

2010 HR Training & Development Satisfaction Survey Results

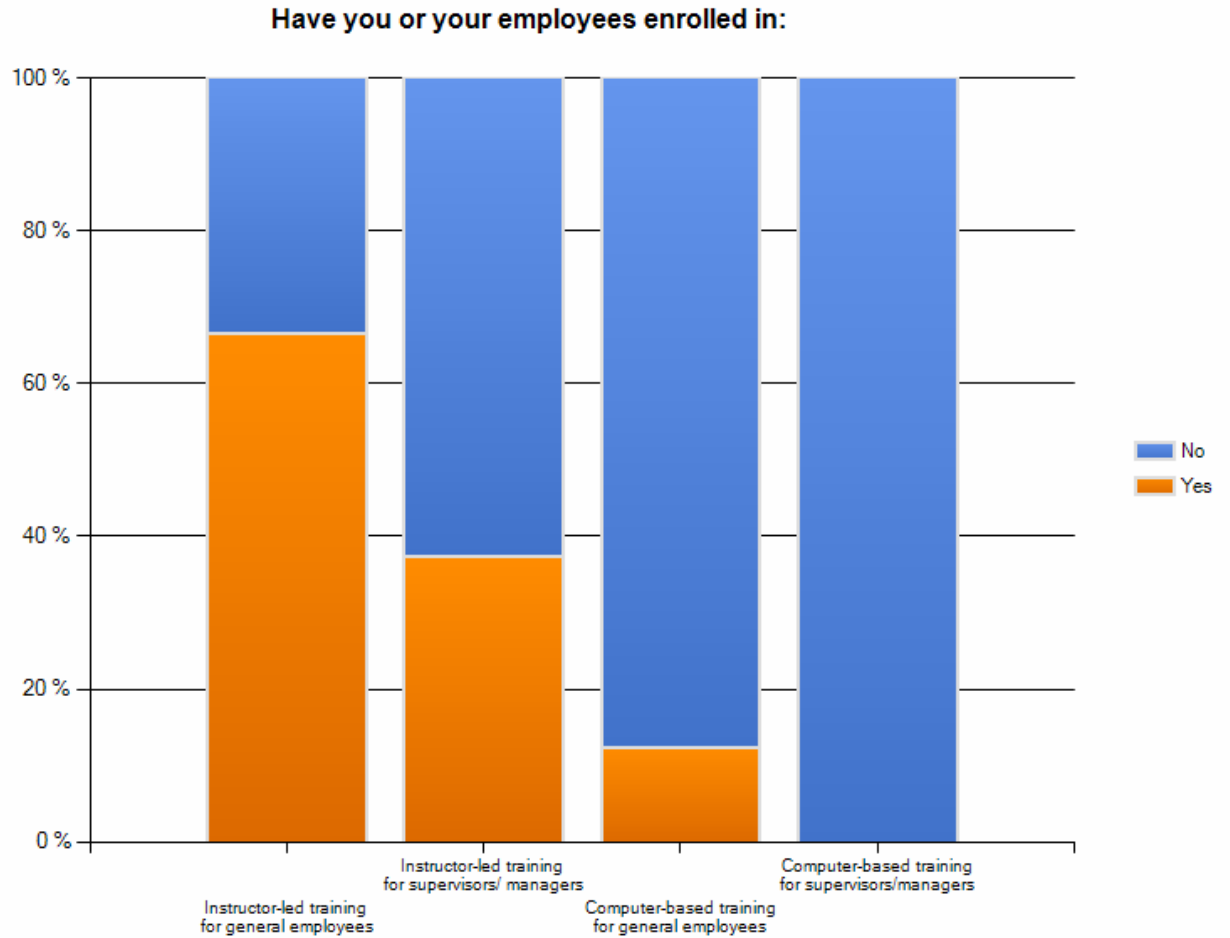
In the spirit of intergovernmental cooperation, one of Oakland County's goals is to work with local communities to provide various training programs at a low cost. HR Training & Development began offering training courses to employees of Cities, Villages, and Townships within Oakland County in 2008.

Since inception of the program, local communities have been invited to participate in 22 courses (26 in 2010) that are part of the existing Oakland County HR Training program. This initiative allows public sector employees the opportunity to share knowledge and experience with fellow County employees. The learning process is enhanced by providing input from a more diverse population base when classes are attended by both audiences. To date, 19 Oakland County municipalities are currently participating in training.

In an effort to benchmark the effectiveness and usefulness of the programs we offer, a satisfaction survey was sent in January 2010 to 68 cities, villages, townships and other public organizations within Oakland County. The survey was designed to evaluate the value these organizations place upon the programs, cost effectiveness, relevance/quality of content, facilitators, training facility, effectiveness of the website and communication methods. A summary of the results of that survey are outlined below:

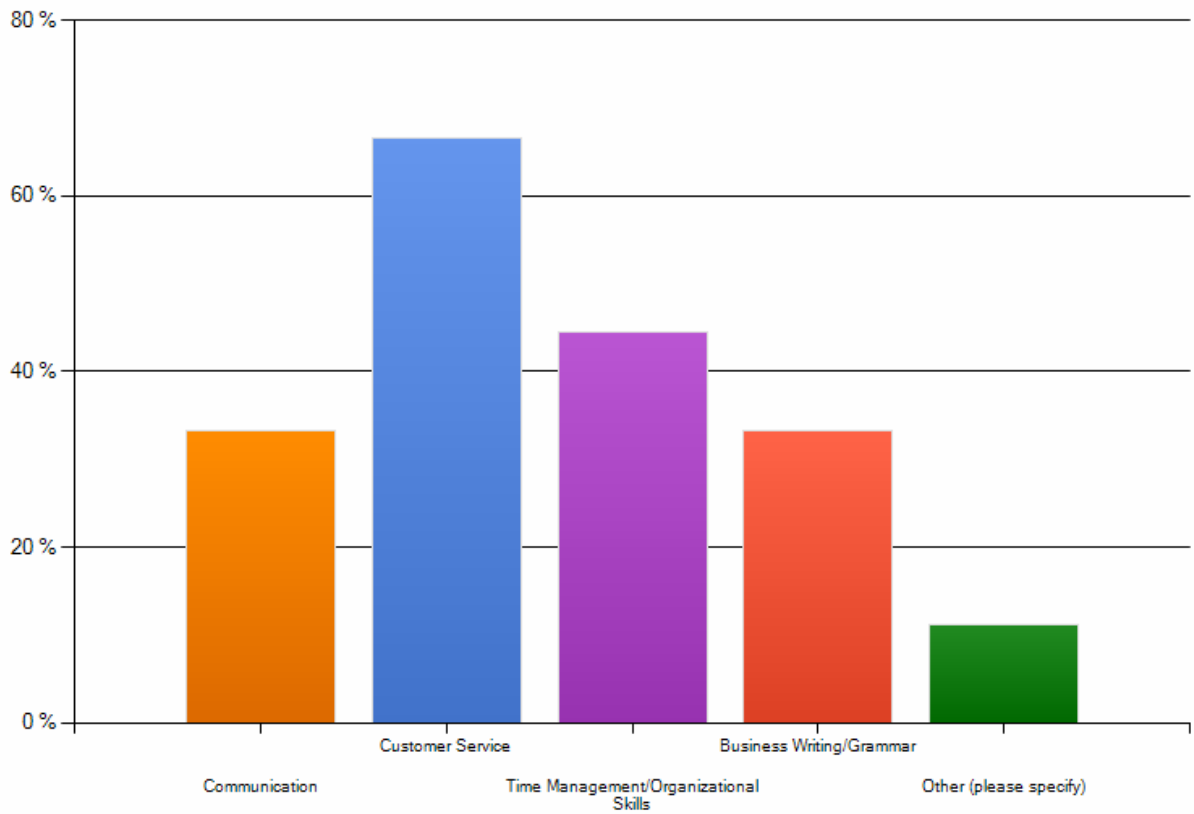
- 60% of those who responded are utilizing HR Training & Development programs and services. For the other 40%, budget constraints were the main reasons for not participating.
- 75% percent subscribe to receive regular email updates from HR Training & Development regarding programs and services.
- 10% of those who responded have hosted a session at their organization. Of the remaining respondents, 57% indicated they were not aware of this option.

- The majority (67%) of those responding have participated only in instructor-led training for general employees, compared to 38% who have participated only in instructor-led training for supervisory employees. 13% have participated in computer-based training for general employees.



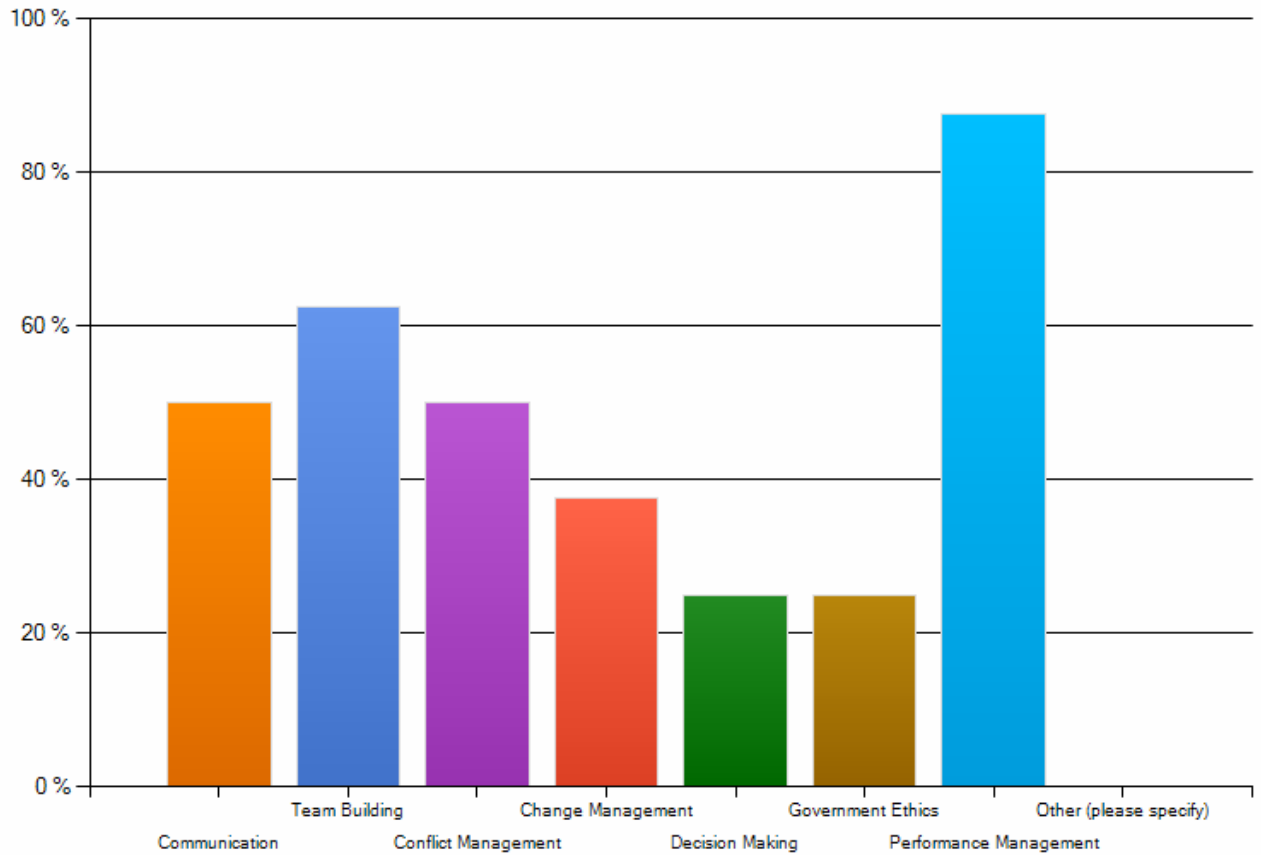
- Approximately 70% indicated customer service as the most relevant course topic for general employees, followed by time management, business writing/grammar and communication skills.

Please indicate the GENERAL EMPLOYEE course topics that are most relevant for your organization (check all that apply).



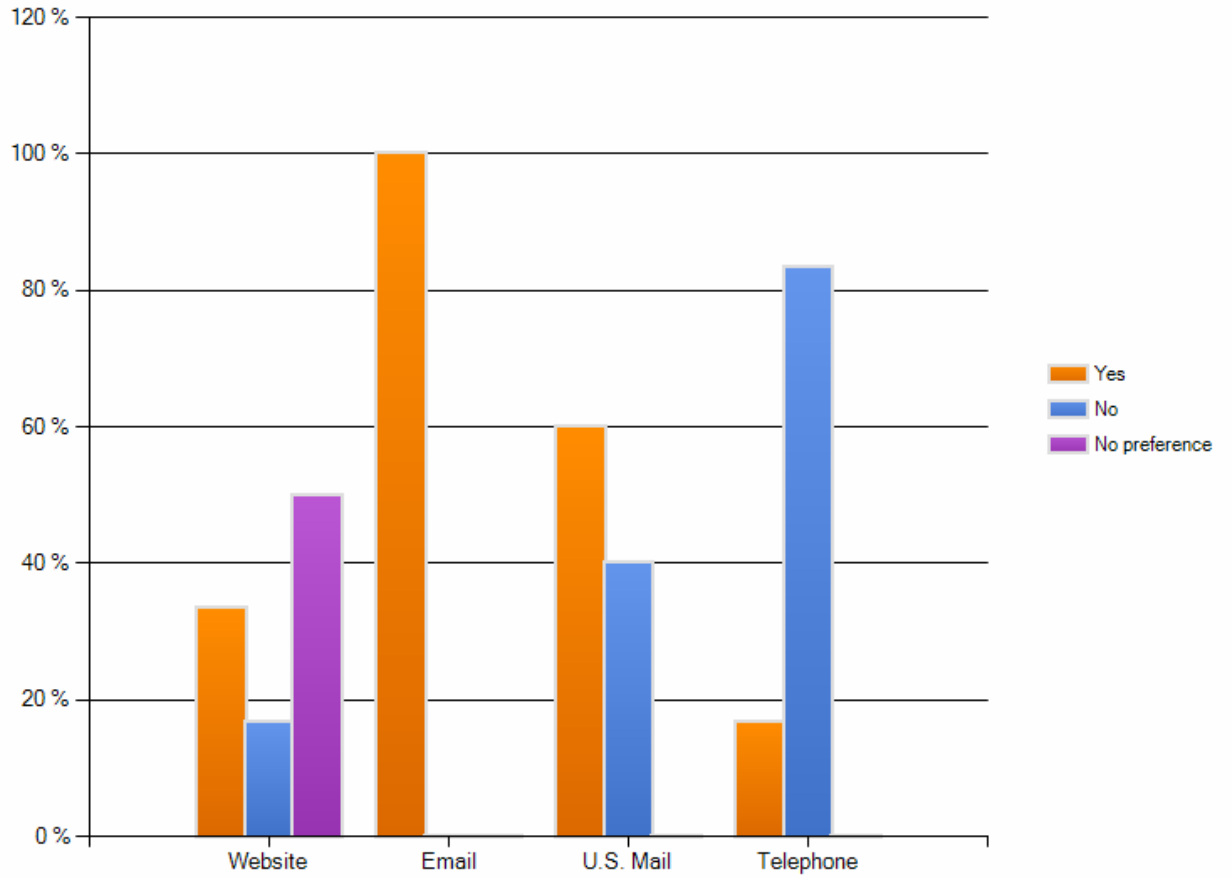
- Approximately 88% indicated performance management as the most relevant course topic for supervisory/management employees, followed by team building, conflict management and communication skills.

Please indicate the SUPERVISORY/LEADERSHIP course topics that are most relevant for your organization (check all that apply).



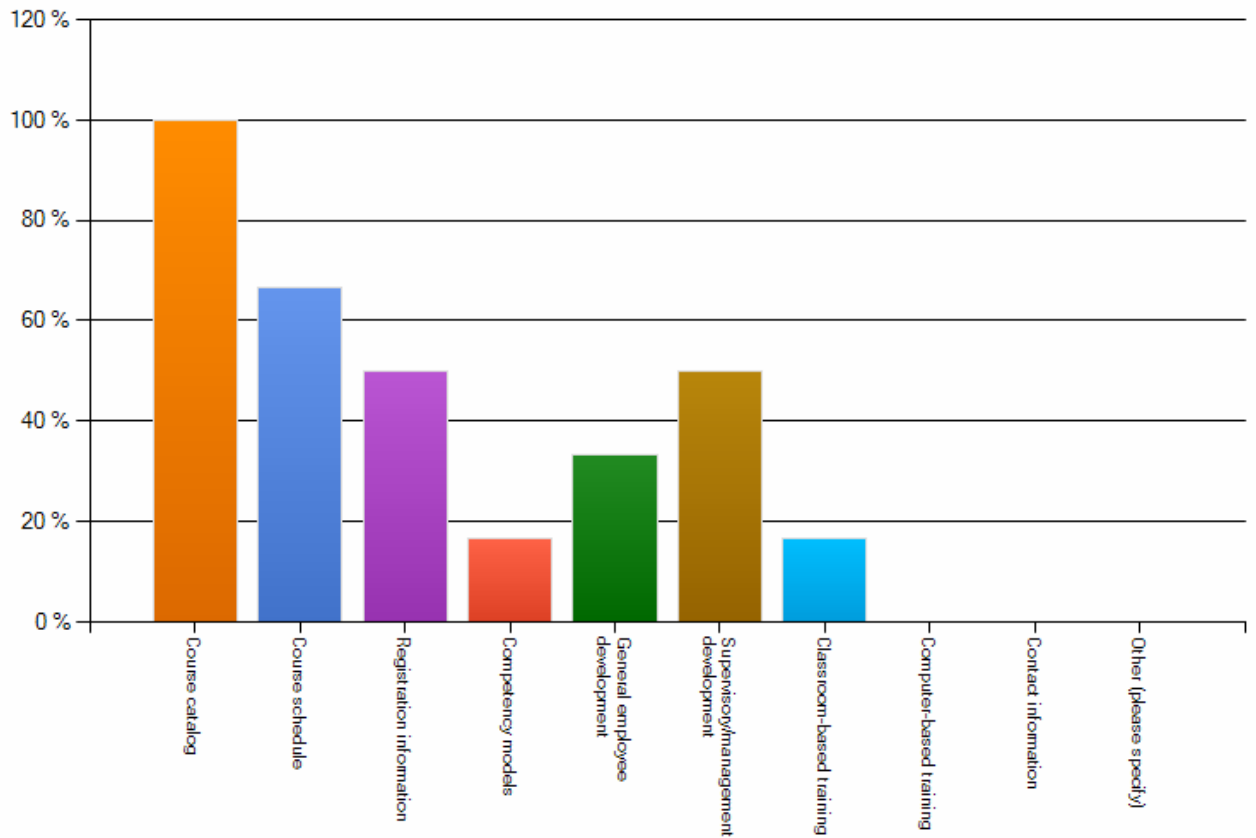
- Email is the preferred method of receiving program information.

What are your preferences to receive information about our programs?



- 100% of respondents found the HR Training & Development website convenient and easy to use, with the majority indicating the course catalog as the most helpful information.

If you have visited our website, what information did you find most helpful? (check all that apply)



- 90% of respondents rated the quality of programs and services offered as above average, with the majority indicating they will very likely use those programs and services in the future.

