## 2010 District's Baldrige Workshop (August 9, 2010) - Evaluation Form Results

<table>
<thead>
<tr>
<th>Category</th>
<th>Blank (%)</th>
<th>Very Poor (%)</th>
<th>Deficient (%)</th>
<th>Fair (%)</th>
<th>Good (%)</th>
<th>Excellent (%)</th>
<th>Fair + Good + Excellent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Your knowledge/understanding of Baldrige prior to this workshop</td>
<td>0%</td>
<td>13%</td>
<td>21%</td>
<td>36%</td>
<td>28%</td>
<td>2%</td>
<td>66%</td>
</tr>
<tr>
<td>2  Information presented to you prior to this workshop</td>
<td>2%</td>
<td>5%</td>
<td>23%</td>
<td>30%</td>
<td>33%</td>
<td>8%</td>
<td>70%</td>
</tr>
<tr>
<td>3  The Baldrige overview</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>20%</td>
<td>57%</td>
<td>21%</td>
<td>98%</td>
</tr>
<tr>
<td>4  The Core Values exercise</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>21%</td>
<td>54%</td>
<td>23%</td>
<td>98%</td>
</tr>
<tr>
<td>5  The Key Factors exercise</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>21%</td>
<td>52%</td>
<td>25%</td>
<td>98%</td>
</tr>
<tr>
<td>6  Category team discussions</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>18%</td>
<td>54%</td>
<td>26%</td>
<td>98%</td>
</tr>
<tr>
<td>7  Category team presentations</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>21%</td>
<td>57%</td>
<td>20%</td>
<td>98%</td>
</tr>
<tr>
<td>8  Pace/dynamics of the workshop</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
<td>23%</td>
<td>57%</td>
<td>16%</td>
<td>97%</td>
</tr>
<tr>
<td>9  Facilitation throughout the day</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>13%</td>
<td>62%</td>
<td>25%</td>
<td>100%</td>
</tr>
<tr>
<td>10 Facilities</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>10%</td>
<td>56%</td>
<td>34%</td>
<td>100%</td>
</tr>
<tr>
<td>11 Food</td>
<td>0%</td>
<td>2%</td>
<td>3%</td>
<td>21%</td>
<td>59%</td>
<td>15%</td>
<td>95%</td>
</tr>
<tr>
<td>12 Beverages/snacks</td>
<td>0%</td>
<td>2%</td>
<td>3%</td>
<td>20%</td>
<td>62%</td>
<td>13%</td>
<td>95%</td>
</tr>
<tr>
<td>13 Overall Baldrige workshop experience</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
<td>16%</td>
<td>64%</td>
<td>18%</td>
<td>98%</td>
</tr>
<tr>
<td><strong>Total (N = 793)</strong></td>
<td><strong>4</strong></td>
<td><strong>16</strong></td>
<td><strong>33</strong></td>
<td><strong>165</strong></td>
<td><strong>425</strong></td>
<td><strong>150</strong></td>
<td><strong>740</strong></td>
</tr>
<tr>
<td><strong>Total (%)</strong></td>
<td><strong>1%</strong></td>
<td><strong>2%</strong></td>
<td><strong>4%</strong></td>
<td><strong>21%</strong></td>
<td><strong>54%</strong></td>
<td><strong>19%</strong></td>
<td><strong>93%</strong></td>
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</tbody>
</table>
### Comments

**What did you find most beneficial about this Baldrige workshop?**

- A lot of general information
- Active participation
- Arrangements - Confusing
- Being able to hear what the different sections are thinking
- Being part of and providing input process
- Clarifications
- Core values, category presentations
- Emphasis on identifying customers
- Everyone participated - Great 1st overview
- Exercises and discussions
- Explained exactly what the program is all about
- Gained knowledge above process with no prior knowledge
- Getting everybody's point of view
- Great Overall review
- How far Alamo Colleges has come along in the Baldrige project
- How it is prepared, the writing process
- Information - deliverance
- Interaction & Knowledge of Baldrige
- Introduction to a new method of process improvement
- Knowledge of Baldrige
- Learning about Baldrige
- Learning about the Baldrige core values & 7 categories
- Meeting different participants
- Meeting with other staff
- New information - Movement toward a goal
- Relevant information that came from other areas of District
- Step by step guide to introduce Baldrige
- Team activities
- That it brought us one step closer to acknowledging out our weaknesses and making ourselves accountable to be able to produce.
- The openness of employees attitudes & behaviors - all are willing to move forward together
- The opportunity to mingle with other District employees and to acknowledge their individual work and support
- The overview and explanations of what Baldrige is and the expectations
- The team exercises were beneficial
- The team interaction
- Understanding District processes better
- Understanding of the big picture
- Understanding what it is

**What should have been better?**

- A bit more information about what is expected and a detailed action plan/agenda
- A few more breaks - the day was long & the sitting got difficult to handle
- A few structured breaks
- Afternoon presentations consumed too much time and could have been better used
- Audience preparation for continuous improvement is not where it should be
Background, goal, and roles of people in the groups
Better documentation to understand
Communicate progress of the Baldrige application
Focus. How will this benefit our students? Reminds me of making a race car run really well..... What for?
My sandwich was poorly prepared - Subway would have been better
Getting the right people on board!
Have "writers" included in category discussions
Having a Baldrige guideline book
It concerns me that most of the team leads are not participating in writing sessions - Also, no senior leaders are on the leadership writing team
Lunch - More breaks
Maybe more time to develop, possible team sessions prior to discuss initial thoughts and understand criteria a little bit.
More advanced notice of meeting
More background information to perform the exercises
More time is probably needed
Need breaks so that we don't miss out on content/discussion
No materials
Nothing comes to mind
Pre-info and my role in process
Reading material before the session
Review of Baldrige business book as pre-work
Sending Baldrige materials to participants prior weeks to conference
Smaller more focused groups - Team Leader Session
The award criteria was to general
The group overall could have been smaller - A more one on one discussion
The slides omitted were of value - make the PowerPoint available
Workshop was ran well

**What suggestions to you have for the next Baldrige activity?**

Address strategic planning and action planning
Break time to walk around
Earlier in the application process
Focus. Why? We are award winners, but very low in student success
Have category folks that will work together be in the same group
Hold it earlier in the summer, not during our busiest week
More time for group activities
Outline the activities and outcomes
Pre-work activity so we have a foundation
Provide more background on Baldrige. Establish goals for the workshop. Define the roles of people in the groups. It appeared this was to benefit the leaders in the meeting requirements for later work goals
Sample report/letter - Show one
Smaller conference room - Loud room
The leadership writing team? Looking forward to writing workshop
You may already be doing this, but sharing results with everyone as a frame of reference as we write individual sections