



The Learning Institute

A Division of the City of Corpus Christi Human Resources - Learning and Organizational Development Department

<http://learningcc.org> • 361.298.0980 • learninginstitute@cctexas.com

Event Report

City Champions LVL 2

Instructor: Lorena Parada-Valdes

Event Date: Wednesday April 15, 2015

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

Event Location: O.N. Stevens Water Plant

Lecture Attendance: 15

Report Date: Friday, May 22, 2015



The Learning Institute

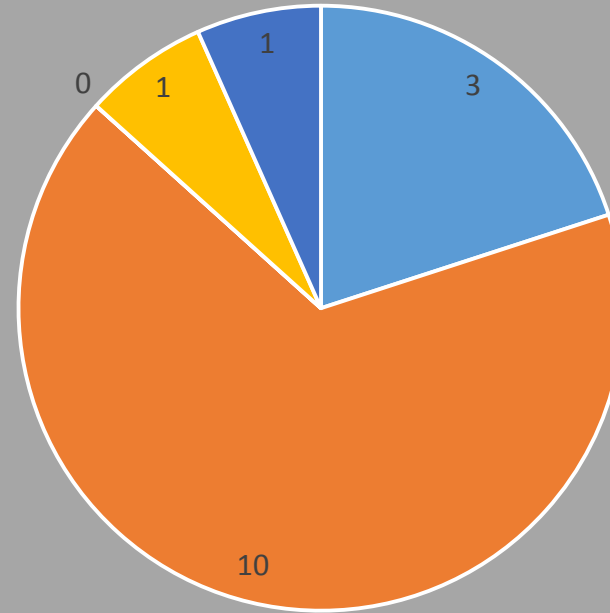
PREPARED BY: CAITLIN BECHO

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 I experienced will be useful in my work.
- I would recommend this course to others.
- Overall satisfaction
- Give an example of how you will apply what you have learned in this course back on the job.
- How could this course be improved?

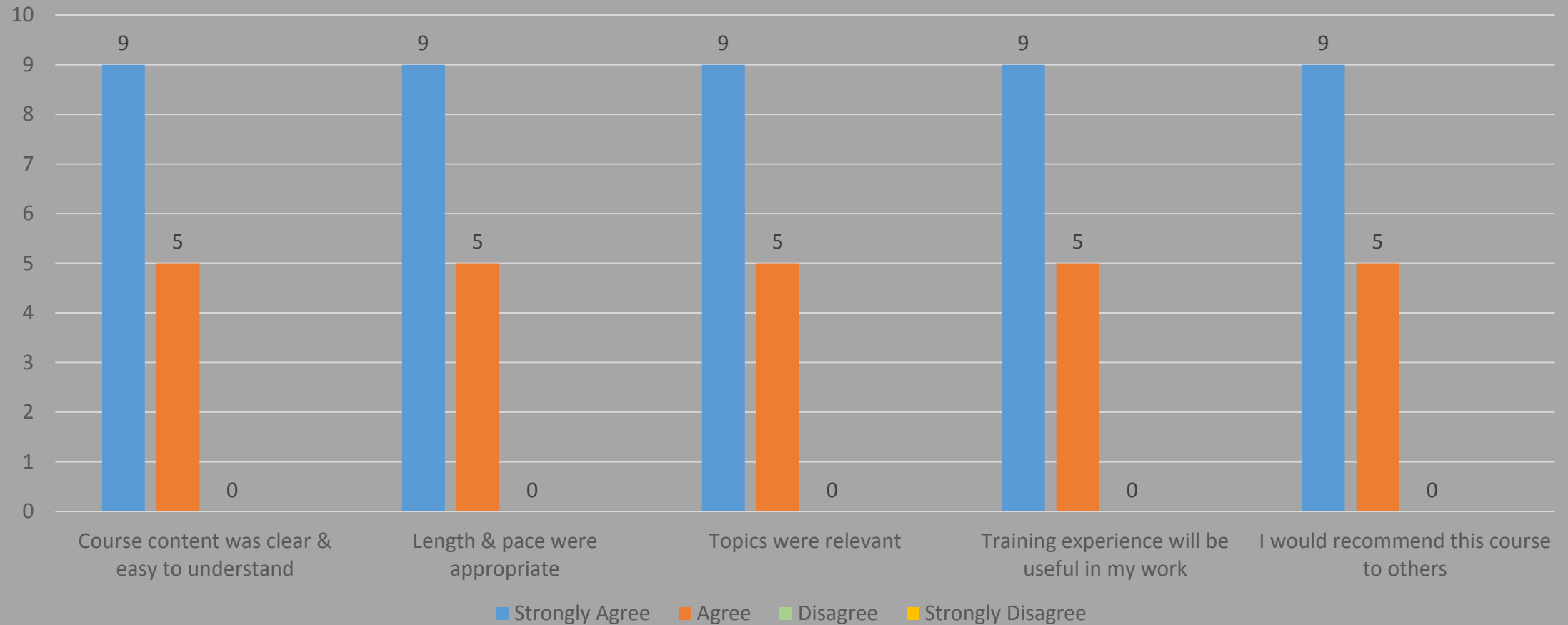
How did you hear about this course?

Responses



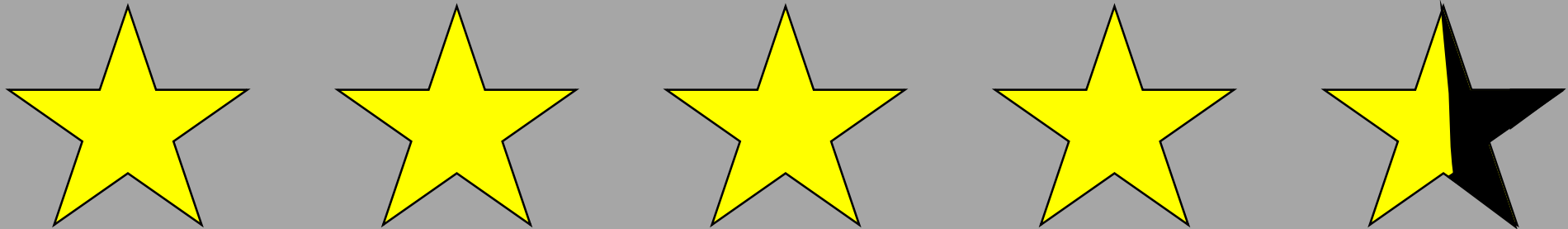
Email Supervisor/Manager Website (LearningCC.org) City Wide Announcement Other

Please Evaluate the Following Statements



Overall Satisfaction

- 4.64 Stars!
- 9 5-Stars, 5 4-Stars



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

- I will better understand what customers want
- I will communicate better with my coworkers
- I will see the world through the customers' eyes

How could this course be improved?

- Discuss customer service in regards to management