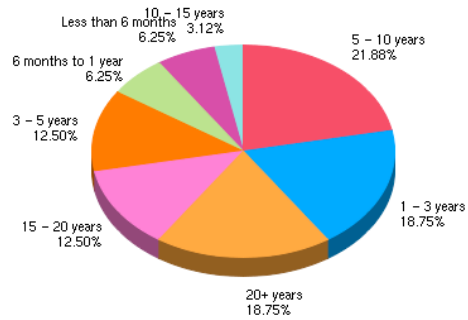


Report: Response Summary Report: Support Staff Only

Survey: SSU Training Needs Assessment

Compiled: 01/11/2009

1. How long have you worked at Shawnee State?



STATISTICS	
Choices Selected:	32
Total Responses:	32

SUMMARY		
VALUE	COUNT	PERCENT %
5 - 10 years	7	21.88%
1 - 3 years	6	18.75%
20+ years	6	18.75%
15 - 20 years	4	12.50%
3 - 5 years	4	12.50%
6 months to 1 year	2	6.25%
Less than 6 months	2	6.25%
10 - 15 years	1	3.13%

2. What is your primary role at Shawnee State?



Support Staff
100.00%

STATISTICS

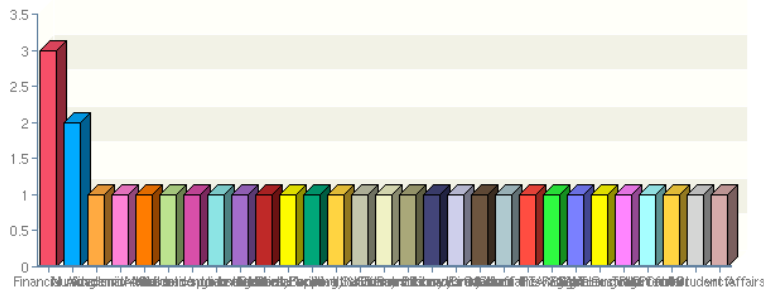
Choices Selected: 32

Total Responses: 32

SUMMARY

VALUE	COUNT	PERCENT %
Support Staff	32	100.00%

3. Department/Unit:



STATISTICS	
Choices Selected:	32
Total Responses:	32

SUMMARY		
VALUE	COUNT	PERCENT %
Financial Aid	3	9.38%
Nursing	2	6.25%
Academic	1	3.13%
Academic Affairs	1	3.13%
Athletic	1	3.13%
Athletics	1	3.13%
athletics and sports studies	1	3.13%
Children's Learning Center	1	3.13%
custodeal	1	3.13%
Custodial	1	3.13%
english / Student Support Services	1	3.13%
Facilities	1	3.13%
Facilities, Planning, & Construction	1	3.13%
Health Sciences	1	3.13%
HR/Payroll	1	3.13%

VALUE	COUNT	PERCENT %
Human Resources	1	3.13%
Library	1	3.13%
Library/Circulation	1	3.13%
library/staff	1	3.13%
Mathematics	1	3.13%
Office of the Registrar	1	3.13%
PTA/SS/AT	1	3.13%
Registrar	1	3.13%
SDWT Custodian	1	3.13%
Sign Language teacher	1	3.13%
TRIO Center	1	3.13%
UIS	1	3.13%
V.P. for Student Affairs	1	3.13%
vrcfa	1	3.13%

4. Employment Law & Policy ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
Sexual Harassment Prevention	6.3% 2	12.5% 4	46.9% 15	25.0% 8	9.4% 3	32
Americans w/Disabilities Act (ADA)	3.1% 1	25.0% 8	53.1% 17	15.6% 5	3.1% 1	32
Preventing Discrimination	6.3% 2	9.4% 3	50.0% 16	25.0% 8	9.4% 3	32
Understanding Affirmative Action	9.4% 3	12.5% 4	43.8% 14	25.0% 8	9.4% 3	32
Legal Issues in Hiring	6.3% 2	18.8% 6	37.5% 12	18.8% 6	18.8% 6	32
Data Security & Recordkeeping	12.5% 4	43.8% 14	25.0% 8	9.4% 3	9.4% 3	32
Computer and Network Use Policy	9.4% 3	40.6% 13	31.3% 10	15.6% 5	3.1% 1	32
Work Time, Leaves, & Attendance	9.4% 3	28.1% 9	31.3% 10	25.0% 8	6.3% 2	32
Workplace Violence	3.1% 1	15.6% 5	46.9% 15	25.0% 8	9.4% 3	32
Drug Free Workplace	-	12.9% 4	45.2% 14	32.3% 10	9.7% 3	31
Ohio Ethics Laws	6.3% 2	18.8% 6	43.8% 14	21.9% 7	9.4% 3	32
Average %:	6.6%	21.7%	41.3%	21.7%	8.8%	

Total Responses: 32

5. Teaching & Learning ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
Understanding the Adult Learner	9.4% 3	21.9% 7	31.3% 10	6.3% 2	31.3% 10	32
Motivating the Adult Learner	9.4% 3	31.3% 10	25.0% 8	6.3% 2	28.1% 9	32
Student Assessment & Evaluation	6.3% 2	25.0% 8	28.1% 9	9.4% 3	31.3% 10	32
Designing Effective Assessment & Evaluation Tools	15.6% 5	25.0% 8	21.9% 7	9.4% 3	28.1% 9	32
Effective Student Advising	18.8% 6	28.1% 9	15.6% 5	9.4% 3	28.1% 9	32
Learning Styles	12.5% 4	12.5% 4	31.3% 10	15.6% 5	28.1% 9	32
Classroom Communication Techniques	12.5% 4	12.5% 4	25.0% 8	12.5% 4	37.5% 12	32
Cultural & Diversity Considerations	12.5% 4	9.4% 3	43.8% 14	12.5% 4	21.9% 7	32
Technology in the Classroom	18.8% 6	9.4% 3	28.1% 9	15.6% 5	28.1% 9	32
Using the Internet as a Teaching Tool	15.6% 5	9.4% 3	25.0% 8	18.8% 6	31.3% 10	32
Active Learning in the Classroom	12.5% 4	12.5% 4	25.0% 8	18.8% 6	31.3% 10	32
Using Student Learning Portfolios	6.3% 2	15.6% 5	28.1% 9	18.8% 6	31.3% 10	32
Handling Challenging Classroom Situations	12.5% 4	15.6% 5	31.3% 10	9.4% 3	31.3% 10	32

Humor in the Classroom	9.4% 3	15.6% 5	31.3% 10	12.5% 4	31.3% 10	32
Supporting Study Skills	12.5% 4	12.5% 4	28.1% 9	12.5% 4	34.4% 11	32
Developing Research Skills	9.4% 3	12.5% 4	37.5% 12	12.5% 4	28.1% 9	32
Using Learning Resources Effectively	9.4% 3	9.4% 3	37.5% 12	15.6% 5	28.1% 9	32
Developing Instructional Skills	9.4% 3	9.4% 3	37.5% 12	9.4% 3	34.4% 11	32
Teaching Strategies in Lab and Field Experiences	6.3% 2	15.6% 5	31.3% 10	9.4% 3	37.5% 12	32
Developing Student Service	3.1% 1	28.1% 9	28.1% 9	12.5% 4	28.1% 9	32
Learning Communities	6.3% 2	18.8% 6	31.3% 10	12.5% 4	31.3% 10	32
Using OhioLink	9.4% 3	18.8% 6	37.5% 12	12.5% 4	21.9% 7	32
Online Research	12.9% 4	16.1% 5	29.0% 9	19.4% 6	22.6% 7	31
Distance Learning	9.4% 3	12.5% 4	34.4% 11	21.9% 7	21.9% 7	32
Blackboard	25.0% 8	18.8% 6	15.6% 5	15.6% 5	25.0% 8	32
Average %:	11.4%	16.6%	29.5%	13.1%	29.3%	

Total Responses: 32

6. Leadership/Management ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
Motivating Others	18.8% 6	28.1% 9	31.3% 10	6.3% 2	15.6% 5	32
Coaching and Counseling	12.5% 4	25.0% 8	31.3% 10	6.3% 2	25.0% 8	32
Problem Solving	12.5% 4	37.5% 12	28.1% 9	6.3% 2	15.6% 5	32
Delegation Tips and Tactics	9.4% 3	34.4% 11	31.3% 10	9.4% 3	15.6% 5	32
Managing Priorities	12.5% 4	37.5% 12	25.0% 8	6.3% 2	18.8% 6	32
Goal Setting	6.3% 2	37.5% 12	31.3% 10	9.4% 3	15.6% 5	32
Budget Management	18.8% 6	28.1% 9	21.9% 7	6.3% 2	25.0% 8	32
Promoting Productivity	15.6% 5	34.4% 11	18.8% 6	3.1% 1	28.1% 9	32
Progressive Discipline/Corrective Actions	18.8% 6	15.6% 5	34.4% 11	3.1% 1	28.1% 9	32
Average %:	13.9%	30.9%	28.1%	6.3%	20.8%	

Total Responses: 32

7. Communication ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
Effective Presentation Skills	12.5% 4	31.3% 10	28.1% 9	6.3% 2	21.9% 7	32
Clear, Effective Business Writing	9.4% 3	31.3% 10	34.4% 11	9.4% 3	15.6% 5	32
Email Etiquette	15.6% 5	25.0% 8	40.6% 13	9.4% 3	9.4% 3	32
Phone Etiquette	16.1% 5	22.6% 7	38.7% 12	9.7% 3	12.9% 4	31
Average %:	13.4%	27.6%	35.4%	8.7%	15.0%	

Total Responses: 32

8. Organizational Development ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
Customer Service Skills	18.8% 6	18.8% 6	43.8% 14	9.4% 3	9.4% 3	32
Meeting Management	6.3% 2	31.3% 10	34.4% 11	6.3% 2	21.9% 7	32
Project Management	3.1% 1	25.0% 8	40.6% 13	9.4% 3	21.9% 7	32
Maximizing your Resources	15.6% 5	21.9% 7	31.3% 10	12.5% 4	18.8% 6	32
Planning and Organizational Skills	12.5% 4	31.3% 10	28.1% 9	18.8% 6	9.4% 3	32
Time Management	18.8% 6	34.4% 11	25.0% 8	12.5% 4	9.4% 3	32
Active Listening Skills	12.5% 4	34.4% 11	31.3% 10	12.5% 4	9.4% 3	32
Conflict Resolution	15.6% 5	34.4% 11	21.9% 7	18.8% 6	9.4% 3	32
Team Work/Building	28.1% 9	28.1% 9	21.9% 7	12.5% 4	9.4% 3	32
Workplace Diversity	12.5% 4	18.8% 6	40.6% 13	15.6% 5	12.5% 4	32
Average %:	14.4%	27.8%	31.9%	12.8%	13.1%	

Total Responses: 32

9. Computer/Technical Skills ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
University CARS System	31.3% 10	37.5% 12	18.8% 6	-	12.5% 4	32
FEITH / Document Imaging	18.8% 6	25.0% 8	34.4% 11	3.1% 1	18.8% 6	32
Electronic Storage & Retrieval	25.0% 8	37.5% 12	18.8% 6	6.3% 2	12.5% 4	32
Windows / Office 2007	34.4% 11	37.5% 12	18.8% 6	3.1% 1	6.3% 2	32
Microsoft Word	18.8% 6	46.9% 15	21.9% 7	6.3% 2	6.3% 2	32
Microsoft Excel	21.9% 7	46.9% 15	18.8% 6	3.1% 1	9.4% 3	32
Microsoft Access	28.1% 9	37.5% 12	21.9% 7	-	12.5% 4	32
Microsoft Outlook	18.8% 6	43.8% 14	25.0% 8	6.3% 2	6.3% 2	32
Microsoft PowerPoint	21.9% 7	50.0% 16	18.8% 6	-	9.4% 3	32
Microsoft Front Page	34.4% 11	37.5% 12	15.6% 5	-	12.5% 4	32
Microsoft Publisher	31.3% 10	37.5% 12	21.9% 7	-	9.4% 3	32
Microsoft OneNote	29.0% 9	38.7% 12	19.4% 6	-	12.9% 4	31
Creating PDF Files	31.3% 10	40.6% 13	15.6% 5	-	12.5% 4	32
Average %:	26.5%	39.8%	20.7%	2.2%	10.8%	

Total Responses: 32

10. Human Resources ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
Steps in the Search Process	6.3% 2	28.1% 9	37.5% 12	9.4% 3	18.8% 6	32
Interview Tips & Techniques	6.3% 2	40.6% 13	37.5% 12	6.3% 2	9.4% 3	32
Reference Checking	9.7% 3	32.3% 10	35.5% 11	3.2% 1	19.4% 6	31
Writing Job Descriptions (JAQ/PIQ)	15.6% 5	53.1% 17	12.5% 4	3.1% 1	15.6% 5	32
Understanding your Health Benefits	21.9% 7	40.6% 13	18.8% 6	3.1% 1	15.6% 5	32
Retirement Options	34.4% 11	34.4% 11	18.8% 6	3.1% 1	9.4% 3	32
Tracking Time, Attendance, & Leaves	15.6% 5	25.0% 8	34.4% 11	6.3% 2	18.8% 6	32
Average %:	15.7%	36.3%	27.8%	4.9%	15.2%	

Total Responses: 32

11. Health & Safety ()

ITEM	Strong Need	Moderate Need	Minimal Need	No Need; KSA Met	Not Applicable	Total
Stress Management	25.0% 8	28.1% 9	34.4% 11	3.1% 1	9.4% 3	32
Introduction to OSHA	6.3% 2	28.1% 9	46.9% 15	9.4% 3	9.4% 3	32
Blood borne Pathogens	6.3% 2	21.9% 7	50.0% 16	6.3% 2	15.6% 5	32
Workplace Safety and Hazards	12.5% 4	21.9% 7	46.9% 15	9.4% 3	9.4% 3	32
Material Safety Data Sheets	-	21.9% 7	59.4% 19	6.3% 2	12.5% 4	32
Average %:	10.0%	24.4%	47.5%	6.9%	11.3%	

Total Responses: 32

12. Obstacles to Training (Please use the arrows to rank in order why you might not regularly attend training)

SUMMARY								
VALUE	1	2	3	4	5	6	7	AVERAGE RANK
Waste of Time			3	1	4	2	15	6.0
Lack of training offerings or opportunities	14	5	3	2	1			1.8
Return on Investment (RIO) considerations		2	2	4	5	9	3	5.0
Lack of time	8	5	4	3	1	4		2.8
Lack of Training Funds	1	7	8	6	2	1		3.2
Lack of Management /Leadership Support	1	3		3	7	5	6	5.0
Past Experience with Training	1	3	5	6	5	4	1	4.1

Total Responses: 25