Training Survey

1. What area of the university do you currently work in?

Administration: 12

Student: 9 Academic: 27 No Response: 1

2. What is your job classification?

Administrative Directors: 9

Professional Staff: 15 Technical/Skilled Crafts: 5 Administrative Support: 18

No Response: 2

3. How many members do you supervise in your office?

1-5:5

5-10:0

10-15:0

15-20:0

Over 20: 11

NA: 33

4. If so, how often do you or your staff receive training?

None: 20

Monthly: 15

Every Semester: 3

Yearly: 0 2-5 Years: 4 No Responses: 7

5. What training options do you currently take advantage of internally or externally?

CII Training: 11

Title III Workshops: 16

Departmental Level Trainings: 12

IT/ERP Training: 10 CPR Training: 4 Toastmasters: 8

Other: 5

No Response: 14

Other areas identified:

Continuing Education Classes Mandatory Training on-going New Employee Training Webinars Workshops External Conferences

6. What areas would you /staff like to gain more training and/or understanding in?

Technical: 32

Professional Development: 37 Leadership, Customer Service: 26

Other: 9

No Response: 0

a. Comments:.

Interpersonal Service
Financial Management
Efficiency Training
Travel Process/Procedures
Budget Process/Revision Procedures
Colleague (Datatel) Training
Excel Training (Beginners and Advance)
Innovative Ways to Teach Math
Adobe-creating fill able forms

7. How frequently would you like training to occur?

Monthly: 11

Every Semester: 5

SPSS

Yearly: 32

No Response: 1

8. Are you a member of any current associations?

Yes: 41 No: 8

No Response: 0

a. List of Associations:

NACDA, DIIAD, NACWAA, USGA

NIGP, MAPPI, NAEP, MOPRIMA, PRIMA, MHEC

University of Missouri Alumni Association, Wilson Center for International Scholars MASFAP, NASFAA

AUID - Association of University Interior Designers

Association of College & University Printers, Bowling Proprietors Association of America, National Association of College/University Food Services, National Association of College Auxiliary Services, Mail Managers Association of America, Association of College Unions International, Toastmasters

NFCA-National FastPictch Coaches Association

ACUHO-I, American Red Cross, Lions Club, Blue Tiger Quarterback Club, and several committees on campus

NASFAA, MASFAA, MASFAP, MrDUG, and DUG

National Association of Social Workers

CAPPA and MOAPPA. Missouri Association of Physical Plant Administrators and regional affiliation

Association of Institutional Research and Mid-America Association of Institutional Research

ALA

Additional Comments:

There needs to be training on customer service if we hope to improve our retention.

Mandatory training needs to be required.

Customer service is always a good training session for all staff regardless of the job classification. We all work with customers, whether they are students, faculty or staff.