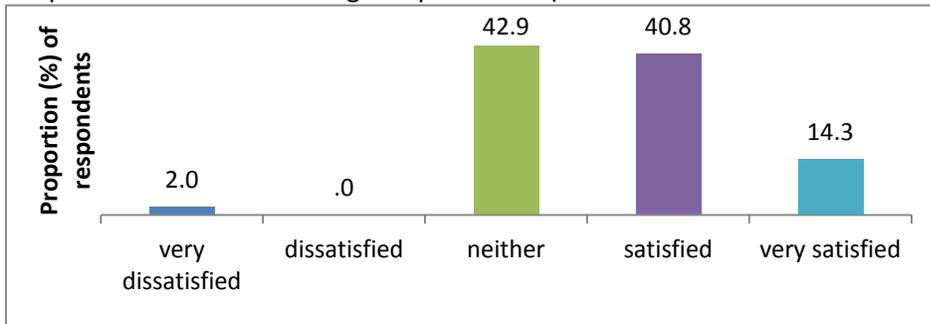


KPHD employees: 87 # respondents: 49 Participation rate: 56%

How satisfied are you with the following CE/Core Training process elements?

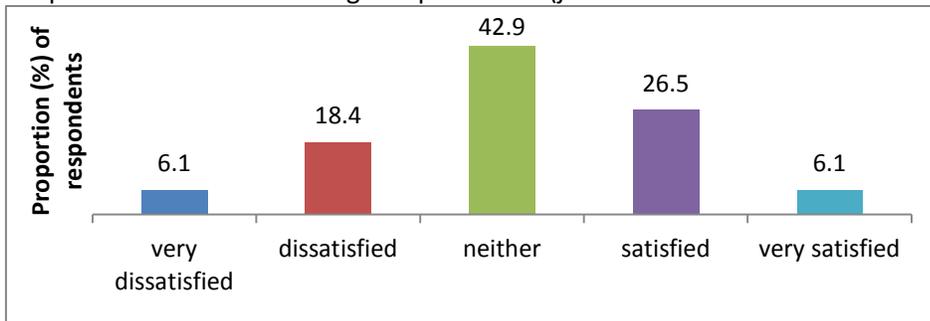
The time it takes to process my requests

respondents=49 average response=3.7 (between neither dissatisfied nor satisfied and satisfied)



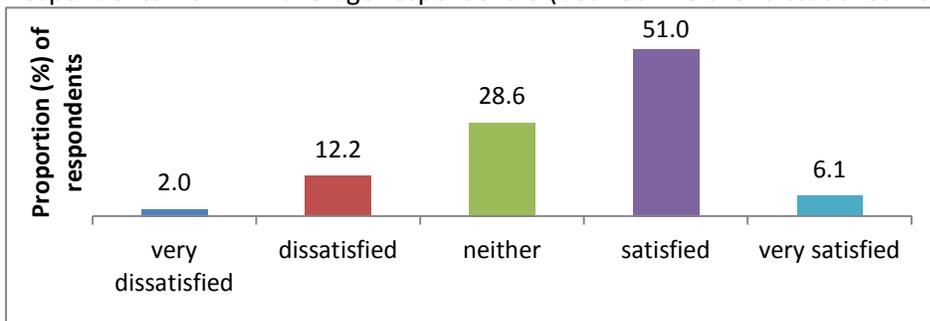
How easy it is to find out where my request is in the process

respondents=49 average response=3.1 (just above neither dissatisfied nor satisfied)



How easy it is to fill out the form

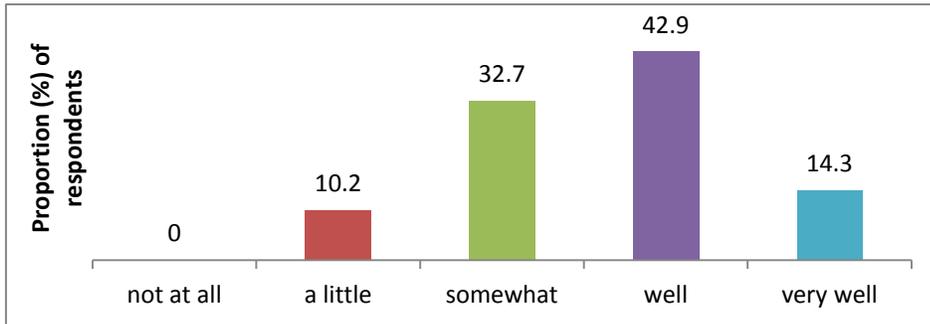
respondents=49 average response=3.5 (between neither dissatisfied nor satisfied and satisfied)



How well do you understand when a CE/Training form is required?

respondents=49

average response=3.6 (between somewhat and well)



Please tell us specifically what is confusing about when the form is required

respondents=14

Summary (# respondents with similar comment):

- is form required for program mandatory training? (2)
- form required for any/all trainings? (2)
- unclear definitions for meeting, training, conference, inservice, seminar to guide form use (6)
- when to use travel log form and/or CE request
- same form used for too many purposes

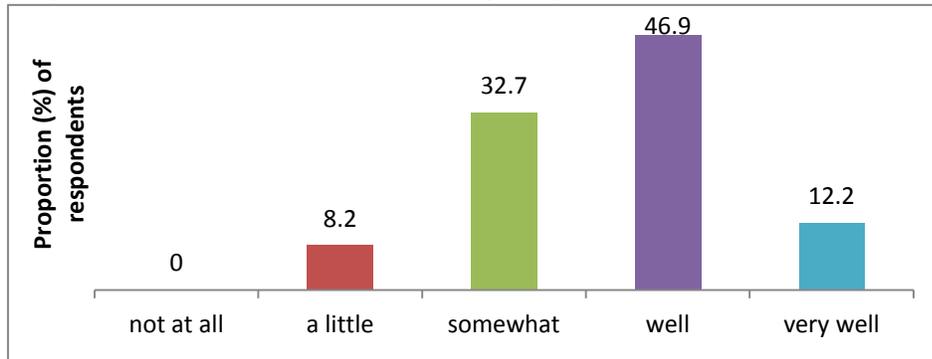
Original responses:

- Did not realize that I had to complete a training form for program mandatory training.
- fuzzy definitions about what is a meeting vs conference vs training...
- I am forever filling out the wrong form. sometimes a travel log form is required along with the CE request.
- I assume I need to complete the form each time I go to a training off-site, but I am not sure about the policy.
- I'm pretty sure it's required for any & all training (even core training), but others have stated that this is not true.
- If the form needs to be filled out for training only OR also for conference/meeting attendance
- Not sure if I need to fill out a training form when we have core training or when it is considered a meeting vs. training
- The same form is perhaps used for too many purposes- including certification renewals on the training form without revising the format.
- Trainings that I am registering for are pretty straight forward but if it is an inservice or webinar training, I'm not always sure when the form is required.
- What is the difference between a training or meeting? What if there are educational aspects or trainings within a meeting? Also, if a training is required by a program or grant, do we really need permission to go?
- When going to a pre-paid seminar vs. actual training.
- just forget sometimes, my own bad:)
- The form is not well organized or user friendly.
- Usually knowing the amount of CE \$ and Time I have

How well...

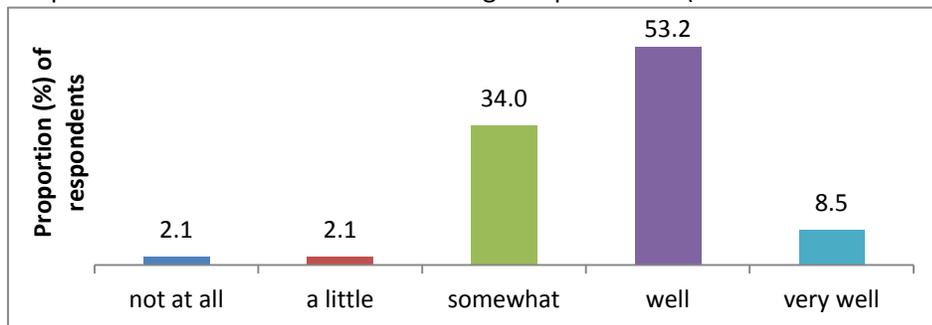
do you understand the process?

respondents=49 average response=3.6 (between somewhat and well)



is the process working for you?

respondents=47 average response=3.6 (between somewhat and well)



Please tell us specifically what you do not understand or what is not working for you

respondents=11

Summary (# respondents with similar comment):

same form to order books?
don't do it enough, each time it's new (2)
need a process tracking system
ce attachments have to be tracked down (2)
too many steps/papers (3)
not sure about CE hours/\$ balance
not sure when to use the form
takes too much time to fill out
form difficult to use

Original responses:

Do you use the same form for ordering books? Not sure how to do that.

I don't think it is the process but the fact that it is not something I do on a regular basis that makes it new each time I do it.

I have not been to many trainings so I am unfamiliar with the process

I would like to know where my ce form is in the process. I'd also like it if copies of my ce attachments were not lost and I didn't have to chase them down.

it works but is confusing and requires many steps, I don't think it has to be this hard. I am never sure how much money or time remains in my CE account.

It works for me, but I don't do a lot of training.

Just not sure when to use the form and also not sure what all I can use it for. Some of that is my lack of going out of my way to understand it and some is the lack of information and training on what it actually is.

not working well is so many steps and who has the paper when and what do i have to attach when

Takes too much time to complete forms - especially when travel is involved.

The form is difficult to use. The people that handle the requests are very helpful.

Way too much paperwork going every which way!

Please share any other comments related to the CE/Core Training process

respondents=11

An issue has come up filling out the request form when it comes to specifying CE/Core. We may be requesting to use "CE" benefits, but the training is really "Core" training that due to tight budget constraints, it's not available to us unless we use our CE.

Consider getting rid of our CE allowance and doing things differently.

I think it is important to let people know how the paperwork is routed so they know who to contact during the process. Managers/purchasing/accounting. They also need to be reminded to keep copies of their requests.

I think the purpose of the CE program is great and definitely appreciated by most employees. I plan to use the program more in the immediate future.

It would be great to have an electronic process that avoids duplication and that allows you to know where the process is at any given time.

It would be very helpful to have a list of classes and training available for EH field staff. Obviously the list can't be comprehensive, but having a list would make it easier for them to see what's available. This will save KPHD money. Currently @ 20 staff are spending work hours researching training and CE options and they are mostly billing this time. I suggest the list be maintained occasionally by a field manager or other office staff. You can pay one staff member to do this 10 hrs a month or you can have 20 employees spend 5 hours a month! Field staff are NOT IN THE OFFICE 50% OF THE TIME!!! its frustrating, but I do it because I want to use my benefits.

My CE form gets lost about 15% of the time. Frustrating to have to fill it out twice. Then again, its only 15% of the time....and nobody's perfect.

Supervisors, Loan, and accounting staff assist me through the process.

This is an administrative form that is used to identify which pot of money will cover the time spent and/or fee associated with CE or core training. I don't fill one out often enough to be familiar with it. It's administrative so it is inherently annoying. So make it so that it works for you.

Would like a place where I can look it up any time, like vacation. I feel bad bugging Beverley all the time. Although she is very kind about it.