

Audience Surveyed

The target audience included all students enrolled in the Supervision and Leadership Certificate Program.

Response Rate

E-mail invitations were sent to 14 individuals in the program. 12 students responded, for a response rate of 86%.

Criteria for Success:

Results of this survey were gathered for informational purposes. The Supervision and Leadership Certificate Program Success Coach will be provided with the results of this survey in order to demonstrate efficacy of the program to national and state agencies, and other stakeholders.

Reporting Methods:

Throughout the survey, participants were given the opportunity to comment in an open-ended question. Comments are combined by common theme in order to give the most succinct summary of ideas. Every effort is made to maintain the integrity and spirit of the comments, regardless of grammatical, mechanical, or spelling errors.

I. Demographics

GENDER

- 58% of survey participants were male
- 42% of survey participants were female

AGE

- 42% of survey participants were between the ages of 25-35
- 25% of survey participants were between the ages of 36-46
- 33% of survey participants were between the ages of 47-57

CAREER STATUS

- 67% are currently in a supervisory or management position

PROGRAM COMPLETION PLANS

- 100% are confident they will complete the Supervision and Leadership Program

PROGRAM COMPLETION DATE

- 17% completed the program in Spring 2013
- 25% expect to complete the program in Fall 2013
- 42% expect to complete the program in Spring 2014
- 17% expect to complete the program in Fall 2014

II. Academics

METHOD OF INSTRUCTION

- 42% report their courses are taught primarily face-to-face
- 58% report their courses are taught primarily online

COURSE TIMEFRAME

- 75% report their courses are primarily 16 weeks in length
- 8% report their courses are primarily 12 weeks in length
- 8% report their courses are primarily 8 weeks in length
- 8% report their courses are primarily 5 weeks in length

ESTIMATED GPA

- 8% report their Spring 2013 GPA as between 3.0 and 3.5
- 92% report their Spring 2013 GPA as between 3.5 and 4.0

COURSE RELEVANCY

- 100% responded positively the course(s) are relevant to their career goals
- 100% responded positively the course(s) are relevant to their educational goals

LIFE BENEFIT

Participants were asked to indicate the variety of ways in which their newly-acquired skills have benefitted them in the workplace.

- 75% report improved leadership skills
- 58% report improved ability to identify management style
- 50% report improved technological skills
- 8% report increased job responsibilities and/or duties
- 8% report improved evaluation from supervisor
- 17% report no identifiable benefit at this time

III. Support

COMMUNICATION

- 83% responded positively they receive adequate communication from the Success Coach

FREQUENCY of CONTACT

- 67% responded positively they prefer Success Coach contact twice a semester
- 17% responded positively they prefer Success Coach contact once a semester
- 8% responded positively they prefer Success Coach contact once a month
- 8% responded positively they prefer Success Coach contact twice a month

EMOTIONAL REACTION

Participants were asked to indicate how communication from the Success Coach makes them feel.

- 67% responded positively they feel supported
- 58% responded positively they feel encouraged
- 50% responded positively they feel involved
- 8% responded positively they feel discouraged

LEARNING COMMUNITY

- 92% responded positively Learning Community meetings are effective in building their workplace skills.
- Additional suggestions for Learning Community meeting topics include:
 - " Great program. Keep it up.
 - " Topic on how to inspire your subordinates and to have less stress in the work place.

IV. Suggestions for Improvement

Participants were given space to make any suggestions for improvements to the program. Of the six individuals who commented,

- 50% reflected the need for more flexible course scheduling:
 - " More online program courses during the summer semester.
 - " Management classes that are only offered mid-day tend to make it hard for someone that works to attend. If they were offered in the afternoon it would be easier to attend.
 - " The courses for this certificate should be made available in the late afternoon and evenings. This would make it easier to be complete the courses successfully.
- 17% expressed satisfaction with the program:
 - " Not at this time
- 17% expressed concern regarding program leadership:
 - " yes get honest people running the program that are there for the students and not themselves
- 17% reflected concerns about course grading:
 - " The only problem I have had concerns attendance. I have a [job] that comes first, school needs to be aware of that and work with us when we have to miss or come in late due to job responsibility. I had grades for A, but was given a B in one class due to attendance. We have a lot of people going to these classes, the school will need to work with us in this area as long as we are giving 100% and are understanding the material.