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

<table>
<thead>
<tr>
<th>% Strongly Agree</th>
<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The subject matter presented was useful to me. (N=62)</td>
<td>63</td>
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<tr>
<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>
<td>80</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=62)</td>
<td>76</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=60)</td>
<td>75</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=60)</td>
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<tr>
<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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</tbody>
</table>
ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.59
2. The instructor’s teaching methods contributed significantly to my learning.... 4.59
3. The instructor was knowledgeable of the subject matter.................... 4.84
4. The instructor was well organized and presented the material without hesitation
   ............................................................................................................. 4.73
5. The instructor responded effectively to questions and comments........ 4.74
6. The instructor explained points clearly and used good examples.............. 4.72
7. When appropriate the instructor promoted interaction among participants..... 4.78
8. The instructor respected different viewpoints..................................... 4.66
9. There was adequate time given for discussion and questions ............... 4.18
10. The overall course met my expectation............................................ 4.57
**Most valuable aspects of this session:**
Review grammar I had forgotten.
Condense writing – colons, semicolons, commas.
The difference between formal and informal and when to use them.
It was all very good!
The exercises are great.
Realistic examples.
Interaction among group and instruction.
The handout material.
Good refresher to “think” before writing.
Troublesome/confusing words. Keeping sentences brief.
Great overview.
Word usage.
Review of grammar, punctuation, letter form.
Correct usage of words and punctuation.
The instructor was very knowledgeable on the topic.
Eliminating wordiness.
I have more gaps in my grammar than I thought.
Everything was valuable.
Loved the teacher and her way of teaching. Great refresher.
Reviewing writing rules we learned years ago.
Very knowledgeable on subject matter.
Wonderful refresher.
Remembering to put yourself in the readers’ shoes before writing.
I had forgotten about proper usage at my age (52). Plus good to learn new versions.
Great presenter.
Learning when to use the semicolon.
A good reminder and refresher of letter writing.
Where and when to use proper punctuation.
The body of letter refresher was valuable.
The information and examples.
Great overall review.

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

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

105

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

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

1. The subject matter presented was useful to me........................................ 4.14
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.
# 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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<th></th>
<th>% Strongly Agree</th>
<th>% Agree</th>
<th>% Somewhat Agree</th>
<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=59)</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=59)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=59)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=59)</td>
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<td>8. The instructor respected different viewpoints. (N=58)</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=58)</td>
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ITEM MEANS

1. The subject matter presented was useful to me ........................................ 4.81

2. The instructor’s teaching methods contributed significantly to my learning ….. 4.48

3. The instructor was knowledgeable of the subject matter .......................... 4.94

4. The instructor was well organized and presented the material without hesitation
..................................................................................................................... 4.83

5. The instructor responded effectively to questions and comments .............. 4.77

6. The instructor explained points clearly and used good examples ................ 4.73

7. When appropriate the instructor promoted interaction among participants ….. 4.76

8. The instructor respected different viewpoints ............................................. 4.67

9. There was adequate time given for discussion and questions .................... 4.55

10. The overall course met my expectation .................................................... 4.71
Most valuable aspects of this session:
How to “attack” my filing in the office.
Having electronic filing same as paper filing.
There is so much to learn and changing with technology.
Examples of what is and what is not a record.
Methods to consider for organizing records. Discussion on email.
Sample retention categories.
Lots of handouts.
Puts record-keeping in context.
Real-life examples help.
All of it!
All.
A lot of good, useful reference material.
Good information.
Records analysis process.
Difference between a record and non-record.
Learned what are/are not records.
Learning how to create a filing system.
One of the top five classes I’ve had in two years here in terms of needed useful
information. Thank you!

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

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

Program Title: TOWN TOPICS

Course Number: 120

Presenter: CAROL DORAN & SUE NELSON

Location: KI CONVENTION CENTER

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

<table>
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<tr>
<th>%</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=25)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=25)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=24)</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=24)</td>
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<td>9. There was adequate time given for discussion and questions. (N=25)</td>
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<td>10. The overall course met my expectations. (N=25)</td>
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# ITEM MEANS

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

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

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

Program Title: ADVANCED TIF

Course Number: 122

Presenter: BRAD VIEGUT

Location: KI CONVENTION CENTER

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

<table>
<thead>
<tr>
<th>Question</th>
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<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=6)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=6)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=6)</td>
<td>83</td>
<td>17</td>
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<td>8. The instructor respected different viewpoints. (N=6)</td>
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<td>17</td>
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<tr>
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<td>67</td>
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<tr>
<td>10. The overall course met my expectations. (N=6)</td>
<td>83</td>
<td>17</td>
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ITEM MEANS

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

Suggestions for improvement:

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

**Program Title:** TIF FOR NOVICES  
**Course Number:** 123  
**Presenter:** TIM SCHUENKE  
**Location:** KI CONVENTION CENTER  
**Date(s):** 07-10-2012 12:45-2:45

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<td><strong>3.</strong> The instructor was knowledgeable of the subject. (N=26)</td>
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<td><strong>4.</strong> The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=26)</td>
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<td><strong>5.</strong> The instructor responded effectively to questions and comments. (N=26)</td>
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<td><strong>6.</strong> The instructor explained points clearly and used good examples. (N=26)</td>
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<tr>
<td><strong>7.</strong> When appropriate, the instructor promoted interaction among participants. (N=26)</td>
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<td><strong>8.</strong> The instructor respected different viewpoints. (N=26)</td>
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<td><strong>9.</strong> 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>8. The instructor respected different viewpoints. (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
   ........................................................................................................ 4.07
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: COMMUNICATING YOUR FISCAL POSITION TO YOU

Course Number: 127

Presenter: BRIDGET SOUFFRANT

Location: KI CONVENTION CENTER

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

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<td>8. The instructor respected different viewpoints. (N=31)</td>
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ITEM MEANS

1. The subject matter presented was useful to me……………………………… 4.38
2. The instructor’s teaching methods contributed significantly to my learning.… 4.52
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……………… 4.68
6. The instructor explained points clearly and used good examples………………… 4.62
7. When appropriate the instructor promoted interaction among participants….. 4.61
8. The instructor respected different viewpoints……………………………………… 4.61
9. There was adequate time given for discussion and questions …………………… 4.61
10. The overall course met my expectation…………………………………………… 4.35
Most valuable aspects of this session:
Sharing of the samples/use of technology.
 Watching Bridget create reports.
 Doing charts in Excel.
 Excellent!
 I give monthly reports and it was interesting to see that other municipalities do or don’t –
 I thought everyone did.
 Being able to get her templates for the presentation charts.
 Realization of the “visual” impacts to a board and how easy it is to do.
 Seeing different report options was a good idea. Using charts to help get the numbers
 across.
 Ask people to bring laptops.
 Good class, many ideas.
 Used too many accounting terms and abbreviations that we didn’t know what they meant.
 Otherwise good.

Suggestions for improvement:
I think if people did not have an intermediate Excel background, it might be hard to
follow.
If we could bring in our laptops to work in class on graphs also. Would maybe need to be
a longer class (four hours).
Allow us to bring computers next time.
Would like to see more about creating reports from imported information from QB to
Excel, etc.
If possible, bring laptops and go along with the instructor.

Additional comments:
Best course so far, for me.
Great class - could be four hours with more hands-on work activity. Add on “tips on
making reports” – loved the class and the instructor!
One of the best!
Loved Bridget! Very comfortable with subject and crowd. Great points!
I thought there would be more discussion about ways to present things to your board
rather than reports. It could be my lack of experience but overall it was a good class.
Excellent job for first time giving a training session.
128

Program Title: BUILDING MORE COLLABORATION IN YOUR MUNI

Course Number: 128

Presenter: KARL NOLLENBERGER

Location: KI CONVENTION CENTER

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

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<td>8. The instructor respected different viewpoints. (N=37)</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.
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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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: STATE SALES TAX REQUIREMENTS

Course Number: 133

Presenter: TANYA SCHAEFER

Location: KI CONVENTION CENTER

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

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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.… 4.56

3. The instructor was knowledgeable of the subject matter…………………….. 4.8

4. The instructor was well organized and presented the material without hesitation
   …………………………………………………………………………………………………… 4.78

5. The instructor responded effectively to questions and comments……………… 4.65

6. The instructor explained points clearly and used good examples……………… 4.76

7. When appropriate the instructor promoted interaction among participants….. 4.48

8. The instructor respected different viewpoints…………………………………… 4.68

9. There was adequate time given for discussion and questions………………… 4.64

10. The overall course met my expectation………………………………………. 4.49
**Most valuable aspects of this session:**
Learning what is taxable and what is not. Very important to know!
All of it! Lot of information to cover in a short time.
Occasional sale exemption. Was interesting.
Never had class on subject prior … the entire class was valuable. With such a complicated subject, instruction is important and updates in laws dealing with the subject crucial. Having instructor available to answer questions is also a tremendous help, along with the presentation notes for reference later.
Learning about exemptions and exceptions to the exemptions. There are a lot of details to consider.
To see if our own municipality is subject to “seller’s” permit and would need to collect sales tax.
Good material!
Taxable items for municipalities.
Great overview of sales tax.
Good presentation on a dry subject. Good reference material.

**Suggestions for improvement:**
Nothing, it was a great presentation.

**Additional comments:**
Very informative and interesting.
Very good presentation – having a few copies of the pubs available to take would be good - #206 and #209 especially.
Thank you for your contact information – may need it.
Thank you for having this first in the morning. 😊
Great class and Tanya made a difficult-to-follow topic easier to understand!
It is hard to see the screen from far sides of the room (6AB) especially for the front rows.
Instructor went through detailed examples for qualifications of needing a seller’s permit.
She’s very good.
Good course!
Good way of fielding questions to have contact after the meeting. That kept the time on track.
Informative. Very good presenter. Useful. Excellent contact services.
# PRESENTATION SUMMARY

Program Title: BILL IT, WILL THEY PAY? STRATEGIES FOR M  

Course Number: 136  

Presenter: MICHELE GALLUN & ANDREW THELKE  

Location: KI CONVENTION CENTER  

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

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<td>1. The subject matter presented was useful to me. (N=46)</td>
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ITEM MEANS

1. The subject matter presented was useful to me................................. 3.9
2. The instructor’s teaching methods contributed significantly to my learning.... 3.97
3. The instructor was knowledgeable of the subject matter....................... 4.6
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.47
5. The instructor responded effectively to questions and comments............. 4.57
6. The instructor explained points clearly and used good examples............. 4.4
7. When appropriate the instructor promoted interaction among participants...... 4.25
8. The instructor respected different viewpoints.................................... 4.43
9. There was adequate time given for discussion and questions ................. 4.53
10. The overall course met my expectation............................................. 4.1
Most valuable aspects of this session:
Ways to find someone to collect from.
Discussion on the TRIP statute of limitations. A few “tips.”
Super helpful class especially in a time when municipalities/towns need to meet costs with less federal/state aid.
Very good!
Tax intercept law.

Suggestions for improvement:
Skim the PowerPoint slides and do more free talking about the slide, instead of just reading it to us.
Include information/directives to smaller municipalities. Not all of us are as big as the instructor’s municipality. “Know your audience.”
Geared mostly for large communities – smaller municipalities don’t have all these bills.
Get more specific to the communities.
Offer a round table to compare the how’s and why’s and problem solving.
Discuss how PSC and state regulations allow or not for collecting.
Give resources available to use.

Additional comments:
Instructor just followed the PowerPoint slides and read them. I could have just read them myself.
 Doesn’t always apply to very small towns. More information on Trip/PACER, etc.
This course didn’t offer me anything I didn’t already know.
Instructor was nervous and unsure, mostly relied on slides.
Nice presentation. Understandable.
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

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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: FIVE YEAR FINANCIAL MANAGEMENT TECHNIQUE  

Course Number: 149  

Presenter: DAWN GUNDERSON & GREG JOHNSON  

Location: KI CONVENTION CENTER  

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

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<th>Strongly Disagree</th>
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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…. 4.65
3. The instructor was knowledgeable of the subject matter…………………… 4.84
4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................ 4.8
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….. 4.75
8. The instructor respected different viewpoints........................................ 4.7
9. There was adequate time given for discussion and questions ……………… 4.73
10. The overall course met my expectation.................................................. 4.65
Most valuable aspects of this session:
Levy limit/forecasting worksheet exercise.
Levy limit worksheet.
Learning the proper use of the debts.
I liked the hands-on example of the levy limit worksheet. Overall, a great class.
Class makes you think!
All of it.
Exactly the information clerks/treasurers need. Great worksheet exercise.
Helpful in understanding levy limits.
Sample to fill out the levy limit sheet – pointers to consider when forecasting for budget years.

Suggestions for improvement:
The exercise would have been more effective if you were driven to maximize the adjustments and then draw a comparison.
Less talking.
More time for worksheets.
Ask them to bring their own tax levy worksheet.

Additional comments:
Both good. But Greg’s hands-on – Fantastic help!!
Thank you for your help in helping us through the worksheet – great exercise!
Good job. My municipality’s worksheet is easy, but you have a great view point on using debt for levy.
Good class. Great instructors.
Would have been nice to be told to bring out levy worksheets with to look at.
Thank you for having Ehler’s come back. Great presenters. Very important information.
Very good!
My clerk does all of this work 😊.
Great presentation. Would have liked to have my levy limit worksheet with me. Great review of levy too.
Class is advanced for clerks.
Too complicated for what I do.
Program Title: BORROWING AND DEBT MANAGEMENT

Course Number: 152

Presenter: DAWN GUNDERSON & GREG JOHNSON

Location: KI CONVENTION CENTER

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

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<td>5. The instructor responded effectively to questions and comments. (N=47)</td>
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<td>8. The instructor respected different viewpoints. (N=46)</td>
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<td>9. There was adequate time given for discussion and questions. (N=47)</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.…… 4.63
3. The instructor was knowledgeable of the subject matter………………………… 4.85
4. The instructor was well organized and presented the material without hesitation
   ……………………………………………………………………………………………………… 4.81
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….. 4.81
8. The instructor respected different viewpoints……………………………………… 4.74
9. There was adequate time given for discussion and questions ………………… 4.62
10. The overall course met my expectation………………………………………… 4.6
Most valuable aspects of this session:
Could have made both classes four hours apiece.
Good exercise again!
The exercise was good.
Very informative!
The worksheet/group activity.
Actual calculation of the ratios. Overall, presentation and information very beneficial.
Hands-on actual worksheet.
Key financial indicators.
Great!
Loved the exercise – can take home and figure out mine.
Pertinent and relevant! Thank you!

Suggestions for improvement:
Went through exercises too quickly. Tell us to bring calculators.
There were a lot of us that did not comprehend the results of completing the levy worksheet – perhaps start with the worksheet, do the exercise together as a group – explaining as you work through it and then let the class do the next one on their own. The learning curve was very muddled for me.
Class was divided! Some talked too much in the end, as it did not apply to their duties, so lost focus.

Additional comments:
Love this!
Excellent presentations.
Great job!
I would have loved to get an answer key to go back and verify. Hard to read some numbers on the projector but loved doing the exercise! Thank you!!
Could have made a whole day out of this class and Five Year Management Financial Techniques. Great stuff!
Bring calculators!
Great!
Examples very helpful.
The group activities were very helpful.
PRESENTATION SUMMARY

154

Program Title: COLORS

Course Number: 154

Presenter: FAYE MALEK

Location: KI CONVENTION CENTER

Date(s): 07-12-2012 12:45-1600

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<td>6. The instructor explained points clearly and used good examples. (N=17)</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…. 4.88

3. The instructor was knowledgeable of the subject matter....................... 4.94

4. The instructor was well organized and presented the material  without hesitation
   ........................................................................................................ 4.88

5. The instructor responded effectively to questions and comments............. 4.94

6. The instructor explained points clearly and used good examples............... 4.94

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.............................................. 4.88
**Most valuable aspects of this session:**
Seeing color options of others and how to talk with them.
Very enlightening and enjoyable.
To learn how to play well with others.
Insight on working together with all different personalities in various situations (home and work).
Wow! Great class – understanding people better.
Learning to appreciate other people in my world.
Tips on working with many colors.
A great ending course!
Learning what color I am and how to interact with other colors.

**Suggestions for improvement:**

**Additional comments:**
Loved this class.
Awesome! Thanks for the great tidbits to take along.
Excellent!
Loved it! Hopefully everyone who goes through institute can do this class!
Very good instructor.
Great class. Will be able to use this in all areas of my life.
Wouldn’t change a thing. Probably can’t. 😊
Would like to do this again and see how we change in five years.
Great class!
Excellent!
1. Your unit of government is a:

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Average Question Response Ranking: 2.44

1. Other

2. Your tuition was paid by:

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<td>0 Answer</td>
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<td>0.00%</td>
<td>0.00%</td>
<td>7.14%</td>
</tr>
<tr>
<td>87.50 Response % for Question</td>
<td>7.14%</td>
<td>85.71%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>7.14%</td>
</tr>
</tbody>
</table>

Average Question Response Ranking: 2.14

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</th>
<th>Past Participant (3)</th>
<th>Past Experience (4)</th>
<th>Other (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Answers</td>
<td>1 Answer</td>
<td>6 Answers</td>
<td>3 Answers</td>
<td>0 Answer</td>
</tr>
</tbody>
</table>

%Questn Resp: 28.57%  7.14%  42.85%  21.42%  0.00%

Average Question Response Ranking: 2.57

1. Other

Association newsletter and past experience.
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>
</tr>
</thead>
<tbody>
<tr>
<td>4 Answers</td>
<td>2 Answers</td>
<td>6 Answers</td>
<td>1 Answer</td>
<td>0 Answer</td>
</tr>
</tbody>
</table>

%Questn Resp: 30.76%  15.38%  46.15%  7.69%  0.00%

Average Question Response Ranking: 2.31

1. Other:

Certification and personal development.
All of the above.
All of the above.

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

Sales Tax and Requirements.
TIF for Novices - was very informative. Colors was a great way to learn about effective ways to communicate to people in their community.
Communicating Fiscal Position to Board - usage with Excel.
Public and Media Relations - what to do and not do.
Town Topics, Federal Requirements, Elections Unplugged, Borrowing and Debt Management, Five Year Financial Management.
Colors - helpful in understanding coworkers at all my jobs.
Colors will be helpful when working with the public as well as at home.
Records Management and Elections Unplugged.
State and Federal Tax, Forecasting and Levy Limits.
Borrowing and Debt Management, Forecasting and Prepping Levy Sheet.
For me, the finance-related ones were essential. Also, Effective Speaking and Writing added value. Cannot do the job without finance topics.
All of the sessions were very well presented and extremely pertinent to our duties. Records Management is of particular help to
me, as our prior clerk of 30 years didn't destroy any documents at the end of their retention period, so we have to go through boxes and sort it all.

- Professional Writing
- Public and Media Relations
- Colors
- Federal Tax Responsibilities
- Five Year Financial Management Techniques
- Borrowing and Debt Management

- all the information applied to me. Instructors were awesome.
- Borrowing and Debt Management - useful. Levy forecasting tools.
- Communicating Position to the Board - relevant topic, excellent presenter.
- Colors - to better help me relate with customers and workers.
- Professional Writing - one of my weak points - love the handouts. I know I will use these.

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

Again, another excellent year of training.
Felt the length of time was appropriate for all sessions.
Rooms 6AB can get warm when the doors are shut.
Overall, all the instructors were good and I felt I got a lot out of the finance courses.
Keep it up - you're advisory board is clearly paying attention to the students' comments on the class evaluations!
Communicating your Fiscal Position to your Board again relates to my job and the instructor should be working for a corporation not a municipality.
Loved Colors - will help work better with other colors.
Priceless experience.

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

Assessing Procedures: Richard Thomas.
Microsoft PowerPoint - how to use it.
Time Management or EDI.
"Typical" office procedures - Cash flow in office - proper procedures.
Basic Government Accounting Rules.
8. Do you have any comments on the Institute Staff you would like to share?
Great job Kassie and staff!
They are awesome.
The staff words hard to make this a great experience.
Everyone has been so helpful and kind as always.
Kassie is phenomenal - heart and soul of the Institute.
Everyone was very helpful and friendly.
I would like to thank all on the staff. You do a great job!

9. Anything else you would like to tell us?
Records Management.
The coffee was horrible! Thank goodness for Starbucks.
Budget line wait staff slow to refill dishes.
Classroom sitting very difficult when used to office.

10. Do you plan to attend the Institute next year?
   16  Total Response(s)  15  Response(s) to This Question  93.75 Response % for Question
<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>0</td>
</tr>
</tbody>
</table>

   %Questn Resp  100.00%  0.00%

1. Why or why not?
If I am reelected.
Uncertain - so much work at the office.
11. Would you recommend the Institute to others?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>%Questn Resp</td>
<td>100.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>16 Answers</td>
<td>16 Response(s) to This Question</td>
<td>16 Total Response(s)</td>
</tr>
</tbody>
</table>

1. Why or why not?
Great learning - everyone needs more education.

AVERAGE RANK: 2.37