explained points clearly and used good examples. (N=38)</td>
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<td>5%</td>
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<td>0%</td>
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<tr>
<td>7</td>
<td>When appropriate, the instructor promoted interaction among participants. (N=38)</td>
<td>92%</td>
<td>8%</td>
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<td>0%</td>
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<tr>
<td>8</td>
<td>The instructor respected different viewpoints. (N=37)</td>
<td>95%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
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<tr>
<td>9</td>
<td>There was adequate time given for discussion and questions. (N=38)</td>
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<td>8%</td>
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<td>10</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.…  4.87
3. The instructor was knowledgeable of the subject matter......................  4.92
4. The instructor was well organized and presented the material  without hesitation
   …………………………………………………………………..…… 4.84
5. The instructor responded effectively to questions and comments………….  4.92
6. The instructor explained points clearly and used good examples……………  4.95
7. When appropriate the instructor promoted interaction among participants…..  4.92
8. The instructor respected different viewpoints…………………………… 4.95
9. There was adequate time given for discussion and questions …………………  4.92
10. The overall course met my expectation…………………………………… 4.95
Most valuable aspects of this session:
All of it.
All the great examples. Being able to do “hands on” work helped a ton!
Working in real time was great!
Refresher!
Learn new tasks.
Hands on use of the computer. Take home hand out – valuable resource.
She was very bubbly. Very refreshing.
All of it – PowerPoint, Excel.
The information to take back to work to use as a reference.

Suggestions for improvement:
More on Excel.
Treats is like we’re five.

Additional comments:
Very good instructor.
Perfect instructor! Very knowledgeable.
Fun teacher!
Best class so far!
Excellent job! Review of some things and learned new changes.
Very informative! Great teacher.
I thought I knew a lot about computers, but I sure leaned a lot! The best class I’ve had this year.
Fun! Loved it! Great information!
Thank you for your time. Great points!
This was an awesome class! Very valuable information!
Great class – great instructor!
Good.
Good candy.
Very informational. Will be using my packet.
Thanks for the chocolate!
She was great and energetic and fun!
Course was good, but hard to teach different levels of knowledge in one group.
## PRESENTATION SUMMARY

141

Program Title: FORECASTING

Course Number: 141

Presenter: CRAIG MAHER

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 1:00-5:00

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<td>6. The instructor explained points clearly and used good examples. (N=19)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=18)</td>
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<td>21</td>
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ITEM MEANS

1. The subject matter presented was useful to me................................. 4.26
2. The instructor's teaching methods contributed significantly to my learning..... 4.08
3. The instructor was knowledgeable of the subject matter...................... 4.89
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.59
5. The instructor responded effectively to questions and comments............ 4.74
6. The instructor explained points clearly and used good examples................ 4.69
7. When appropriate the instructor promoted interaction among participants..... 4.65
8. The instructor respected different viewpoints........................................ 4.68
9. There was adequate time given for discussion and questions ..................... 4.72
10. The overall course met my expectation.................................................... 4.06
**Most valuable aspects of this session:**
Hands-on was better than the first part.
Spreadsheet to take home.

**Suggestions for improvement:**
Some of the “answers” and handouts had minor errors but were explained and corrected in class.

**Additional comments:**
Good stuff – very helpful and useful.
A little too technical – over my head.
The theory portion was slow especially after lunch. But once we were hands-on with data it was very useful. Good course!
Most was technical – instructor handled well.
Great class!
Program Title: WEBSITE DESIGN
Course Number: 142
Presenter: DAN MOORE
Location: KI CONVENTION CENTER
Date(s): 07-11-2012 1:00-5:00

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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=13)</td>
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<td>3. The instructor was knowledgeable of the subject. (N=13)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=13)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=13)</td>
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## ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.61
2. The instructor’s teaching methods contributed significantly to my learning.... 4.46
3. The instructor was knowledgeable of the subject matter.................... 4.92
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.69
5. The instructor responded effectively to questions and comments............. 4.92
6. The instructor explained points clearly and used good examples................ 4.62
7. When appropriate the instructor promoted interaction among participants..... 4.46
8. The instructor respected different viewpoints......................................... 4.77
9. There was adequate time given for discussion and questions ................. 4.85
10. The overall course met my expectation.............................................. 4.61
**Most valuable aspects of this session:**
He was very patient with all of my questions.

**Suggestions for improvement:**
The computer arrangement was not set up to face the instructor’s screen. You could not see the presentation screen from the back of the room.
Updated list – needs to be given to instructor ahead of time. Not all students could participate. Computers were set up ahead of time.

**Additional comments:**
Great class!
Students got ahead of the instructor, so the instructor was bouncing back and forth – was hard to stay focused on task. Helpful when instructor helped one on one.
Small village will never use web page. Teacher and information were great!
# PRESENTATION SUMMARY

**Program Title:**  CREATING FLYERS AND BROCHURES  
**Course Number:**  143  
**Presenter:**  NICOLE VIRANT  
**Location:**  KI CONVENTION CENTER  
**Date(s):**  07-11-2012 1:00-5:00

<table>
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<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
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ITEM MEANS

1. The subject matter presented was useful to me……………………………. 4.71

2. The instructor’s teaching methods contributed significantly to my learning…. 5.0

3. The instructor was knowledgeable of the subject matter…………………. 5.0

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

........................................................................................................... 4.92

5. The instructor responded effectively to questions and comments………….. 5.0

6. The instructor explained points clearly and used good examples…………… 4.84

7. When appropriate the instructor promoted interaction among participants….. 5.0

8. The instructor respected different viewpoints_____________________________ 5.0

9. There was adequate time given for discussion and questions………………… 5.0

10. The overall course met my expectation__________________________________ 4.76
**Most valuable aspects of this session:**
Instructor did a great job.
The hands-on training. Excellent class!

**Suggestions for improvement:**
Would like to see more in-depth training. Time limits could have been better. Thanks!

**Additional comments:**
Time was cut short due to communication. School closed at 4:30 not 5:00.
Great instructor – perhaps in future have buses go to Green Bay in the morning so students do not lose learning time.
Great instructor. More time could have been given for the class.
Fun class – lots of great information.
PRESENTATION SUMMARY

144

Program Title: PREPARING MINUTES

Course Number: 144

Presenter: LARRY LARMER

Location: KI CONVENTION CENTER

Date(s): 07-11-2012 3:00-5:00

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**ITEM MEANS**

1. The subject matter presented was useful to me........................................ 4.31
2. The instructor’s teaching methods contributed significantly to my learning.… 4.12
3. The instructor was knowledgeable of the subject matter......................... 4.43
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.27
5. The instructor responded effectively to questions and comments............... 4.38
6. The instructor explained points clearly and used good examples............... 4.35
7. When appropriate the instructor promoted interaction among participants….. 4.41
8. The instructor respected different viewpoints.......................................... 4.47
9. There was adequate time given for discussion and questions ..................... 4.43
10. The overall course met my expectation.................................................. 4.28
Most valuable aspects of this session:
Good examples and tips.

Suggestions for improvement:
Longer handout would be okay.
Disorganized lecture.

Additional comments:
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>9. There was adequate time given for discussion and questions. (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:  MOCK ELECTIONS

Course Number:  146

Presenter:  SARA LUDTKE & MARIBETH WITZEL-BEHLM

Location:  KI CONVENTION CENTER

Date(s):  07-11-2012 5:30-2030

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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.66
2. The instructor’s teaching methods contributed significantly to my learning.... 4.7
3. The instructor was knowledgeable of the subject matter......................... 4.85
4. The instructor was well organized and presented the material without hesitation .......................................................... 4.78
5. The instructor responded effectively to questions and comments.............. 4.86
6. The instructor explained points clearly and used good examples............... 4.83
7. When appropriate the instructor promoted interaction among participants..... 4.78
8. The instructor respected different viewpoints........................................ 4.76
9. There was adequate time given for discussion and questions ................... 4.71
10. The overall course met my expectation............................................. 4.69
Most valuable aspects of this session:
The whole thing – it was very informational.
Sara Ludtke’s presentation was by far the most helpful of all the election training held during the institute.
The whole rooms that were set up – wonderful. Great manuals. Awesome tips. Fun and excellent!
Very well done – more useful than actual class. Great to see set-up of tables.
Forms they used here were very helpful. Seeing the different example polling places. Hands-on idea was a good way to learn by doing.
The physical set up and knowledge of instructors.
I felt that by both girls (1 doing a mock election and the other walking through what is needed posted/published and at each table) was incredibly helpful.
I feel having the room set up as an actual election was much more beneficial in showing us the flow of things.
Sara explained everything very well. Maribeth had good hands-on.
Town’s method of training on election set up was fantastic. The scenario session could have been better if the instructor opened the group session with an announcement of what was going on.
Showing all different examples.
Sara was fantastic!! This course was more explanatory than the eight hours of class time.
Sara explained the polling place very well and helped us understand the reasons why things are done. 😊
Dealing with common situations, real hands-on exercise.
Having the room set up like an election was great! I actually received more information that way than the eight hour class.
Sara – the second part was very helpful and she’s a great trainer.
I really think Sara from Middleton did a great job on her Election Day procedures.
Madison was good also. It would also be nice to do this on the first day.
Sara was great! Very good and useful information.
Being able to go through a mock election and ask questions served to be very helpful.
Finding out how other municipalities performed.
Great set-up and real-life examples.
Sara did a fine job and was extremely organized.
Sara’s input and seeing the whole election day layout was great. Going through the motions was also helpful.
Seeing how others set up their elections sites and the materials they use.
The instructor was very knowledgeable on the topics she presented. However, nothing she discussed was useful in my job. I do understand that many clerks found it very useful, and I do understand the value of the class.
The most valuable part of the mock election is the instructor.
Instructors were very knowledgeable and speak clearly.
Suggestions for improvement:
The part where we physically went through an election should be done by training people and we observe.
Have trainers be the “mock voters,” workers, etc. so we can observe and ask questions.
There was a lot missed during the City of Madison’s mock election because unless you were involved you missed it.
This should be part of day training. 12 hour training day is unproductive.
Divide us into smaller group with optical scan and edge.
Long day.
That the one girl that provides the mock election has a little more room with a few more people trained to walk through the elections with students.
Skip the eight hours before, seems like Sara could teach much more to people than the other two instructors.
Be in control of the group – announce what was going on.
The role play one was a waste of time because you only saw whatever part you played.
She did know her stuff, though. 😊
Mock election role play was not organized and did no registration. Could not hear instructor.
Get rid of the hands-on portion.
The mock wasn’t that helpful, not enough voters. Kind of chaos.
Very good! They should have taught this before the eight hours of training – and maybe should teach the eight hours.
Rooms need to be quiet in order to hear. It was hard to follow election procedure in the city room.
Do not have this class at night unless we get part of the day off. It was too long of a day. I would incorporate it into the first or second four hours of election training that was done during the day. Also, we received inaccurate information and no bathroom break.
I liked the splitting of the group with two different presentations, but the explanation from Town of Middleton was more helpful than the mock election process with City of Madison. It would have been nice to be able to watch others (maybe advisory board members) do the mock election while the presenter explained what was going on.
I wish that these two individuals were the two that taught the Election Processes courses that were offered for the clerk first year curriculum.

Additional comments:
Sara is a great trainer. How very helpful and the best overall source of information regarding elections. Wish she would’ve been here training yesterday and this morning.
Interesting to know what large polling places do, but not useful for our town.
Great job!
Better than the two four hour sessions.
Excellent first year presentation.
For first year they were awesome!
This was great! Please continue to do this for future clerks! Thank you.
Instructors were great! Great attitude.
Thank you! Learned more in one hour than the eight hour class prior.
Nice learning experience.
Sara and Maribeth were absolutely awesome! They certainly have a gift for getting the point across!!
I gained more information from the mock elections session than from both earlier elections sessions. Sara’s presentation was very well organized.
Sara did a great job covering the entire process. Madison was too scattered.
The three hour class was way more useful than the eight hour class that was done during the day.
Need to do this in the morning. Everyone was too tired and wanted to leave. Good exercise but needs to improve.
Thank you for this. Was not looking forward to it with all the elections we have had already, but there were some useful tips that I can take back to work with me. 😊
Loved this class – keep it going!
The town election was very well organized for the demonstration.
The town election was more organized and I learned a lot.
This was the most valuable information about elections. Should replace the day time sessions.
Sara in room one did a much better job even though we didn’t get through the DOC. The second room (I don’t know who the instructor was, she didn’t identify herself) was complete chaos and disorganized. I appreciated that we all had a hands-on role, but it left it open to 25 different conversations going on and it was way too distracting. I “shushed” some people but they started back up again.
Sara Ludtke is the best trainer at this institute in my opinion. Her advice is the most practical and useable of everything I’ve learned here. I also attended her training in Minong, WI.
This was the most helpful election training of the whole week.
Both instructors – Middleton and Madison – were very thorough and knowledgeable about the election process. They both were extremely helpful and explained every question that was asked.
Sara is a great instructor!
**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>1. The subject matter presented was useful to me. (N=64)</td>
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<td>3. The instructor was knowledgeable of the subject. (N=64)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=64)</td>
<td>84</td>
<td>11</td>
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<td>5. The instructor responded effectively to questions and comments. (N=64)</td>
<td>88</td>
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<td>6. The instructor explained points clearly and used good examples. (N=63)</td>
<td>89</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=63)</td>
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<td>8. The instructor respected different viewpoints. (N=62)</td>
<td>87</td>
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<td>9. There was adequate time given for discussion and questions. (N=63)</td>
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<td>10. The overall course met my expectations. (N=62)</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………….….…..….. .  4.74
2. The instructor’s teaching methods contributed significantly to my learning….  4.8
3. The instructor was knowledgeable of the subject matter…………….…..…..  4.94
4. The instructor was well organized and presented the material without hesitation.  
   ........................................................................................................  4.79
5. The instructor responded effectively to questions and comments…………….  4.92
6. The instructor explained points clearly and used good examples…………….  4.86
7. When appropriate the instructor promoted interaction among participants…..  4.86
8. The instructor respected different viewpoints........................................  4.86
9. There was adequate time given for discussion and questions ..................  4.89
10. The overall course met my expectation.............................................  4.87
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

148

Program Title: CLERK VS CLERK: BATTLE FOR THE KNOWLEDGE

Course Number: 148

Presenter: GINA GRESCH & NANCY ZASTROW

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 8:00-10:30

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<tr>
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ITEM MEANS

1. The subject matter presented was useful to me................................. 4.55
2. The instructor’s teaching methods contributed significantly to my learning. ... 4.69
3. The instructor was knowledgeable of the subject matter....................... 4.71
4. The instructor was well organized and presented the material without hesitation .............................. 4.75
5. The instructor responded effectively to questions and comments............. 4.76
6. The instructor explained points clearly and used good examples............... 4.68
7. When appropriate the instructor promoted interaction among participants..... 4.81
8. The instructor respected different viewpoints........................................ 4.76
9. There was adequate time given for discussion and questions ................... 4.68
10. The overall course met my expectation............................................. 4.73
Most valuable aspects of this session:
Good common topics. Helpful answers.
The CD to look at, at the office. As a new clerk.
I enjoyed the game, it helped give a list of useful information in a fun way.
Fun way to learn!
It was nice to receive the CD!
Great game! Wonderful Q and A sessions!
Fun way to cover various subjects.
Made it fun!

Suggestions for improvement:
I know very little about tax and assessments as I am a new clerk, a basic introduction course on these topics would be helpful.
Eliminate technical difficulties. More explanation of answers.
Answers were given too fast on the screen (not enough time to write down if you so chose).
Make sure answers are correct.

Additional comments:
The CD will be helpful.
Very fun and interesting way to present material.
This was a lot of fun – more things like this please.
I like the different teaching style than lecture.
Fun way to review and learn.
Fun 😊.
The hands-on activity was refreshing.
Bring this back again!! 😊
Awesome!
Liked the chocolate!
Very energetic atmosphere which is a great pick-me-up after a long week.
Fun while learning. Would like to see more like this.
Great change of pace! Thank you!
Program Title: WORKING WITH BOARDS, COMMISSIONS & COUNC

Course Number: 150

Presenter: JIM RESEBURG

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 8:00-10:00

<table>
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<tr>
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<th>Somewhat Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<td>3. The instructor was knowledgeable of the subject. (N=52)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=52)</td>
<td>94</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=52)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=52)</td>
<td>96</td>
<td>4</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=52)</td>
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<td>6</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=52)</td>
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<td>9. There was adequate time given for discussion and questions. (N=52)</td>
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<td>10. The overall course met my expectations. (N=52)</td>
<td>94</td>
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</tbody>
</table>
ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 4.83
2. The instructor’s teaching methods contributed significantly to my learning…. 4.96
3. The instructor was knowledgeable of the subject matter………………………… 4.96
4. The instructor was well organized and presented the material without hesitation
   .................................................................................................................. 4.94
5. The instructor responded effectively to questions and comments……………… 4.92
6. The instructor explained points clearly and used good examples……………… 4.96
7. When appropriate the instructor promoted interaction among participants….. 4.94
8. The instructor respected different viewpoints.................................................. 4.98
9. There was adequate time given for discussion and questions ………………… 4.9
10. The overall course met my expectation......................................................... 4.94
Most valuable aspects of this session:
Speaker is a great asset to this program – applicable to all levels of life.
Fun!
Awesome information. Great speaker. Valuable!
Definition of Board’s role – “To Make Policy.” Do my homework before meetings.
He is a great speaker!
All of it.

Suggestions for improvement:

Additional comments:
Best speaker ALL week!
Please bring him back.
Great energy and class!
Have this guy back! Very good instructor.
Excellent instructor for this session… tells it like it is.
Great class!
Excellent material examples!
Very good presenter.
Very good class. Good common sense, learned a lot. Save suggestions about things I never thought of.
Excellent class.
Expected a “dry” session – lots of humor, laughs.
Excellent presentation!
Excellent!! Real life examples.
Great – loved it!
# PRESENTATION SUMMARY

Program Title: CLERKS/TREASURERS ROLE IN EMERGENCY MANA

Course Number: 151

Presenter: JIM RESEBURG

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 10:10-12:00

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<tr>
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<th>Strongly Disagree</th>
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<tr>
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<td>5. The instructor responded effectively to questions and comments. (N=53)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=53)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=53)</td>
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<td>9. There was adequate time given for discussion and questions. (N=53)</td>
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ITEM MEANS

1. The subject matter presented was useful to me……………………………… 4.91

2. The instructor’s teaching methods contributed significantly to my learning.… 4.94

3. The instructor was knowledgeable of the subject matter…………………… 4.98

4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................ 4.98

5. The instructor responded effectively to questions and comments……………… 4.96

6. The instructor explained points clearly and used good examples……………… 4.98

7. When appropriate the instructor promoted interaction among participants….. 4.96

8. The instructor respected different viewpoints………………………………… 4.98

9. There was adequate time given for discussion and questions ……………….. 4.98

10. The overall course met my expectation……………………………………….. 4.96
Most valuable aspects of this session:
Having an emergency plan!
Another great session! Great information. Entertaining and informative.
Very applicable – though provoking – makes you think about what you do.
Several good ideas to make sure our plan incorporates them.
All.

Suggestions for improvement:

Additional comments:
This class empowered me to be stronger in knowing my role as a clerk.
Was able to relate with examples. Wonderful personality.
Awesome instructor.
Thank you for coming.
Excellent presentation.
Very good speaker!
Great speaker. Good examples. Fun and interesting.
Very informative and thought provoking.
An awesome speaker. Great message!
Excellent speaker!
Big eye opener!
Excellent!
Great class.
Awesome teacher.
Favorite speaker.
PRESENTATION SUMMARY

Program Title: SOCIAL MEDIA

Course Number: 153

Presenter: NICOLE VIRANT

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 10:45-12:00

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</table>
Most valuable aspects of this session:
Good topic, new topic. Important method.

Suggestions for improvement:
Not enough time, went too fast!!
Didn’t mention possibility of walking quorum of your elected people possible on social media!
Make class longer.
Good only for large towns, villages, cities. More on web site use. More on search, alerts tools.
Take Parliamentary Procedure and Preparing Minutes and shorten them and expand Social Media.
Would offer more as an elective course. Had absolutely no interest in this subject whatsoever.
Eliminate technical problems. More interactive. Have students make Facebook pages.
Instructor not very knowledgeable of who her audience was. Almost no one using social media. Many small to medium sized towns where 50-75% of the content was not useable.
I think this class should be optional. Our town has 600 people and I think the work involved in social media as well as the risks would outweigh the possible benefits. A course on tax issues would be more beneficial for me.

Additional comments:
An after-hours hands-on, bring your own laptop elective class to actually be able to get started. Having an expert right there during start up might help those of us who are not so confident with the whole “social media” become more confident.
Start with Facebook and focus on it more for smaller communities. Don’t teach by question! Don’t ask and assume people will tell you they don’t know something.
**PRESENTATION SUMMARY**

Program Title: STRATEGIES TO IMPROVE LIFE AND WORK

Course Number: 155

Presenter: TIM PFLIEGER

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 12:45-4:30

<table>
<thead>
<tr>
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<th>Strongly Agree</th>
<th>Agree</th>
<th>Somewhat Agree</th>
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<th>Strongly Disagree</th>
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<tbody>
<tr>
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<tr>
<td>useful to me. (N=53)</td>
<td></td>
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</tr>
<tr>
<td>2. The instructor’s teaching methods</td>
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<td>2</td>
</tr>
<tr>
<td>contributed significantly to my learning. (N=54)</td>
<td></td>
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</tr>
<tr>
<td>3. The instructor was knowledgeable of</td>
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<td>the subject. (N=54)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>4. The instructor was well organized and</td>
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<tr>
<td>presented the material without</td>
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<tr>
<td>hesitation or over reliance on notes.</td>
<td>(N=54)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. The instructor responded effectively</td>
<td>70</td>
<td>24</td>
<td>4</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>to questions and comments. (N=54)</td>
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<td></td>
<td></td>
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<td>6. The instructor explained points</td>
<td>72</td>
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<td>clearly and used good examples. (N=54)</td>
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<td></td>
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<td></td>
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<td>7. When appropriate, the instructor</td>
<td>76</td>
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<tr>
<td>promoted interaction among</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>participants. (N=54)</td>
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<tr>
<td>8. The instructor respected different</td>
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<td>9. There was adequate time given for</td>
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<tr>
<td>10. The overall course met my</td>
<td>60</td>
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<td>11</td>
<td>4</td>
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<td>expectations. (N=53)</td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>
ITEM MEANS

1. The subject matter presented was useful to me........................................... 4.35

2. The instructor’s teaching methods contributed significantly to my learning... 4.42

3. The instructor was knowledgeable of the subject matter.......................... 4.69

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

5. The instructor responded effectively to questions and comments............. 4.6

6. The instructor explained points clearly and used good examples............... 4.62

7. When appropriate the instructor promoted interaction among participants... 4.69

8. The instructor respected different viewpoints.......................................... 4.62

9. There was adequate time given for discussion and questions.................. 4.67

10. The overall course met my expectation.................................................. 4.35
Most valuable aspects of this session:
Tim has a good message, but his mannerisms are a bit annoying.
Ability to draw knowledge into work and personal life. Amazing speaker and asset to the program. Good tools provided – helpful.

Suggestions for improvement:
Too long of a class. Not enough content to fill the time. He brags about himself too much.
Speak louder.
Bring him back.

Additional comments:
He probably is better suited to adolescent presentations. He is rigid, arrogant and disrespectful of anyone’s viewpoint that differs from his.
Not a favorite instructor – sorry.
Congrats Tim on all the accomplishments in your life – that you did! Thank you.
Very good instructor. Interesting.
Great teacher.
PRESENTATION SUMMARY

156

Program Title: LIQUOR LICENSING

Course Number: 156

Presenter: JOHN MACY

Location: KI CONVENTION CENTER

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

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Somewhat Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>1. The subject matter presented was useful to me. (N=59)</td>
<td>80</td>
<td>17</td>
<td>2</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=59)</td>
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<td>14</td>
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<td>3. The instructor was knowledgeable of the subject. (N=59)</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=59)</td>
<td>80</td>
<td>17</td>
<td>3</td>
<td>0</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=59)</td>
<td>85</td>
<td>10</td>
<td>3</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=59)</td>
<td>81</td>
<td>17</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=59)</td>
<td>85</td>
<td>10</td>
<td>3</td>
<td>2</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=59)</td>
<td>75</td>
<td>20</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>9. There was adequate time given for discussion and questions. (N=59)</td>
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<td>14</td>
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<tr>
<td>10. The overall course met my expectations. (N=58)</td>
<td>79</td>
<td>16</td>
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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.76
2. The instructor’s teaching methods contributed significantly to my learning.... 4.7
3. The instructor was knowledgeable of the subject matter...................... 4.88
4. The instructor was well organized and presented the material without hesitation
   ............................................................................................................. 4.77
5. The instructor responded effectively to questions and comments........... 4.78
6. The instructor explained points clearly and used good examples............. 4.79
7. When appropriate the instructor promoted interaction among participants..... 4.78
8. The instructor respected different viewpoints........................................ 4.67
9. There was adequate time given for discussion and questions ............... 4.86
10. The overall course met my expectation............................................... 4.72
**Most valuable aspects of this session:**
The manual and instruction to use it.
Answered common questions. Good guide.

**Suggestions for improvement:**
Maybe have examples of all forms along so people can learn how to properly fill them out.
Bring more wine!
Bring more wine!
Have an attorney talk for a day on other issues than liquor license.
Needs some lecture of FAQ in paper to start. Then skip around.
Use technology. Update information packet. Have information on currently changed statutes (review sample statues).
Would be helpful to have a class for really new clerks. A lot of the material was over my head.

**Additional comments:**
Very helpful.
I’ve enjoyed your classes every time. Thank you.
Super class! Well done!! 😊
Very good, cleared up a lot of questions that I had.
Good flow of control/information. This group had many students that sidetracked other instructors. This class the question was taken apart nicely without student-student control.
Good use of documentation (I have zero liquor licenses).
Not every clerk has been through liquor licensing – I wish it could have been presented a little better.
Thank you.
Very good!
PROGRAM 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

<table>
<thead>
<tr>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Somewhat Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>1. The subject matter presented was useful to me. (N=69)</td>
<td>81</td>
<td>14</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=69)</td>
<td>80</td>
<td>20</td>
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<td>0</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=69)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=69)</td>
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<td>17</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=69)</td>
<td>88</td>
<td>12</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. The instructor explained points clearly and used good examples. (N=69)</td>
<td>88</td>
<td>12</td>
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<td>0</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=69)</td>
<td>90</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. The instructor respected different viewpoints. (N=69)</td>
<td>90</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. There was adequate time given for discussion and questions. (N=69)</td>
<td>88</td>
<td>12</td>
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<tr>
<td>10. The overall course met my expectations. (N=68)</td>
<td>87</td>
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</tbody>
</table>
ITEM MEANS

1. The subject matter presented was useful to me…………………………………………………………. 4.7

2. The instructor’s teaching methods contributed significantly to my learning…. 4.8

3. The instructor was knowledgeable of the subject matter………………………………………………………… 4.91

4. The instructor was well organized and presented the material without hesitation
   ……………………………………………………………………………………………………………………………………… 4.76

5. The instructor responded effectively to questions and comments………………… 4.88

6. The instructor explained points clearly and used good examples………………… 4.88

7. When appropriate the instructor promoted interaction among participants……. 4.9

8. The instructor respected different viewpoints…………………………………………………………… 4.9

9. There was adequate time given for discussion and questions ……………… 4.88

10. The overall course met my expectation…………………………………………………………………………… 4.87
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

**Event:** M12CTI  
**Subevent:** C1  
**Form ID:** 2012 C1  
**Speaker(s):**  
**Date held:** July 8, 2012  
**Printed September 11, 2012**

## 1. Your unit of government is a:

<table>
<thead>
<tr>
<th></th>
<th>City</th>
<th>Village</th>
<th>Town</th>
<th>County</th>
<th>Other</th>
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<td>1</td>
<td>1</td>
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<td>25.49%</td>
<td>47.05%</td>
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</table>

Average Question Response Ranking: 2.20

### 1. Other

I'm a town clerk but also a county supervisor.

## 2. Your tuition was paid by:

<table>
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<tr>
<th></th>
<th>Yourself</th>
<th>Your Municipality</th>
<th>You &amp; Municipality</th>
<th>Scholarship</th>
<th>Other</th>
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<td>82.35%</td>
<td>1.96%</td>
<td>15.68%</td>
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</table>

Average Question Response Ranking: 2.33

### 1. Other

Municipality and scholarship.
Municipality and scholarship.
3. How did you learn about the Institute?

<table>
<thead>
<tr>
<th>Brochure (1)</th>
<th>Association News (4)</th>
<th>Past Participant (3)</th>
<th>Past Experience (4)</th>
<th>Other (5)</th>
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<td>4 Answers</td>
<td>18 Answers</td>
<td>4 Answers</td>
<td>2 Answers</td>
</tr>
</tbody>
</table>

% Questn Resp:
- Brochure: 45.09%
- Association News: 7.84%
- Past Participant: 35.29%
- Past Experience: 7.84%
- Other: 3.92%

Average Question Response Ranking: 2.18

1. Other:
- Brochure, association newsletter, and recommended by county clerk.
- Brochure and association newsletter.
- Brochure and association newsletter.
- Brochure and recommended by past participant.
- Brochure and recommended by past participant.
- Brochure and recommended by past participant.
- Through WMCA.
- Brochure, association newsletter, and recommended by past participant.

4. What is your primary reason you are attending the institute?

<table>
<thead>
<tr>
<th>Certification (1)</th>
<th>Personal Dvlpmnt (2)</th>
<th>Professional Dvlpmnt</th>
<th>Networking (4)</th>
<th>Other, specify (5)</th>
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</thead>
<tbody>
<tr>
<td>15 Answers</td>
<td>4 Answers</td>
<td>27 Answers</td>
<td>0 Answer</td>
<td>5 Answers</td>
</tr>
</tbody>
</table>

% Questn Resp:
- Certification: 29.41%
- Personal development: 7.84%
- Professional development: 52.94%
- Networking: 0.00%
- Other: 9.80%

Average Question Response Ranking: 2.53

1. Other:
- Professional development.
- All of the above.
- Certification and professional development.
- Professional development and networking.
- Certification, personal development, professional development and networking.
- Further my education and career.
- Professional development and personal development.
- Certification and professional development.
- Professional development and networking.
- Certification, professional development, and networking.
- Certification, personal development, professional development, and networking.
- All of the above.
- All of the above.
5. Please discuss the usefulness of the sessions? What courses were useful and why:

Mock Elections - It was fun and informative seeing what other municipalities are doing.
Effective Public Speaking - something I do not feel comfortable doing but I truly wish it was offered each year!
Election Processes for New Clerks One and Two. I am so new and have very little experience with voting prior that the tips and tricks will really help me run a more smooth election.
Effective Public Speaking because it is a skill clerks need to develop and become more comfortable with.
Mock Elections for hands on training. Clerk vs Clerk battle because it was interactive.
Licensing and Elections - all things the former clerk didn't train me properly on and I found out things I need to change.
Open Meetings Law and Minutes.
The Elections and Liquor Licensing sessions were the most helpful courses because those are some of the most difficult things we deal with.
Liquor Licensing, Mock Elections and Clerk vs Clerk were all very good and kept our attention.
Dr. Stuart Robertshaw!
Mock Elections was great! Parliamentary Procedures and Minutes. Loved Dr. Humor!
Liquor Licensing, Social Media, Clerk vs Clerk, and Mock Elections.
Parliamentary Procedures, Minutes, and Alcohol Licensing. First two instructors not as available elsewhere. Liquor Licensing had an excellent instructor.
Public Records and Open Meetings Law - more in-depth discussion. Liquor Licensing. Election Process - have a list created to follow up. All three great information.
I got something out of all of them. Liquor Licensing and Public Speaking were good.
Mock Elections and Liquor Licensing.
All of them.
Mock Elections - hands-on experience.
Liquor Licensing - very useful explanations and insight to areas I was unaware of.
Basically all classes were useful in one way or another whether it was something I learned or someone I met.
Dealing with Difficult People, Public Records and Open Meeting Law, and Preparing Minutes - I could use a little help in those areas.
Loved Mock Elections!
Liquor Licensing.
Public Records and Open Meetings Law, Mock Elections, Battle for Knowledge, Social Media and Liquor Licensing - all apply to the job.
Public Speaking - always great!
The Healing Power of Humor.
Mock Elections - Sara is very knowledgeable and keeps a person focused.
Liquor Licensing - very helpful on issues.
Mock Elections - hands-on great ideas on setting up your elections.
Elections - learned useful tips.
Liquor Licensing - wasn't as familiar with.
Liquor Licenses and Election Training because they are always changing and a major part of the job.
Clerk vs Clerk - fun way of learning and review - not just sitting.
Mock Elections - picked up a lot of good tips!
Mock Elections, Clerk Feud, and Public Speaking.
Mock Elections - it puts everything into perspective.
First year clerks should have an option on the MCT. Many have already attended.
I learned a lot while here for the duration. I appreciate this opportunity.
Mock Elections.
Mock Elections - especially the one relative to me, a town.
Effective Speaking, Dealing with Difficult People and Social Media were a waste of time for me. Did not obtain anything out of these classes.
Social Media, Liquor Licensing, Rick Stadelman, and Dr. Humor was great!
Mock Elections - Middleton - practical, focused information.
Election Process and Mock Elections - good hands-on.
Liquor Licensing - covered lots of useful material.
Information was sometimes geared to larger communities, not as helpful to smaller ones. Minutes session was very helpful. Also Mock Elections, Public Records and Open Meeting Law and Liquor Licensing.
Can never get enough training for elections.
Effective Public Speaking, Mock Elections, and Liquor Licensing.
I have learned so many things!! I can't wait to get things updated and start doing things correctly.
The Mock Elections was incredibly useful and provided a lot of information. Liquor Licensing was very informational also.
Enjoyed the instructor very much.

6. Are there any other comments you would like to make about the sessions?
Licensing - possibly having Roger Johnson come. He's a nice man - soft spoken.
The later sessions were hard because I got so tired.
Also enjoyed Clerk Feud game, Elections training and Public Records training. Mock Elections was okay but too long of a day.
Great choices for classes, I learned a lot and the instructors were knowledgeable.
Loved the Family Feud - great way to get information without just sitting there reading it.
Day one should be two of two hours not the two of four hours - then add four hour class on laws.
Monday was a very long day - Al Guyant and Stress Relief were too much of the topic.
Very nice accommodations. If possible, I would like to see a different class for new-to-the-job clerks and new-to-the-institute clerks.
The Mock Elections was very good and very informative; should think about making longer and put in conjunction with the Election Process.
Elections instruction is widely available elsewhere and eleven hours is just too much.
Have a GAB person teach Elections I and II!
Parliamentary Procedure and Preparing Minutes should be taught by a different instructor.
More breaks during sessions - sat for too long.
Elections too long.
Four hour sessions were too long, could have been shortened.
Kassie - great job!
Awesome advisory board.
It started out slow and boring but Thursday changed the whole session.
Held during regular day. Reduce the eight hours of elections one and two and work the mock elections into it.
I feel a structured class offers the most to the group. Four hour sessions were a bit tough. Maybe offer a one or two hour session.
Have the four hour session split over lunch. Then another two hour session.
Four hours is too long - break them up some way. Hard to sit and be "talked at" that long.
If we need to copy some course work - that's okay - but don't tell us the day before we leave for the conference.
Instructor for Elections was simply horrible. Diane should not disclose how terrible her job/life is because of her clerk job/role.
The eight hours of election training was way too long especially with getting most of the information from the Mock Election section.
The hotel meeting rooms are too cold - they seemed quite disorganized on food.
Too much election process - did not help, should have GAB and mock elections.
Election Process was too long.
Handouts and Power Points are helpful.
Food service and quality was poor - week should maybe be a little shorter.
I would not have picked some of the subjects if they were electives, but I realized I needed them - thanks!

7. What other sessions would you like to see offered? (Can you recommend a good instructor for the subject?)

Elections - have a city/village/town clerk represented. Town: previous county clerk Nancy Christen from Outagamie County. Currently she is town clerk for Town of Center.
Filling out forms for Liquor Licensing: Roger Johnson.
Board of Review: John Macy.
Board of Review in first year.
Records Retention, Potential fines for tasks we don't understand: Rick Stadelman.
Leadership.
Overview of clerk for "New Clerks."
More of the finance - CT Report. I think we do more of that next year.
Requirements of bringing on a new employee.
Personality Plus: Mike Koles - Professor UW Extension Community Development Waupaca County.
Basic Budgeting.
Human Resources - basic education.
Town/Volunteer Fire Department - how to work together, budgets, etc.
Forms and submissions.
Colors for new clerks.
Information on Taxes and Budgets.
Budget Prepare/SOA/SOT for clerks too.
Board of Review: John Macy.
Board of Review, SVRS: Attorney, GAB.
Technology options (websites and software).
Types of Meetings and the Notices Required. Board Meeting vs BOR vs Public Hearing vs Special Assessment Hearings, etc.
Someone from WTA or LWM.
8. Do you have any comments on the Institute Staff you would like to share?

The staff was wonderful.
Condense the election training - mock was good but the other two sessions were painful. Friday session could have been some other time and end institute on Thursday.
Dr. Robertshaw was a wonderful way to end a very stressful week - thank you!
Thank you! Good training curriculum! This was a great week! Very worthwhile!
Excellent!!
They were well-organized, helpful and friendly. Thanks for all your hard work!
The Dealing with Difficult People speaker - Tim - wasn't so useful and his presentation was not either.
Excellent.
 Wonderful and very helpful!

9. Anything else you would like to tell us?

Social Media and Dealing with Difficult People were interesting but not as critical as things like BOR, DOR filings - things we need to know.
Overall a great experience.
Students too often sidetracked instructors. Macy was very good at staying on top of the flow of the class - he should teach the other teachers.
It is very well organized. Dr. Humor was great - a great way to end the week!
I would like to see duration of classes for New Clerks and New to the Institute Clerks shorter sessions with options for the student too. Thank you!
At first I didn't think the classes were beneficial since I took some already, but after thinking about it, it seems right. Eight hours seemed much for the elections process, but I don't think we stayed on track very well. Thank you very much for the wonderful week! Food, activities, friends I met - couldn't ask for a better week!
Information is a bit too basic.
What an awesome way to end the week with Dr. Humor. It was priceless.
Break sessions into small groups of towns and village/cities.
I would like to see the clerk's classes and treasurer's classes offered at different times of the year (six months apart) for the ones who are both clerk and treasurer and want/need to learn both parts of the job.
Bowling night was fun! End Thursday night to save us another hotel stay, it's been a long week.
No evening requirements/courses. All evening activities should be optional. The days and nights were too long - not enough free time to walk, refresh and stretch legs.
It would be helpful if the clerks had class on taxes and budgeting.
I was pleasantly surprised how much I enjoyed my schooling experience. I will for sure be back.
The two hour keynote on Friday is odd. Maybe have the Mock Elections and the keynote on the last day or have the keynote on Sunday - let all go on Thursday.
Hard to find any new information - been a clerk for a while and attend WisLines and conferences.
I would suggest bottled water - the water in the rooms was too chlorinated.
Please have a GAB representative or trainer here.
It would be nice to break into smaller (10-15) groups that do elections similarly (single poll place, etc.) so we could share experiences of elections amongst ourselves.
Again, thanks for putting this all on every year. Been a deputy clerk/treasurer for twelve years and this is my first time here - it was great to get updated, meet fellow clerks and encouragement to keep going.

Elections section, eighth hours too much - not well organized.

Should split up the elections by municipality type, size or how ballots are counted - need to deal with HVAC issues.

If possible, a one-hour lunch would be nice. It was hard to have enough time to check in with my office and eat lunch, take a bathroom break, etc.

In addition to being a clerk I have a full-time job and many subjects will be used there also.

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

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<tr>
<th>Yes</th>
<th>No</th>
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<tbody>
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</table>

86.53 Response % for Question

%Questn Resp 100.00% 0.00%

1. Why or why not?

Yes if I get reelected or appointed if politics allow.

Hopefully, if I can get the funding approved in our budget.

Undecided.

Not sure.

11. Would you recommend the Institute to others?

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<tr>
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<tbody>
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</table>

96.15 Response % for Question

%Questn Resp 100.00% 0.00%
1. Why or why not?

Absolutely - thank you! I'm glad I could finally make it.
Necessary for certification - there is no other way.
The sooner they can have them here the better - experienced clerks may have a harder time learning.
New clerks would find this helpful.
I would recommend only to new clerks. If you've been clerking for a few years, a lot of the information is stuff you already know.

AVERAGE RANK: 2.31
**Evaluation Statistics for Question Responses**

**Event:** M12CTI  
**Subevent:** C2  
**Form ID:** 2012 C2  
**#Regs:** 0  
**Date held:** July 8, 2012  
**Speaker(s):**

### 1. Your unit of government is a:

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Average Question Response Ranking: 2.06

1. Other

### 2. Your tuition was paid by:

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Average Question Response Ranking: 2.13

1. Other

Municipality and scholarship.

### 3. How did you learn about the Institute?

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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?

<table>
<thead>
<tr>
<th></th>
<th>Certification (1)</th>
<th>Personal Dvlpmnt (2)</th>
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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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<td>3.12%</td>
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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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<th>Total Response(s)</th>
<th>Response(s) to This Question</th>
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<td>#Regs:</td>
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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**
Evaluation Statistics for Question Responses
Printed September 11, 2012

Event: M12CTI
Subevent: C3
Form ID: 2012 C3
#Regs: 0

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

1. Your unit of government is a:

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Average Question Response Ranking: 1.97

1. Other

Employer.
Town, County.

2. Your tuition was paid by:

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<td>Your Municipality (2)</td>
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Average Question Response Ranking: 2.31

1. Other

Employer.
Municipality and Scholarship.
Municipality and Scholarship.
Self and scholarship.
Evaluation Statistics for Question Responses
Printed September 11, 2012

Event:  M12CTI
Subevent:  C3
Form ID:  2012 C3
#Regs:  0

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

3. How did you learn about the Institute?

<table>
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<th>Brochure (1)</th>
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%Questn Resp 26.66% 0.00% 26.66% 36.66% 10.00%

Average Question Response Ranking: 3.03

1. Other

Brochure, and recommended by past participant.
Employer.
Recommended by past participant and past experience.
Brochure, association newsletter, and recommended by past participant.
Brochure, past experience.
Council/mayor.
Promoted by WMCA.
Recommended by past participant and past experience.

4. What is your primary reason you are attending the institute?

<table>
<thead>
<tr>
<th>Certification (1)</th>
<th>Personal Dvlpmnt (2)</th>
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%Questn Resp 38.88% 11.11% 44.44% 0.00% 5.55%

Average Question Response Ranking: 2.22

1. Other:

Certification, professional development, and networking.
All of the above.
Personal development and networking.
All of the above.
Professional development and networking.
Certification and personal development.
Professional and personal development.
Certification and professional development.
All of the above.
Professional development and required by council.
All of the above.
All of the above.
All of the above.
All of the above.
Certification, professional development and networking.
Certification, personal development and professional development.
All of the above.

5. Please discuss the usefulness of the sessions? What courses were useful and why:

Dr. Humor was exactly what the doctor ordered. Thank you!
Working with Boards, Commissions, and Councils and Clerks/Treasurers' Role in Emergency Management - excellent presenter and very useful information.
Elections.
Basic Employment Law - went in-depth on complicated laws.
Enjoyed Working with Boards and Emergency Planning.
Most of the sessions were useful to me; they did apply to my work expectations and daily duties.
Elections Unplugged - can NEVER have too much election training.
Multi-Jurisdictional Agreement gave me tools to try and convince my board how they should be working with their neighbors.
Employment Law - small municipality and we do not have the resources of a larger employer.
Multi-Jurisdictional Agreement - ideas of how to collaborate with others.
The education I receive from this institute helps me so much in my day to day work.
Time Management - I will put several ideas to work in our office. Working with Boards, etc. - information and ideas were good.
Ethics and Liability courses were good - but contained too much information.
Building More Collaboration was not at all as expected - more personal inventory and not tools for collaboration.
I really enjoyed all the classes; however, the Paperless class was not for small municipalities.
Improve Office Efficiency - learned many things that will improve efficiency in my job. So many shortcuts I can use daily. I am sure glad I took this class.
All the courses were good, I learned something I can take back to my office and my home life.
Ethics and Conflicts of Interest.
Working with Boards and Commissions.
Improve Office Efficiency.
Time Management.
Ethics and Conflicts of Interest.
Multi-Jurisdictional Agreement.
Working with Boards.
Improve Office Efficiency.
Time Management - useful for personal life as well as work. Jim Reseburg was excellent. Tim Hanna from Multi-Jurisdictional Agreement - good visionary, great ideas to work with others.
6. Are there any other comments you would like to make about the sessions?
Going Paperless - seemed a bit outdated.
Very enjoyable thought out.
Great instructors - they leave you with the knowledge and it stays.
Friday's session was excellent.
Nice when sitting through a session when there are NOT sexual innuendos or profanity used by a speaker.

7. What other sessions would you like to see offered? (Can you recommend a good instructor for the subject?)
Municipal Assessment - What to expect from your assessor: Dean Peters.
Health - well-being.
Computer User Group/IT Support - how municipalities deal with new technology and outdated records laws, etc.
Grant Writing.

8. Do you have any comments on the Institute Staff you would like to share?
When the WMCA president Anne Uecker attends a class she needs to set a better example. She was texting or emailing the entire time and her phone rang.
I appreciate all your effort and hard work. You are ALL amazing.
They are all wonderful!
They are all very helpful.
Kassie, Rachel and all involved are to be commended for the superb job they do in preparing and carrying off such a successful week.
Very friendly.
Just awesome. Love you guys. Thank you for all your hard work.
All very helpful and nice.
The staff - excellent as always.
Love Rachel!
Very friendly and helpful. Always ready with a smile. Thank you!
Staff is amazingly helpful and friendly!
9. Anything else you would like to tell us?

I have to say the food was a large disappointment from the previous years. The breakfast was not as good as it used to be.
A different Tuesday night outing. Possibly tour of Lambeau.
Meals were not the same, miss the omelets. Bring back cookies at break time!
Attach a map of Wisconsin Municipals (where everyone is from) to the student directory.
I would like to express my gratitude for the institute and how it changed my life. I am empowered! I have made a change in my thinking about myself. I will be entering the work force full-time after my home schooled child graduates. (I currently work part-time for my village). All my life I never put any value on myself to get a job above a food service worker. After graduating from the institute I know I can work and apply anywhere! I cannot thank you enough for going ABOVE and beyond giving me an education. Thank you so much.
Ask people not to click their pens during class - very disrespectful and interrupting. The food was not the best.
Wonderful experience - I can't imagine where else I would have learned so much about my job if it weren't for the institute!
The banquet and graduation were very special - thank you!
Convenient at the Hyatt - I heard it may change and would prefer not to if it could stay as affordable as it currently is.
Keep up the good education.
Love the social day cosmic bowling.
The time schedule is way too tight! The slow elevator makes a room stop very time consuming. At 5:15, when I get to my room I have to call my husband and then my children. They hate that I have to make it short and sweet. Plus I still need time to freshen up. I don't have enough time! Back downstairs by 5:30 is impossible. Bowling - Elections - graduation pictures. Give me until 6:00pm. Plus the 12:30 bust... Eat and take books back to room in 30 minutes - almost impossible! Please allow more time in your scheduling!
Lunches were good. I liked being served (saves time). Everyone is very friendly and helpful. Breakfast, however, needs improvement.
Graduation ceremony was nice. Thankful the class speaker did not tell inappropriate jokes or swearing during speech. Did your class proud!
You all do a great job!

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Total Response(s)</th>
<th>%Questn Resp</th>
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</thead>
<tbody>
<tr>
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<td>24 Answers</td>
<td>88.88%</td>
</tr>
<tr>
<td>No</td>
<td>3 Answers</td>
<td>11.11%</td>
</tr>
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77.14 Response % for Question
1. Why or why not?

Maybe
Unsure at this time.
Graduated.
Treasurers Completion.
See what happens - I will push for it in the budget.
Graduating this year - don't handle any treasurer duties so I don't need treasurer completion unless that changes.
Graduated.

11. Would you recommend the Institute to others?

<table>
<thead>
<tr>
<th></th>
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<th>94.28 Response % for Question</th>
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<td>33 Answers</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>0 Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Why or why not?

Without a doubt!

AVERAGE RANK: 2.39
1. Your unit of government is a:

<table>
<thead>
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<th></th>
<th>Total Response(s)</th>
<th>Response(s) to This Question</th>
<th>100.00 Response % for Question</th>
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</thead>
<tbody>
<tr>
<td>City (1)</td>
<td>2 Answers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Village (2)</td>
<td>1 Answer</td>
<td></td>
<td></td>
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<tr>
<td>Town (3)</td>
<td>0 Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County (4)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Other (5)</td>
<td>0 Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

%Questn Resp: City - 66.66%, Village - 33.33%, Town - 0.00%, County - 0.00%, Other - 0.00%

Average Question Response Ranking: 1.33

1. Other

2. Your tuition was paid by:

<table>
<thead>
<tr>
<th></th>
<th>Total Response(s)</th>
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<th>66.66 Response % for Question</th>
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</thead>
<tbody>
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<td>0 Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your Municipality (2)</td>
<td>2 Answers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>You &amp; Municipality</td>
<td>0 Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarship (4)</td>
<td>0 Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (5)</td>
<td>0 Answer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

%Questn Resp: Yourself - 0.00%, Your Municipality - 100.00%, You & Municipality - 0.00%, Scholarship - 0.00%, Other - 0.00%

Average Question Response Ranking: 2.00

1. Other

Self and municipality.

3. How did you learn about the Institute?

<table>
<thead>
<tr>
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<th>66.66 Response % for Question</th>
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<td>Association Newslltr</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Past Participant (3)</td>
<td>1 Answer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Past Experience (4)</td>
<td>1 Answer</td>
<td></td>
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<tr>
<td>Other (5)</td>
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%Questn Resp: Brochure - 0.00%, Association Newslltr - 0.00%, Past Participant - 50.00%, Past Experience - 50.00%, Other - 0.00%

Average Question Response Ranking: 3.50
1. Other
Recommended by past participant and past experience.

4. What is your primary reason you are attending the institute?

<table>
<thead>
<tr>
<th>Certification (1)</th>
<th>Personal Dvlpmnt (2)</th>
<th>Professional Dvlpmnt</th>
<th>Networking (4)</th>
<th>Other, specify (5)</th>
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<td>0 Answer</td>
<td>0 Answer</td>
<td>0 Answer</td>
<td>1 Answer</td>
</tr>
</tbody>
</table>

% Questn Resp 0.00% 0.00% 0.00% 0.00% 100.00%

Average Question Response Ranking: 5.00

1. Other:
Certification, personal and professional development.
Certification, professional and personal development.
All of the above.

5. Please discuss the usefulness of the sessions? What courses were useful and why:
Mock Elections was very helpful.
Clerk vs Clerk - awesome! Fun and informative.
Liquor Licensing.
Mock Elections.
Dealing with Difficult People.
Minutes.

6. Are there any other comments you would like to make about the sessions?
More engaged in the sessions that were interactive vs lecture only.
Diane and Julee in Elections were a little disorganized in not staying on task, but they are knowledgeable and I did pick up some helpful hints (small towns couldn't relate much).
7. What other sessions would you like to see offered? (Can you recommend a good instructor for the subject?)

An active teambuilding session.

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

The whole institute experience has been wonderful - thank you Kassie and advisory board and staff.

9. Anything else you would like to tell us?

Instead of keeping CC with C1 the whole week, mix in C2 and C3 courses for a better overview.
Nice setup and banquet!

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

3 Total Response(s) 2 Response(s) to This Question 66.66 Response % for Question

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>0 Answer</td>
<td>2 Answers</td>
</tr>
</tbody>
</table>

%Questn Resp 0.00% 100.00%

1. Why or why not?

I completed the treasurer's track and clerks completion. If I do come back it will only be if I receive a scholarship - I can't afford to come to the master's academy.
Completed.
Maybe - I'm looking into the Master Academy.

11. Would you recommend the Institute to others?

3 Total Response(s) 3 Response(s) to This Question 100.00 Response % for Question

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Answers</td>
<td>0 Answer</td>
</tr>
</tbody>
</table>

%Questn Resp 100.00% 0.00%
1. Why or why not?

AVERAGE RANK: 2.50
**PRESENTATION SUMMARY**

201

Program Title: ATHENIAN LEADERSHIP DIALOGUE

Course Number: 201

Presenter: ANNE UECKER

Location: KI CONVENTION CENTER

Date(s): 07-23-2012 8:30-3:45

<table>
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<tr>
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<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
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<tbody>
<tr>
<td>1. The subject matter presented was useful to me. (N=15)</td>
<td>67</td>
<td>33</td>
<td>0</td>
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</tr>
<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=15)</td>
<td>80</td>
<td>20</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=15)</td>
<td>93</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=15)</td>
<td>73</td>
<td>27</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. The instructor responded effectively to questions and comments. (N=15)</td>
<td>73</td>
<td>27</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. The instructor explained points clearly and used good examples. (N=15)</td>
<td>87</td>
<td>13</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=15)</td>
<td>87</td>
<td>13</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=15)</td>
<td>73</td>
<td>27</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=15)</td>
<td>93</td>
<td>7</td>
<td>0</td>
<td>0</td>
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<tr>
<td>10. The overall course met my expectations. (N=14)</td>
<td>71</td>
<td>29</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>
ITEM MEANS

1. The subject matter presented was useful to me…………………………………….. 4.67
2. The instructor’s teaching methods contributed significantly to my learning…. 4.8
3. The instructor was knowledgeable of the subject matter………………………… 4.93
4. The instructor was well organized and presented the material without hesitation
   ………………………………………………………………………………… 4.73
5. The instructor responded effectively to questions and comments……………….. 4.73
6. The instructor explained points clearly and used good examples………………… 4.87
7. When appropriate the instructor promoted interaction among participants….. 4.87
8. The instructor respected different viewpoints……………………………………….. 4.73
9. There was adequate time given for discussion and questions ………………….. 4.93
10. The overall course met my expectation…………………………………………. 4.71
Most valuable aspects of this session:
Awesome class.
Loved the dialogue class. Anne was a very enjoyable and entertaining instructor.
Leadership qualities that I can use especially now.
How the leadership skills relate to my work and my life personally and professionally.
Realization that I have these leadership skills inside myself, I just need to bring them out.

Suggestions for improvement:
None! Always a great class and a great way to learn.
No suggestions! Perfect!
More interaction and deeper digging into each chapter and the ten main leadership aspects depicted in the book.

Additional comments:
Fabulous presenter! Keep up the dialogues.
Please offer more dialogues. Anne is an excellent facilitator.
Anne did a great job of making us look inside ourselves to determine what legacy we wanted to be remembered for. Some of us, including me, actually cried.
**PRESENTATION SUMMARY**

202

Program Title: SETTING YOUR COMMUNITY UP FOR DEVELOPMENT

Course Number: 202

Presenter: QUASAN SHAW

Location: KI CONVENTION CENTER

Date(s): 07-23-2012 8:30-4:00

<table>
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<tr>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Somewhat Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
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</tr>
<tr>
<td>1. The subject matter presented was useful to me. (N=45)</td>
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<td>36</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=45)</td>
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<td>44</td>
<td>7</td>
<td>2</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=45)</td>
<td>82</td>
<td>16</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=45)</td>
<td>78</td>
<td>20</td>
<td>2</td>
<td>0</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=45)</td>
<td>67</td>
<td>31</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>6. The instructor explained points clearly and used good examples. (N=45)</td>
<td>71</td>
<td>24</td>
<td>4</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=45)</td>
<td>67</td>
<td>29</td>
<td>4</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=44)</td>
<td>70</td>
<td>27</td>
<td>2</td>
<td>0</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=44)</td>
<td>59</td>
<td>34</td>
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<tr>
<td>10. The overall course met my expectations. (N=42)</td>
<td>52</td>
<td>38</td>
<td>10</td>
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## ITEM MEANS

1. The subject matter presented was useful to me…………………………… 4.32
2. The instructor’s teaching methods contributed significantly to my learning…. 4.36
3. The instructor was knowledgeable of the subject matter…………………… 4.8
4. The instructor was well organized and presented the material without hesitation ………………………………………………………………………………………………… 4.76
5. The instructor responded effectively to questions and comments…………….. 4.65
6. The instructor explained points clearly and used good examples……………… 4.63
7. When appropriate the instructor promoted interaction among participants….. 4.63
8. The instructor respected different viewpoints…………………………………… 4.64
9. There was adequate time given for discussion and questions .................... 4.52
10. The overall course met my expectation……………………………………….. 4.42
**Most valuable aspects of this session:**
High level information presented.
Instructor’s experience.
Financial options for developments. Making a master plan and sticking to it. Keep up infrastructure to make your community appealing to developers.
Discussion that everyone can find a method to go forward and plan for economic development.
Networking resources.
List of financing options.
Brought to the forefront which “people” need to be involved in development projects.
Even beyond usual suspects.
Depth of information.

**Suggestions for improvement:**
Segmentation of material by city/town size of city vs. town.
Some additional detail on criteria for tools or connections (web, office, etc.)
Provide handouts.
Handouts – could not see some of the charts in PowerPoint. Handouts would have been helpful. Repeat questions asked so all can hear them. Naletta spoke too fast at times.
Cards for future contact.
Give handouts of presentation at conclusion.
Offer handouts or website link to materials.
The typeface of the PowerPoint was difficult to read – should have been bolder.
Handouts would be nice.
Don’t stand at the front of the class and just talk. Boring!!
Too basic for the well-informed public official. A lot of previously covered information.
Very long time to spend on the same subject matter.

**Additional comments:**
As a newly elected official, it was useful content.
Exceeded my expectations.
Excellent topic. Superb instructors.
Overall a good topic with a lot of useful information.
If there are no handouts – which is okay – an outline would have been helpful. Hope presentation is available by email! Missed some things because I was writing so much.
We were not familiar with all the acronyms and concepts. More explanation on new types of financing would have helped comprehension. Both instructors were very knowledgeable.
This was okay, but I would break this up over two days. After lunch was a struggle.
Before lunch was good though.
Really great resources and tips on where to find resources. Couldn’t write fast enough to get everything. At times, chose to listen rather than write. Playful and interesting presenters.
Amazing presenters. Really enjoyed. Learned, can’t wait to get slides and implement a plan.
Too many slides and too much talking by instructors and not enough participation by class. Male instructor was better and more interactive than female partner. Dry subjects need oomph!
**PRESENTATION SUMMARY**

Program Title: INFLUENCE WITHOUT AUTHORITY

Course Number: 203

Presenter: ERIC CORYELL

Location: KI CONVENTION CENTER

Date(s): 07-24-2012 8:30-4:00

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<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
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<td>15</td>
<td>3</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=40)</td>
<td>73</td>
<td>25</td>
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<td>3. The instructor was knowledgeable of the subject. (N=40)</td>
<td>95</td>
<td>3</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=40)</td>
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<td>10</td>
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<td>5. The instructor responded effectively to questions and comments. (N=40)</td>
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<td>10</td>
<td>0</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=40)</td>
<td>83</td>
<td>18</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=40)</td>
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<td>18</td>
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ITEM MEANS

1. The subject matter presented was useful to me.............................. 4.84
2. The instructor’s teaching methods contributed significantly to my learning... 4.74
3. The instructor was knowledgeable of the subject matter........................ 4.96
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................ 4.9
5. The instructor responded effectively to questions and comments............ 4.9
6. The instructor explained points clearly and used good examples............. 4.87
7. When appropriate the instructor promoted interaction among participants..... 4.86
8. The instructor respected different viewpoints........................................ 4.87
9. There was adequate time given for discussion and questions................ 4.84
10. The overall course met my expectation.............................................. 4.8
Most valuable aspects of this session:
Making us look at real conversations and possible solutions.
Great real life examples that I will hopefully be able to follow – especially with relationship issues.
The ability to handle stressful situations effectively.
All of it!!
The “magic formula” that allows for meaningful, workable interactions in ALL relationships. Priceless!
Finding my style and providing me with tools to determine others’ style to more effectively communicate.
In-depth discussion and analysis of communicating with employees/people/public.
Examples were very good.
Communications in tough situations.
All of it – I could do this type of class all week!

Suggestions for improvement:
Needs to be a full day – lots to cover!
Very hard to hear speaker. He needed a microphone/PA connection.
Use a microphone!
A lot to process in a day.
None – excellent.

Additional comments:
He commands respect and didn’t allow side conversations to go on.
Some of his examples don’t translate into the local government arena.
Excellent speaker!! Have great tools to go back and use!
Loved Eric’s personality and sense of humor. Made for a very enjoyable day and learning experience.
Fantastic speaker. Kept the subject matter on topic, yet kept it light as well.
Did not keep voice volume the same.
Very useful information.
PRESENTATION SUMMARY

Program Title: CITIZEN ENGAGEMENT: RIGHT BRAIN AND THE

Course Number: 204

Presenter: ANDY PEDERSON

Location: KI CONVENTION CENTER

Date(s): 07-24-2012 8:30-12:00

<table>
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<tbody>
<tr>
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<td>Agree</td>
<td>Somewhat Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
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<td>16</td>
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<td>37</td>
<td>11</td>
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<td>3. The instructor was knowledgeable of the subject.  (N=19)</td>
<td>84</td>
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<td>0</td>
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<tr>
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<td>5. The instructor responded effectively to questions and comments.  (N=19)</td>
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<td>26</td>
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</tr>
<tr>
<td>6. The instructor explained points clearly and used good examples.  (N=19)</td>
<td>79</td>
<td>21</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants.  (N=19)</td>
<td>74</td>
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<td>8. The instructor respected different viewpoints.  (N=19)</td>
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<td>9. There was adequate time given for discussion and questions.  (N=19)</td>
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<td>10. The overall course met my expectations.  (N=19)</td>
<td>68</td>
<td>26</td>
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ITEM MEANS

1. The subject matter presented was useful to me .............................. 4.52
2. The instructor’s teaching methods contributed significantly to my learning.... 4.46
3. The instructor was knowledgeable of the subject matter ..................... 4.84
4. The instructor was well organized and presented the material without hesitation ................................................................. 4.69
5. The instructor responded effectively to questions and comments ............ 4.74
6. The instructor explained points clearly and used good examples .......... 4.79
7. When appropriate the instructor promoted interaction among participants ..... 4.69
8. The instructor respected different viewpoints ...................................... 4.74
9. There was adequate time given for discussion and questions ............... 4.58
10. The overall course met my expectation ........................................ 4.59
**Most valuable aspects of this session:**
These guys actually had the first-hand experience with what they talked about.
I felt there was a lot I could take back for various municipal departments.
Great!
Made me expand my thinking on ways to communicate with residents, board.
Fresh ideas for common challenges.

**Suggestions for improvement:**
Wished I had time to ask questions. Round table bounce maybe.

**Additional comments:**
I’d like them back again.
Very excellent session.
Great take-always. Loved the ideas.
It’s nice to see an administrator that embraces creativity.
PRESENTATION SUMMARY

Program Title: EMPLOYMENT LAWS EVERY MANAGER SHOULD KNOW

Course Number: 205

Presenter: NANCY PIRKEY

Location: KI CONVENTION CENTER

Date(s): 07-24-2012 8:30-12:00

<table>
<thead>
<tr>
<th>% Strongly Agree</th>
<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
</tr>
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<tbody>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=14)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=14)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=14)</td>
<td>100</td>
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<tr>
<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>100</td>
<td>0</td>
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</table>
ITEM MEANS

1. The subject matter presented was useful to me. .......................... 5.0

2. The instructor’s teaching methods contributed significantly to my learning. 5.0

3. The instructor was knowledgeable of the subject matter. ..................... 5.0

4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................ 5.0

5. The instructor responded effectively to questions and comments. ............ 5.0

6. The instructor explained points clearly and used good examples. ............... 5.0

7. When appropriate the instructor promoted interaction among participants. ...... 5.0

8. The instructor respected different viewpoints. ........................................ 5.0

9. There was adequate time given for discussion and questions .................. 4.86

10. The overall course met my expectation. .............................................. 5.0
**Most valuable aspects of this session:**
Hiring process requirements.

**Suggestions for improvement:**
Include FMLA basics.

**Additional comments:**
Always enjoy Nancy’s presentations – and true stories/examples.
Very informative!
Nancy is a great presenter. I always learn from her.
PRESENTATION SUMMARY

Program Title: MANAGING EMPLOYEES IN THE "NEW" UNION EN

Course Number: 206

Presenter: NANCY PIRKEY

Location: KI CONVENTION CENTER

Date(s): 07-24-2012 12:45-4:00

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<td>2. The instructor's teaching methods contributed significantly to my learning. (N=32)</td>
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<td>8. The instructor respected different viewpoints. (N=32)</td>
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ITEM MEANS

1. The subject matter presented was useful to me………………………… 4.66
2. The instructor’s teaching methods contributed significantly to my learning…. 4.92
3. The instructor was knowledgeable of the subject matter…………………. 4.97
4. The instructor was well organized and presented the material without hesitation 
   ……………………………………………………………………………… 4.97
5. The instructor responded effectively to questions and comments………….. 4.97
6. The instructor explained points clearly and used good examples……………. 4.97
7. When appropriate the instructor promoted interaction among participants….. 4.83
8. The instructor respected different viewpoints…………………………….. 4.94
9. There was adequate time given for discussion and questions…………….. 4.97
10. The overall course met my expectation…………………………………… 4.87
**Most valuable aspects of this session:**
All of it!
The handbook discussion.

**Suggestions for improvement:**

**Additional comments:**
Love presentations by Nancy!
Nancy always has useful information for us.
A true expert. A little over my head at times but probably because I am new at this.
Keep up the good work Nancy Pirkey!
Another excellent session by Nancy.
Nancy engaged the audience well.
PRESENTATION SUMMARY

Program Title: IMPROVE OFFICE EFFICIENCY BY MAXIMIZING

Course Number: 207

Presenter: JENNIFER HANA

Location: KI CONVENTION CENTER

Date(s): 07-25-2012 8:30-11:30

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<td>3. The instructor was knowledgeable of the subject. (N=27)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=27)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=27)</td>
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<td>8. The instructor respected different viewpoints. (N=27)</td>
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<tr>
<td>10. The overall course met my expectations. (N=26)</td>
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ITEM MEANS

1. The subject matter presented was useful to me................................. 4.61
2. The instructor’s teaching methods contributed significantly to my learning.... 4.68
3. The instructor was knowledgeable of the subject matter.......................... 4.85
4. The instructor was well organized and presented the material without hesitation
   ................................................................................................................. 4.85
5. The instructor responded effectively to questions and comments................. 4.85
6. The instructor explained points clearly and used good examples.................... 4.85
7. When appropriate the instructor promoted interaction among participants..... 4.77
8. The instructor respected different viewpoints.............................................. 4.77
9. There was adequate time given for discussion and questions...................... 4.85
10. The overall course met my expectation...................................................... 4.61
Most valuable aspects of this session:
I now feel confident to recommend upgrading the town’s software.
Everything that helps me save time – small office – more things to do all the time!
More uses of computers that I was unaware of.
PowerPoint was fantastic! Very energetic trainer.
Great hands-on and great to have a handout for future reference.
Very hands-on and easy to implement in my daily work.
Shortcuts.
Review of commands that I’ve seen before but forgot I know.
Everything!

Suggestions for improvement:
Less Word and Excel – more PowerPoint and Publisher.

Additional comments:
iPad training would be useful – even the management of a board’s collection of iPads.
A session on iPad 2 would be helpful.
This was great! Love hands-on!
Was a refresher – really already knew 99% of what was in the class.
The instructor was great; however, the material was way below my skill level – way too easy for me. The way the class was advertised was different than what I thought would be taught.
Excellent presentation. Very hands-on. Great information and instructor.
Class just in Excel.
Entire Excel class.
More in-depth with spreadsheets in regards to budget.
Could have done one whole class on PowerPoint, i.e. copying files into PowerPoint.
Great!
Very good instructor – would like to have more training like this.
# PRESENTATION SUMMARY

Program Title: LONG TERM CAPITAL IMPROVEMENT PLANNING A

Course Number: 208

Presenter: BRAD VIEGUT

Location: KI CONVENTION CENTER

Date(s): 07-25-2012 8:30-12:00

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<th>Disagree</th>
<th>Strongly Disagree</th>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=23)</td>
<td>70</td>
<td>26</td>
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<td>5. The instructor responded effectively to questions and comments. (N=23)</td>
<td>78</td>
<td>22</td>
<td>0</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=23)</td>
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<td>22</td>
<td>22</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=23)</td>
<td>78</td>
<td>17</td>
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<td>8. The instructor respected different viewpoints. (N=23)</td>
<td>83</td>
<td>17</td>
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<td>9. There was adequate time given for discussion and questions. (N=23)</td>
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<td>39</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 4.4

2. The instructor’s teaching methods contributed significantly to my learning…. 4.44

3. The instructor was knowledgeable of the subject matter…………………… 4.87

4. The instructor was well organized and presented the material without hesitation
   …………………………………………………………………………………………… 4.66

5. The instructor responded effectively to questions and comments……………… 4.78

6. The instructor explained points clearly and used good examples……………… 4.39

7. When appropriate the instructor promoted interaction among participants….. 4.7

8. The instructor respected different viewpoints…………………………………… 4.83

9. There was adequate time given for discussion and questions ..................... 4.43

10. The overall course met my expectation..................................................... 4.35
**Most valuable aspects of this session:**
The ability to interact on questions was an incredible benefit. Rather than focusing on getting the “right” answers, the format allowed open discussion between municipalities. Information.
Useful topic as a whole.
Attendee comments.
I enjoyed the group exercises.
Group exercises.

**Suggestions for improvement:**
Easier to read handout – made it hard to take notes and at times follow along or do class work.
Work with the class on exercises.
Actual policy examples.
Better handouts – they were hard to read.
Large print on PowerPoint slides.
Make it a whole day and make it a beginner’s class. Need more time!

**Additional comments:**
The frequent breaks were a huge benefit. I would recommend it for all sessions.
Instructor knows the material well but I had trouble following along or understanding at times.
I am not well-versed in this and really wanted to learn to understand.
Very good session.
Brad was very good at getting class participation. He made finance fun.
**PRESENTATION SUMMARY**

Program Title: PUBLIC FINANCE AND ECONOMIC DEVELOPMENT

Course Number: 209

Presenter: DAWN GUNDERSON & GREG JOHNSON

Location: KI CONVENTION CENTER

Date(s): 07-25-2012 8:30-12:00

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<th>Strongly Disagree</th>
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<td>11</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=19)</td>
<td>84</td>
<td>16</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=19)</td>
<td>84</td>
<td>16</td>
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<td>6. The instructor explained points clearly and used good examples. (N=19)</td>
<td>63</td>
<td>26</td>
<td>11</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=19)</td>
<td>63</td>
<td>32</td>
<td>5</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=18)</td>
<td>67</td>
<td>33</td>
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<td>11</td>
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<td>10. The overall course met my expectations. (N=18)</td>
<td>44</td>
<td>28</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 4.06
2. The instructor’s teaching methods contributed significantly to my learning…. 4.19
3. The instructor was knowledgeable of the subject matter…………………… 4.89
4. The instructor was well organized and presented the material without hesitation
   …………………………………………………………………………………………… 4.84
5. The instructor responded effectively to questions and comments…………… 4.84
6. The instructor explained points clearly and used good examples……………. 4.52
7. When appropriate the instructor promoted interaction among participants….. 4.58
8. The instructor respected different viewpoints…………………………………… 4.67
9. There was adequate time given for discussion and questions………………… 4.79
10. The overall course met my expectation………………………………………… 4.1
Most valuable aspects of this session:
Dodd-Frank.
Levy limits updates and analysis. Good strategic options presented.

Suggestions for improvement:
Less duplication of Economic Development from Monday’s session.
Criteria of who would be best to attend session.
Warm up the room.

Additional comments:
Excellent presentation by Dawn and Greg.
I do not have TIFs or GO debt so my mind was wandering.
Would have been nice to know I needed a calculator.
# PRESENTATION SUMMARY

Program Title: ADVANCED ISSUES IN: OPEN MEETINGS LAW, P

Course Number: 210

Presenter: JOHN MACY

Location: KI CONVENTION CENTER

Date(s): 07-25-2012 12:45-4:00

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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=32)</td>
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<td>9</td>
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<td>3. The instructor was knowledgeable of the subject. (N=32)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=32)</td>
<td>97</td>
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<td>5. The instructor responded effectively to questions and comments. (N=32)</td>
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<td>9. There was adequate time given for discussion and questions. (N=32)</td>
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<tr>
<td>10. The overall course met my expectations. (N=32)</td>
<td>91</td>
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ITEM MEANS

1. The subject matter presented was useful to me............................... 4.88
2. The instructor’s teaching methods contributed significantly to my learning.... 4.91
3. The instructor was knowledgeable of the subject matter........................ 4.97
4. The instructor was well organized and presented the material without hesitation ................................................................. 4.97
5. The instructor responded effectively to questions and comments............... 4.94
6. The instructor explained points clearly and used good examples............... 5.0
7. When appropriate the instructor promoted interaction among participants..... 4.97
8. The instructor respected different viewpoints........................................ 4.94
9. There was adequate time given for discussion and questions .................... 4.85
10. The overall course met my expectation............................................... 4.91
Most valuable aspects of this session:
Made me think about the way I’m doing things for public records/meetings.
Introduced new ways to respond to public records requests, notice meetings, and conduct them.
Handouts – not a waste of paper, Kassie!
Learned a lot about clerk issues.
Open Meetings Law and conducting a “meeting” to schedule a meeting.

Suggestions for improvement:
Could have limited to two topics – plenty of material – would have easily filled time.
Warm up the room.
None – John is the perfect person for this class.
Needs to be an all-day class!

Additional comments:
This should be an all day class.
Very helpful – excellent.
John Macy is a wonderful captivating speaker. Very knowledgeable, practical advice.
I always wanted to go to law school. I finally felt I sat in on a law class.
One of the best classes I’ve had. Probably the best this week! Great teaching style.
As always – John kept the class moving along – great discussion.
I always learn something I didn’t know at John’s sessions.
Excellent session.
John is always great! Love the advanced part – took it to a new level.
We love John Macy!
Excellent!
Fantastic information.
Program Title: BUILDING COLLABORATIVE RELATIONS WITH YOU

Course Number: 211

Presenter: KARL NOLLENBERGER

Location: KI CONVENTION CENTER

Date(s): 07-25-2012 12:45-4:00

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<td>5. The instructor responded effectively to questions and comments. (N=25)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=25)</td>
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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.08
2. The instructor’s teaching methods contributed significantly to my learning.... 3.32
3. The instructor was knowledgeable of the subject matter...................... 4.48
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.24
5. The instructor responded effectively to questions and comments............. 4.24
6. The instructor explained points clearly and used good examples............... 4.32
7. When appropriate the instructor promoted interaction among participants.... 4.08
8. The instructor respected different viewpoints........................................ 4.36
9. There was adequate time given for discussion and questions .................... 4.28
10. The overall course met my expectation............................................. 3.84
Most valuable aspects of this session:
Tools used to evaluate problem solving, decision making and life style characteristics.
Good material – eye-opening tests.
Reminder to look at other side of issue and avoid escalating conflict.

Suggestions for improvement:
More interaction among participants/less lecture.
Useful for administrators or managers, maybe not as much for clerks/electors.
Could have used more interaction, less PowerPoint.
Number entire packet and let us know which page you jumped to, hard to follow.

Additional comments:
Felt like I was given many facts but few tools to work with.
Really enjoyed class! Good counterpart to Influencing Without Authority course!
Keep up the good work!
Great content.
This class was brutal, I would not suggest having it again.
## PRESENTATION SUMMARY

Program Title: USING PERFORMANCE MANAGEMENT FOR PROGRAM

Course Number: 212

Presenter: THOMAS MCCARTY

Location: KI CONVENTION CENTER

Date(s): 07-26-2012 8:30-11:30

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Most valuable aspects of this session:
Relating material to my everyday tasks.
Very good explanation for reason to do this. Great examples and material.
Concrete example of Eau Claire County.
Extremely applicable.

Suggestions for improvement:
Course was excellent. Bring Tom back with Kevin Brunner from Walworth County and Derell Hofland from Grafton, WI.
Have more time for group work/discussion.
More hands-on on developing measures.
Could use more hands-on group.

Additional comments:
Tom did a great job at making a big, complicated topic understandable.
Got me thinking.
PRESENTATION SUMMARY

Program Title: TECHNIQUES FOR TRAINING POLL WORKERS

Course Number: 213

Presenter: MARIBETH WITZEL-BEHL/JEAN TRETOW-SCHMITZ

Location: KI CONVENTION CENTER

Date(s): 07-26-2012 8:30-11:30

<table>
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<th>% Strongly Agree</th>
<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
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<td>3. The instructor was knowledgeable of the subject.  (N=32)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes.  (N=32)</td>
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<td>6. The instructor explained points clearly and used good examples.  (N=32)</td>
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<td>10. The overall course met my expectations.  (N=32)</td>
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<td>9</td>
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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.91
2. The instructor’s teaching methods contributed significantly to my learning.... 4.84
3. The instructor was knowledgeable of the subject matter....................... 4.94
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................ 4.97
5. The instructor responded effectively to questions and comments................. 4.91
6. The instructor explained points clearly and used good examples.................. 4.91
7. When appropriate the instructor promoted interaction among participants..... 4.94
8. The instructor respected different viewpoints........................................ 4.94
9. There was adequate time given for discussion and questions ....................... 4.74
10. The overall course met my expectation.............................................. 4.91
**Most valuable aspects of this session:**
Hands-on sessions very helpful.
Very helpful – good ideas to take back and use. Timely topic.
Hard copy examples to review.
Hands-on and election.
Great examples. Loved the hands-on.
Maribeth and Jean did a great job. Everything was great.
Practical tips from “Veterans” fresh from the front lines!
Seeing different ways to train and most important how to do it. Good ideas for handouts.
Various training session options.

**Suggestions for improvement:**
I would suggest teaching the Poll for three hours and not having students teach. It was okay but I loved hearing from Jean and Maribeth.
Have people raise hands during interaction rather than shout out answers.
More training could be used, breaking down opening and end of night tips – more training in future, please!
Give a disk with handouts in Word.

**Additional comments:**
Great presentation and presenter involved audience.
Great job!
Great variety – good coverage.
Excellent job to Maribeth and Jean TS. Something I can take back to office and implement.
Both Maribeth and Jean did a great job! Very confident and involved everyone.
Have them at the Institute.
Picked up lots of ideas. Thanks.
Thanks!
Great session.
Excellent presentation. Very helpful.
Excellent. Instructors worked well together.
Evaluation Statistics for Question Responses
Printed September 17, 2012

Event: M12CVCMAST
Subevent: CIVICMASTR
Form ID: 2012 C-M
#Regs: 0

Date held: July 23, 2012
Speaker(s):

1. Your unit of government is a:

   City (1) | Village (2) | Town (3) | County (4) | Other (5)
   15 Answers | 16 Answers | 11 Answers | 0 Answer | 0 Answer |

   %Questn Resp | 35.71% | 38.09% | 26.19% | 0.00% | 0.00%

   43 Total Response(s) | 42 Response(s) to This Question | 97.67 Response % for Question

   Average Question Response Ranking: 1.90

   1. Other
   Town, County.

2. Your tuition was paid by:

   Yourself (1) | Your Municipality (2) | You & Municipality | Scholarship (4) | Other (5)
   0 Answer | 38 Answers | 0 Answer | 2 Answers | 1 Answer

   %Questn Resp | 0.00% | 92.68% | 0.00% | 4.87% | 2.43%

   43 Total Response(s) | 41 Response(s) to This Question | 95.34 Response % for Question

   Average Question Response Ranking: 2.17

   1. Other
   Municipality and the Master Academy (thank you!).
   Municipality and scholarship.
   Municipality and scholarship.
## Evaluation Statistics for Question Responses

**Printed September 17, 2012**

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<th>Form ID: 2012 C-M</th>
<th>#Regs: 0</th>
<th>Date held: July 23, 2012</th>
<th>Speaker(s):</th>
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### 3. How did you learn about the Academy?

<table>
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<th>Brochure (1)</th>
<th>Association Newsltr</th>
<th>Past Participant (3)</th>
<th>Past Experience (4)</th>
<th>Other (5)</th>
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%Questn Resp 20.00% 0.00% 5.71% 71.42% 2.85%

Average Question Response Ranking: 3.37

#### 1. Other

- All of the above.
- Brochure and past experience.
- Brochure, association newsletter, past experience.
- Brochure and past experience.
- Brochure and past experience.
- WMCA.
- Brochure and past experience.
- Brochure and past experience.
- Brochure and past experience.
- Brochure and past experience.

### 4. What is your primary reason you are attending the Academy?

<table>
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<tr>
<th>Certification (1)</th>
<th>Personal Dvlpmnt (2)</th>
<th>Professional Dvlpmnt</th>
<th>Networking (4)</th>
<th>Other, specify (5)</th>
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%Questn Resp 9.67% 9.67% 80.64% 0.00% 0.00%

Average Question Response Ranking: 2.71
1. Other:
Certification and professional development.
Certification, personal development, and professional development.
Certification and professional development.
Personal development, professional development, and networking.
Professional development and networking.
Personal development, professional development and networking.
Certification and professional development.
Personal development and professional development.
Professional development and networking.
Certification and professional development.
Personal development, professional development and networking.

5. Please discuss the usefulness of the sessions? What courses were useful and why:
This year I found every course useful with lots of good information. All of the presenters were very good. The computer class was great, but I would still like to learn to improve my computer capacity! Improving Office Efficiency, Advanced Issues in Open Meetings Law, and Training Poll Workers - new and useful information, questions answered, efficiency a top priority in our office. Influence Without Authority was relevant, eye-opening, and incredibly helpful. John Macy - Open Records, Open Meetings, Parliamentary Procedures - there is always so much to learn! Loved Poll Worker Training! John Macy's class was excellent as well. Most were very useful. I especially enjoyed the DISC class (Influence without Authority). Athenian Dialogue - types of leadership. Capital Improvement Planning - information was useful because my municipality doesn't have a plan. Loved the computer lab class - learned many new tips. Poll worker training - good points - but all classes were good. Advanced Open Meeting Laws. Maribeth and Jean's class was the best all week! Send them to the Institute. Setting Up Your Community for Development - great ideas for resources, etc. Techniques for Training Poll Workers - always an important class for clerks. Computer class - great hands-on for everyday life at the job. Performance Management - it helped me understand what it is and why it's important. All courses were interesting and the instructors were wonderful. Gave me a better feel if I want to take on a leadership role full-time. Setting Your Community Up for Development - this class didn't overlap other classes I have taken. Nice to have fresh information. Training Poll Workers, Open Meetings Law, and Personnel with Nancy Pirkey. Computer class. Employment Laws - new changes with ACT 10. Athenian Leadership - effective alternative to lecture-type learning. Influence Without Authority - working with "different" coworkers! Setting Your Community Up for Development. Improve Office Efficiency.
Setting Your Community Up for Development - gave financial options well. Influence Without Authority - helped understand dynamics of communication and styles.
Managing Employees in the NEW Union Environment - very relevant with a great knowledgeable speaker.
All the sessions were equally useful. I learned a lot from them.
Economic Development - fairly new to me. CIP - lots of opportunity to discuss with other municipalities and exercises provided framework. Advanced Meetings and Records - advanced level is refreshing and important.
Employment Laws because they are confusing.
Influence Without Authority and Athenian - I can apply it all to my work and personal life. Gave me a lot to think about.
Influence Without Authority - excellent speaker and very relevant to issues I am currently working on.
Computer lab - great! Influence Without Authority - wished I attended this two weeks ago. Poll Worker Training - excellent.
Develop and Influence was superb. Performance session was good.

6. Are there any other comments you would like to make about the sessions?
All were very engaging.
The computer instructor was great!
Generally, very informative and well done.
Poll Worker Training session, it would be nice to have disks with materials that were provided.
The instructor for the Building Collaborative Relations could have encouraged more participation and less lecturing.
Most very helpful.
Tuesday evening at the park - very good.
All classes had good topics, very useful.
Try to not have one person teaching for a whole day - break them up over two.
The all day sessions were too long. Need to split them up and the speakers for those sessions weren't very lively, which added to the monotony.
Very professional.
I feel I was able to take a lot back to my municipality.
Performance Management was super. Will take back valuable information.
It would be nice to have a student directory.
Keep the Improve Office Efficiency for next year. Sorry I missed it!
I enjoyed all my sessions this year.
Love the alternative learning opportunities, i.e. Athenian and Influence sessions.
Quasan is excellent! Thanks for the all-day session. I learned so many things I did not know!
Speakers for Setting Your Community Up for Development and Influence Without Authority were very good. Kept subject and discussion interesting.
Keep up the good work on all sessions!
CIP handouts should have been printed full page. Electronic versions of all handouts should be available in sessions for those with iPads/laptops.
More subjects, less time per subject.
Development handouts would have been beneficial on Monday.
7. What other sessions would you like to see offered? (Can you recommend a good instructor for the subject?)

Managing iPads/Electronics - Gina Gresch.
Unconscious Bias Training (biases, cultural competence, strategies for positive changes within the workplace and community) - Madison Police Department. Maybe this would work as a webinar - it is phenomenal!
Liquor Licensing - Rick Stadelman.
Complying with the ever constant election open records requests.
More on Excel - Jennifer Hana - she was great.
iPad 2 - Jennifer Hana.
A more advanced computer class with Microsoft Office.
Gender Issues/Communications - Anne Uecker.
Grant Writing, GASB Resolution Writing, PowerPoint, PASER.
Computers.
Spreadsheet usage and techniques - Gina Gresch.
Excel.
State Legislature Update - Curt Witeski (spelling...?)
Available financing help and how/where to get it.
Zoning Board of Appeals.
Expert/Advanced Excel - College instructor?
Human Resources Management.

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

Very helpful and friendly.
They are very friendly and helpful.
You are all very good to serve us with smiles and expertise.
Bring back the poll worker class! All day and more hands-on would be great, too!!
They are wonderful. Very accommodating.
You are wonderful.
Wonderful as always!
They rock!
They were great as always!
Very thoughtful and helpful.
Great as always.
As always, staff was great.
The staff is great - like how I'm called by my name.
Staff is always excellent - friendly and helpful!
Kassie and Rachel are very nice and helpful. Had some very nice extra events planned.
Overall polite and helpful.
All are excellent.
Efficient, friendly.
Always a great week and I take something away from every class.
Great job!
9. **Anything else you would like to tell us?**

Keep up the great work. Thank you for the evening entertainment ideas.
I would like a roster of who is attending and where they are from with contact information.
Food could be better - try sandwiches/salads/soups. Hot food is too much for mid-day - makes you more tired.
Loved the dialogue class.
Instructors are much more interesting when they have a sense of humor.
KI Center keeps cutting amenities. Is it time to move the conference to a more central state location - the Dells, perhaps?
The Influencing Without Authority class was outstanding! Best class I've ever taken in that subject matter. Have tangible tools to take home and use! Eric kept it real!
Overall I believe courses can and will help municipalities, if participants want/choose to use the information.
It would be helpful to have this in late April/May rather than summer.

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

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<td>81.39 Response % for Question</td>
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</table>

1. **Why or why not?**

Retirement.
It depends if the topics are relevant to my town.
Don't know yet - depends on sessions.
If budgeted.
 Unsure. Others from my office may be coming instead of us.
Unsure - only one of us from our office will be allowed to attend. Not sure how the board will decide who is coming.
Maybe - need different classes. And need to split them up.
Hopefully.
Not sure.
Not sure - time and funds will dictate.
Depends on the classes offered.
11. Would you recommend the Academy to others?

43 Total Response(s)  40 Response(s) to This Question  93.02 Response % for Question

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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<tr>
<td>40 Answers</td>
<td>0 Answer</td>
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%Questn Resp  100.00%  0.00%

1. Why or why not?

AVERAGE RANK: 2.49