Desk Assistant Spring Training 2014

Page - Expectations Training

Q1 Were the expectations about putting shifts up on the tradeboard made clear (e.g. process of doing so, how far in advance to do so, how many shifts may be missed per semester etc.)?

Yes*[Code = 1]*

No (Why not? What would have made it more clear?)*[Code = 2] [Textbox]*

	Required answers: 1	*Allowed answers: 1*

Q2 Were the expectations about approving timecards made clear (i.e., how to approve and when to do so)?

Yes*[Code = 1]*

No (Why not? What would have made it more clear?)*[Code = 2] [Textbox]*

	Required answers: 1	*Allowed answers: 1*

Q3 Were the expectations about the uniform made clear?

Yes*[Code = 1]*

No (Why not? What would have made it more clear?)*[Code = 2] [Textbox]*

	Required answers: 1	*Allowed answers: 1*

Q4 Were the expectations about the homework/computer use policy made clear?

Yes*[Code = 1]*

No (Why not? What would have made it more clear?)*[Code = 2] [Textbox]*

	Required answers: 1	*Allowed answers: 1*

Q5 Please explain what FERPA refers to and how it impacts your work at the front desk:

Please explain:*[Code = 1] [Textbox]*

I don't know what FERPA is.*[Code = 2]*

	Required answers: 1	*Allowed answers: 1*

Q6 Was the format of this part of the training (peer-to-peer training rather than lecture or PowerPoint) helpful?

Yes*[Code = 1]*

No (What would have been more effective?)*[Code = 2] [Textbox]*

	Required answers: 1	*Allowed answers: 1*

Next Page: Sequential

Page - Emergency Protocols Training

Q7 Do you better understand when to call Area Duty versus calling an RA?

Yes*[Code = 1]*

No (Why not? What would have made it more clear?)*[Code = 2] [Textbox]*

	Required answers: 1	*Allowed answers: 1*

Q8 Do you know who or when to call if you need additional assistance at the desk?

Yes*[Code = 1]*

No (What additional training would be helpful for you?)*[Code = 2] [Textbox]*

	Required answers: 1	*Allowed answers: 1*

Q9 Do you have a better understanding of what resources (staff, phone number, places, or things) are available to you

in an emergency?

Yes*[Code = 1]*

No*[Code = 2]*

| | Required answers: 1 | Allowed answers: 1 |

Q10 What additional information would be helpful for you in regards to handling emergency situations?

Nothing*[Code = 1]*

The following would be helpful: (Please specify)*[Code = 2] [Textbox]*

| | Required answers: 1 | Allowed answers: 1 |

Next Page: Sequential

Page - Policy Review Training

Was this review helpful in addressing the . . .

Q11 Live animal package policy

Yes*[Code = 1]*

No*[Code = 2]*

| | Required answers: 1 | Allowed answers: 1 |

Q12 RTS and MISD mail policies

Yes*[Code = 1]*

No*[Code = 2]*

| | Required answers: 1 | Allowed answers: 1 |

Q13 Radio etiquette policies

Yes*[Code = 1]*

No*[Code = 2]*

| | Required answers: 1 | Allowed answers: 1 |

Q14 Register

Yes*[Code = 1]*

No*[Code = 2]*

| | Required answers: 1 | Allowed answers: 1 |

Q15 Air wall

Yes*[Code = 1]*

No*[Code = 2]*

| | Required answers: 1 | Allowed answers: 1 |

Next Page: Sequential

Page - Overall Training

Q16 What is the most helpful or valuable thing you have learned from this training?

I didn't find anything helpful or valuable.*[Code = 1]*

I found the following helpful or valuable: (Please specify)*[Code = 2] [Textbox]*

| | Required answers: 1 | Allowed answers: 1 |

Q17 What would you change about the training in the future?

I wouldn't change anything *[Code = 1]*
I don't know *[Code = 2]*
I would change: (Please specify) *[Code = 3] [Textbox]*
Required answers: 1   Allowed answers: 1

Q18 Was the overall format of training (interactive games rather than PowerPoints or lectures) beneficial?

Yes (why?) *[Code = 1] [Textbox]*
No (why not?) *[Code = 2] [Textbox]*
Required answers: 1   Allowed answers: 1

Q19 Were there particular topics you left the training having questions about or particular things that you could've used more training on?

Yes (please explain) *[Code = 1] [Textbox]*
No *[Code = 2]*
Required answers: 1   Allowed answers: 1

Q20 Any other comments/suggestions?

Yes (please explain) *[Code = 1] [Textbox]*
No *[Code = 2]*
Required answers: 1   Allowed answers: 1

Next Page: Sequential