








Algonquin College

President's Council Town Hall Dec 2013

Did you attend the President's Council Town Hall?

Response	Chart	Percentage	Count
Yes		50.9%	88
No		49.1%	85
		Total Responses	173

Can you tell us why not?



Response	Chart	Percentage	Count
Timing not good		44.8%	30
Not interested		4.5%	3
Unaware of event		1.5%	1
Too busy		25.4%	17
Other (please specify)		32.8%	22
		Total Responses	67

Can you tell us why not? (Other (please specify))



#	Response
	I teach part time on other days & not willing to pay the cost of parking and gas to attend to attend
	After class discussions with students lasted longer than usual (their last class with me prior to exams).
	I was teaching during that time.
	Had a class
	Teaching duties
	Not feeling well
	I watched the livestream
	forgot about it!

Didn't want to miss an opportunity to meet with someone, business related.
I was out of town on vacation
On holidays
Part-time staff, unable to take time off
Lack of new direction/ideas from the new president. Nothing new to empower/excite staff! Looking for actions on behalf of the executive to demonstrate real change is here!
off Campus event
forgot :(
Too far away

Did you know the President's Council Town Hall was being webcast?

Response	Chart	Percentage	Count
Yes		51.5%	35
No		48.5%	33
		Total Responses	68

Did you or will you go online to the President's Council Town Hall link to watch any portion of the event?


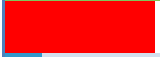

Response	Chart	Percentage	Count
Yes		66.2%	45
No		33.8%	23
		Total Responses	68

Do you have any suggestions for future Town Halls?

#	Response
	Earlier in semester (even just 1 week).
	Should be held late in the day of on Saturdays
	Beginning or mid semester might be better
	Try actually listening when staff speak. Not just at events like this.
	I would suggest that the notice come out well in advance to allow the maximum number of participants.

Keep it going...As a College we need to address issues together and hear everyone's opinion.
Can you have have mini town halls that are targeted to specific areas of the college / topics? Also, hold one in the evening or on a Saturday so part time faculty can attend are target issues relevant to us? We are often excluded.
For faculty, have it outside of class hours.
Themes
Nope. It went well I think.
Don't have another until you can demonstrate to staff that real change is happening. Words are hollow, actions are not!
Please continue to reach out to faculty, support staff, administration - This is an excellent medium!
Many events like this do not fit into the schedule of a lot of part-time faculty, plus the high parking rate for a 1 hour event does not make it feasible. While the webcast keeps you informed, there is nothing like being at the event and interacting.

Are you:

Response	Chart	Percentage	Count
Faculty		45.3%	29
Support Staff		43.8%	28
Administration		10.9%	7
		Total Responses	64

General Comments

#	Response
	I have been teaching part time at Algonquin college for many years and still do not feel part of the college community. I believe it would be helpful to survey part timers separately to uncover ideas for improving the management of this large part of the academic staff and the subjects they teach.
	Stop the misappropriation of funds. Stop the reciprocity. Stop the disempowerment of staff. "Walk the walk" of the college values.
	I'll check out the availability of the archived webcast. Thank you.
	Keep the Town Halls going. Although many people in our department could not attend, most everyone watched the web cast. The meeting prompted much dialogue in our office.I was somewhat disappointed by the questions and the apparent spin doctoring of the panel...but I am definitely interested in having more "Town Halls" in the future. Hopefully in the future as the panel and the participants become more comfortable, the atmosphere of the meeting will

become less political and more collegial.
Why not schedule an event like this when the students are gone for the holidays, reading week or after school ends in the spring. Staff would have a better chance of attending.
I can't find the link to view the recording :(
I have a lot to say but, am afraid that there might be repercussions if my comments are in any way deemed to be negative, by overly sensitive managers.
I think the President's Council Town Hall meetings are a great idea.
I have heard positive comments. I am disappointed, that I forgot. The timing was maybe off for the folks working on a tough budget. A few of us were wrapped up in getting through that.

Please indicate your level of satisfaction with the following:

	Low	2	3	4	High	Total Responses
Length of event	0 (0.0%)	1 (1.3%)	4 (5.2%)	33 (42.9%)	39 (50.6%)	77
AV/Sound	3 (3.9%)	9 (11.7%)	18 (23.4%)	24 (31.2%)	23 (29.9%)	77
Venue (CA105)	0 (0.0%)	2 (2.7%)	5 (6.7%)	31 (41.3%)	37 (49.3%)	75
Room set up	0 (0.0%)	0 (0.0%)	4 (5.5%)	31 (42.5%)	38 (52.1%)	73
Facilitator	1 (1.3%)	2 (2.6%)	15 (19.5%)	22 (28.6%)	37 (48.1%)	77
Event Format	0 (0.0%)	2 (2.6%)	8 (10.4%)	32 (41.6%)	35 (45.5%)	77
Comfort Level in Asking Questions	3 (4.0%)	5 (6.7%)	19 (25.3%)	25 (33.3%)	23 (30.7%)	75
Quality of Responses	0 (0.0%)	2 (2.7%)	6 (8.1%)	33 (44.6%)	33 (44.6%)	74
Overall event	0 (0.0%)	0 (0.0%)	5 (6.8%)	35 (47.3%)	34 (45.9%)	74

Please share any comments you have associated with your levels of satisfaction on any of the above items.

Response

<p>Questions and answers should have time limits. (perhaps 30-45 seconds for question, 3 minutes for answers)</p>
<p>Please start on time.</p>
<p>Facilitator was excellent. I'm getting frustrated with..."we're going to..." - it's time to do. Fantastic finish - Pres Macdonald's response was perfect.</p>
<p>I thought it was a great event and it needs to continue. Really shows transparency and accessibility of our Senior Exec.</p>
<p>The facilitator was an additional layer that was not needed. Her attempts to understand the issue and summarize the response did not always pan out well.</p>
<p>The mic did not work for some people. Everything else was excellent.</p>
<p>1. Kent had excellent presence 2. Some responses were a bit long winded, but acceptable (everybody, however I understand this is the nature of the beast). Shorter responses allow for more questions, but then I appreciate that brevity can sometimes lead to misunderstanding.</p>
<p>I think it was a great job, especially for the first format. I think the president was amazing at answering the questions and that his composure and skill at addressing difficult topics is something that makes me very proud to know and be associated with this college.</p>
<p>I liked the openness of the discussion. Even if you didn't agree with all that was said, it was good to hear the leader's reasoning. I was concerned with the dated equipment in a college that prides itself on being a leading Canadian College.</p>
<p>It is sometimes intimidating to stand in front of a crowd of your peers to ask a question. Perhaps questions could be submitted beforehand electronically and addressed at the event or privately.</p>
<p>The microphones often were not loud enough.</p>
<p>The facilitator was not a necessary aspect of the event, and the summarization she would do following each response did not provide any clarification. Overall, it was a very good event.</p>
<p>I thought it was a great event. The answers provided by the Executives were excellent. Kent in particular gave very thoughtful and clear responses. The facilitator did a very good job as well.</p>
<p>The sound was sometimes off for different persons. Sometimes when using the microphone, you could hear the person clearly, and other times it was like the microphone was not working, so it was hard to hear the comment.</p>
<p>It's great to see this type of event happening to encourage open and honest conversations. The members of PC had excellent responses and I am very pleased with the quality of the event.</p>
<p>similar 2 remote sites allow for alternate methods of asking questions e.g. submit to facilitator in advance without sharing with the panel</p>
<p>I understand the openness of the town hall format and felt it was very appropriate for the first one. I would like to see some topics for discussion in future events and this would direct the questions and thinking around certain issues that the College is looking for feedback on.</p>

It was often hard to hear when people were speaking into the microphone (both when they were asking questions and responding to questions). Perhaps the volume could be turned up next time. I really appreciated the open dialogue, but it seemed as if some of the questions were planted, which kind of defeats the purpose of this type of meeting. I also appreciated that the panel was prepared to answer the questions on Saudi Arabia. I also attended the IEC Strategic Plan meeting and was disappointed at the evasive answers from the presenters at that time regarding our involvement in Saudi Arabia. At this meeting, the panel seemed more prepared to answer these tough questions and did not dodge the questions. I want to be clear that I am not criticizing or supporting the actual opinion, or reasons presented by the panel. I am only commenting on their preparedness to answer. Being prepared to answer the tough questions, not dodging them or giving evasive answers, instills confidence in management; whereas, side-stepping questions creates mistrust. Thank you for answering. The facilitator was excellent.

The length of the event was good, but certainly could have gone on longer, although we are all so busy. It is difficult for such a large group to make the venue seem more casual, relaxed.

I attended online via the Mediasite stream. As a result I did not answer a few of the questions since they did not apply. Maybe next time have a portion of the survey related to the online experience. Audio and video has excellent.....kudos to the tech staff who set it up !!! Also kudos for enabling the Mediasite 'ask a question' function as it made the online experience truly interactive.

Kudos to the executive for answering some very poignant questions. Personally, I walked away being very proud to work for this institution where the focus is providing education for change!

1. There should be an opportunity for a brief follow-up to the responses. 2. To allow for more questions, answers should be kept to a certain length.

I thought it was very brave of the panel to be open and to answer questions. it was engaging experience

The executive team was well prepared. Why not use the theatre in Student Commons?

Microphones had feedback.

I felt the event was a half hour too short (I don't know that a 2 is an appropriate score); Answers could be shorter to allow for more questions. The faculty member who asked about getting new robotics equipment - the answer provided, I don't think answered his question. He needs money - offer the big picture information as you did, then simply offer some tips on how to get the money or prioritized for the incoming budget. The facilitator was fantastic - please have her come back again for consistency.

This was a tremendous step in the right direction towards opening up transparency and communication at AC. Also, the responses from the panel were just a perfect mix between corporate talk and true emotion - which I find easy to follow and believe in. The Leadership group came across as well-prepared, honest, and open.

Responses were good and complete, but often long winded. In future townhalls maybe the facilitator can watch the time on responses (and questions if needed) and give gentle reminders at say the 2-3 minute mark, with say 5 min. allowed for core issue questions.

I think the panel held their own and explained the Colleges position very well.

I applaud this initiative by the Executive team -- bravo for taking the leap into this new way of dialoguing with the College community. Overall, I think the event was well-received and kudos to the team behind the scenes who helped make it happen. It did feel a bit like the members of PC were lined up in front of a firing squad. I'm a big fan of replacing rows of seats with folks sitting together at tables, however I realize it's tough to generate a more "fireside" feel with so many people in attendance.
I have the utmost respect for the executive team for putting themselves out there to answer impromptu questions. The way they responded to the questions was professional and respectful and...honest.
Some people asked "repeat" questions to get their point accross. Really???
Kent is a fabulous well informed speaker. We are very fortunate to have him as our president.
I was extremely pleased to have seen such an open ended event.It was wonderful to see such a great turnout of people from all sectors of the College.
The responses were, at times, long-winded, so this may have inadvertently precluded more questions from being asked.
It would be better to have in T102A_B_C than CA105. The sound and noise interference from the outside main hall. Also the room is not big enough for large attendance.

Did you find this a good forum in which to increase communication at Algonquin?

Response	Chart	Percentage	Count
Yes		98.7%	75
No		1.3%	1
		Total Responses	76

Please share any comments related to your response.

#	Response
	It's one avenue. However, I would like to see an electronic "update" wall of some sort - updated once a month with progress on these key issues....where each of the 7 VPs update the projects their group is working on - that allows input/comments
	The responses to some of the questions provided me with information about the college plans for the future which I was not aware of previously.
	It's certainly a good start.
	An excellent opportunity for faculty and staff to ask questions and share concerns. We left with a greater understanding on a number of issues. Thank you !



Great event. The more communication the better off we are as a community. More Town Halls please!
I think it is a good forum, but with so many people it is hard to get to all the questions that probably would have been liked to be asked.
I liked the transparency of the forum. It did however feel that everyone was just watching and waiting for something to go off the rails.
Again, I would appreciate another method of submitting questions/comments to PC for consideration.
I really enjoyed the casual-type environment.
The event opened the door for people to believe that open communication is important and all of us (staff and faculty) have a voice.
I love the fact that the college offers us the opportunity to ask questions so that they can see what concerns/questions colleagues have on issues and so they can be addressed or looked further into. It also helps to see where the committee's views in issues stand.
There is still a sense of intimidation and whether you question is too minor to bring up.
Unfortunately, many support staff were not able to attend because they had emergency deadlines. It would be a good idea to mention to managers/directors that all staff should be given the opportunity to attend regardless of workload.
I liked that it was in an open an inviting space that inspired an open dialogue. Better to have it as open as possible, instead of behind closed doors. Well done!
It is a very good start & I applaud everyone who attended, especially the executives. It is a little intimidating asking questions, as it is all recorded on film and there may be some questions or suggestions that would be easier to ask in a different forum, more casual perhaps. I feel that the forum itself is a big step on the road to 2-way communication, which is generally lacking in some areas of the college. Well done.
keep it up
this forum will allow different departments to learn about one another and to learn about the processes involved in the development of growth at the College.
Another way of increasing communication might be to have people text or email questions to the facilitator. Some may feel intimated in standing and posing questions in public.
for those who attend. There is still a great number of staff that were not aware or did not attend the event.
I felt the PC did a great job of fielding questions and keeping open conversation flowing through out the event. They played to their strengths and supported each other in a relaxed and open manner through out the event. Keep the communication flowing :)
Absolutely - any point in time to meet to have conversation is productive.
Some questions where to long which prevented some employee in asking more questions. I do realize this is hard to control but just my feeling on it.
My first response was to try and help the robotics program since I would feel the college lost

something special if it had to shut down. The important things would be to identify and prioritize needs, and then involve all levels (students/local companies/college) to work together to support each other in raising funds, likely incrementally, to update the lab to the world class level it should be at. Alternately, explore virtual technologies that could provide a close experience and not require the same investment to maintain or upgrade.

Keep these up! I like the idea of a Town Hall that is open to all and any discussion (maybe 1 per semester) and also those that are focused and more information-based (such as the recent one re. our ventures in International Education).

Kudos to the college executive team for having the courage to answer questions in such a forum. I think it's very positive, but realistically it doesn't equate with transparency. So it's a step forward, but it is not the solution.

Will you be interested in attending the next Town Hall scheduled for March 2014?

Response	Chart	Percentage	Count
Yes		98.7%	76
No		1.3%	1
		Total Responses	77

If no, can you tell us why not?

#	Response
	I actually would prefer to attend online as it is less intimidating to ask a question if you're not in a large audience.
	Rather watch it online so that I can work at the same time.
	If the timing is good I will be there.




If you are interested in attending the next Town hall, do you have any suggestions or recommendations?

#	Response
	- no facilitator - the more informal the better (to encourage even the timid among us to participate)
	No, that was well done.
	one question per person and if something is addressed already, it does not have to be talked about again.

I didn't know what to expect yesterday, but I liked the forum. Perhaps a time limit on the question/answers so more questions could have been asked. Or rather than it being so broad, having a single topic, like AODA for example
solicit some questions in advance
It might be a good option to solicit questions in advance via email for those who do not feel comfortable standing up in front of a crowd. I also think the event should be 2 hours in length.
I have no suggestions. The event was really well done!
I enjoyed the open forum format.
If we are looking at our selves as a leading Higher Education Institution and we are encouraging open debate, I would be interested in a debate format where 2 sides of an issue have an opportunity to present their point of view. Questions could then be received from the audience.
It would be nice to have a bigger venue. It would be nice for a follow-up on issues raised at this town hall meeting to show us that ideas are being discussed and/or acted on.
Have a coffee break after so we can keep the conversation going.
It might be a nice idea to ask for email questions or video questions ahead of the event itself.
Discussions on the increasing need of students with special needs and mental illness.
For the online (or archive) audience it would be nice to have a few shots of the assembled crowd to give a bit of context as to the size of the event. The outside facilitator was an excellent idea. It would be nice if there was a way to curb using the forum to push personal agendas that, while are important to express, maybe could be done in a different forum???
I would assume that a number of people had questions but did not ask them for various reasons (not comfortable, time constraints, etc.). Could you consider soliciting questions in advance of the session and then talking/responding to the ones that were of most interest to people (most requested)? That would help ensure the talking points were those of most value to the attendees. Perhaps time allot to pre-requested popular questions and then an open question/answer period.
Dialogue concerning e texts should be given topic. If I am there I will bring it up and ask for more details. Our students have some serious concerns regarding the mandate.
Could you offer a hashtag (minor suggestion)
20-30 minute round tables with each Leader where people can ask questions related to that VP/President.
Is it possible to have the town hall in a more central location? For many staff, the ACCE building is the farthest part of the campus which translates into longer time away from their desks, which in turn costs the college lost productivity. I suppose you could argue that the brainstorming and relationship building that takes place on those long walks back could balance out the work question.
tell all who ask questions to hold the mic to their mouth so others can hear better.

I am looking forward to the upcoming Town Hall about the digital College.
Move the location and time around to accommodate more people. Some Algonquin staff teach late afternoons and evenings. Is there a way for these staff members to feed their questions into the Town Hall?
Provide the opportunity for people to submit written questions ahead of time
Maybe people could submit questions in advance as well for those who aren't as comfortable speaking in front of groups. It's important to gather both extrovert and introvert feedback and participation.
Continue to be open and forthright. It's more than evident that we certainly care about our place of work.
Perhaps some other way of asking questions. I know many people who wanted to ask questions, but were intimidated - both by asking publicly and for fear of reprisal (whether real or imagined, I can't say).

Are you:

Response	Chart	Percentage	Count
Faculty		24.7%	19
Support Staff		33.8%	26
Administration		44.2%	34
		Total Responses	77

General Comments

#	Response
	Good first town hall meeting. Critical we keep having this venue.
	Please keep up the accessibility of exec.
	Excellent event an great opportunity for folks to ask questions. I look forward to more of these Town Halls!
	Kent's last response was incredibly candid and I feel that this type of openness and heartfelt expression inspires others to follow suit. There was a lot of applause for good reason. It reinforces his leadership each time we hear him speak. Great comments from my department.
	Kudos to you for your attempt at transparency!
	I think it was very good. The turnout was quite amazing, it was nice to see the college staff being interested and take the time to participate in the town hall. I think it should be done on a quarterly basis and stick to it. Don't just do it twice and then never again. People need to know and have a better understanding of where the college is going.

I continue to feel fully engaged as an employee of the college.
While I appreciate the gesture of an Algonquin scarf for women, the design and fabric used in the final product is essentially unwearable. It is a glorified ascot for men rather than a genuinely fashionable accessory. As someone proud to wear Algonquin gear, I was really looking forward to this scarf. Unfortunately, it's awful.
We are in the midst of helping a country with their Human Rights problems by educating the people in that country. Knowledge is power.
I really like that we are opening up the College to open discussion. The Employee Satisfaction Survey has certainly been a catalyst in this and it is very encouraging to see senior leadership take this to heart. I commend the direction the College is taking and that as an organization that is moving forward, we do make mistakes but are willing to recognize them, admit to them and to learn from them.
Thanks for opening the lines of communication!
I was impressed by the demeanor of all who were answering questions. Some of the questions had been answered before, but there was no hint of annoyance & all questions were answered in a pleasant, forthright and professional manner. Kudos to all who were there to answer questions, and for the thoroughness of all of the responses. I believe that you cannot complain about lack of communication if you do not take advantage of all opportunities to engage in the communication opportunities offered. I joined the event on-line, as I could not be there in person.
part time admin/faculty
Appreciated the opportunity for candid, open and passionate discussions!
Thank you for being open and transparent.
I think the culture is changing at Algonquin College, where it does not matter if you are support, faculty or administration, we are one team all working together. I thought the President was passionate, engaged and committed to Algonquin College, it was a wow moment for me, as we are committed to our students and the College Community. I am proud to be an Algonquin Employee
Although there are issues in this institution in and around OB and HR relations, no questions were directed at the VP HR. Perhaps some encouragement in that area might be in order.
It's a great start!
Found the room too warm - maybe have it cool as there is a lot of people and lots of body heat. thanks!
Any communication that helps to open up the decision making process at the college is productive. Good job!
Good work Kent! I liked your responses. You're a leader I would follow into any battle.
I enjoyed the town hall and the questions. I thought the responses were almost all right on the money and informative.
All employees should be encouraged to attend. I would love to see more faculty and support staff at the next one! Nice job all!

I attended virtually, not in person. That was excellent!