# 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

<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=55)</td>
<td>38</td>
<td>47</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=55)</td>
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<td>35</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=55)</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=55)</td>
<td>71</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=55)</td>
<td>67</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=55)</td>
<td>62</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=55)</td>
<td>67</td>
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<td>8. The instructor respected different viewpoints. (N=54)</td>
<td>63</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=55)</td>
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<td>10. The overall course met my expectations. (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.
**PRESENTATION SUMMARY**

Program Title: ADVENTURES IN LEADERSHIP

Course Number: 102

Presenter: TIM PFLIEGER

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>
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<tbody>
<tr>
<td>1. The subject matter presented was useful to me. (N=36)</td>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=36)</td>
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<td>8</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=35)</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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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=35)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=36)</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=36)</td>
<td>69</td>
<td>19</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=36)</td>
<td>58</td>
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<td>9. There was adequate time given for discussion and questions. (N=36)</td>
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<tr>
<td>10. The overall course met my expectations. (N=36)</td>
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<td>ITEM MEANS</td>
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<td>The instructor’s teaching methods contributed significantly to my learning</td>
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<td>The instructor responded effectively to questions and comments</td>
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<td>10</td>
<td>The overall course met my expectation</td>
<td>4.24</td>
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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!
PROGRAM 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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<tr>
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<th>Somewhat Agree</th>
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<th>Strongly Disagree</th>
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<td>5. The instructor responded effectively to questions and comments.  (N=54)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants.  (N=54)</td>
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<td>8. The instructor respected different viewpoints.  (N=54)</td>
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<td>9. There was adequate time given for discussion and questions.  (N=54)</td>
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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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<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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### 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

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<td>Strongly Agree</td>
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<td>Agree</td>
<td></td>
<td>Somewhat Agree</td>
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<tr>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=60)</td>
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<td>25</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>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=59)</td>
<td>56</td>
<td>37</td>
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<td>6. The instructor explained points clearly and used good examples. (N=59)</td>
<td>58</td>
<td>29</td>
<td>10</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=59)</td>
<td>76</td>
<td>22</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=59)</td>
<td>64</td>
<td>32</td>
<td>3</td>
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<td>9. There was adequate time given for discussion and questions. (N=59)</td>
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<td>10. The overall course met my expectations. (N=56)</td>
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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.14
2. The instructor’s teaching methods contributed significantly to my learning.... 4.2
3. The instructor was knowledgeable of the subject matter.................. 4.71
4. The instructor was well organized and presented the material without hesitation .......................... 4.64
5. The instructor responded effectively to questions and comments............... 4.49
6. The instructor explained points clearly and used good examples................ 4.42
7. When appropriate the instructor promoted interaction among participants...... 4.74
8. The instructor respected different viewpoints.................................. 4.57
9. There was adequate time given for discussion and questions ................... 4.39
10. The overall course met my expectation......................................... 4.38
Most valuable aspects of this session:
To expect the unexpected.
Reviewing press conference.
Good information and interaction with small group.
Plan and practice!
Understanding audience.
Round table.
Interaction was great.
My takeaway – identify with your audience.
I appreciate that the main case study was related to elections, which with we can relate.
Case studies in groups.
Liked the interaction. Very informative and useable information!
The need to prepare – knowing your audience and practice your message.
The media information was extremely beneficial.
Looking at strategizing.
How to address press in conference setting.
Ways to handle PR situations, big or small.
Even though I am not often involved in strategic planning, I certainly got my “feet” and “ankles” wet from this class.
I think as a spokesperson, it really got to you to think quickly on your feet.
It gave us much information to consider when dealing with Public Relations.
Very informative.
Crises communication planning – very helpful.
Showing how the ‘tactical’ news conference words were/should be part of an actual plan.
How to talk in public and the points to bring out.
Critical thinking.
The Waukesha county incident.
Thank you for using the clerk in Waukesha’s office. Really helped to hone the skills.

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

Additional comments:
I didn’t realize in my position that I would need this class. But, not I know that this was an excellent class because I could be put in this position.
Handout is too spare – I needed more instructions on how to use the graphics, etc.
Slow start after lunch. Picked it up after the break.
This course isn’t really relevant to my position. My town is extremely small and the need for PR is extremely slight. Not worth four hours of discussion for me. Not useful for me in my current position. Class started slow with “what we were going to do.” Once we started with groups and tasks, it was really good. Excellent instructor. A lot scarier trying to speak on a real topic than hypothetical. Loved the interaction! Great example.
Program Title: GOVERNMENT ACCOUNTING FOR TOWNS 1

Course Number: 106

Presenter: CAROL DORAN & SUE NELSON

Location: KI CONVENTION CENTER

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

<table>
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<tr>
<th>% Strongly Agree</th>
<th>% Agree</th>
<th>% Somewhat Agree</th>
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<th>% Strongly Disagree</th>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=17)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=17)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=17)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=17)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=17)</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…. 4.57
3. The instructor was knowledgeable of the subject matter…………………… 4.76
4. The instructor was well organized and presented the material without hesitation …………………………………………………………………….. 4.7
5. The instructor responded effectively to questions and comments……………… 4.7
6. The instructor explained points clearly and used good examples……………… 4.82
7. When appropriate the instructor promoted interaction among participants….. 4.58
8. The instructor respected different viewpoints…………………………………… 4.82
9. There was adequate time given for discussion and questions………………… 4.76
10. The overall course met my expectation……………………………………… 4.51
Most valuable aspects of this session:
Learning about the statutes.
Very informative on what is expected for towns and clerks.
The willingness of the trainers to answer all the questions. Even if they are not about the current subject discussed.
Learning some laws governing municipal finances.
Answers for specific questions.
Excellent presentation.
Clarification.
Carol is such a dynamic presenter! She is so knowledgeable, but yet tempers her knowledge with common sense!

Suggestions for improvement:
Getting rid of the people in back of class that would not stop talking when the instructor was talking.
People in back were noisy and disruptive.
Consider a track for Clerk-Treasurer and include this information much earlier in the process. It would have been helpful to me much earlier in the education process rather than year 4.

Additional comments:
Carol was very good and does a great job.
Just a complaint about the amount of talking done by Barbara from the Town of Sumner during the presentation by the trainer.
Some people in the back row were talking way too much during Carol’s presentation.
# PRESENTATION SUMMARY

Program Title: INTRO TO GOVERNMENT FINANCIAL STATEMENTS

Course Number: 107

Presenter: ROBERT YAHR

Location: KI CONVENTION CENTER

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

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<tr>
<td>10. The overall course met my expectation</td>
<td>3.88</td>
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Most valuable aspects of this session:

Suggestions for improvement:
Maybe have class earlier in the day, kind of hard to stay awake.
Please move to Monday morning! NOT afternoons!
Very dry subject.

Additional comments:
Instructor did the best he could with a fairly dry subject.
Thanks for making this class as entertaining as it could be.
Program Title: TIME MANAGEMENT: RELIEVING YOUR STRESS

Course Number: 109

Presenter: JOHN MOZINGO

Location: KI CONVENTION CENTER

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

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<td>8. The instructor respected different viewpoints. (N=53)</td>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………… 4.72
2. The instructor’s teaching methods contributed significantly to my learning…. 4.73
3. The instructor was knowledgeable of the subject matter…………………………… 4.85
4. The instructor was well organized and presented the material without hesitation
   ……………………………………………………………………………………………… 4.87
5. The instructor responded effectively to questions and comments…………… 4.83
6. The instructor explained points clearly and used good examples……………… 4.91
7. When appropriate the instructor promoted interaction among participants….. 4.89
8. The instructor respected different viewpoints…………………………………… 4.89
9. There was adequate time given for discussion and questions…………………. 4.86
10. The overall course met my expectation…………………………………….. 4.81
Most valuable aspects of this session:
All of it.
He was excellent.
Great speaker – dynamic and engaging as well as educational! Please have him back!
Speaker kept my attention and brought things into a level that was understandable.
Handouts.
To do lists.
Not so many stories.
Many things John said – I got goose bumps. Very good.
Fantastic instructor. Extremely entertaining but still got the points across.

Suggestions for improvement:

Additional comments:
Very entertaining presenter.
Best class. Love it. He was great.
Loved it!
Very good instructor.
Very valuable session!
Very valuable topic!
Best class ever!
Room was TOO cold! Come on… this is wrong!
Awesome instructor!
Great humor!!
Very pertinent and absolutely wonderful!
Spoke to keep your attention.
Excellent teacher and session. Kudos!
Exceptional and outstanding!
John is the perfect instructor for this topic.
Program Title: GOVERNMENT ACCOUNTING FOR TOWNS 2

Course Number: 110

Presenter: CAROL DORAN & SUE NELSON

Location: KI CONVENTION CENTER

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

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<tr>
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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... 4.64
3. The instructor was knowledgeable of the subject matter.................... 4.88
4. The instructor was well organized and presented the material without hesitation
   ......................................................................................................... 4.7
5. The instructor responded effectively to questions and comments............. 4.88
6. The instructor explained points clearly and used good examples............... 4.76
7. When appropriate the instructor promoted interaction among participants..... 4.66
8. The instructor respected different viewpoints..................................... 4.88
9. There was adequate time given for discussion and questions ............... 4.88
10. The overall course met my expectation............................................ 4.76
**Most valuable aspects of this session:**
Sue Nelson – great having her expand on some of the information. Carol – was very high information and it was great to pick her brain for understanding of issues.
Clear instruction. Good.
Very relevant to my job. Some interesting things were mentioned that I didn’t realize.
Consider this for first year clerks also.
Carol and Sue and their ability to work with the needs of the class!
Excellent session!

**Suggestions for improvement:**

**Additional comments:**
It would be nice to have more classes that go in depth of what forms are needed to be filed and how to fill them out.
Nice that towns were separate from city/village since there are differences.
Excellent.
Exceptional speaker.
PRESENTATION SUMMARY

Program Title: GOVERNMENT ACCOUNTING ESSENTIALS

Course Number: 111

Presenter: ROBERT YAHR

Location: KI CONVENTION CENTER

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

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1. The subject matter presented was useful to me…………………………………….. 4.24

2. The instructor’s teaching methods contributed significantly to my learning.… 3.91

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

4. The instructor was well organized and presented the material without hesitation
   ………………………………………………………………………………………………….. 4.54

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

6. The instructor explained points clearly and used good examples………………… 4.12

7. When appropriate the instructor promoted interaction among participants….. 3.97

8. The instructor respected different viewpoints………………………………………. 4.07

9. There was adequate time given for discussion and questions ………………….. 4.23

10. The overall course met my expectation…………………………………………… 3.97
**Most valuable aspects of this session:**
This course was much better today (Tuesday) than yesterday. Order of information – Monday’s session should have after this session, only my opinion. Thank you.
Very helpful when returning to my community. 😊

**Suggestions for improvement:**
More real-life examples. Too much “accountant” vocabulary for me.

**Additional comments:**
I am new to municipality so this certainly helped!
Good class – thank you!
He needs to write better – says it and writes in short hand.
I am a very new clerk-treasurer and struggled to understand the course. He is very nice and knowledgeable but I needed a more basic course.
# 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:** 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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<th>Strongly Disagree</th>
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ITEM MEANS

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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.
Program Title: FRAUD
Course Number: 116
Presenter: JODI DOBSON
Location: KI CONVENTION CENTER
Date(s): 07-10-2012 10:10-12:00

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ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 4.73

2. The instructor’s teaching methods contributed significantly to my learning….. 4.66

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……………… 4.67

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

7. When appropriate the instructor promoted interaction among participants….. 4.64

8. The instructor respected different viewpoints……………………………………… 4.73

9. There was adequate time given for discussion and questions …………………… 4.17

10. The overall course met my expectation……………………………………… 4.67
Most valuable aspects of this session:
List of hints to check internal controls.

Suggestions for improvement:

Additional comments:
Let side discussions go on too long.
Very important and valuable information.
**PRESENTATION SUMMARY**

Program Title: HOW TO PREPARE FOR AN AUDIT

Course Number: 119

Presenter: PAUL FRANTZ & WENDI UNGER

Location: KI CONVENTION CENTER

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

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ITEM MEANS

1. The subject matter presented was useful to me.......................... 4.86

2. The instructor’s teaching methods contributed significantly to my learning…. 4.68

3. The instructor was knowledgeable of the subject matter.................... 4.89

4. The instructor was well organized and presented the material without hesitation
   ........................................................................................................... 4.86

5. The instructor responded effectively to questions and comments........... 4.86

6. The instructor explained points clearly and used good examples.................. 4.81

7. When appropriate the instructor promoted interaction among participants..... 4.81

8. The instructor respected different viewpoints........................................... 4.85

9. There was adequate time given for discussion and questions ..................... 4.85

10. The overall course met my expectation.................................................. 4.81
Most valuable aspects of this session:
Helped me grasp concept of an audit.
Like the work group project. Like the quiz.
The instructor was good. They should all be like him.

Suggestions for improvement:
Would like more time for the quiz.
Less time for group activity.

Additional comments:
Love the candy 😊.
Need bathroom break.
Very engaging and knowledgeable! Thank you! 😊
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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ITEM MEANS

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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

122

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>8. The instructor respected different viewpoints. (N=6)</td>
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<td>9. There was adequate time given for discussion and questions. (N=6)</td>
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ITEM MEANS

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

**Suggestions for improvement:**

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

Program Title: TIF FOR NOVICES

Course Number: 123

Presenter: TIM SCHUENKE

Location: KI CONVENTION CENTER

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

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<th>5. The instructor responded effectively to questions and comments. (N=26)</th>
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<th>Somewhat Agree</th>
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<th>Strongly Disagree</th>
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<th>7. When appropriate, the instructor promoted interaction among participants. (N=26)</th>
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<th>9. There was adequate time given for discussion and questions. (N=26)</th>
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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>9. There was adequate time given for discussion and questions. (N=36)</td>
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<td>10. The overall course met my expectations. (N=35)</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

125

Program Title: DUTIES & RESPONSIBILITIES OF THE MUNICIP

Course Number: 125

Presenter: VALERIE CLARIZIO & HELEN SCHMIDLKOFER

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=23)</td>
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<td>9. There was adequate time given for discussion and questions. (N=23)</td>
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**ITEM MEANS**

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<td>10.</td>
<td>The overall course met my expectation.</td>
<td>4.52</td>
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**Most valuable aspects of this session:**
I’ve been a treasurer for one month and learned a lot of important basics of the job. Very easy to stay interested listening to these instructors. I really enjoyed this class and I wish we had a longer time to cover more information. Great group work learning about other possible revenues and expenditures.

**Suggestions for improvement:**
Less time in groups; more time for presentations. Like to see more information on first dollar credit and lottery credit putting on tax bill or removing from bill.

**Additional comments:**
Went too long – end was rushed. Good class interaction.
# 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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<td>9. There was adequate time given for discussion and questions. (N=55)</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: COMMUNICATING YOUR FISCAL POSITION TO YO

Course Number: 127

Presenter: BRIDGET SOUFFRANT

Location: KI CONVENTION CENTER

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

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<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=31)</td>
<td>61</td>
<td>39</td>
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<td>8. The instructor respected different viewpoints. (N=31)</td>
<td>61</td>
<td>39</td>
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<td>0</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=31)</td>
<td>61</td>
<td>39</td>
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<tr>
<td>10. The overall course met my expectations. (N=31)</td>
<td>48</td>
<td>39</td>
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</tbody>
</table>
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.
**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

<table>
<thead>
<tr>
<th>Statement</th>
<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=37)</td>
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<td>22</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=37)</td>
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<td>32</td>
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<td>3. The instructor was knowledgeable of the subject. (N=37)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=37)</td>
<td>81</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=36)</td>
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<td>0</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=37)</td>
<td>68</td>
<td>27</td>
<td>5</td>
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<td>0</td>
</tr>
<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=37)</td>
<td>70</td>
<td>24</td>
<td>5</td>
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<td>0</td>
</tr>
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<td>8. The instructor respected different viewpoints. (N=37)</td>
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<td>9. There was adequate time given for discussion and questions. (N=37)</td>
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<td>19</td>
<td>24</td>
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<tr>
<td>10. The overall course met my expectations. (N=37)</td>
<td>62</td>
<td>30</td>
<td>8</td>
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</table>
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

**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

![Survey Results](image)

1. The subject matter presented was useful to me. (N=18)  
   - Strongly Agree: 50  
   - Agree: 39  
   - Somewhat Agree: 11  
   - Disagree: 0  
   - Strongly Disagree: 0

2. The instructor’s teaching methods contributed significantly to my learning. (N=18)  
   - Strongly Agree: 56  
   - Agree: 39  
   - Somewhat Agree: 6  
   - Disagree: 0  
   - Strongly Disagree: 0

3. The instructor was knowledgeable of the subject. (N=18)  
   - Strongly Agree: 72  
   - Agree: 22  
   - Somewhat Agree: 6  
   - Disagree: 0  
   - Strongly Disagree: 0

4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=18)  
   - Strongly Agree: 78  
   - Agree: 22  
   - Somewhat Agree: 0  
   - Disagree: 0  
   - Strongly Disagree: 0

5. The instructor responded effectively to questions and comments. (N=18)  
   - Strongly Agree: 78  
   - Agree: 22  
   - Somewhat Agree: 0  
   - Disagree: 0  
   - Strongly Disagree: 0

6. The instructor explained points clearly and used good examples. (N=18)  
   - Strongly Agree: 67  
   - Agree: 28  
   - Somewhat Agree: 6  
   - Disagree: 0  
   - Strongly Disagree: 0

7. When appropriate, the instructor promoted interaction among participants. (N=18)  
   - Strongly Agree: 67  
   - Agree: 22  
   - Somewhat Agree: 11  
   - Disagree: 0  
   - Strongly Disagree: 0

8. The instructor respected different viewpoints. (N=17)  
   - Strongly Agree: 65  
   - Agree: 29  
   - Somewhat Agree: 6  
   - Disagree: 0  
   - Strongly Disagree: 0

9. There was adequate time given for discussion and questions. (N=18)  
   - Strongly Agree: 61  
   - Agree: 33  
   - Somewhat Agree: 6  
   - Disagree: 0  
   - Strongly Disagree: 0

10. The overall course met my expectations. (N=17)  
    - Strongly Agree: 59  
    - Agree: 29  
    - Somewhat Agree: 6  
    - Disagree: 0  
    - Strongly Disagree: 6
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: 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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<th>Strongly Disagree</th>
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<tr>
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<td>3. The instructor was knowledgeable of the subject. (N=14)</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=14)</td>
<td>71</td>
<td>29</td>
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</tr>
<tr>
<td>5. The instructor responded effectively to questions and comments. (N=14)</td>
<td>79</td>
<td>21</td>
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<td>6. The instructor explained points clearly and used good examples. (N=14)</td>
<td>79</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>21</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=14)</td>
<td>71</td>
<td>29</td>
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<tr>
<td>10. The overall course met my expectations. (N=14)</td>
<td>71</td>
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</table>
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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<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=49)</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=49)</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=49)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=49)</td>
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<td>31</td>
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<td>5. The instructor responded effectively to questions and comments. (N=49)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=49)</td>
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<td>8. The instructor respected different viewpoints. (N=49)</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=49)</td>
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<td>22</td>
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<tr>
<td>10. The overall course met my expectations. (N=48)</td>
<td>71</td>
<td>19</td>
<td>10</td>
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</table>
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

133

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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<td>Somewhat Agree</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=45)</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=45)</td>
<td>78</td>
<td>22</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. The instructor responded effectively to questions and comments. (N=45)</td>
<td>73</td>
<td>24</td>
<td>0</td>
<td>2</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=45)</td>
<td>76</td>
<td>24</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=45)</td>
<td>62</td>
<td>31</td>
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<td>4</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=44)</td>
<td>68</td>
<td>32</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=45)</td>
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<td>10. The overall course met my expectations. (N=44)</td>
<td>59</td>
<td>36</td>
<td>2</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…. 4.56
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: ETHICS AND CONFLICTS OF INTEREST

Course Number: 134

Presenter: PHILIP FREEBURG

Location: KI CONVENTION CENTER

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

<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>2. The instructor’s teaching methods contributed significantly to my learning. (N=45)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=45)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=45)</td>
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ITEM MEANS

1. The subject matter presented was useful to me……………………………… 4.63
2. The instructor’s teaching methods contributed significantly to my learning…. 4.65
3. The instructor was knowledgeable of the subject matter………………….. 4.91
4. The instructor was well organized and presented the material without hesitation
   …………………………………………………………………………………………… 4.87
5. The instructor responded effectively to questions and comments…………. 4.76
6. The instructor explained points clearly and used good examples……………. 4.78
7. When appropriate the instructor promoted interaction among participants….. 4.74
8. The instructor respected different viewpoints………………………………… 4.82
9. There was adequate time given for discussion and questions ……………… 4.53
10. The overall course met my expectation………………………………………. 4.67
**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.
# PRESENTATION SUMMARY

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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# ITEM MEANS

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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: 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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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: CASH MANAGEMENT AND INVESTMENTS

Course Number: 137

Presenter: KEN HERDEMAN & BRIAN REILLY

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.......................... 4.42

2. The instructor’s teaching methods contributed significantly to my learning.... 4.54

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

4. The instructor was well organized and presented the material without hesitation.
   ........................................................................................................... 4.77

5. The instructor responded effectively to questions and comments.............. 4.67

6. The instructor explained points clearly and used good examples.................. 4.65

7. When appropriate the instructor promoted interaction among participants...... 4.77

8. The instructor respected different viewpoints........................................... 4.6

9. There was adequate time given for discussion and questions ..................... 4.68

10. The overall course met my expectation..................................................... 4.54
Most valuable aspects of this session:
Learning about the LGIP.
EVERYTHING! Great presentation – I learned so much, especially about investments.

Suggestions for improvement:
Too much info on PowerPoint slides… break it up with less info per slide. Instructor didn’t even want to read it all… Why would I want to?

Additional comments:
Handout print too small.
Morning class!!
Best presentation all week! They explained things with simplicity so those of us with little experience could follow!
Great information – learned a lot.
Brian was very knowledgeable.
Nice having multiple speakers.
Program Title: FEDERAL TAX RESPONSIBILITIES FOR GOVERNM

Course Number: 138

Presenter: RUTHANN WATTS

Location: KI CONVENTION CENTER

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

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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:  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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<tr>
<td>10. The overall course met my expectations.  (N=37)</td>
<td>95</td>
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</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..... 4.87
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

Program Title: FORECASTING  
Course Number: 141  
Presenter: CRAIG MAHER  
Location: KI CONVENTION CENTER  
Date(s): 07-11-2012 1:00-5:00

<table>
<thead>
<tr>
<th>% Strongly Agree</th>
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<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
</tr>
</thead>
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<tr>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=19)</td>
<td>37</td>
<td>42</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=19)</td>
<td>89</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=19)</td>
<td>68</td>
<td>26</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=19)</td>
<td>74</td>
<td>26</td>
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</tr>
<tr>
<td>6. The instructor explained points clearly and used good examples. (N=19)</td>
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<td>21</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=18)</td>
<td>67</td>
<td>28</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=19)</td>
<td>68</td>
<td>32</td>
<td>0</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=18)</td>
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<tr>
<td>10. The overall course met my expectations. (N=19)</td>
<td>37</td>
<td>37</td>
<td>21</td>
<td>5</td>
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</table>
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

<table>
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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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<td>38</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=13)</td>
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<td>54</td>
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<td>8. The instructor respected different viewpoints. (N=13)</td>
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<td>9. There was adequate time given for discussion and questions. (N=13)</td>
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<td>10. The overall course met my expectations. (N=13)</td>
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<td>23</td>
<td>8</td>
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</table>
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

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<th>Statement</th>
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<th>Somewhat Agree</th>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=11)</td>
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<td>3. The instructor was knowledgeable of the subject. (N=12)</td>
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<td>0</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=12)</td>
<td>92</td>
<td>8</td>
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<td>5. The instructor responded effectively to questions and comments. (N=12)</td>
<td>100</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>6. The instructor explained points clearly and used good examples. (N=12)</td>
<td>92</td>
<td>0</td>
<td>8</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=11)</td>
<td>100</td>
<td>0</td>
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<td>10. The overall course met my expectations. (N=12)</td>
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</table>
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

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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<th>Strongly Disagree</th>
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<td>19</td>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=70)</td>
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<td>19</td>
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<td>3. The instructor was knowledgeable of the subject. (N=70)</td>
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<td>11</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=70)</td>
<td>87</td>
<td>13</td>
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<td>5. The instructor responded effectively to questions and comments. (N=70)</td>
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<td>13</td>
<td>3</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=70)</td>
<td>87</td>
<td>13</td>
<td>0</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=68)</td>
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<td>16</td>
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<td>8. The instructor respected different viewpoints. (N=69)</td>
<td>84</td>
<td>12</td>
<td>4</td>
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<td>9. There was adequate time given for discussion and questions. (N=70)</td>
<td>76</td>
<td>14</td>
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<td>10. The overall course met my expectations. (N=70)</td>
<td>80</td>
<td>17</td>
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## ITEM MEANS

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

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

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

Program Title: TAX PREPARATION

Course Number: 147

Presenter: CATHERINE HASSLINGER & DEB NEAL

Location: KI CONVENTION CENTER

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

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<th>Strongly Disagree</th>
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<td>20</td>
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<td>3. The instructor was knowledgeable of the subject. (N=64)</td>
<td>94</td>
<td>6</td>
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<td>0</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>
<td>5</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=64)</td>
<td>88</td>
<td>13</td>
<td>0</td>
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<td>6. The instructor explained points clearly and used good examples. (N=63)</td>
<td>89</td>
<td>8</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=63)</td>
<td>86</td>
<td>14</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=62)</td>
<td>87</td>
<td>13</td>
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<td>9. There was adequate time given for discussion and questions. (N=63)</td>
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<td>11</td>
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<tr>
<td>10. The overall course met my expectations. (N=62)</td>
<td>87</td>
<td>13</td>
<td>0</td>
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</tbody>
</table>
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.
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

<table>
<thead>
<tr>
<th>Statement</th>
<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=44)</td>
<td>59</td>
<td>25</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=44)</td>
<td>66</td>
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<td>3. The instructor was knowledgeable of the subject. (N=44)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=44)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=44)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=44)</td>
<td>70</td>
<td>25</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=44)</td>
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<td>8. The instructor respected different viewpoints. (N=43)</td>
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<td>9. There was adequate time given for discussion and questions. (N=44)</td>
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<tr>
<td>10. The overall course met my expectations. (N=44)</td>
<td>70</td>
<td>25</td>
<td>5</td>
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</tbody>
</table>
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.
# PRESENTATION SUMMARY

**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

## Survey Results

<table>
<thead>
<tr>
<th>Question</th>
<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=52)</td>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=52)</td>
<td>96</td>
<td>4</td>
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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>
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<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>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=52)</td>
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<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>
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<td>Item</td>
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<td>Mean</td>
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<tr>
<td>3.</td>
<td>The instructor was knowledgeable of the subject matter</td>
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<tr>
<td>4.</td>
<td>The instructor was well organized and presented the material without hesitation</td>
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<td>10.</td>
<td>The overall course met my expectation</td>
<td>4.94</td>
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</table>
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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<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=53)</td>
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<tr>
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<td>3. The instructor was knowledgeable of the subject. (N=53)</td>
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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (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>4</td>
<td>0</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=52)</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=53)</td>
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<td>10. The overall course met my expectations. (N=53)</td>
<td>96</td>
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</table>
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: 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

<table>
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<tr>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Somewhat Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
</tr>
</tbody>
</table>

1. The subject matter presented was useful to me. (N=47)
   - 55%
   - 32%
   - 13%
   - 0%
   - 0%

2. The instructor’s teaching methods contributed significantly to my learning. (N=47)
   - 72%
   - 19%
   - 9%
   - 0%
   - 0%

3. The instructor was knowledgeable of the subject. (N=47)
   - 87%
   - 11%
   - 2%
   - 0%
   - 0%

4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=47)
   - 83%
   - 15%
   - 2%
   - 0%
   - 0%

5. The instructor responded effectively to questions and comments. (N=47)
   - 81%
   - 15%
   - 4%
   - 0%
   - 0%

6. The instructor explained points clearly and used good examples. (N=47)
   - 77%
   - 21%
   - 2%
   - 0%
   - 0%

7. When appropriate, the instructor promoted interaction among participants. (N=47)
   - 83%
   - 15%
   - 2%
   - 0%
   - 0%

8. The instructor respected different viewpoints. (N=46)
   - 80%
   - 17%
   - 2%
   - 0%
   - 0%

9. There was adequate time given for discussion and questions. (N=47)
   - 72%
   - 21%
   - 6%
   - 0%
   - 0%

10. The overall course met my expectations. (N=47)
    - 70%
    - 23%
    - 6%
    - 0%
    - 0%
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<tr>
<td>1.</td>
<td>The subject matter presented was useful to me.</td>
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<td>The instructor’s teaching methods contributed significantly to my learning.</td>
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<tr>
<td>3.</td>
<td>The instructor was knowledgeable of the subject matter.</td>
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<td>4.</td>
<td>The instructor was well organized and presented the material without hesitation.</td>
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<td>5.</td>
<td>The instructor responded effectively to questions and comments.</td>
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<tr>
<td>6.</td>
<td>The instructor explained points clearly and used good examples.</td>
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<td>7.</td>
<td>When appropriate the instructor promoted interaction among participants.</td>
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<td>8.</td>
<td>The instructor respected different viewpoints.</td>
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<tr>
<td>10.</td>
<td>The overall course met my expectation.</td>
<td>4.6</td>
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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

**Program Title:** COLORS  
**Course Number:** 154  
**Presenter:** FAYE MALEK  
**Location:** KI CONVENTION CENTER  
**Date(s):** 07-12-2012 12:45-1600

<table>
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<td>1. The subject matter presented was useful to me. (N=17)</td>
<td><strong>Strongly Agree</strong></td>
<td>Agree</td>
<td>Somewhat Agree</td>
<td>Disagree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=17)</td>
<td><strong>Strongly Agree</strong></td>
<td>Agree</td>
<td>Somewhat Agree</td>
<td>Disagree</td>
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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=17)</td>
<td><strong>Strongly Agree</strong></td>
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<tr>
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<tr>
<td>10.</td>
<td>The overall course met my expectation.</td>
<td>4.88</td>
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</tbody>
</table>
**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!
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>
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<th></th>
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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=54)</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=54)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=54)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=54)</td>
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<td>20</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=54)</td>
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<td>8. The instructor respected different viewpoints. (N=53)</td>
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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

**Program Title:** TAX COLLECTION AND SETTLEMENT  
**Course Number:** 157  
**Presenter:** CATHERINE HASSLINGER & DEB NEAL  
**Location:** KI CONVENTION CENTER  
**Date(s):** 07-12-2012 12:45-5:00

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<td>The instructor explained points clearly and used good examples</td>
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<td>The overall course met my expectation</td>
<td>4.87</td>
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</table>
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.
Program Title: MAKING PRESENTATIONS MORE EFFECTIVE WITH

Course Number: 159

Presenter: AL GUYANT

Location: KI CONVENTION CENTER

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

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<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=28)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=28)</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>
<td>81</td>
<td>19</td>
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<td>9. There was adequate time given for discussion and questions. (N=27)</td>
<td>67</td>
<td>30</td>
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<td>10. The overall course met my expectations. (N=27)</td>
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<td>30</td>
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</table>
ITEM MEANS

1. The subject matter presented was useful to me........................................... 4.64
2. The instructor’s teaching methods contributed significantly to my learning.... 4.68
3. The instructor was knowledgeable of the subject matter........................... 4.96
4. The instructor was well organized and presented the material without hesitation
   ............................................................................................................. 4.86
5. The instructor responded effectively to questions and comments.............. 4.79
6. The instructor explained points clearly and used good examples.............. 4.89
7. When appropriate the instructor promoted interaction among participants..... 4.93
8. The instructor respected different viewpoints.......................................... 4.81
9. There was adequate time given for discussion and questions ...................... 4.67
10. The overall course met my expectation.................................................... 4.67
**Most valuable aspects of this session:**
The different examples we worked through that incorporated the ideas of the group.
Overall good class participation.
Instructor allowed comments which added to discussions.
Gave real-life examples and methods to deal with complex and complicated communication issues.
Message boxes.
3 ways to respond to tough questions.
Understanding that more information isn’t always effective. Preparing yourself for those tough questions before you get them will put you at ease and increase confidence in your presentation.
Helping us to be more confident in talking to people about problems.
The two laws of human communication.
Liked hearing about engaging the listening group emotionally to your main focal point.
The group session was great.
Three ways to respond to tough questions.
Interaction.
How to be effective in a discussion that takes place in a meeting where you need to present a stressful subject.

**Suggestions for improvement:**
Stay on task. Too much personal information and wandering away from the topic. A lot more time. Felt you could cover more on this subject. Keep up the good work! More time. I think a little more time for those that would use this more.

**Additional comments:**
Overall I enjoyed this – looking forward to using my new knowledge in poll worker training. Lots of time – thank you! Great class. He was a great presenter.
PRESENTATION SUMMARY

Program Title: MAKING PRESENTATIONS MORE EFFECTIVE

Course Number: 160

Presenter: AL GUYANT

Location: KI CONVENTION CENTER

Date(s): 07-12-2012

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<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>10. The overall course met my expectations. (N=25)</td>
<td>72</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.… 4.65
3. The instructor was knowledgeable of the subject matter………………………… 4.77
4. The instructor was well organized and presented the material without hesitation ………………………………………………………………………… 4.77
5. The instructor responded effectively to questions and comments………………. 4.77
6. The instructor explained points clearly and used good examples………………….. 4.77
7. When appropriate the instructor promoted interaction among participants…… 4.85
8. The instructor respected different viewpoints……………………………………. 4.77
9. There was adequate time given for discussion and questions …………………. 4.73
10. The overall course met my expectation………………………………………….. 4.68
Most valuable aspects of this session:

Suggestions for improvement:

Additional comments:
Helpful.
Speaker puts great effort into his presentations. Noteworthy.
# Evaluation Statistics for Question Responses

**Event:** M12CTI  
**Subevent:** T1  
**Form ID:** 2012 T1  
**#Regs:** 0  
**Date held:** July 8, 2012  
**Speaker(s):**

## 1. Your unit of government is a:

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**Average Question Response Ranking:** 1.78

## 2. Your tuition was paid by:

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**Average Question Response Ranking:** 2.22

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

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**Average Question Response Ranking:** 2.69
Evaluation Statistics for Question Responses

Printed September 11, 2012

Event: M12CTI
Subevent: T1
Form ID: 2012 T1
#Regs: 0

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

1. Other

Finance Director.
Brochure and recommended by past participant.
Brochure and recommended by past participant.
Brochure and recommended by past participant.
Brochure and professional development.
Recommended by board member.

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

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</tr>
</tbody>
</table>

Average Question Response Ranking: 2.71

1. Other:

Personal and professional development.
Certification and professional development.
Certification and knowledge.
Learn the job - 34 years in another profession so I need municipal education!
Personal and professional development.

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

Tax Preparation - I haven't completed one yet and now I have systems to follow.
Tax Collection and Settlement - Yeah a class that finally relates to treasurers. All the rest were for clerk or the board.
Some of the accounting classes for year one were a little basic. Maybe split between people with more accounting knowledge.
Tax Preparation and Collection and Settlement - very well done and I really needed help with it.
Fundamentals of Budgeting - very well done and I really needed help with it.
Audit Preparation helped a lot.
All gave a good overview of the job - many hats!
Tax Preparation and Tax Settlement.
Tax Preparation and Collection - hands-on activities - learned tons! Deb Neal and Catherine are great.
Both Tax classes were great!
The Tax classes were the most useful to me as I just started the position about four months ago.
Tax Preparation and Collection and Settlement - no past experience with this.
They all helped in some way! I'm a new clerk/treasurer so everything helps.
Tax Preparation and Tax Settlement, and Cash Management.
I found the investment course taught by Ehlers to be very useful as it laid out different options available to municipalities. Showed me the right way to complete reports.

6. Are there any other comments you would like to make about the sessions?
Much more beneficial with interactive group sessions - even though they scare people. Sessions go too long - it is very hard to sit through a four hour class. The Marquette professor was very knowledgeable but it was very hard to stay awake. He needs to make it more exciting or something. I would like to have had more basic overview of being a NEW clerk - break out those who are really new to it all from those who have been doing clerk/treasurer work for a long time but just beginning the institute course. Cash Management and Investments wasn't something that could hold attention. Presentations where they just read a PowerPoint presentation, I could have read myself and got the same information - Cash and Investments - snore! Fabulous institute! Enjoyed the interactive ones the most. Very good conference. I really learned a lot this week. I thought they were all very good.

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

8. Do you have any comments on the Institute Staff you would like to share?
Yes! Very helpful and welcoming. I found people (advisors) to be very "clicky." Sorry I didn't socialize - I was hear to learn. Al Guyant - great presenter. Deb Neal and Cathy Hasslinger - excellent. Kim Manley did a good job. Paul Frantz (Audit) was good. Instructor Robert Yahr - not a good class. He was a bit obtuse and boring - not helpful. Very friendly and easy to talk with. Everyone was very friendly and helpful. Wonderful staff! The staff were all great! Very helpful and knowledgeable. They are all great. Kassie is a real dynamo. Some classes would have been better for just towns. Especially the audit class - a lot pertained to city government.
9. **Anything else you would like to tell us?**

I found fellow classmates at times to be more helpful than the instructors. Could the institute be completed on Thursday and not incur the municipality's extra cost for a short Friday? The comedy was very necessary - possibly a Thursday morning would make a nice break. Overall, a very practical approach to get the necessary information into our hands.

I'm glad I came to the institute and I learned a lot. I have to say that our classrooms were uncomfortably cold most of the time and downright miserably freezing other times - I can't concentrate or focus when that uncomfortable. Our room was good and easily fit three of us in. The food was marginal and snacks ran out before I got anything on more than one occasion. Overall I learned a lot and look forward to next time. Thanks to all for your hard work and dedication - your enthusiasm for the program adds a great deal to the whole experience.

Hotel staff (some of them) could have been more helpful. But that's not the institute's fault.

Might be helpful to have one session of open discussion with communities of equal size.

Thanks for a great week.

The food was awful. Unhealthy!

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

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 Answers</td>
<td>0 Answer</td>
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%Questn Resp

<table>
<thead>
<tr>
<th>% Questn Resp</th>
</tr>
</thead>
<tbody>
<tr>
<td>100.00%</td>
</tr>
</tbody>
</table>

1. **Why or why not?**

Want to finish.

Depends on the budget.

Hope so.

If the town can afford it.
Evaluation Statistics for Question Responses
Printed September 11, 2012

Event: M12CTI
Subevent: T1
Form ID: 2012 T1
#Regs: 0

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

11. Would you recommend the Institute to others?
18 Total Response(s) 18 Response(s) to This Question 100.00 Response % for Question

<table>
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<tr>
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<th>No</th>
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</thead>
<tbody>
<tr>
<td>18 Answers</td>
<td>0 Answer</td>
</tr>
</tbody>
</table>

%Questn Resp 100.00% 0.00%

1. Why or why not?
Especially if they are clerks.

AVERAGE RANK: 2.30
## Evaluation Statistics for Question Responses

**Printed September 11, 2012**

**Event:** M12CTI  
**Subevent:** T2  
**Form ID:** 2012 T2  
**#Regs:** 0  
**Date held:** July 8, 2012  
**Speaker(s):**

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<th></th>
<th>Total Response(s)</th>
<th>16 Response(s) to This Question</th>
<th>100.00 Response % for Question</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Village (2)</td>
<td>4 Answers</td>
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<tr>
<td>%Questn Resp</td>
<td>18.75%</td>
<td>25.00%</td>
<td>50.00%</td>
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</table>

Average Question Response Ranking: 2.44

1. Other

### 2. Your tuition was paid by:

<table>
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<th>87.50 Response % for Question</th>
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<tr>
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<td>1 Answer</td>
<td>Your Municipality (2)</td>
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</tr>
<tr>
<td>%Questn Resp</td>
<td>7.14%</td>
<td>85.71%</td>
<td>0.00%</td>
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</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 Newslr</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>

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>

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.
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, and 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?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>0</td>
<td>16</td>
</tr>
</tbody>
</table>

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 to This Question</td>
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<td>16 Total Response(s)</td>
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<tr>
<td>Response % for Question</td>
<td>100.00%</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

1. Why or why not?

Great learning - everyone needs more education.

AVERAGE RANK: 2.37
Evaluation Statistics for Question Responses
Printed September 11, 2012

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

Event: M12CTI
Subevent: T3
Form ID: 2012 T3
#Regs: 0

1. Your unit of government is a:

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<thead>
<tr>
<th>Option</th>
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<th>100.00 %</th>
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<tbody>
<tr>
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<tr>
<td>Village (2)</td>
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<td>Town (3)</td>
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</tr>
<tr>
<td>County (4)</td>
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<tr>
<td>Other (5)</td>
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</table>

Average Question Response Ranking: 2.00

1. Other

2. Your tuition was paid by:

<table>
<thead>
<tr>
<th>Option</th>
<th>Total</th>
<th>Response</th>
<th>100.00 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself (1)</td>
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<td></td>
</tr>
<tr>
<td>Your Municipality (2)</td>
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<td></td>
</tr>
<tr>
<td>You &amp; Municipality (3)</td>
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<td>0.00%</td>
<td></td>
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<td>Scholarship (4)</td>
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<td>0.00%</td>
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</table>

Average Question Response Ranking: 2.00

1. Other

3. How did you learn about the Institute?

<table>
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<td>Past Participant (3)</td>
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</tr>
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<td>Past Experience (4)</td>
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</tr>
<tr>
<td>Other (5)</td>
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<td>0.00%</td>
<td></td>
</tr>
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</table>

Average Question Response Ranking: 2.91
1. Other
Recommended by past participant and past experience.
Brochure and past experience.

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

<table>
<thead>
<tr>
<th>Certification (1)</th>
<th>Personal Devlpmnt (2)</th>
<th>Professional Devlpmnt</th>
<th>Networking (4)</th>
<th>Other, specify (5)</th>
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<tbody>
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<td>% Resp</td>
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<td>4 Answers</td>
<td>0 Answer</td>
</tr>
<tr>
<td>Average Question Response Ranking: 2.14</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

I thought they were all good and useful. It is hard to pick just one.
I got something from every session.
Town Topics - updates to what is new, helpful hints filling out forms.
Fraud - aware of possible issues, conflict of interest - current issues to deal with.
Office Efficiency - helpful tricks and tips.
T3 classes were very useful and helpful - all of them.
Forecasting - different view/ideas for budget planning. Liked the hands-on approach.
Working with Boards, Clerks/Treasurers’ Role in Emergency Management and Strategies to Improve Life and Work - interesting and useful information - great instructors.
Loved the Strategies to Improve Life and Work.
Employment Law, Fraud, Elections Unplugged, and Emergency Management. Since I'm not a clerk or treasurer, this information doesn't get discussed with me so this is nice.
Basic Employment Law and Clerk/Treasurers' Role in Emergency Management.
Advanced TIF and Forecasting. I guess I'm a numbers guy. Good topics to take back to the office.
6. Are there any other comments you would like to make about the sessions?
Gives an individual a great starting point to perform the jobs correctly.
Great presenters.
Too bad internet security class was cancelled. Do have the handout though which is helpful.
To save paper - access to laptops or iPads.
To save paper, use iPads and laptops.
Make Elections Unplugged two classes with one teacher for each. Too many people talking.
It seems I've chosen classes I already had taken. Maybe you could not offer the ones I've already taken so when I sign up I take something new.

7. What other sessions would you like to see offered? (Can you recommend a good instructor for the subject?)
Changes to clerk or treasurer functions from year to year - GASB changes, election changes, taxes and levy limits, etc.
PowerPoint and Excel.
Arbitrage.

8. Do you have any comments on the Institute Staff you would like to share?
Excellent and hard working and very client orientation. Great job in picking sessions and instructors.
Great, very friendly.
Very friendly, helpful, go out of their way to assist.
Thanks for your tireless efforts to produce the best Institute for us.
Wonderful staff. Rachel and Rosie rock!
Great people - thank you!
Rachel is always helpful.
Everyone was very helpful.
They are great.
Keep up the good work!
9. Anything else you would like to tell us?

Kept up the great job. Would it hurt to put some or all sessions online (for review - the PDF files). They could be updated as needed.
Third year classes rock!
Rooms were cold.
Disappointed with meals and snacks.
Rooms are too cold! Gloves were needed in B1.

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

<table>
<thead>
<tr>
<th>Total Response(s)</th>
<th>Response(s) to This Question</th>
<th>Response % for Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
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<table>
<thead>
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<tbody>
<tr>
<td>11 Answers</td>
<td>1 Answer</td>
</tr>
</tbody>
</table>

% Questn Resp 91.66% 8.33%

1. Why or why not?

If reelected.
Not sure
No interest in clerk completion - I like the treasurer side.
For completion.
Unsure.

11. Would you recommend the Institute to others?

<table>
<thead>
<tr>
<th>Total Response(s)</th>
<th>Response(s) to This Question</th>
<th>Response % for Question</th>
</tr>
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<tr>
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% Questn Resp 100.00% 0.00%
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Date held: July 8, 2012
Speaker(s):

1. Why or why not?

| AVERAGE RANK: 2.25 |
1. **Your unit of government is a:**

<table>
<thead>
<tr>
<th></th>
<th>City (1)</th>
<th>Village (2)</th>
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<th>County (4)</th>
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<th>%Questn Resp</th>
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<tr>
<td>9 Answers</td>
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</tbody>
</table>

**Average Question Response Ranking:** 2.35

1. **Other**

2. **Your tuition was paid by:**

<table>
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<tr>
<th></th>
<th>Yourself (1)</th>
<th>Your Municipality (2)</th>
<th>You &amp; Municipality</th>
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</tr>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Average Question Response Ranking:** 2.05

1. **Other**

Municipality and scholarship.

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

<table>
<thead>
<tr>
<th></th>
<th>Brochure (1)</th>
<th>Association Newslr</th>
<th>Past Participant (3)</th>
<th>Past Experience (4)</th>
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<tr>
<td>4.54%</td>
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<td>13.63%</td>
<td>72.72%</td>
<td>9.09%</td>
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**Average Question Response Ranking:** 3.82
Evaluation Statistics for Question Responses
Printed September 11, 2012

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

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

1. Other
Coworker.
Bruchure and past experience.
Former coworker.

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>
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<td>0 Answer</td>
<td>2 Answers</td>
</tr>
</tbody>
</table>

%Questn Resp 26.31% 0.00% 63.15% 0.00% 10.52%

Average Question Response Ranking: 2.68

1. Other:
All of the above.
Personal development and professional development.
All of the above.
Certfication and professional development.
All of the above.
Personal development and professional development.

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

I found the budgeting/debt management courses to be the most useful.
Elections Unplugged.
A lot of courses - Government Accounting I, II, Five Year Financial Management, and Borrowing and Debt Management.
Some classes in Treasurers Completion were over my head - need more background.
Elections Unplugged was great! Thank you. Dr. Humor was a great way to end the Institute.
How to Prepare for an Audit - I understood from the auditor's side of things.
Learned a lot about clerk and treasurer's duties and how to be more efficient.
The courses are all good. I especially like classes that provide tips and tricks to make the job easier.
Financial Statement and Accounting and Borrowing and Debt Management.
All financial classes.
Five Year Financial Management Techniques and Borrowing and Debt Management. Used good examples.
Levy Limits and Debt Management - exactly what we deal with and the exercises were practical application.
Five Year Financial Management Techniques and Borrowing and Debt Management and How to Prepare for an Audit. Great resources to set policy and strike some kind of balance, less stress!
Sales Tax - Debt Borrowing.
Dr. Yahr's classes were wonderful. Very helpful.
Bill It, Will They Pay? - helpful tips in getting people to pay their bills.
6. Are there any other comments you would like to make about the sessions?

There are some (leadership, for example) that could be more dedicated to the clerk/treasurer/government daily life and issues - some seem to be business vs government based.
I thought the Five Year Management was extremely useful.
Harder because of the financial classes, but useful.
They were great!
I felt like I was able to take important information out of all of the classes they all stand out for different reasons.
GASB Updates was too technical - not in understandable terms.
Very good learning experience!
Good selection - kudos to the Institute and advisory board.
Some classes could be divided into beginner and advanced. Students were at different levels.
I enjoyed all my time with you guys.
I'm thankful for Kassie and her staff making this possible. All sessions in some way or another are useful!

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

Emergency Management.
Similar to Presenting your Fiscal Position to your Board - Bridget did fabulous!

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

I love you all! You are absolutely amazing!
I appreciate the unfailing courtesy of all staff - especially Rachel for helping me choose the TC for this year.
A lot of useful information.
Staff was wonderful.
The staff is always helpful and friendly - thanks!
Staff has always been helpful and interested in answering questions.
Everyone from the presenters to your immediate staff are so kind and helpful. I truly appreciate all of the hard work put into this. It helps make it a great week.
Excellent staff.
Staff does a wonderful job.
Very good classe, great variety.
Trip to university was great maybe have a separate table section at lunch to serve those leaving early first - too much to chow and run!
Excellent speaker and staff were very accommodating and pleasant.
Have us in mind for everything.
The whole staff did an excellent job!
Very helpful.
9. Anything else you would like to tell us?
I think "love you" all covers it quite nicely! (oh - we did decide that Rachel and Dawn Gunderson are dead ringers for each other!
We think that Rachel will look just like Dawn in 25 years!)
Thank you for making this opportunity possible. It is such a unique setting.
Loved the cosmic bowling!
Some classes that were four hours or longer seemed to be stretched out to "fill" time.
A phone number for family to leave emergency messages for delivery to participant.
I thought the meals were really good. I like the wraps for Elections Unplugged. I know it's hard to please everyone but I thought it was a good balance.
Running out of food at the banquet should not happen!
I would recommend not having classes off-site and the Elections class on the same day. It was too much in one day with shortened lunch, no food break and head right to elections class. How about putting on a different day?
Hyatt management quite different from Sierra - caused inadequate and negative impression on students.
I want to come back.
Hotel has gone down hill - food, room temps, staff assistance, etc.
Thanks for all your hard work all week.
The hotel was disappointing. The breakfast was not like before (we were spoiled), but they always ran out of food.

10. Do you plan to attend the Institute next year?
<table>
<thead>
<tr>
<th>Total Response(s)</th>
<th>Response(s) to This Question</th>
<th>91.30 Response % for Question</th>
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<tr>
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<td></td>
</tr>
<tr>
<td>19.04%</td>
<td>80.95%</td>
<td></td>
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</table>

1. Why or why not?
Master Academy.
Completed.
I will be coming back next year for the Master Academy but I will be putting in for a scholarship - my board seems to think I have had "enough" education.
Final year.
Village will only send one employee, someone else's turn.
Graduated - hope to attend Master's Academy.
Completed four years.
Completed track.
Have completed four years.
Graduating.
Last year.
Completed four years.
Graduated.
Probably Master Academy or Civic/Public courses.
Maybe - Master Academy.
Completed all four years.
Next session would be Master Academy - hopefully attend in next few years.
Graduated final year - possible Master Academy.
Done!!
I have done the completion.

11. Would you recommend the Institute to others?

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed all four years.</td>
<td>22 Answers</td>
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</tr>
<tr>
<td>Next session would be Master Academy - hopefully attend in next few years.</td>
<td>100.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Graduated final year - possible Master Academy.</td>
<td>100.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Done!!</td>
<td>100.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>I have done the completion.</td>
<td>100.00%</td>
<td>0.00%</td>
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AVERAGE RANK: 2.72
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>
<th>Statement</th>
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<th>Disagree</th>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=15)</td>
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<td>3. The instructor was knowledgeable of the subject. (N=15)</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=15)</td>
<td>73</td>
<td>27</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=15)</td>
<td>73</td>
<td>27</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=15)</td>
<td>87</td>
<td>13</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=15)</td>
<td>87</td>
<td>13</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=15)</td>
<td>73</td>
<td>27</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. There was adequate time given for discussion and questions. (N=15)</td>
<td>93</td>
<td>7</td>
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<td>10. The overall course met my expectations. (N=14)</td>
<td>71</td>
<td>29</td>
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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**

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

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<tr>
<td>Disagree</td>
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</tr>
<tr>
<td>Strongly Disagree</td>
<td></td>
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<td>1. The subject matter presented was useful to me. (N=45)</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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<tr>
<td>3. The instructor was knowledgeable of the subject. (N=45)</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=45)</td>
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<tr>
<td>5. The instructor responded effectively to questions and comments. (N=45)</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=45)</td>
<td></td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=45)</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=44)</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=44)</td>
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<td>10. The overall course met my expectations. (N=42)</td>
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</table>
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

203

Program Title: INFLUENCE WITHOUT AUTHORITY

Course Number: 203

Presenter: ERIC CORYELL

Location: KI CONVENTION CENTER

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

<table>
<thead>
<tr>
<th>Question</th>
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<th>Somewhat Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tr>
<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=40)</td>
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<td>25</td>
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<td>3. The instructor was knowledgeable of the subject. (N=40)</td>
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<td>5. The instructor responded effectively to questions and comments. (N=40)</td>
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<tr>
<td>6. The instructor explained points clearly and used good examples. (N=40)</td>
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<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>85</td>
<td>13</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=40)</td>
<td></td>
<td>83</td>
<td>18</td>
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<td>0</td>
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<tr>
<td>9. There was adequate time given for discussion and questions. (N=40)</td>
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<td>83</td>
<td>15</td>
<td>3</td>
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<tr>
<td>10. The overall course met my expectations. (N=40)</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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<tr>
<th>% Strongly Agree</th>
<th>% Agree</th>
<th>% Somewhat Agree</th>
<th>% Disagree</th>
<th>% Strongly Disagree</th>
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<tr>
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<td>2. The instructor’s teaching methods contributed significantly to my learning. (N=19)</td>
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<td>3. The instructor was knowledgeable of the subject. (N=19)</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>
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<td>5. The instructor responded effectively to questions and comments. (N=19)</td>
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<td>6. The instructor explained points clearly and used good examples. (N=19)</td>
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<td>21</td>
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<tr>
<td>7. When appropriate, the instructor promoted interaction among participants. (N=19)</td>
<td>74</td>
<td>21</td>
<td>5</td>
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<tr>
<td>8. The instructor respected different viewpoints. (N=19)</td>
<td>74</td>
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<td>9. There was adequate time given for discussion and questions. (N=19)</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

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<td>6. The instructor explained points clearly and used good examples. (N=14)</td>
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<td>7. When appropriate, the instructor promoted interaction among participants. (N=14)</td>
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<td>8. The instructor respected different viewpoints. (N=14)</td>
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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**

206

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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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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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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<td>4. The instructor was well organized and presented the material without hesitation or over reliance on notes. (N=23)</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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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>6.</td>
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<td>The overall course met my expectation</td>
<td>4.91</td>
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</table>
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.
# PRESENTATION SUMMARY

Program Title: BUILDING COLLABORATIVE RELATIONS WITH YO

Course Number: 211

Presenter: KARL NOLLENBERGER

Location: KI CONVENTION CENTER

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

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<th>% Disagree</th>
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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

<table>
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ITEM MEANS

1. The subject matter presented was useful to me…………………………………… 4.3

2. The instructor’s teaching methods contributed significantly to my learning…. 4.41

3. The instructor was knowledgeable of the subject matter……………………… 4.92

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

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

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

7. When appropriate the instructor promoted interaction among participants….. 4.84

8. The instructor respected different viewpoints……………………………………… 4.81

9. There was adequate time given for discussion and questions………………… 4.8

10. The overall course met my expectation………………………………………. 4.4
**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-BEHLM/JEAN TRETOW-SCHMITZ

Location: KI CONVENTION CENTER

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

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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.
1. Your unit of government is a:

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<td>16 Answers</td>
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Average Question Response Ranking: 1.90

1. Other

Town, County.

2. Your tuition was paid by:

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Average Question Response Ranking: 2.17

1. Other

Municipality and the Master Academy (thank you!).
Municipality and scholarship.
Municipality and scholarship.
### 3. How did you learn about the Academy?

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<td>25 Answers</td>
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<tr>
<td>Other (5)</td>
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<td>1 Answer</td>
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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?

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

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?

<table>
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<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>34 Answers</td>
<td>1 Answer</td>
</tr>
</tbody>
</table>

%Questn Resp

97.14% 2.85%

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?

<table>
<thead>
<tr>
<th>Total Response(s)</th>
<th>Response(s) to This Question</th>
<th>93.02 Response % for Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>40</td>
<td>40</td>
</tr>
</tbody>
</table>

Yes: 40 Answers
No: 0 Answer

%Questn Resp: 100.00% 0.00%

1. Why or why not?

AVERAGE RANK: 2.49