



The Learning Institute

Event Report

City Champion LVL 2

COR002

Instructed by: Lorena Parada-Valdez



Event Date: January 13, 2015

Location: Del Mar College CED - Room 111

Event Time: 8:00 AM - 12:00 PM

Lecture Attendance: 4

Surveys Completed: 4

Report Date: January 26, 2015

Prepared by Mario Longoria

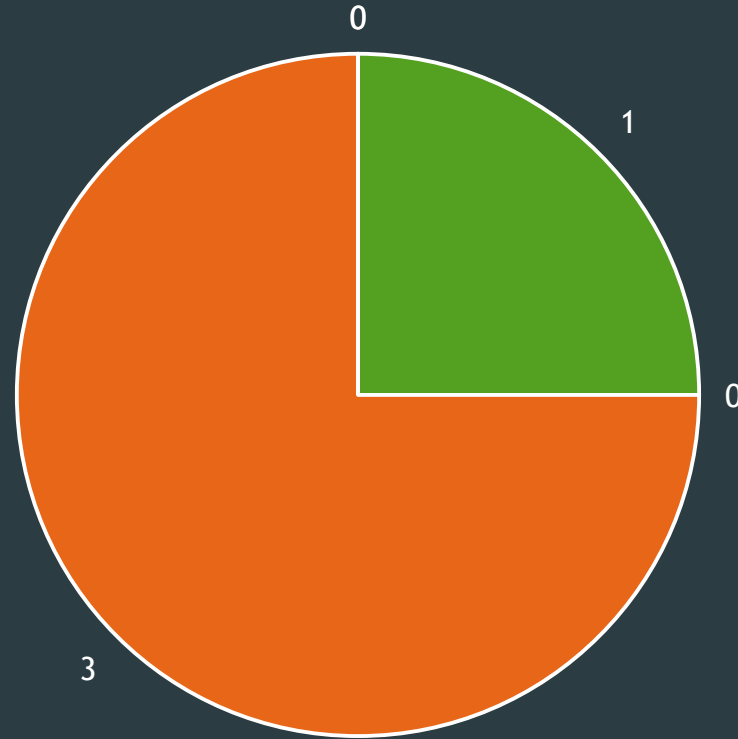


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Survey Questions

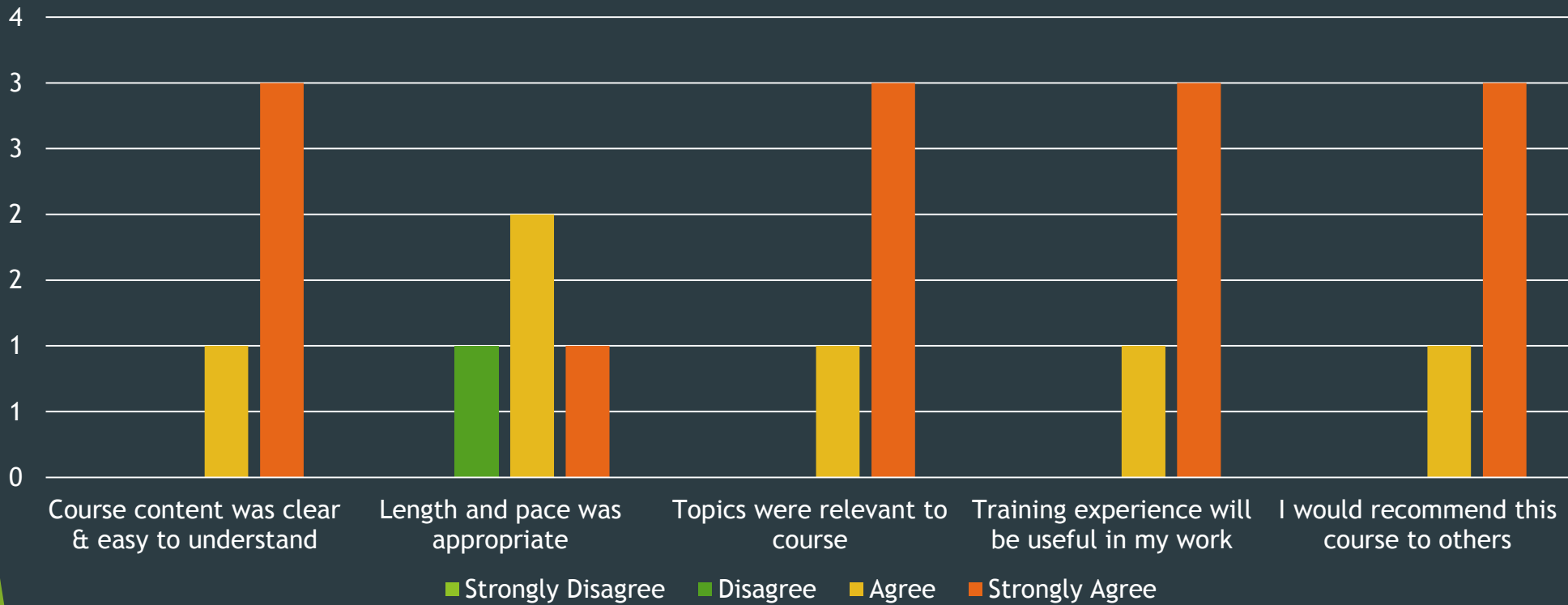
- ▶ How did you hear about this course?
- ▶ The course content was clear and easy to understand.
- ▶ The course length and pace was appropriate.
- ▶ The topics covered were relevant to the course.
- ▶ The training experience will be used in my work.
- ▶ I would recommend this course to others.
- ▶ Overall satisfaction
- ▶ Give an example of how you will apply what you learned in this course back on the job.
- ▶ How could this course be improved.

How did you hear about this course?

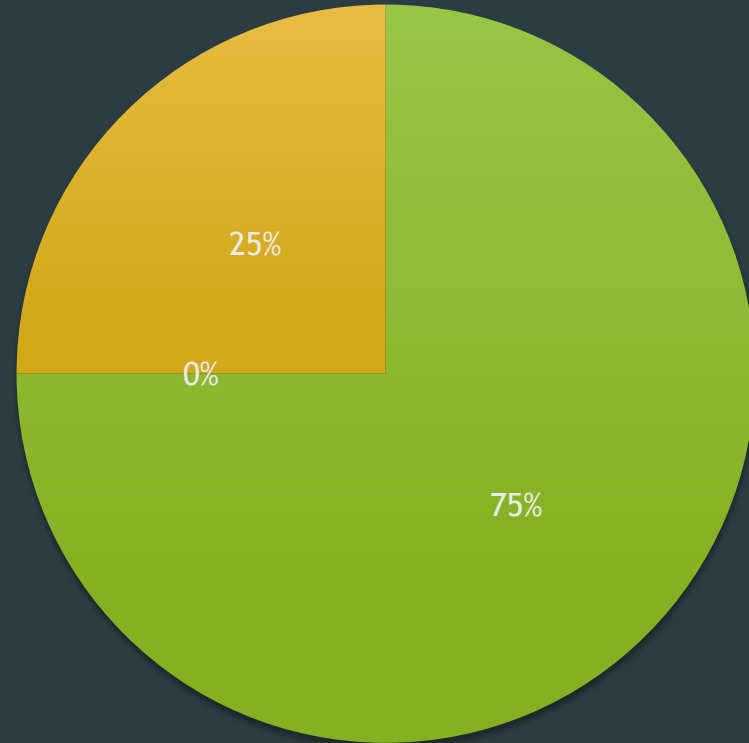


■ City Wide Announcement ■ Email (LearningCC.org) ■ LearningCC Website ■ Supervisor ■ Other

Please evaluate the following statements



Overall Satisfaction



■ 5 Stars ■ 4 Stars ■ 3 Stars ■ 2 Stars ■ 1 Star

Give an example of how you will apply what you learned in this course back on the job.

- ▶ Do more research before asking for help. Find time to prioritize. Try to be proactive to help resolve resourcing issues
- ▶ Interacting with co-workers. I will be much more aware of verbal and non-verbal mediators and avoid pre-judgment and ask more questions when investigating needs and wants to determine a solution
- ▶ I will try to incorporate these solutions into my routine
- ▶ Prioritize customer service responses

How could this course be improved?

- ▶ More time to cover additional topics or review important issues. Great class and environment
- ▶ This course can be improved by making it a continuous initiative. Developing a plan to ensure the implementation of principals
- ▶ More role playing and examples
- ▶ Expand this course to an 8 hour class to cover the various concepts more in depth. I felt the time constraint to 4 hours was not enough to the large range of topics covered