

New Faculty Orientation Training Agenda

August 12, 2011

8:30-8:35	President's Opening Remarks
8:35-8:45	Communications and Promotions
8:45-10:00	Human Resources
10:00-10:10	Break
10:10-10:30	Safety
10:30-10:50	Student and Health Services
10:50-11:00	Break (Students to relocate to D-2)
11:00-12:00	MyGCC
12:00-1:00	Break for Lunch (on own)
1:00	Faculty Governance and Quick Tips for the New Teacher (students to meet in Rm202)

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August 12, 2011






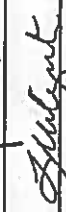





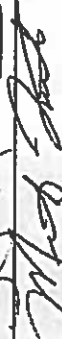
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Guam Community College
New Employee Orientation
Friday, June 8, 2011

Name	Position Title	Division/Department	Signature
Administrator			
1 Limtuatco, Edwin	Controller	F&A/Business Office	E. Limtuatco
2 Nelson, Laura	Program Specialist	PRE/Development and Alumni Relations	L. Nelson
Staff			
3 Agüero, Michele	Administrative Aide	TSS/College Access Challenge Grant Program	M. Agüero 7-8-11
4 Blas, Marisa Marissa	Program Coordinator II	TPS/Area Health Education Center	M. Blas
5 Cabrera, Tammy	Test Examiner	AAD/Continuing Education and Workforce Development	T. Cabrera
6 Cruz, Joselyn	Library Technician I	TSS/Learning Resources Center	J. Cruz
7 Quan, Jaclyn	Administrative Aide	AAD/Continuing Education and Workforce Development	J. Quan
8 Quinn, Georgia	Administrative Assistant	TPS/Adult Education/GED	G. Quinn 7-8-11
9 Toves III, Albert	Maintenance Worker	PRE/Facilities	A. Toves III
10 Eclavea, Mark	Library Technician I	TSS/Learning Resources Center	M. Eclavea
11 Blas, Jerome	Supply Expediter	F&A/Materials Management	J. Blas
12 CHARQUALAF San-Nicoles, Ariana	Administrative Assistant	TPS/Early Childhood Education	A. San-Nicoles
13 Slodum, Catherine	Systems Programmer	F&A/Management Information Systems	C. Slodum

Coordinated by: Apollina San Nicolas, Specialist III


Guam Community College
New Employee Orientation
Friday, August 12, 2011

Name	Position Title	Division/Department	Signature
Faculty			
1 Sison Jr., Benjamin	Assistant Professor	TPS/Criminal Justice	
2 Lopez III, Jose	Instructor	TSS/Mathematics	
3 Fawcett, Jessica	Instructor	TSS/Mathematics	
4 Bollinger, Simone	Instructor	TSS/English	
5 Rios, Esther	Instructor	TSS/Vocational Guidance Program	
6 Melegrito, Loressa	Instructor	TPS/Practical Nursing Program	
7 Sotomil, Sterlyn	Instructor	TPS/Allied Health Program	
8 Skoog, Heather	Assistant Instructor	TPS/Allied Health Program	
9 Sawyer, Rita	Assistant Instructor	TPS/Allied Health Program	
10 Aguon, Janice	Assistant Instructor	TPS/Cosmetology	
11 Perez, Jonathan	Assistant Instructor	TPS/Automotive Service Technology	
12 Limtiaco, Michael	Assistant Instructor	TPS/Construction Trades	


Coordinated by: Apolline San Nicolas, Specialist III

New Employee Orientation

Welcome



President
Okada, Ed.D.



WELCOME

 Douglas Breen	 Jose Lopez, II	 Jocelyn Parnell	 Edith Pina
 Emma Bellinger	 Loretta Molyneux, R.N.	 Shirley Belmont, R.N.	 Heather Chung, R.N.
 Phil Sawyer, R.N.	 Julie Agan	 Jennifer Pong	 Michael Lindsay

TRAINING OBJECTIVE

Employees will be presented with an overview from following departments:

- Communication & Promotions
- Human Resources
- Safety
- Security
- Student and Health Services
- MyGCC
- Faculty Governance and Quick Tips for the New Teacher

Speakers

- History, Mission & Organization
- Human Resources
 - Joann Wald Muna, Human Resources Administrator
- Safety
 - Greg Mangione, Environmental Health & Safety Administrator
- Security, Student and Health Services
 - Joanne Ige, Associate Dean of Student Support Services
- MyGCC
 - Apolline San Nicolas, Specialist III and Johanna Camacho, Program Coordinator II
- Faculty Governance and Quick Tips for the New Teacher
 - Clare Camacho, Professor, Faculty Senate

Human Resources

- Workforce Planning and Employment
- Labor and Employment Relations
- Human Resources Development
- Compensation & Benefits
- Occupational Safety & Health
- Strategic Management

Human Resources (HR)

• Recruitment	• Discipline
• Selection	• Grievance
• Promotions	• Training
• Classification	• Court Orders
• Job Performance	• Policy Making
• Pay	• Negotiations
• Benefits	• Etc...

Classification of Employment

- Faculty
 - Instructional and Non-Instructional
- Administrator
- Staff
- Adjunct (part-time contractual employment)
- Others (Student Employment)

Limited Term Appointments (LTA)

- Employment is for a very specific length of time
 - i.e. Emergency hires; Federally funded program employees; Coverage for military personnel on leave.
- Employment-at-will
- No probationary period
- Entitled to most benefits; but not entitled to
 - Salary Increment
 - Staff/Professional Development

Limited Term Appointments LTA – Conditional

- Faculty members who competed for a permanent position but ...
 - Needs 18 credits of professional education and/or 6 credits of instructional methods courses.
 - Upon completion of required credits, will be converted to probationary status.

Probationary Appointments for Permanent Positions

- Faculty Positions
 - 1 Academic year or 12 months
 - Extension - 1 academic semester
- Administrator Positions
 - 12 months
 - Extension - 12 months
- Staff Positions
 - 6 months
 - Extension - 6 months

Administrators & Staff Job Description

- Each position has a standard Job Description that is BOT approved or CSC approved.
- Your Supervisor should provide you with the specifics of your assignment, duties and responsibilities.

Administrator and Staff Performance Evaluations

- Administrative Directive 95-001
- Evaluation Form



Administrators & Staff Performance Evaluations

Evaluation Period (Months)	Pay Step
12	1 - 6
18	7 - 9
24	10+

Faculty Job Specifications

- Appendix A-1 of the Agreement
 - Instruction and Non-Instructional Ranks
 - Assistant Instructor
 - Instructor
 - Assistant Professor
 - Associate Professor
 - Professor

Faculty Performance Evaluations Effective October 1, 2010

BOT-Local 6476 AFT
Faculty Agreement
• Article X



BOT/Faculty Agreement
CCE Final BOT-Local 6476 AFT Faculty Agreement

Faculty Evaluation Terms & Dates

1. 2010 Department Chair Assistant Professor Evaluation
2. 2010 Department Chair Assistant Professor Evaluation
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By Order of the BOT/Faculty Union, Inc.
President/Chairman

Incremental Pay Increase for Administrators and Staff

- Satisfactory or better performance rating entitles a permanent employee to a one-step salary increment.



Months	Pay Step
12	1 - 6
18	7 - 9
24	10+

Promotions

- Administrators and Staff
 - Competitive Process
 - Applications accepted only when there is a Job Announcement
- Faculty
 - Advancement-in-Rank
 - Article XVII (Agreement)
 - Must complete probationary status
 - Must apply for Certificate of Eligibility from the Administrator of HR before Oct. 1st.



Benefits

- Medical & Dental Insurance
- Health Savings Plan (HSA)
- Cafeteria Plan (flexible spending account)
- Group Life Insurance
- Retirement Plan
 - DB
 - DC
 - 403b
 - 457
- Annual Leave
- Sick Leave
- Administrative Leave
- Holidays
- Administrators and Staff Professional Development
- Worker's Compensation
- Government of Guam Employee Federal Credit Union



Annual Leave

for 12 months full-time employees

Accrue 4 hours bi-weekly	0-4 years of service
Accrue 6 hours bi-weekly	5-14 years of service
Accrue 8 hours bi-weekly	>15 years of service
Maximum annual leave per fiscal year (effective FY2004)	320 hours

Sick Leave

all full-time employees

Accrue 4 hours bi-weekly	regardless of service no cap on accrual
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Personal Leave

- Academic Administrator & Staff
 - 2 days per Fiscal Year (FY)
 - Use or loss.
- Faculty
 - 3 days per Academic Year (AY)
 - Up to 2 days of unused leave may be paid at end of AY

Administrative Leave (Excused Absence)

all full-time employees

- Conference or Training
- Jury Duty
- Work Injury/Illness (Worker's Compensation)
- Bereavement Leave
- Maternity/Paternity Leave
- Military Leave
- Parental Involvement Initiative Leave
- Leave ordered by the Governor

Faculty Professional Development Administrator/Staff Development Programs

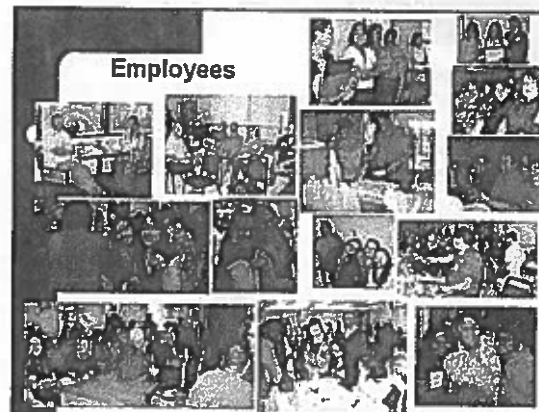


- Learning is a never ending process!
 - Employees are encouraged to develop and update their knowledge and skills.
- Institutional Priorities

Training

Contact Apol San Nicolas at IIR for training schedule and to register.

- Stress Management
- Anger Management
- Respiratory Protection
- Court Family Violence
- Basic Fire Fighting/Prevention
- Customer Service
- Personal Protective Equipment
- Community First Aid/CPR
- Accident & Injury Reporting
- New Employee Orientation
- Dealing with Difficult People
- Tobacco Cessation
- Time Management
- Computer Workshops
- Retirement Workshops
- Preventing Sexual Harassment
- Ergonomics
- Performance Evaluation
- Recruitment for Supervisors
- Procurement
- Adjunct Orientation
- Materials Handling & Storage
- Workplace Violence & Drug-Free Workplace
- Affirmative Action
- Etc...



Wellness Program

- Run/Walk
 - 4:00pm
 - Mondays & Wednesdays
 - Tuesdays & Thursdays
- Interested in leading an exercise program?



Employees Association

Who's Eligible? Permanent Employees

- Employees are entitled to association benefits after being a member for six pay periods.
 - Birthday money
 - GCC Functions (2 adults free admission)
 - Discount
 - Hotel Stay Discounts during GCC Functions

GCC Functions



- GCC Labor Day Festivities
- GCC Par Excellence Golf Tournament
- Christmas Tree fundraiser - ongoing
- GCC Thanksgiving Table Decorating Contest
- GCCEA Christmas Party
- GCC Door/Wreath Decorating Contests



Outside Employment

(white handout with yellow highlights)

- Must not be in conflict with your work assignments and duly scheduled hours of work.
- Must be approved by your Vice President and the President annually.

Disciplinary Actions

aka Adverse Actions

- Unsatisfactory performance
- Insubordination
- Intoxication
- Unlawful use, possession, or sale of illegal drugs.
- Conviction of a crime.
- Discourteous treatment to other employees or the public.
- Violation of Policy, Rule or Mandate.



Grievance

- A complaint filed by a permanent employee against the employer for violation of a Policy, Rule or Mandate.

- Informal Process
- Formal Process



Equal Employment Opportunity

(green handout)

- Equal Employment Opportunity Employer
- Affirmative Action (Policy 160)



EEO Officer & Representatives



Micki Lonsdale



Don Lizama



Joey Munoz



Priscilla Johns



Greg Mangione



Eric Chang



Linda Santos Torres

Sexual Harassment

Policy 185

(yellow handout)

- Quid pro quo OR this for that
- Hostile Environment



Drugs and Alcohol

Policy 410

(pink handout)

- GCC is a Drug and Alcohol Free Workplace

**DRUGS
DON'T
WORK**



Workplace Violence

Policy 171
(blue handout)

To prevent and respond to disruptive, threatening, or violent behavior involving any member of the GCC community.



PEACE

Smoking/Pagua Chewing Policy 175

- Effective June 1, 2007 GCC is a Tobacco Product and Betelnut-free campus.



Americans with Disabilities Act

Policy 165
(Goldenrod handout)

In compliance with the requirements of the Americans with Disabilities Act to provide access to education for persons with disabilities.



ACCOMMODATIVE SERVICES

Kasinda Ludwig
Program Specialist
SSA Bldg. Room 2139
735-5597



Employee Ethics (Goldenrod handout)

All employees are expected to maintain the highest standard of conduct to ensure that services in GCC are professionally and properly administered.



HR Staff



Joann Muna
HR
Administrator



Jo Rojas
Specialist II



Apol San Nicolas
Specialist III

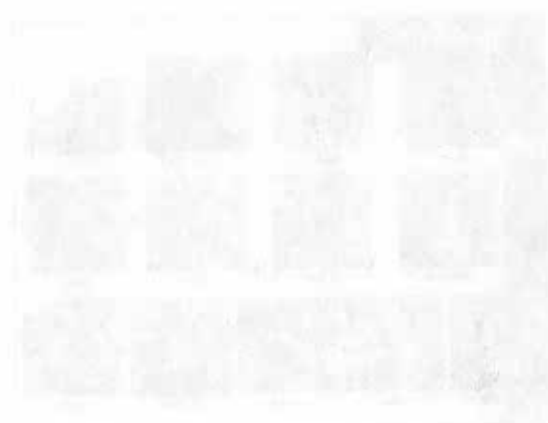


Rose Siguenza
Specialist I

Phone: 735-5537/8
hr@guamcc.edu

Welcome to...


GCC family!



New Employee Orientation

Welcome

GCC
President
Okada, Ed.D.



WELCOME

 Edwin	 Laura	 Catherine	 Maden
 Georgina	 Ariana	 Josephyn	 Mark
 Terry	 Albert	 Jaclyn	 Michelle
			 Jerome

TRAINING OBJECTIVE

Employees will be presented with an overview from following departments:

- Communication & Promotions
- Human Resources
- Safety
- Security & Student Service
- Health Services

Speakers

- History, Mission & Organization
 - Jayne Flores, Assistant Director of Communication & Promotions
- Human Resources
 - Jeann Waki Muna, Human Resources Administrator
- Safety
 - Greg Mangiona, Environmental Health & Safety Administrator
- Security, Student and Health Services
 - Joanne Ige, Associate Dean of Student Support Services
- MyGCC
 - Apolline San Nicolas, Specialist III

Human Resources

- Workforce Planning and Employment
- Labor and Employment Relations
- Human Resources Development
- Compensation & Benefits
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Human Resources (HR)

• Recruitment	• Discipline
• Selection	• Grievance
• Promotions	• Training
• Classification	• Court Orders
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Faculty Performance Evaluations Effective AY 2009-2010



Incremental Pay Increase for Administrators and Staff

- Satisfactory or better performance rating entitles a permanent employee to a one-step salary increment.



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New

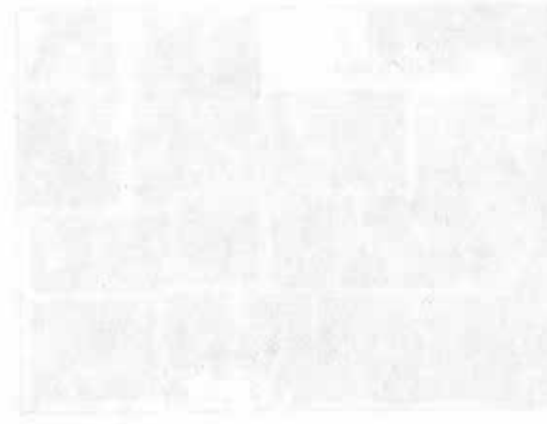
Compensation

Structure

Promotions

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 - Competitive Process
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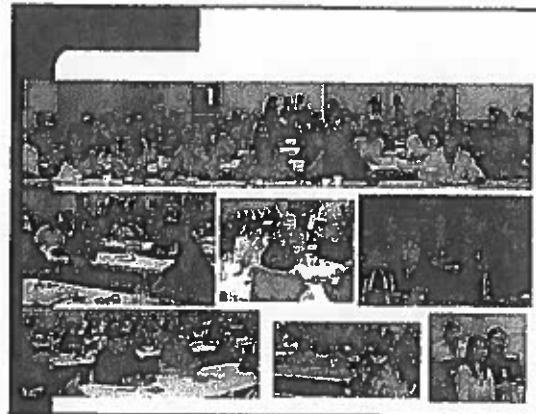




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- Customer Service
- Personal Protective Equipment
- Community First Aid/CPR
- Accident & Injury Reporting
- New Employee Orientation
- Dealing with Difficult People
- Tobacco Cessation
- Time Management
- Computer Workshops
- Retirement Workshops
- Preventing Sexual Harassment
- Ergonomics
- Performance Evaluation
- Recruitment for Supervisors
- Procurement
- Adjust Orientation
- Materials Handling & Storage
- Workplace Violence & Drug-Free Workplace
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- Etc...



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Policy 418
(pink handout)

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(blue handout)

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ACCOMMODATIVE SERVICES

Kasinda Ludwig

Program Specialist

SSA Bldg. Room 2139

735-5597



HR Staff



Joann Muna
HR
Administrator



Jo Fijas
Specialist II



April San Nicolas
Specialist III



Rose Siguenza
Specialist I

Phone: 735-5537/8
hr@guamcc.edu

Welcome to...

GCC family!



Sexual Harassment Training
Oct 2, 2009

Name	Position	Position Title	Home Organization Desc	Signature
1 Artero, Jennifer B.	AAD024	Instructor	Practical Nursing	
2 Bazar, Lisa A.	AAD081	Professor	Developmental Education	
3 Biggin, Lauren N.	FED010	Instructor	TRIO Programs	
4 Blas, Joann P.	FED022	Instructor	Education	
5 Borja, Catherine R.	AAD058	Administrative Assistant	Practical Nursing	
6 Carbon, Travis-Lee R.	BFD003	Accountant I	Business Office	
7 Celoco, Jose L.	MLA150	Instructor	Military Leave Benefits	Military Leave
8 Cepeda, Marcus A.	AAD060	Assistant Instructor	Tourism	Secondary faculty
9 Chagua af, Katherine M.	AAD023	Assistant Instructor	Marketing	Secondary faculty
10 Cruz, Jesse Q.	AAD015	Assistant Instructor	Automotive Technology	Secondary faculty
11 Cruz, Joseph F.	BFD018	Supply Expediter	Materials Management	
12 Egan, Joelle E.	AAD154	Assistant Instructor	Automotive Technology	Secondary faculty
13 Evangelista, Frank F.	AAD085	Assistant Instructor	Tourism	Secondary faculty
14 Flores, Jayne T.	PRE002	Assistant Director	Communications and Promotions	
15 Flores, Joseph L.	AAD032	Assistant Instructor	Automotive Technology	Secondary faculty
16 Foster, Louise R.	AAD045	Instructor	Practical Nursing	
17 Galvez-Reid, Carol L.	AAD109	Assistant Professor	English	
18 Gillam, Samantha S.	AAD157	Assistant Instructor	Allied Health	Secondary faculty
19 Hagg, Jacklyn L.	AAD162	Instructor	Practical Nursing	
20 Hosei, Huan F.	FED018	Program Coordinator	TRIO Programs	
21 Huseby, Bill R.	AAD084	Assistant Professor	Developmental Education	
22 Jocson, John Michael U.	AAD180	Instructor	Science	
23 Koranko, William E.	AAD029	Instructor	Tourism	Secondary faculty
24 Lawdeck, Dian J.	AAD151	Assistant Instructor	Automotive Technology	Secondary faculty
25 Mangiona, Dorothy-Lou	AAD196	Instructor	Practical Nursing	
26 Mendon, Ricardo J.	AAD155	Automotive Repair Controller	Automotive Technology	
27 Meno, Charles Roy M.	AAD141	Assistant Instructor	Automotive Technology	Secondary faculty
28 Pajarillo, Lyndon B.	AAD041	Assistant Instructor	Automotive Technology	Secondary faculty
29 Pascua, Tara Rose A.	NAF003	Administrative Aide	Continuing Education	
30 Pestanas, Christina Ann D.	AAD010	Instructor	Early Childhood Education	
31 Rosirozny, Marsha M.	AAD043	Adjunct/Associate Dean	Dean's Office - TSS	
32 Sullivan, John J.	AAD134	Instructor	Construction Trades	Secondary faculty
33 Reyes, Lolita G.	PRE001	Assistant Director	Alumni Relations and Fundraising	
34 Roberson, Robin P.	AAD030	Assistant Professor	Marketing	Secondary faculty
35 Rodgers, Victor	AAD038	Assistant Director	Continuing Education	Secondary faculty
36 Sales, Frank G.	ASD017	Administrative Assistant	Admin Support Services Security	
37 Sales, Judy A.	AAD088	Assistant Professor	Developmental Education	
38 Sandoz, David	AAD138	Assistant Instructor	Construction Trades	Secondary faculty
39 Santos, Ronald T.	AAD035	Assistant Instructor	Construction Trades	Secondary faculty
40 Sylvestre, Mindy L.	FED001	Assistant Instructor	Allied Health	Secondary faculty
41 Tabunara, James M.	AAD144	Assistant Instructor	Automotive Technology	Secondary faculty
42 Tan, Ywonne	AAD012	Instructor	Marketing	Secondary faculty
43 Toyas, Gayle H.	ASD048	Materials Manager	Facilities	
44 Tupaz, Frederick Q.	AAD027	Instructor	Business	
45 Tyquengco, Ricky S.	AAD026	Assistant Instructor	Electronics	Secondary faculty
46 Vergara, Steve Amado M.	AAD172	Instructor	Electronics	Secondary faculty
47 Zacarias, Rowena S.	FED013	Administrative Aide	Early Childhood Education	

Apolline San Nicolas

From: Apolline San Nicolas [apolline.sannicolas@guamcc.edu]
Sent: Saturday, October 10, 2009 9:20 AM
To: 'Apolline San Nicolas'
Cc: 'Rose Marie Laguana Siguenza'; 'josephine.rojas@guamcc.edu'
Subject: RE: Required Sexual Harassment Training

Because the scheduled Sexual Harassment Training conflicts with the class time for secondary faculty, Human Resources Office is working on another schedule for secondary faculty to attend.

Regards,
Apolline San Nicolas
Personnel Specialist III
Human Resources Office
Guam Community College
email: apolline.sannicolas@guamcc.edu
tel: (671) 735-5538
fax: (671) 734-5238

This e-mail message is intended only for the use of the individuals or entity named above and may contain confidential and privileged information. If you are not the intended recipient, any disclosure, copying, distribution or use of the information contained in this transmission is strictly prohibited. If you have received this transmission in error, please immediately notify me at apolline.sannicolas@guamcc.edu and delete the message immediately. Thank You.

From: Apolline San Nicolas [mailto:apolline.sannicolas@guamcc.edu]
Sent: Friday, October 09, 2009 5:26 PM
Cc: 'Rose Marie Laguana Siguenza'; 'josephine.rojas@guamcc.edu'
Subject: Required Sexual Harassment Training
Importance: High

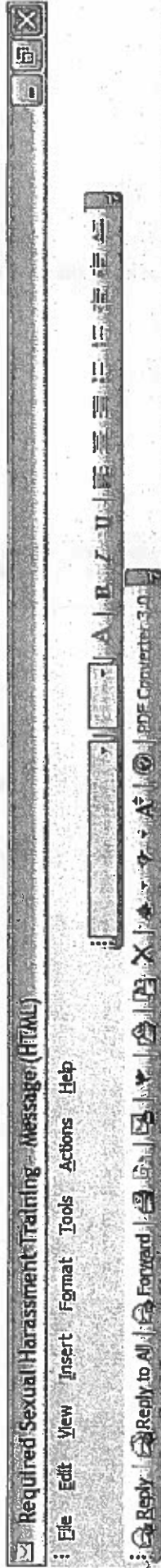
Please be advised that you are required to attend the Sexual Harassment Training to be held during the afternoon session of the Professional Development Day.

Kindly see one of the Human Resources Staff during the registration period to ensure your attendance.

Regards,
Apolline San Nicolas
Personnel Specialist III
Human Resources Office
Guam Community College
email: apolline.sannicolas@guamcc.edu
tel: (671) 735-5538
fax: (671) 734-5238

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'jennifer.antonio@guamcc.edu'; Lisa Baza-Cruz; 'lauren.biggen@guamcc.edu'; 'joann.blas@guamcc.edu'; 'catherine.borja@guamcc.edu'; 'travislee.carbon@guamcc.edu'; 'marcus.cepeda@guamcc.edu'; 'katherine.chargualaf@guamcc.edu'; Jesse Cruz; Joseph Cruz; Joel Egana; Frank Evangelista; 'Jayne'; Joseph Flores; 'Louise Foster'; 'Carol Reid'; 'carol.galvesreid@guamcc.edu'; 'samantha.gilliam@guamcc.edu'; 'jacklyn.hagg@guamcc.edu'; 'huan.hosei@guamcc.edu'; 'polli.huseby@guamcc.edu'; 'johnmichael.jocson@guamcc.edu'; 'william.korenko@guamcc.edu'; Danilo Lawcock; 'dorothylou.manglona@guamcc.edu'; 'RicardoLee Mendiola'; CharlesRoy Meno; 'london.pajarillo@guamcc.edu'; 'tarose.pascua@guamcc.edu'; 'christinaam.pestanas@guamcc.edu'; 'Marsha M Postrozny'; John Quintanilla; 'lolita.reyes@guamcc.edu'; 'robin.roberston@guamcc.edu'; 'victor.rodgers@guamcc.edu'; Frank Salas; 'judy.salas@guamcc.edu'; David Santos; 'ronald.santos1@guamcc.edu'; 'mindy.sylvestre@guamcc.edu'; james Tabunar; 'Yvonne Tam'; 'calvin.toves@guamcc.edu'; 'fredrick.tupaz@guamcc.edu'; 'Ricky S Tyquengco'; Amado Vergara Sr.; 'rowena.zacarias@guamcc.edu'



You replied on 10/10/2009 8:41 AM.
This message was sent with High Importance.

From: Apolline San Nicolas [apolline.sannicolas@guamcc.edu]

To:

Cc: 'Rose Marie Laguarda Siguenza'; 'Josephine.rojas@guamcc.edu'

Bcc: 'William.korenko@guamcc.edu'; Danilo Lawcock; 'dorothylou.manglona@guamcc.edu'; 'RicardoLee Mendiola'; CharlesRoy Meno; 'london.pajarillo@guamcc.edu'; 'tarose.pascua@guamcc.edu'; 'christinaam.pestanas@guamcc.edu'; 'Marsha M Postrozny'; John Quintanilla; 'lolita.reyes@guamcc.edu'; 'robin.roberston@guamcc.edu'; 'victor.rodgers@guamcc.edu'; Frank Salas; 'judy.salas@guamcc.edu'; David Santos; 'ronald.santos1@guamcc.edu'; 'mindy.sylvestre@guamcc.edu'; james Tabunar; 'Yvonne Tam'; 'calvin.toves@guamcc.edu'; 'fredrick.tupaz@guamcc.edu'; 'Ricky S Tyquengco'; Amado Vergara Sr.; 'rowena.zacarias@guamcc.edu'

Subject: Required Sexual Harassment Training

Sent: Fri 10/9/2009 5:26 PM

Please be advised that you are required to attend the Sexual Harassment Training to be held during the afternoon session of the Professional Development Day.

Kindly see one of the Human Resources Staff during the registration period to ensure your attendance.

Regards,

Apolline San Nicolas

Personnel Specialist III

Human Resources Office

Guam Community College

email: apolline.sannicolas@guamcc.edu

tel: (671) 735-5538

fax: (671) 734-5238

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Required Sexual Harassment Training - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward Print Delete Move Stop Search

mailto:msn@msn.com

msn@msn.com

Required Sexual Harassment Training - Message (HTML)

It's message was sent with high impact.

To:

Bcc: William Korenko ekorenko@uic.edu; Danilo Lukacovic danilolukacovic@gmail.com

Judy: calas@guamcc.edu; David Santos: ronald.santos1@gmail.com

Subject: Required Sexual Harassment Training

Results

Angeline San Nicolas

ପ୍ରୋକ୍ୟୁରର ଜେନେରାଲ

III. Reliability of Information

Human Resources Office
 1000 University Ave., Suite 1000
 University of California, San Diego
 La Jolla, CA 92037
 Tel: 619/594-2200
 Fax: 619/594-2200
 Email: hr@ucsd.edu
 Website: <http://hr.ucsd.edu>

Guam Community College

email: apolline.sarrat@univ-lyon1.fr

tel: (671) 735-5538

fax: (671) 734-5238

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Guam Community College
Professional Development Day
TRAINING EVALUATION SHEET

15-Feb-10

Customer Service - Elizabeth Rodgers

Attendees 57 completed survey

	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1. This training session was well organized		1	3	31	22
2. The materials/ideas were presented effectively and clearly.			3	33	21
3. I gained usable skills/knowledge.		1	3	35	17
4. The time-line for the training session was adequate	1	8	7	34	13
5. The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered			2	31	21
6. The presenter(s) was an effective communicator.		1	3		22

7. Give ONE example of the most valuable aspect of this training session that you can use.

FAMILIA way of customer service	more information available	importance of customer service	in dealing with students & faculty	the training was about customer service. I think the most valuable aspect today was not to settle for being "satisfied" and to exceed expectations.		
the information would help me improve my customer skills	I can service customers more better	exceptional customer service	keeping our customers	customers are the most important whether they are internal or external customers	good reminders of how our service affects everything	customer service is important
reiteration of customer service skills	service	familia - BOG's motto	how greet customer		slide	listening is an important customer service skill
worksheet reviews us on basic customer service	customer service	smile	being courteous	food		

8. What could be done to improved the training session?

need ways to relate to GCC	make it mandatory for all including all faculty, management and staff; all employees.			continue the different presenters	continuation to reinforce customer service	make the information more relevant to the intended audience
knowing customer service more time	needed a little more time	have more training	more info, but it's the time as well	customer service training should be more relevant to how to work with customers and students		
free cookies	none	more time	activity	more exercises	food	more time

Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

always smile before talking on the phone	service the student	be more aware when dealing with customers	how to speak to people	provide excellent customer service	daily use with internal and external customers
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Guam Community College
Professional Development Day
TRAINING EVALUATION SHEET

15-Feb-10

Customer Service - Elizabeth Rodgers

58 attendees

57 completed survey

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
would smile more and greet our customers properly.	I will no longer yell on the phone when I'm angry.	smiling when you answer the phone and being proactive	our department deals with many people, it will be helpful when dealing with customers.	when we smile whether on the phone or in person the sincerity can be felt.	will incorporate a similar motto for office	Bring FAMILIA way of customer service to everyday worklife
smile	smile	help with students	longer time	need more time	food	

10. What other training session topics would you like to see offered?

more customer service training	none	administrators approach to staff	interact with customer more	Integrity	none	
--------------------------------	------	----------------------------------	-----------------------------	-----------	------	--

Professional Development Day

Joann
Muña



Training Session Evaluation Form

DATE: 10/12/09

Topic:

Sexual Harassment

Presenter:

Joann Muña

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

Sexual harassment is subjected to perception and intent

8. What could be done to improve the training session?

It was really "Sweet"

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

Apply it to all aspects of work life in order to avoid allegations

10. What other training session topics would you like to see offered?

Abuse of Power

Professional Development Day



Training Session Evaluation Form

DATE: 10/17/09

Topic: Preventing Sexual Harassment Presenter: Joann Waki-Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: Sexual Harassment Training Presenter: Joann Waki Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1. This training session was well organized.	1	2	3	4	5
2. The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3. I gained usable skills/knowledge.	1	2	3	4	5
4. The time-line for the training session was adequate.	1	2	3	4	5
5. The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6. The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: SEXUAL HARASSMENT

Presenter: JOANN WAKI MUNA

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	(5)
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3.	I gained usable skills/knowledge.	1	2	3	4	(5)
4.	The time-line for the training session was adequate.	1	2	3	4	(5)
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6.	The presenter(s) was an effective communicator.	1	2	3	4	(5)

7. Give ONE example of the most valuable aspect of this training session that you can use.

The fact that it DOES occur here at GCC.

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: "Preventing Sexual Harassment" Presenter: Joann Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	(5)
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3.	I gained usable skills/knowledge.	1	2	3	4	(5)
4.	The time-line for the training session was adequate.	1	2	3	4	(5)
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6.	The presenter(s) was an effective communicator.	1	2	3	4	(5)

7. Give ONE example of the most valuable aspect of this training session that you can use.

Real life examples

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

Use trng and apply everyday!

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: _____

Topic: SEXUAL HARASSMENT Presenter: Joann Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	3
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

Knowing the rules

8. What could be done to improve the training session?

Nothing

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10-12-09

Topic: Sexual Harassment Presenter: Joann Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

Learned about sexual harassment perceptions

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: Preventing Sexual Harassment Presenter: Joann Waki Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	(5)
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3.	I gained usable skills/knowledge.	1	2	3	4	(5)
4.	The time-line for the training session was adequate.	1	2	3	4	(5)
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6.	The presenter(s) was an effective communicator.	1	2	3	4	(5)

7. Give ONE example of the most valuable aspect of this training session that you can use.

refresher on civil rights laws.

8. What could be done to improve the training session?

Training video included

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

protect ones self from malicious accusations.

10. What other training session topics would you like to see offered?

conflict management

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: Sexual harassment Presenter: Joann Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

how to avoid Sexual harassment complaints

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

how I talk to + touch students when needing to touch a student ask them first.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/2009

Topic: Sexual Harrassment Presenter: Joann Mura

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: Sexual Harassment Presenter: Joann W. Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	(5)
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3.	I gained usable skills/knowledge.	1	2	3	4	(5)
4.	The time-line for the training session was adequate.	1	2	3	4	(5)
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6.	The presenter(s) was an effective communicator.	1	2	3	4	(5)

7. Give ONE example of the most valuable aspect of this training session that you can use.

What not to do!

8. What could be done to improve the training session?

Offer it any other time but after lunch

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

Comply w/ rules & regulations. Be cautious of actions

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: Sexual Harassment Presenter: Joan Wok, Mura

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	(5)
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3.	I gained usable skills/knowledge.	1	2	3	4	(5)
4.	The time-line for the training session was adequate.	1	2	3	4	(5)
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6.	The presenter(s) was an effective communicator.	1	2	3	4	(5)

7. Give ONE example of the most valuable aspect of this training session that you can use.

How to prevent sexual harassment + what constitutes sexual harassment.

8. What could be done to improve the training session?

Well presented & prepared

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

Ensure that I understand what constitutes sexual harassment

10. What other training session topics would you like to see offered?

Violence in the workplace

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/2019

Topic: Sexual Harassment Presenter: Joann H. Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

Perception - Intention
Generational Differences

8. What could be done to improve the training session?

Advance notice for required training!

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

Be sensitive and respectful towards co-workers.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: Preventing Sexual Harassment Presenter: Joann Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	(5)
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3.	I gained usable skills/knowledge.	1	2	3	4	(5)
4.	The time-line for the training session was adequate.	1	2	3	4	(5)
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6.	The presenter(s) was an effective communicator.	1	2	3	4	(5)

7. Give ONE example of the most valuable aspect of this training session that you can use.

Knowing what type of behaviors can be perceived as sexual harassment.

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: Oct 12

Topic: Sexual Harassment Presenter: Joann Muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

The examples.

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

Be more aware of student & faculty behavior

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10, 12, 09

Topic: Sexual Harassment Presenter: Joann Muña

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1. This training session was well organized.	1	2	3	4	5
2. The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3. I gained usable skills/knowledge.	1	2	3	4	5
4. The time-line for the training session was adequate.	1	2	3	4	5
5. The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6. The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

better defined explanations of sexual harassment

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

ensure I know the information

10. What other training session topics would you like to see offered?

Professional Development Day



Training Session Evaluation Form

DATE: 10/12/09

Topic: SEXUAL HARASSMENT Presenter: JOANN MUNA

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	5
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	5
3.	I gained usable skills/knowledge.	1	2	3	4	5
4.	The time-line for the training session was adequate.	1	2	3	4	5
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	5
6.	The presenter(s) was an effective communicator.	1	2	3	4	5

7. Give ONE example of the most valuable aspect of this training session that you can use.

Clear examples of sexual harassment.

8. What could be done to improve the training session?

VIDEOS.

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?

WORK PLACE DISPUTES.

Professional Development Day



Training Session Evaluation Form

DATE: _____

Topic: Preventing Sexual Harassment Presenter: Joan muna

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

	Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1. This training session was well organized.	1	2	3	4	(5)
2. The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3. I gained usable skills/knowledge.	1	2	3	4	(5)
4. The time-line for the training session was adequate.	1	2	3	4	(3)
5. The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6. The presenter(s) was an effective communicator.	1	2	3	4	(3)

7. Give ONE example of the most valuable aspect of this training session that you can use.

Different types of harassment

8. What could be done to improve the training session?

Serving snacks

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

Practice prevention - understand students

10. What other training session topics would you like to see offered?

Technology

Professional Development Day



Training Session Evaluation Form

DATE: October 12, 2009

Topic: Sexual Harassment Presenter: Joan M. NA

Please rate the following items on a scale from 1 to 5 by circling the appropriate number.

		Strongly Disagree	Disagree	Not Sure	Agree	Strongly Agree
1.	This training session was well organized.	1	2	3	4	(5)
2.	The materials/ideas were presented effectively and clearly.	1	2	3	4	(5)
3.	I gained usable skills/knowledge.	1	2	3	4	(5)
4.	The time-line for the training session was adequate.	1	2	3	4	(5)
5.	The presenter(s) demonstrated comprehensive knowledge of the subject matter and answered participants' questions.	1	2	3	4	(5)
6.	The presenter(s) was an effective communicator.	1	2	3	4	(5)

7. Give ONE example of the most valuable aspect of this training session that you can use.

Multi generational workplace

8. What could be done to improve the training session?

9. Give ONE example of how you will use the information from this training session in the classroom or in your workplace.

10. What other training session topics would you like to see offered?