



PC Town Hall December 2015






Internal Feedback Survey (Completion rate: 81.54%)

Did you attend the President's Council Town Hall?

Response	Chart	Percentage	Count
Yes		50.0%	31
No		50.0%	31
		Total Responses	62

Non-Attendee Responses:



Can you tell us why not?

Response	Chart	Percentage	Count
Timing not good		27.3%	6
Not interested		4.5%	1
Unaware of event		9.1%	2
Too busy		27.3%	6
Other (please specify)		40.9%	9
		Total Responses	22



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

#	Response
1.	Sick
2.	Struggle in larger type groups; have sometimes gone
3.	Campus Christmas Lunch
4.	Not in office
5.	Had to watch the office...so I listened to it on the computer
6.	I watched online
7.	Scent sensitivity
8.	Live stream did not work for several of us

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

Response	Chart	Percentage	Count
Yes		81.8%	18
No		18.2%	4
Total Responses			22


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		73.9%	17
No		26.1%	6
Total Responses			23

Do you have any suggestions for future Town Halls?

#	Response
1.	Will look at web cast, and results and think it over.
2.	Different time of year. May/June
3.	Don't put the VPs up on a platform in soft chairs. Bad optics.
4.	Longer?
5.	Not sure how useful this suggestion is, but maybe there could be a large screen hooked up to internet so when questions are being asked about something that is already being addressed, the facilitator could bring up that site or page to show the audience.
6.	No. It was interesting and well conducted.
7.	Please ensure that live streaming is functional for viewers not located at the Woodroffe Campus in particular.
8.	I was very surprised with the response from Gerry Barker when the question was made about PD for support staff. The person before this question was very happy about the amount of money that she received in PD funding and the other person is not allowed any??

Are you:

Response	Chart	Percentage	Count
Faculty		34.8%	8
Support Staff		60.9%	14
Administration		8.7%	2

General Comments |

#	Response
1.	I think it is very good that the PC Town Halls are held. I have been very impressed with how Cheryl Jensen has made such concerted efforts to meet with staff at the College and to listen and obtain a good understanding and feel for where they and the College are at. It has been very kind, gracious, wise and respectful of her to do this so soon after having started here, and truly helps to foster staff feeling valued from the top - wherever they may work, be it behind the scenes or in higher more visible roles.
2.	I watched the video of the event and noted that just two questions were answered directly. This culture of jargon and warm and fuzzy messaging suppresses honest and frank conversation. Elizabeth seems like a nice person, but she has too much sway in ensuring admin protect themselves from themselves. How did she get that job anyway?
3.	I thought it was great, what I saw of it anyway...it kept shutting down on me and restarting again...took a while to get it going, but I did eventually...
4.	"Word on the street" is that this president really does want to be connected with the staff, students and faculty. Very refreshing!
5.	One response to the food service woman who was looking for a way to advance: for staff to get educated or re-educated often means taking classes during the day...I believe. Are there enough evening courses or online options to fill this need? Also, we have faculty credentialing (MEd) while still working in a teaching position. Could something similar not be offered to support staff trying to advance?
6.	Thank you for your efforts. I would watch these valuable events live if the technology could facilitate it at the time of the event (live).

Attendee Responses

Please indicate your level of satisfaction with the following:


	Low	2	3	4	High	Total Responses
Time of day for event	2 (6.9%)	0 (0.0%)	0 (0.0%)	11 (37.9%)	16 (55.2%)	29
Length of event	0 (0.0%)	0 (0.0%)	2 (6.9%)	9 (31.0%)	18 (62.1%)	29
Venue	0 (0.0%)	1 (3.4%)	3 (10.3%)	8 (27.6%)	17 (58.6%)	29
AV/Sound	0 (0.0%)	0 (0.0%)	1 (3.4%)	14 (48.3%)	14 (48.3%)	29
Facilitator	0 (0.0%)	0 (0.0%)	3 (10.3%)	12 (41.4%)	14 (48.3%)	29
Event Format	0 (0.0%)	0 (0.0%)	3 (10.3%)	9 (31.0%)	17 (58.6%)	29
Comfort Level in Asking Questions	0 (0.0%)	4 (13.8%)	6 (20.7%)	9 (31.0%)	10 (34.5%)	29
Quality of Responses	0 (0.0%)	0 (0.0%)	6 (20.7%)	16 (55.2%)	7 (24.1%)	29
Overall event	0 (0.0%)	0 (0.0%)	0 (0.0%)	13 (44.8%)	16 (55.2%)	29

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

#	Response
1.	The second people say "I don't have a question", the microphone should be shut off and taken from their hand.
2.	I found the majority of questions were well answered, but some left me still wondering. Further information on the credential creep, real succession planning and PD for support staff to increase retention would be welcome and was promised.
3.	Extremely well done and enjoyable. I felt that everything discussed was relevant and presented in a concise way.
4.	I found at times that people's microphones were too low or that they cut out every couple of seconds so you had to concentrate really hard on what the person was trying to say.
5.	I really don't think that people are all that comfortable in asking the tough questions in this type of public format, even though reassurances were given. However, having said that, it was an interesting event and I really loved the informality of it. Well done.

<p>6. Compared to the last one I attended, I enjoyed the fact that not too much time was wasted at the beginning and we got to the Q&A portion quickly enough.</p> <p>As for the venue, it was nice to have a bit more of an intimate setting, although I found it very difficult to see. By the end, my back was very sore from the chairs and straining to get a decent view.</p>
<p>7. Well done! Great job communicating more with employees.</p>
<p>8. I didn't feel that the Human Resources answers were reassuring for future growth of current employees to advance their education in the College so they can apply for the very high education requirements. Experience should play a better part in the process.</p>
<p>9. I was so impressed with President Cheryl Jensen. She was so approachable and compassionate, and seems to genuinely care for the students and staff. Just a teeny suggestion for the next Town Hall--there were a lot of acronyms being tossed around. Would it be possible, when stating the acronyms to also say what the acronyms stand for? Thank you very much.</p>
<p>10. The moderator might have emphasized that people in the audience need to ask questions, rather than allowing them to make statements. Once a couple people did this, a few more followed.</p>
<p>11. I asked a question and found it very comfortable for me to do so. Having the microphones brought to you was better than queuing behind a microphone stand.</p>
<p>12. Additional responses by some PC members (one in particular) were not required.</p>
<p>13. There was some beating around the bush with a handful of questions and at least one where the response wasn't entirely accurate, but overall it was good.</p>
<p>14. The venue certainly provided a more intimate and less intimidating atmosphere. However, many people in the back were forced to stand, suggesting that we need to either have people ushering latecomers to empty seats or encouraging early arrivals to sit in the front rows.</p>
<p>15. The event seemed relaxed and the President was very positive. But somehow with all the vice presidents in a line on the stage it seemed a little formal...which made it seem a little less relaxed. It still had an <i>"us against them"</i> feel to it.</p>
<p>16. Overall length seemed to drag on. I would have liked to see each person on the panel speak about their area for 5 minutes, then move on. Instead some individuals spoke for great lengths and we barely heard from others.</p> <p>It was hard to find comfort in some of the responses when you could see disagreement on the faces of other panel members. Some questions were re-interpreted by moderator when met with lack of enthusiasm from panel members they were addressed to.</p>


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

Response	Chart	Percentage	Count
Yes		100.0%	29
No		0.0%	0
		Total Responses	29

Please share any comments related to your response.

#	Response
1.	We need to differentiate communications - too vague. This is a great example of the executives communicating, which they seem to do well! When people say we have a communications issue, I doubt these are the people they are referring to - it is probably their boss or their boss' boss.
2.	President Jensen is very genuine and authentic which is very appealing to many employees.
3.	I really liked the venue and heard positive comments from staff who watched on line. Town Hall forums are not always easy to prepare for - given the tough questions which can happen without provocation.
4.	I enjoy this forum, as it is how I found out about changes, new initiatives and developments in what is happening at the College. It is a way to interact with our Administration and with each other.
5.	When using specific references such as "Article 2", it would be nice to provide a definition so all can follow the discussion. Thanks.
6.	It's a good forum for big picture updates and questions, but probably not for things that are really bothering people.
7.	Truly, a variety of communication is required. E-mails, open forums, President's newsletter. I understand it is a lot of work, but I think it will be worth it for employee engagement.
8.	Most of the panel is very open to getting involved in the discussions and finding solutions.
9.	I liked the updates from the Listening Tour and answers to questions from the last Town Hall.
10.	Love the openness.
11.	Yes, but I still think it is necessary to have the executive team out more around the college, so they seem more approachable.
12.	Despite those minor criticisms, the event was largely informative and keeps staff abreast of the thoughts of upper management. Much more personal than email announcements and more interactive than trying to find information on a web page.




Will you be interested in attending the next Town Hall?

Response	Chart	Percentage	Count
Yes		100.0%	29
No		0.0%	0
		Total Responses	29

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

#	Response
1.	No comments or examples, just questions!
2.	There are many cross-college programs going on - it would be great to get a high level (5 minutes) on 1-2 of these projects (ERP, CRM, RCM, Space Planning, SMEC, IT strategy) at each meeting for general information. Not enough of the overall goal or timing is known about most of these. We have an Organizational Change Manager who has never been introduced to the College - what is his mandate and what can he provide to the College - his experience is incredible.
3.	None
4.	Adjust the audio
5.	I would suggest that you offer up a selection of topics that could potentially be addressed in that type of forum, to somewhat "lead" folks who might not be able to think of an appropriate question. You'd probably get more participation that way - although it was quite good for the first one.
6.	This is my first Town Hall meeting at AC. I appreciate that the event was more for us to ask questions, but I have a few suggestions. The suggestions are coming from my past experiences at other organizations: - I would have liked to hear more information on how the College is doing, what are the upcoming plans or actions for the new semester and possibly the fiscal year. - At the end of the session I would have liked to see some contact details if we have any questions after the Town Hall, or questions that I was not able to ask during the Town Hall.
7.	More discussions on advancing current employees.
8.	Perhaps hearing from the VPs as to what is going on in their areas on a high level.
9.	I would recommend allowing anonymous questions - some people may not be comfortable raising their concerns while their manager is in the audience!
10.	I'm not sure how to make the event seem more relaxed and "team-like". The executive team was very positive in their responses.
11.	Ability to submit anonymous questions at the event via text, email, an app, or even paper would be appreciated. Even though the event is labelled as a safe space, it can be difficult to throw up challenges or questions when surrounded by the majority of management and upper leadership.

Are you:

Response	Chart	Percentage	Count
Faculty		35.7%	10
Support Staff		42.9%	12
Administration		25.0%	7
		Total Responses	28

General Comments

#	Response
1.	<p>I found the Management relaxed and well prepared to answer the tough questions, but didn't necessarily answer the question asked.</p> <p>Directors and managers must encourage the non-academic staff to attend, so they are just as well informed. Telling them, but not following up leads to confusion on their ability to actually attend.</p> <p>Excellent event - please continue. Happy Holidays.</p>
2.	<p>As I said, well done overall. I love Cheryl's commitment to openness and her friendliness. I thought Kent would be a hard act to follow, but she is doing really well.</p>
3.	<p>Due to the fact that the Town Hall and President's Coffee Break were back to back....coffee and treats, networking could have been in the ACCE building after the town hall.</p> <p>Merry Christmas!!! Thank you PC for all you do everyday for students and employees. I have to echo that I am one of the employees that truly loves working at Algonquin :)</p>
4.	<p>This is a suggestion for the Saudi approach. There was a mention about the financial struggle in Saudi and a reference to the attendance rate there. My suggestion is to focus on the cultural aspect and the cultural change. Students there are different; it is not just because education is free that they are not attending; even if they pay they probably won't attend. Unfortunately they don't view the education importance the way we view it. You have to be creative to attract students to come to school, perhaps mentality change, change educational approach , or survey students and see what it takes for them to come to school.</p>
5.	<p>I think everyone misunderstood the budget officer question. I think the gentlemen was trying to find out what they could do to keep a support staff in the role. Too much turnover.</p>
6.	<p>I think it is great to be able to watch the town hall in video at later occasion.</p>