

## Career Zone- Regional Presentations Overall Feedback Summary

Total Respondents: 107										
	Very Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	16	15%	4	4%	26	24%	24	22%	37	35%
Career Management	4	4%	6	6%	12	11%	23	21%	62	58%
Communications	6	6%	3	3%	16	15%	31	29%	51	48%
Project Management	15	14%	5	5%	30	28%	27	25%	30	28%
Technology Literacy	11	10%	4	4%	21	20%	27	25%	44	41%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.	4	4%	3	3%	19	18%	44	41%	37	35%
I feel the information presented helped me better understand the Career Zone and its service offerings.	1	1%	3	3%	9	8%	42	39%	52	49%
The presenters' responses met the questions and needs of the group.	1	1%	1	1%	12	11%	35	33%	58	54%
Overall, today's session met my expectations.	3	3%	2	2%	21	20%	32	30%	49	46%

## Career Zone- Regional Presentations Overall Feedback Summary

### Totals:

	Disinterested	Neutral	Interested
Business of SFA courses	19%	24%	57%
Career Management	9%	11%	79%
Communications	8%	15%	77%
Project Management	19%	28%	53%
Technology Literacy	14%	20%	66%

	Disagree	Neutral	Agree
I feel the information presented was applicable to my current work environment.	7%	18%	76%
I feel the information presented helped me better understand the Career Zone and its service offerings.	4%	8%	88%
The presenters' responses met the questions and needs of the group.	2%	11%	87%
Overall, today's session met my expectations.	5%	20%	76%

## Career Zone- Regional Presentations (Philadelphia)

Total Respondents: 8										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	1	13%		0%	1	13%	1	13%	5	63%
Career Management		0%		0%	1	13%	2	25%	5	63%
Communications		0%		0%	2	25%	4	50%	2	25%
Project Management		0%		0%	3	38%	1	13%	4	50%
Technology Literacy	1	13%	1	13%	2	25%	2	25%	2	25%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		0%		0%	2	25%	2	25%	4	50%
I feel the information presented helped me better understand the Career Zone and its service offerings.		0%		0%	1	13%	4	50%	3	38%
The presenters' responses met the questions and needs of the group.		0%		0%	1	13%	1	13%	6	75%
Overall, today's session met my expectations.		0%		0%	1	13%	2	25%	5	63%

Written Feedback:	
What did you like most about today's presentation?	<ul style="list-style-type: none"> <li>-Dedicated troops with ownership believing in change. Well done!</li> <li>-Courteous and informed presenters</li> <li>-Explained what the CZ was all about. It's not just about job listings.</li> <li>-Great teamwork-- open and validating to all participants</li> <li>-Presenters were very good.</li> <li>-Thanks. Good job!</li> </ul>

What would you suggest we change for future presentations in the regions?	
2. What additional Career Counseling services would you like the CZ to offer in your region?	- We need COD Training now. Schools will be asking questions we can't answer. We shouldn't have to refer them to someone else!
4. General Comments:	- Specific title IV training like COD and Pell. Instead of some of the high level, non-specific overviews we get, we need concentrated detailed training about how schools will use these systems and programs on a day-to-day basis, problems they encounter, etc. we also need in depth training BEFORE schools since they call regional staff, not the trainers, as soon as they set on campus when the schools have questions. - The best predictor of success is affinity.
Open House Questions/ Comments:	
Business of SFA courses	- Building a Business case - ABC costing taught by a CPA
Career Management	- Time Management
Communications	- Presentation Skills
Project Management	- What is project management? Is it tailored to specific Title IV project such as audit, program review, eligibility, etc.
Technology Literacy	
Other suggested courses:	- CPR, nutrition, glass ceiling, meditation, etc.

## Career Zone- Regional Presentations (Boston)

Total Respondents: 4										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	1	25%		0%	1	25%		0%	2	50%
Career Management	1	25%		0%	0	0%	2	50%	1	25%
Communications	1	25%		0%	1	25%		0%	2	50%
Project Management	1	25%		0%	1	25%		0%	2	50%
Technology Literacy	1	25%	1	25%	1	25%		0%	1	25%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		0%		0%	1	25%	2	50%	1	25%
I feel the information presented helped me better understand the Career Zone and its service offerings.		0%		0%	0	0%	3	75%	1	25%
The presenters' responses met the questions and needs of the group.		0%		0%	0	0%	2	50%	2	50%
Overall, today's session met my expectations.		0%		0%	2	50%	1	25%	1	25%

Written Feedback:	
What did you like most about today's presentation?	<ul style="list-style-type: none"> <li>- That it provided a general overview</li> <li>- Small group, very relaxed, good presentation. Good informal discussion afterwards.</li> </ul>

What would you suggest we change for future presentations in the regions?	<ul style="list-style-type: none"> <li>- If possible, provide more concrete information about RCI. Maybe you could have a counselor come along so we can meet and ask them what they will do.</li> <li>- Make sure the managers are present. Schedule it so they are not conflicting with prior commitments.</li> </ul>
2. What additional Career Counseling services would you like the CZ to offer in your region?	<ul style="list-style-type: none"> <li>- Too early to say right now. Maybe ask again in a few months.</li> <li>- Management internships</li> </ul>
4. General Comments:	<ul style="list-style-type: none"> <li>- Out in the regions there is really no opportunity to advance</li> <li>- I truly hope this will succeed!</li> </ul>
Open House Questions/ Comments:	<ul style="list-style-type: none"> <li>- Is the CZ a response to the anticipated brain drain? (50% of feds will retire in the next 5 years)</li> <li>- Will this evolve into a manager development program?</li> <li>- For the to succeed SFA needs to promote a culture in which management sees employee development as beneficial to the organization.</li> <li>- Untrained managers can be an obstacle for staff who are pursuing professional development (they won't approve necessary funds, time off, etc.)</li> <li>- Location for future training in Boston- RTF is good for training requiring staff to use computers. Smaller classrooms are more appropriate for lecture based training requiring staff to use computers.</li> <li>- How is the CZ managing budget issues?</li> <li>- Do we need to always talk to a counselor before accessing the CZ services?</li> </ul>
Business of SFA courses	
Career Management	
Communications	
Project Management	- Managing Human Capital (using your people effectively)
Technology Literacy	<ul style="list-style-type: none"> <li>- HTML</li> <li>- XML</li> </ul>
Other suggested courses:	

## Career Zone- Regional Presentations (Seattle)

Total Respondents: 6										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	1	17%	1	17%	2	33%	1	17%	1	17%
Career Management		0%		0%	0	0%	3	50%	3	50%
Communications		0%	1	17%	1	17%		0%	4	67%
Project Management		0%		0%	2	33%	3	50%	1	17%
Technology Literacy	1	17%		0%	1	17%	2	33%	2	33%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		0%		0%	1	17%	3	50%	2	33%
I feel the information presented helped me better understand the Career Zone and its service offerings.		0%		0%	0	0%	4	67%	2	33%
The presenters' responses met the questions and needs of the group.		0%		0%	0	0%	4	67%	2	33%
Overall, today's session met my expectations.		0%		0%	2	33%	2	33%	2	33%

Written Feedback:	
What did you like most about today's presentation?	<ul style="list-style-type: none"> <li>- The amount of background and detailed information.</li> <li>- Nice trainers. Receptive to inquiries and suggestions. Samples of an overall training plan for an SFA regional office.</li> </ul>

What would you suggest we change for future presentations in the regions?	<ul style="list-style-type: none"> <li>- Support staff in various regions is different depending on needs of a given region. Just as SFA supports the schools, the support staff supports the regional employees. I suggest addressing support staff and how we add we to qualities of a PBO.</li> <li>- Information on SFA jobs available to regional office personnel that do not require moving to DC.</li> </ul>
2. What additional Career Counseling services would you like the CZ to offer in your region?	<ul style="list-style-type: none"> <li>- Information on where the needs are-- and where the jobs are in SFA</li> </ul>
4. General Comments:	<ul style="list-style-type: none"> <li>- Thank you for coming.</li> </ul>
Open House Questions/ Comments:	<ul style="list-style-type: none"> <li>- What is a skill inventory and how will it be offered through the CZ?</li> <li>- What presentation skills will be offered through the CZ? There is interest in Seattle for such a class.</li> <li>- Why is data not shared between training databases?</li> <li>- Hold on CZ training in RTF room.</li> <li>- We recognize flying into DC is not cost efficient. However, maybe the CZ could offer classes in the middle of the country).</li> <li>- Can the CZ work with Berry?</li> <li>- We need more job-specific training courses.</li> <li>- There is not a single place for all historical data about schools.</li> <li>- Is the PBO a continuing entity?</li> <li>- Need for training on specific issues/ policy.</li> <li>- Offer training that "gives" me something (i.e., grad credit, certification)</li> <li>- Not much room for career movement in regions.</li> <li>- What types of programmatic training will be offered in the regions?</li> <li>- SFA U needs to provide training on areas that SFA is required to train the schools (i.e., COD, helping schools with electronic processes of a new system)</li> <li>- Regional employees are encouraged to help with EACs, but not able to attend sessions for themselves.</li> <li>- Need to improve ability to view webcasts.</li> </ul>
Business of SFA courses	
Career Management	
Communications	<ul style="list-style-type: none"> <li>- Communication Skills- all levels, handling difficult customers.</li> <li>- Career Assessments: strengthens and weaknesses</li> </ul>
Project Management	
Technology Literacy	
Other suggested courses:	<ul style="list-style-type: none"> <li>- More job specific training skills</li> </ul>

## Career Zone- Regional Presentations (San Francisco)

Total Respondents: 24										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	3	13%		0%	10	42%	7	29%	4	17%
Career Management		0%	2	8%	1	4%	6	25%	15	63%
Communications		0%	1	4%	6	25%	11	46%	6	25%
Project Management	3	13%	2	8%	11	46%	3	13%	5	21%
Technology Literacy	1	4%	1	4%	7	29%	5	21%	10	42%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.	2	8%		0%	1	4%	9	38%	12	50%
I feel the information presented helped me better understand the Career Zone and its service offerings.	1	4%		0%	1	4%	7	29%	15	63%
The presenters' responses met the questions and needs of the group.	1	4%		0%	0	0%	8	33%	15	63%
Overall, today's session met my expectations.	1	4%		0%	2	8%	6	25%	15	63%

Written Feedback:

<p>What did you like most about today's presentation?</p>	<ul style="list-style-type: none"> <li>- No handouts!</li> <li>- Clear, understanding and to the point. Encouraging to know that TDC and CZ are partnering.</li> <li>- The slides and feedback.</li> <li>- Short, concise presentation was effective. Helpful brochures.</li> <li>- Thanks for coming to the regions and asking what <u>we want/need</u>.</li> <li>- Received an understanding of the CZ. Prior to this I had no idea what it was.</li> <li>- Restating what problems have kept the organization from moving forward i.e., hiring freeze, inability to take training because of staff shortage.</li> <li>- Different presenters. Different points of view and styles made it interesting.</li> <li>- Openness, not just career related</li> <li>- Learning what CZ is. Seeing the potential for services</li> <li>- Open to questions. Well presented.</li> </ul>
<p>What would you suggest we change for future presentations in the regions?</p>	<ul style="list-style-type: none"> <li>- Hold separate training for managers! Today's session was monopolized by their questions.</li> <li>- As your group travels and tracks feedback- the class presentation will become more formalized and informative</li> </ul>
<p>2. What additional Career Counseling services would you like the CZ to offer in your region?</p>	<ul style="list-style-type: none"> <li>- Classes on improving my interview skills</li> </ul>
<p>4. General Comments:</p>	<ul style="list-style-type: none"> <li>- There seems to be a conflict between confidential services and the requirement to notify or request to utilize services via supervisors.</li> <li>- I'm glad the CZ is informing- it will open potential for growth opportunities- Thanks!</li> </ul>
<p>Open House Questions/ Comments:</p>	<ul style="list-style-type: none"> <li>- We need training that is related to our job (I.e., TO 65)</li> <li>- What should a manager approve a non-job related course? How do managers find a balance between allowing employees to go to training and completing their work?</li> <li>- Could the CZ provide a feedback system that would allow for internal review of courses?</li> <li>- Could we set prerequisites for courses?</li> <li>- The CZ website should communicate issues in Washington that will affect SFA (a discussion forum to answer rumors)</li> <li>- How will SFA orientation be structured with the ED orientation?</li> <li>- We need specific training for job related skills.</li> <li>- Set up video conferencing in all regions.</li> <li>- How will the CZ remain confidential?</li> <li>- Will information shared with TDC be sent to the CZ?</li> <li>- Create an on-line course review (Amazon.com)</li> </ul>

Business of SFA courses	<ul style="list-style-type: none"> <li>- Title IV</li> <li>- Cost-benefit and other data analysis courses</li> </ul>
Career Management	<ul style="list-style-type: none"> <li>- Retirement planning</li> <li>- Retirement planning</li> <li>- Retirement planning</li> <li>- Time management</li> <li>- Retirement planning</li> <li>- Retirement planning</li> <li>- Retirement planning for all stages of your career</li> </ul>
Communications	<ul style="list-style-type: none"> <li>- Occasional Presenter Class for FP staff</li> <li>- Communications- how values influence style; various styles; impact of cultural diversity</li> <li>- Handling negativity</li> <li>- Motivating others</li> <li>- Plain Language</li> <li>- Plain Language</li> <li>- Sign Language</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>- The contract oversight courses offered in DC focused more on data analysis</li> </ul>
Technology Literacy	<ul style="list-style-type: none"> <li>- Query courses</li> <li>- How to look for information on the website</li> <li>- Using internet v. using intranet.</li> <li>- Basic web page building</li> <li>- Web page building</li> </ul>
Other suggested courses:	<ul style="list-style-type: none"> <li>- Credit management courses that apply to my job</li> <li>- Management courses for non-management staff. Most time management courses are restricted to managers only.</li> </ul>

## Career Zone- Regional Presentations (Dallas)

Total Respondents: 12										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	4	33%	1	8%	1	8%	3	25%	3	25%
Career Management		0%	1	8%	1	8%	3	25%	7	58%
Communications		0%		0%	0	0%	5	42%	7	58%
Project Management	3	25%	1	8%	4	33%	4	33%		0%
Technology Literacy	2	17%		0%	1	8%	4	33%	5	42%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		0%	1	8%	2	17%	3	25%	6	50%
I feel the information presented helped me better understand the Career Zone and its service offerings.		0%		0%	0	0%	4	33%	8	67%
The presenters' responses met the questions and needs of the group.		0%		0%	0	0%	5	42%	7	58%
Overall, today's session met my expectations.		0%		0%	1	8%	3	25%	8	67%

Written Feedback:	
What did you like most about today's presentation?	<ul style="list-style-type: none"> <li>- It presented the foundation of the new process. Well done. Thanks for coming to Dallas.</li> <li>- Q&amp;A session</li> <li>- The honesty of the presenters when questions were posed</li> <li>- Enthusiasm and openness of the presenters</li> <li>- Power Point</li> <li>- The presentation verbal and overhead was tailored to the audience served</li> <li>- I liked the knowledge I received as a result of the training</li> <li>- Great presenters</li> </ul>

<p>What would you suggest we change for future presentations in the regions?</p>	<ul style="list-style-type: none"> <li>- You may want to consider a PA system as some are hearing impaired.</li> <li>- Need to pass our Power Point presentation to each employee so we can review at our desk after presentation. Scheduling after a holiday is not good timing. Work through training coordinator for all future training</li> </ul>
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<p>2. What additional Career Counseling services would you like the CZ to offer in your region?</p>	<ul style="list-style-type: none"> <li>- More specific retirement information</li> <li>- On-site counseling as DC has!</li> <li>- Interest survey; more Dallas class offering</li> <li>- Before I feel capable of responding, I need to know what will be available in the regions.</li> </ul>
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<p>4. General Comments:</p>	
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<p>Open House Questions/ Comments:</p>	<ul style="list-style-type: none"> <li>- Do you see a time in the near future for job opportunities in SFA?</li> <li>- What is the driving force behind the CZ?</li> <li>- How will counselors interface with regional staff?</li> <li>- Will there be more flexibility with the learning coupons?</li> <li>- Take regional schedules into account when scheduling</li> <li>- Will we be able to travel for CZ opportunities?</li> <li>- Website shows only classes in DC. Will there be a regional link?</li> <li>- Work with office training counselors</li> <li>- How far in advance do you plan classes. We recommend 2 months.</li> <li>- Make it easy for people to cancel in advance</li> </ul>
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<p>Business of SFA courses</p>	<ul style="list-style-type: none"> <li>- Accounting, Finance, Analysis, Title IV</li> <li>- Title IV</li> <li>- System training: EDCAPS, RFMS, COD</li> <li>- Title IV</li> </ul>
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Career Management	<ul style="list-style-type: none"> <li>- Retirement and other government agency movement</li> <li>- Better resume</li> <li>- Retirement Planning</li> <li>- Building a better business case</li> <li>- Resume, KSA training for federal jobs</li> <li>- PDP</li> <li>- Career Advancement</li> <li>- KSA training for federal jobs</li> <li>- Career Advancement</li> <li>- Retirement Planning</li> <li>- Better Resume</li> </ul>
Communications	<ul style="list-style-type: none"> <li>- Sign Language</li> <li>- Presentation Skills</li> <li>- Presentation Skills</li> <li>- Plain Language</li> <li>- Presentation Skills</li> <li>- Sign language</li> <li>- Desktop Publishing</li> <li>- Spanish</li> <li>- Sign Language</li> <li>- Making a Power Point presentation</li> <li>- Presentation Skills</li> <li>- Plain language and sign language</li> <li>- Sign Language</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>- Project Management</li> </ul>
Technology Literacy	<ul style="list-style-type: none"> <li>- Travel voucher submissions</li> <li>- All or any</li> <li>- Web design</li> <li>- Navigating the Internet and SFA websites</li> </ul>
Other suggested courses:	<ul style="list-style-type: none"> <li>- Movement to comparable government agencies</li> <li>- Continuous updates in such areas as GAPS, PEPS, COD</li> </ul>

## Career Zone- Regional Presentations (Atlanta)

Total Respondents: 31										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	5	16%	1	3%	3	10%	7	23%	15	48%
Career Management	3	10%	1	3%	5	16%	2	6%	20	65%
Communications	4	13%		0%	4	13%	6	19%	17	55%
Project Management	6	19%	1	3%	3	10%	11	35%	10	32%
Technology Literacy	5	16%		0%	4	13%	8	26%	14	45%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.	2	6%	2	6%	5	16%	12	39%	10	32%
I feel the information presented helped me better understand the Career Zone and its service offerings.		0%	2	6%	5	16%	11	35%	13	42%
The presenters' responses met the questions and needs of the group.		0%	1	3%	7	23%	8	26%	15	48%
Overall, today's session met my expectations.	2	6%	1	3%	8	26%	11	35%	9	29%

Written Feedback:

<p>What did you like most about today's presentation?</p>	<ul style="list-style-type: none"> <li>- Slides were great, targeted and appropriate</li> <li>- There are still too many unknowns regarding training. At this point, it sounds just like TDC</li> <li>- Question and answer section</li> <li>- The presenters were very personable</li> <li>- Informed presenters</li> <li>- Speakers gave interesting information</li> <li>- Storyboarding presentation and questions</li> <li>- The information was presented so it was easy to understand</li> <li>- Pretty energizing and upbeat, educational, informative, appreciate the direct sharing of knowledge</li> <li>- Question and answer session</li> <li>- Q&amp;A</li> <li>- Storyboarding</li> </ul>
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<p>What would you suggest we change for future presentations in the regions?</p>	<ul style="list-style-type: none"> <li>- More solid examples of career training related to specific SFA jobs</li> </ul>
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<p>2. What additional Career Counseling services would you like the CZ to offer in your region?</p>	<ul style="list-style-type: none"> <li>- Training for managers and their responsibilities involving the Career Zone</li> <li>- Allow a specific university to come in our region that would allow employees to get a degree that would benefit ED/their own personal growth and development</li> <li>- College courses for credit</li> <li>- Career change training; for example going from a debt collector to Human Resources</li> <li>- Coaching</li> <li>- Training</li> </ul>
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<p>4. General Comments:</p>	<ul style="list-style-type: none"> <li>- Get job descriptions change to be more user friendly</li> <li>- Look into getting job regulations eliminated in order to be able to apply for jobs</li> <li>- In order to match job skills and interests to individual needs you need to bring more jobs to the regions</li> <li>- A distinction needs to be made that Personal Development needs can be addressed by the TDC while CZ should be focused on Career Development</li> <li>- Same thing has been tried 10 times</li> <li>- Presentation too flat. Presenter needs to speak slower and develop a different format.</li> <li>- Career Zone sounds like a new and interesting way to advance one's career</li> <li>- Coaching/mentoring programs are excellent ideas as well</li> </ul>
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<p>Open House Questions/ Comments:</p>	<ul style="list-style-type: none"> <li>- If group needs specific program training, can CZ help?</li> <li>- Is CZ designed for all levels / stages of career development - e.g.. Retirement</li> <li>- What does CZ offer that TDC does not?</li> <li>- How do we get ideas to you?</li> <li>- Will you use SFA staff for training?</li> <li>- What is lifestyle training? (prohibited in recent legislation)</li> <li>- Will training not related to a specific job be approved</li> <li>- User friendly job descriptions</li> <li>- Any DC jobs that can be brought to regions?</li> <li>- Have you looked into skills catalogues to help staff identify jobs/ training?</li> <li>-Can CZ partner with upward mobility program?</li> <li>- If targeted to individual needs, keeps classes smaller</li> <li>- Do we have buy-in from managers to allow staff to go to classes</li> <li>- How will CZ be physically set up? Staff?</li> <li>- Will counselors be housed in regions?</li> <li>- What is different from EAP?</li> <li>- What types of training?</li> </ul>
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<p>Business of SFA courses</p>	<ul style="list-style-type: none"> <li>- These must be highly tailored to specific SFA jobs and skill sets</li> <li>- Building a business case</li> <li>- Title IV</li> <li>- Budget process</li> <li>- Title IV</li> <li>- Budget process</li> <li>- Title IV</li> <li>- Building a business case</li> <li>- Title IV</li> <li>- Rehabilitation</li> <li>- Budget process</li> <li>- Title IV</li> <li>- Budget process</li> <li>- Grants/Contracts</li> <li>- Specific training pertaining to the job</li> <li>- Building a business case</li> <li>- All related to electronic or paperless office</li> </ul>
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Career Management	<ul style="list-style-type: none"><li>- Already offered by TDC</li><li>- Retirement planning</li><li>- Building a better resume</li><li>- Time management</li><li>- Time management</li><li>- Retirement planning</li><li>- Retirement planning</li><li>- Retirement planning</li><li>- Retirement planning</li><li>- Resume building</li><li>- Interviewing skills</li><li>- Retirement planning</li><li>- Resume building</li><li>- Time Management</li><li>- Resume building</li><li>- Interviewing skills</li><li>- Time Management</li><li>- Retirement Planning</li></ul>
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<p>Communications</p>	<ul style="list-style-type: none"> <li>- Already offered by TDC</li> <li>- Presentation skills</li> <li>- Storyboarding</li> <li>- Plain Language</li> <li>- Sign Language</li> <li>- Sign Language</li> <li>- Sign Language</li> <li>- Spanish</li> <li>- Presentation skills</li> <li>- Plain language</li> <li>- Powerpoint presentations</li> <li>- Storyboarding</li> <li>- Presentation Skills</li> <li>- Presentation Skills</li> <li>- Using powerpoint</li> <li>- Presentation skills</li> <li>- Storyboarding</li> <li>- Plain Language</li> <li>- Sign Language</li> <li>- Presentation skills for beginners</li> <li>- Presentation skills (different techniques)</li> <li>- Sign Language</li> <li>- Spanish</li> <li>- Language improvement</li> <li>- How to coordinate with/ get information from other gov't agencies</li> </ul>
<p>Project Management</p>	<ul style="list-style-type: none"> <li>- Too high level. Need specific tailored courses.</li> <li>- Project management</li> <li>- Project management</li> <li>- Project management</li> <li>- Advanced Project management</li> <li>- Basic skill course in project management</li> <li>- Project management fundamentals</li> </ul>

<p>Technology Literacy</p>	<ul style="list-style-type: none"> <li>- CD ROM burning</li> <li>- Photoshop</li> <li>- Adobe Printshop</li> <li>- Already offered through TDC</li> <li>- Navigating the internet</li> <li>- Navigating the internet</li> <li>- JAVA</li> <li>- Navigating the internet</li> <li>- Siebel Systems</li> <li>- JAVA</li> <li>- ASP</li> <li>- Excel</li> <li>- Navigating the internet</li> <li>- Computers that are used by schools</li> <li>- Electronic auditing</li> </ul>
<p>Other suggested courses:</p>	<ul style="list-style-type: none"> <li>- Auditing in an electronic environment, interviewing techniques, fraud detection</li> <li>- We need specialized training related to our job needs</li> <li>- PC Programming</li> <li>- Building a web page</li> <li>- Team building</li> <li>- Writing courses</li> <li>- English</li> <li>- Contractor officer representative training courses. They are usually offered in D.C. but the Atlanta Service Center deals with collection agency and I would like to see all the courses given in Region 4.</li> <li>- Other courses for Team Leader and Manager are Effective Leadership, Good Management Skills</li> <li>- COTR and contracting officer technical representative</li> <li>- Title 4/ Case Management cross training</li> <li>- Identification of fraud and abuse through electronic/paperless office</li> </ul>

## Career Zone- Regional Presentations (Chicago)

Total Respondents: 22										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses	1	5%	1	5%	8	36%	5	23%	7	32%
Career Management		0%	2	9%	4	18%	5	23%	11	50%
Communications	1	5%	1	5%	2	9%	5	23%	13	59%
Project Management	2	9%	1	5%	6	27%	5	23%	8	36%
Technology Literacy		0%	1	5%	5	23%	6	27%	10	45%

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		0%		0%	7	32%	13	59%	2	9%
I feel the information presented helped me better understand the Career Zone and its service offerings.		0%	1	5%	2	9%	9	41%	10	45%
The presenters' responses met the questions and needs of the group.		0%		0%	4	18%	7	32%	11	50%
Overall, today's session met my expectations.		0%	1	5%	5	23%	7	32%	9	41%

Written Feedback:

<p>What did you like most about today's presentation?</p>	<ul style="list-style-type: none"> <li>- Complete honesty at working with the employee and helping them advance. Career wise and non career wise.</li> <li>- Question and answer period</li> <li>- It was short and to the point</li> <li>- Quick and simple</li> <li>- That CZ is working in conjunction with TDC</li> <li>- Power point presentation slides</li> <li>- The vision and enthusiasm of SFA was demonstrated through today's presenters. Thanks.</li> <li>- Very good overview of Career Zone</li> <li>- Detailed information/ ability to respond to questions</li> <li>- Well planned, short and to the point</li> <li>- The overall information about the CZ</li> <li>- The idea of the CZ being implemented in the regions. The wonderful opportunities.</li> <li>- Shows we are trying to move in a different direction. We do not have all the answers yet.</li> <li>- Storyboarding. Short and to the point.</li> </ul>
<p>What would you suggest we change for future presentations in the regions?</p>	<ul style="list-style-type: none"> <li>- Maybe something creative and eye catching that will lure more employees into the presentation</li> <li>- Send the agenda out beforehand</li> <li>- Provide an update session at a later date</li> <li>- Perhaps have two sessions early and later so we could go back and encourage our colleagues to attend the next session</li> <li>- Publicize future presentations (posters/ email popups)</li> <li>- Give more of the timeline and where to go to find out more information</li> <li>- Get comfortable with their responses</li> <li>- I don't have any suggestions. When you begin to actually have the courses ready, I'm sure you'll have more information on course information. My staff is willing to learn and want to know about what specific opportunities would be offered.</li> </ul>
<p>2. What additional Career Counseling services would you like the CZ to offer in your region?</p>	<ul style="list-style-type: none"> <li>- Working one-on-one with the employee to improve themselves</li> <li>- How they effectively monitor and audit business partners on the work they are responsible to deliver</li> <li>- Explaining the role of the region. Providing additional career opportunities in the SFA region, such as coaching, counseling, internal training, etc.</li> <li>- Customer service/ computer training</li> </ul>
<p>4. General Comments:</p>	<ul style="list-style-type: none"> <li>- This is an excellent career opportunity.</li> <li>- I feel privileged to have SFA come out to Chicago to personally present this new adventure.</li> </ul>

Open House Questions/ Comments:	<ul style="list-style-type: none"> <li>- Is this similar to 'share-po'?</li> <li>- Where will the counselors be located?</li> <li>- Will the counselors have training to deal with employees with PBO specific needs?</li> <li>- Will the motivation effect the time line for job management opportunities?</li> <li>- How will we measure success and who will be accountable?</li> <li>- Will the CZ be available for managers and employees who must go?</li> <li>- How will CZ deal with manager involvement and not taking too much time?</li> <li>- Will there be an SFA certificate program for courses available at the CZ?</li> <li>- When will CZ services be offered in the regions?</li> </ul>
Business of SFA courses	<ul style="list-style-type: none"> <li>- Regulations</li> <li>- Statement of work proposals</li> <li>- Budget process</li> <li>- Auditing</li> <li>- Building a Business Case</li> <li>- Proposal writing</li> </ul>
Career Management	<ul style="list-style-type: none"> <li>- Time Management</li> <li>- Building a better resume</li> <li>- Retirement Planning</li> <li>- Time management</li> <li>- Building a better resume</li> <li>- Retirement Planning</li> <li>- Time management</li> <li>- Supervision skills</li> <li>- Cross training to understand all channels of SFA</li> <li>- Building a better resume</li> </ul>
Communications	<ul style="list-style-type: none"> <li>- Presentation Skills</li> <li>- Storyboarding</li> <li>- Storyboarding</li> <li>- Sign Language</li> <li>- Sign Language</li> <li>- Writing courses</li> <li>- Time management</li> <li>- Presentation Skills</li> <li>- Spanish</li> <li>- Dealing with difficult people</li> <li>- Presentation Skills</li> </ul>

Project Management	<ul style="list-style-type: none"> <li>- Project Management</li> <li>- Advanced Project Management</li> <li>- Project Management</li> <li>- Management Analysis courses</li> <li>- Advanced Project management</li> </ul>
Technology Literacy	<ul style="list-style-type: none"> <li>- HTML</li> <li>- Siebel Systems</li> <li>- One stop shopping... technology enhancements</li> <li>- Siebel systems</li> <li>- Internet</li> <li>- Internet at large</li> <li>- Siebel Systems</li> <li>- JAVA</li> </ul>
Other suggested courses:	<ul style="list-style-type: none"> <li>- Any and all classes that I could relate to college course that can help me with my career at Department of ED. I am interested in more college courses.</li> <li>- Working with the Hearings Branch, Re 5, I would like to see more experience, skills, knowledge, in the legal field</li> <li>- Please conduct a session on traveling for business. Many of us in the regions are on the road 15-20 weeks per year. It is effecting us personally since 9/11/01 the stress related to business travel is even worse. We need resources to help us through this. Traveling was always bad, now it is a nightmare. Please help.</li> <li>- Managerial skills</li> </ul>

## Career Zone- Regional Presentations (Denver)\*

Total Respondents:										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Career Management		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Communications		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Project Management		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Technology Literacy		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
I feel the information presented helped me better understand the Career Zone and its service offerings.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
The presenters' responses met the questions and needs of the group.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Overall, today's session met my expectations.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!

Written Feedback:	
What did you like most about today's presentation?	

What would you suggest we change for future presentations in the regions?	
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2. What additional Career Counseling services would you like the CZ to offer in your region?	
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4. General Comments:	
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Open House Questions/ Comments:	<ul style="list-style-type: none"> <li>- Much discussion around traditional classroom learning being inappropriate for the region. They want access to other types of learning (off the shelf CBTs or web based) or support in procuring classes locally.</li> <li>- There is a great deal of frustration with TDC cancelling scheduled training b/c of lack of demand. The Denver office is small and a majority of folks travel, so staff want TDC and the Career Zone to recognize that participation will always be limited. Suggested ways to increase participation 1) do a needs analysis so that topics are relevant to the maximum number of people and 2) work with the office to determine when would be best to hold courses. 2 mths notification for classes is a good rule of thumb. However travel can come up unexpectedly and last minute cancellations cannot be avoided.</li> <li>- "Will your manager give permission to take a course b/c it is recommended by a counselor?"</li> <li>- "Can you take comp time to take college credit courses?"</li> <li>- "Will the Career Zone provide career counselling support for staff in jobs that are on the list to be outsourced." Employee pointed out that some people would want help applying to work for the private contractor. Others would want to be given advice on choosing positions within t</li> <li>- A few of the staff emphasized the value of one-on-one support to develop career road map.</li> <li>- Discussion on how to access services. There was interest in all access points - face to face (via occasional visits to region) phone, email as</li> </ul>
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Business of SFA courses	
Career Management	
Communications	
Project Management	
Technology Literacy	
Other suggested courses:	

\* Data not available for entry as of November 30, 2001. Awaiting return of Career Zone manager from Denver regional presentation.

## Career Zone- Regional Presentations (Kansas City)\*

Total Respondents:										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Career Management		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Communications		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Project Management		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Technology Literacy		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
I feel the information presented helped me better understand the Career Zone and its service offerings.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
The presenters' responses met the questions and needs of the group.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Overall, today's session met my expectations.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!

Written Feedback:	
What did you like most about today's presentation?	

What would you suggest we change for future presentations in the regions?	
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2. What additional Career Counseling services would you like the CZ to offer in your region?	
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4. General Comments:	
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Open House Questions/ Comments:	
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Business of SFA courses	
Career Management	
Communications	
Project Management	
Technology Literacy	
Other suggested courses:	

*\* Kansas City regional presentation postponed until January 2001 due to union conflicts.*

## Career Zone- Regional Presentations (New York)\*

Total Respondents:										
	Disinterested		Somewhat Disinterested		Neutral		Interested		Very Interested	
	#	%	#	%	#	%	#	%	#	%
1. Let us know your interest level and the types of courses the CZ should offer in your region:										
Business of SFA courses		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Career Management		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Communications		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Project Management		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Technology Literacy		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!

	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	#	%	#	%	#	%	#	%	#	%
3. Please answer the following questions regarding today's regional presentation:										
I feel the information presented was applicable to my current work environment.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
I feel the information presented helped me better understand the Career Zone and its service offerings.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
The presenters' responses met the questions and needs of the group.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!
Overall, today's session met my expectations.		#DIV/0!		#DIV/0!	0	#DIV/0!		#DIV/0!		#DIV/0!

Written Feedback:	
What did you like most about today's presentation?	

What would you suggest we change for future presentations in the regions?	
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2. What additional Career Counseling services would you like the CZ to offer in your region?	
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4. General Comments:	
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Open House Questions/ Comments:	
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Business of SFA courses	
Career Management	
Communications	
Project Management	
Technology Literacy	
Other suggested courses:	

*\* New York regional presentation postponed due to September 11, 2001 tragedy.*