

Desk Assistant Training 2013

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Q1 Which day(s) of training did you attend?

Just the first day, August 24th[Code = 1]

Just the second day, August 25th[Code = 2]

Both days, August 24th and 25th[Code = 3]

Required answers: 1

Allowed answers: 1

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Page - August 24th

Display if Q1='Just the first day, August 24th' OR Q1='Both days, August 24th and 25th'

Customer Service

As a result of this training . . . ?

Q2 Are you able to identify characteristics of good customer service versus bad customer service

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Q3 Do you feel comfortable responding to situations involving angry/yelling residents

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Front Desk Training

As a result of this training, do you feel prepared to . . . ?

Q4 Utilize the register to sell parking passes

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Q5 Submit a maintenance request

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Q6 Assist residents who have lost items in the PHC

Yes[Code = 1]

No[Code = 2]

Required answers: 1

Allowed answers: 1

Q7 Radio various staff members in regards to maintenance issues

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q8 Assist residents in getting loaner keys

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q9 What additional training or clarifications would have been helpful in regards to the front desk?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Mailroom Training

As a result of this training, do you feel prepared to . . . ?

Q10 Give short tours to prospective students

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q11 Send the "friendly reminder e-mail"

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q12 Assist residents who cannot open their mailboxes

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q13 Look for "missing" packages

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q14 Complete nightly inventories of packages

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

StarRez and Blackboard Training

As a result of this training, do you feel prepared to . . . ?

Q15 Utilize StarRez to issue resources to residents

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q16 Add door access to a resident's UCard

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q17 Check availability of event spaces for that day (for example, the dance room)

Yes[Code = 1]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q18 What additional training or clarifications would have been helpful in regards to the mailroom?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q19 **Overall Comments**

Was the format of this training (rotating through topics for an hour each) helpful?

Yes[Code = 1]

No (Why not? What format would have been more helpful? More PowerPoints, more visuals, more practicing, more time per session, etc.?) [Code = 2] [Textbox]

Required answers: 1 Allowed answers: 1

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Page - August 25th

Display if Q1='Just the second day, August 25th' OR Q1='Both days, August 24th and 25th'

Expectations Training

Required answers: 0 Allowed answers: 0

Q20 What are the five (5) values of the Housing & Residential Education?

1.[Code = 1] [Textbox]

2.[Code = 2] [Textbox]

3.[Code = 3] [Textbox]

4.[Code = 4] [Textbox]

5.[Code = 5] [Textbox]

Required answers: 0 Allowed answers: 5

Q21 Were expectations about putting shifts up on the tradeboard made clear (e.g., the process of doing so, how far in advance to do so, how many shifts can be missed per semester)?

Yes[Code = 1]

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

Required answers: 1 Allowed answers: 1

Q22 Were expectations about approving timecards made clear (e.g., how to approve and when to do so)?

Yes[Code = 1]

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

Required answers: 1 Allowed answers: 1

Q23 Do you have any unanswered questions in regards to the uniform, homework policy, FERPA, or expectations mentioned in the PowerPoint?

Yes [Code = 1] [Textbox]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Getting to Know the Staff

Required answers: 0 Allowed answers: 0

Q24 Did you feel like this training helped you to get to know your co-workers better?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q25 Do you feel like it was helpful to match faces with names and job titles to get to know HRE full-time staff?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q26 Would you like to see more or less team bonding activities?

More [Code = 1]

Less [Code = 2]

Required answers: 1 Allowed answers: 1

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Page - August 25th

Display if Q1='Just the second day, August 25th' OR Q1='Both days, August 24th and 25th'

Effective Communication and Active Listening

Required answers: 0 Allowed answers: 0

Q27 Did this training session help you feel more comfortable talking to your co-workers about work related issues?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q28 Please identify three (3) characteristics of active listening:

1. [Code = 1] [Textbox]

2. [Code = 2] [Textbox]

3. [Code = 3] [Textbox]

Required answers: 0 Allowed answers: 3

Q29 Please list at three (3) tips for effective communication:

1. [Code = 1] [Textbox]

2. [Code = 2] [Textbox]

3. [Code = 3] [Textbox]

Required answers: 0 Allowed answers: 3

Q30 How will you utilize the skills you learned about effective communication and active listening to assist residents and work with co-workers? Please provide concrete examples:

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Cultural Competency

Required answers: 0 Allowed answers: 0

Q31 What information did you find most useful from the Safe Zone training?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q32 Do you have any suggestions for cultural competency trainings in the future?

Yes (please explain)[Code = 1] [Textbox]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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Overall

Required answers: 0 Allowed answers: 0

Q33 What was the most helpful or valuable thing you have learned from training?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q34 What would you change about training in the future?

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Q35 Do you still have questions about particular topics or are there areas you could have used more training on?

Yes (please explain)[Code = 1] [Textbox]

No[Code = 2]

Required answers: 1 Allowed answers: 1

Q36 Do you have any other comments or suggestions about training?

Yes (please explain)[Code = 1] [Textbox]

No[Code = 2]

Required answers: 1 Allowed answers: 1

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