

Session Evaluation

Program Title: Why Diversity Works for Business – The Publix Story

Presenter: Maria Brous

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	33	8	3	4	1
These objectives were met by the completion of the session.	33	7	5	4	1
The session provided you with useful information.	33	8	3	4	1
The amount of information was appropriate.	33	9	2	4	1
Participant involvement was encouraged.	33	7	2	4	1
The teaching methods promoted learning.	33	8	2	4	1
The handout assisted in the learning process.					
The instructor was easy to follow and understand.	33	9	5	2	1
The instructor was sensitive to issues of diversity.	33	9	5	2	1
The facilities provided an environment conducive to learning.	33	9	1	2	1
Overall, how would you rate this session?	33	9	2	3	1

Additional Comments:

1. Maria was an excellent speaker
2. Presentation was very basic and common sense
3. Very long Publix commercial
4. Very motivational
5. Not much Diversity discussed
6. Would like Diversity in my own market discussed specifically
7. Need more connection between speaker's presentation and diversity
8. Need a greater connection to Hospice
9. Great business development – not much about diversity
10. Would like to see more business speakers known for their service; like Nordstrom's
11. Speaker held my attention
12. Most helpful in Marketing to the community
13. Usable information
14. Would like to see the Hospice approach to inspiring staff to the spirit of service
15. Glad to hear ideas on Marketing – we need MORE of this
16. Too many Publix questions
17. Not deep enough into Diversity

Session Evaluation

Program Title: H/R –Legal Considerations for Developing Diversity Programs

Presenter: Lisa Carter

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	6	2	3		
These objectives were met by the completion of the session.	6		3		
The session provided you with useful information.	6	1	3		
The amount of information was appropriate.	6		3		
Participant involvement was encouraged.	6		3		
The teaching methods promoted learning.	6		3		
The handout assisted in the learning process.	6		3		
The instructor was easy to follow and understand.	6		3		
The instructor was sensitive to issues of diversity.	6		3		
The facilities provided an environment conducive to learning.	6		3	1	
Overall, how would you rate this program?	6		3		

Additional Comments:

1. Speaker should not read the PowerPoint
2. Speaker put her focus into perspective where laws are concerned in the hiring process
3. Took a dry topic and made it very interesting
4. Good speaker
5. Great information and up to date
6. Very good, as an investigator I was pleased with all areas covered
7. Employers should know these topics

Session Evaluation**Program Title: Engaging Your Community – Part One****Presenter: Ben Warner**

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	8		4		
These objectives were met by the completion of the session.	8		1		
The session provided you with useful information.	8		2		
The amount of information was appropriate.	8				
Participant involvement was encouraged.	8				
The teaching methods promoted learning.	8				
The handout assisted in the learning process.					
The instructor was easy to follow and understand.	8				
The instructor was sensitive to issues of diversity.	8				
The facilities provided an environment conducive to learning.	8			1	
Overall, how would you rate this program?	8				

Additional Comments:

None

Session Evaluation

Program Title: Engaging Your Community –Part Two

Presenter: Ben Warner

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	8	2	8		
These objectives were met by the completion of the session.	8		6		
The session provided you with useful information.	8	1	7		
The amount of information was appropriate.	8		6		
Participant involvement was encouraged.	8		8		
The teaching methods promoted learning.	5	2	3		
The handout assisted in the learning process.					
The instructor was easy to follow and understand.	8		8		
The instructor was sensitive to issues of diversity.	8	1	7		
The facilities provided an environment conducive to learning.	8		8		
Overall, how would you rate this program?	16	1	2		

Additional Comments:

1. Off topic for most of the first half of the session
2. Explore on Community engagement processes
3. Please include the importance of literacy in regards to reaching out to diverse population
4. Excellent Presenter
5. Handouts would have been nice
6. Ben was great

Session Evaluation

Program Title: **Heal Thy People: Serving People Where They Are**

Presenter: **Zelma Dickerson**

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	10				
These objectives were met by the completion of the session.	10				
The session provided you with useful information.	10		2		
The amount of information was appropriate.	10				
Participant involvement was encouraged.	10				
The teaching methods promoted learning.	10		4		
The handout assisted in the learning process.					3
The instructor was easy to follow and understand.	10				
The instructor was sensitive to issues of diversity.	10				
The facilities provided an environment conducive to learning.	10		1		
Overall, how would you rate this program?	10		3		

Additional Comments:

1. Speaker had good energy
2. Motivational Speaker
3. Admiration of energy and commitment
4. More specific details, examples and "how -to" would be helpful
5. Future program about Nuts & Bolts and how to get started
6. Would be great with co-presenter representing Hospice application of concepts or best practices
7. Handout would have been nice
8. Great Program and presenter
9. Wow!! Inspiring – "I want to be Zelma when I grow up"
10. Would like to model this in my community
11. Very fitting topic for this conference – can't wait to see what I can learn at this conference next year
12. Dynamic and great information
13. Information was quite relevant to my day to day activities

Session Evaluation

Program Title: Don't Build Diversity Affinity Groups without the Following

Presenter: Cal Jackson

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	10		3		
These objectives were met by the completion of the session.	11		2		
The session provided you with useful information.	12		2		
The amount of information was appropriate.	11				
Participant involvement was encouraged.	13				
The teaching methods promoted learning.	13				
The handout assisted in the learning process.					
The instructor was easy to follow and understand.	13				
The instructor was sensitive to issues of diversity.	13				
The facilities provided an environment conducive to learning.	10		3		
Overall, how would you rate this program?	10		3		

Additional Comments:

1. Stories that presented weaved into his session as examples really kept my attention and teach me the points you make.
2. Photos/descriptions of actual events done by affinity groups
3. Interesting and Engaging
4. Tool Kit of how to start up would be nice for the future summit
5. Great! Makes you think about how to utilize info for your work place. Keeps your focus.
6. Speaker is very good-however the topic does not pertain to my role at hospice
7. Need classes and or speakers on helping the Not for Profit hospices to build the census.
8. Need creative Marketing Ideas
9. Would like to hear more about starting a Diversity Board and what you need to have in place to create one

Session Evaluation

Program Title: What Does a Culturally Competent Organization Look Like?

Presenter: Cal Jackson

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	48	2	1		
These objectives were met by the completion of the session.	38	6	1		
The session provided you with useful information.	39	7			
The amount of information was appropriate.	39	7			
Participant involvement was encouraged.	39	4	3		
The teaching methods promoted learning.	39	5	2		
The handout assisted in the learning process.					14
The instructor was easy to follow and understand.	39	7			
The instructor was sensitive to issues of diversity.	39	7			
The facilities provided an environment conducive to learning.	34	3	5		
Overall, how would you rate this program?	39	5	4		

Additional Comments:

1. The PowerPoint was difficult to see.
2. PowerPoint's are too full of information, which means that it is difficult to obtain & take it all in. strong bullet points would be more productive.
3. Excellent presenter, entertaining and very knowledgeable
4. Provide participants with the PowerPoint printout. Went too fast to take all the notes
5. Would like the presentation to relate more directly to Hospice and less general
6. Cal is great and very engaging
7. Cal is wonderful and most knowledgeable presenter
8. Able to provide critical thinking as he explains the process
9. Excellent Material
10. Great presentation covered some interesting topics & presentation style was great
11. Enjoyed the presentation and the Janet Jackson videos preceding it.
12. Keep inviting Cal back
13. Meeting room was too cold
14. Tool Kit for Diversity
15. Joke about George Bush was not necessary and was offensive
16. Thank you for including GLBT issues into your session.
17. Cal has found his calling and delivers a message w/o compromising its integrity
18. Poor presentation visibility on the screen
19. Could have used handouts
20. Excellent Teacher

Session Evaluation

Program Title: **The Diversity and Innovation Imperative**

Presenter: **Peter Kageyama**

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	19		5		
These objectives were met by the completion of the session.	18		6		
The session provided you with useful information.	19		5		
The amount of information was appropriate.	19		5		
Participant involvement was encouraged.	19		5		
The teaching methods promoted learning.	19		5		
The handout assisted in the learning process.	22		2		
The instructor was easy to follow and understand.	24				
The instructor was sensitive to issues of diversity.	21		3		
The facilities provided an environment conducive to learning.	17		3		3
Overall, how would you rate this program?	22		2		

Additional Comments:

1. Great topic & presenter to open up the conference. I am so excited
2. Some slides hard to see
3. Would prefer that the opening session would be in the AM
4. Enthusiastic
5. Excellent
6. Informative way to look at how to open up for the next few days
7. Please invite Peter to future summits – he was great
8. Room too cold
9. Speaker could be heard but he needed a microphone
10. Poor graphics – can't read font & can't see detail

Session Evaluation

Program Title: Diversity & Innovation Interactive Workshop

Presenter: Peter Kageyama

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	22	4	6		
These objectives were met by the completion of the session.	22	4	6		
The session provided you with useful information.	22	4	6		
The amount of information was appropriate.	22	5	5		
Participant involvement was encouraged.	22	5	5		
The teaching methods promoted learning.	22	5	5		
The handout assisted in the learning process.	22	5	5		
The instructor was easy to follow and understand.	22	5	5		
The instructor was sensitive to issues of diversity.	22	5	5		
The facilities provided an environment conducive to learning.	23		5		3
Overall, how would you rate this program?	27		5		

Additional Comments:

1. Well Done!
2. Great idea generating session
3. Participant interaction was well liked.
4. Fantastic exercise
5. Great sharing ideas
6. Plans/Action/Ideas – All useful to take home
7. I love to brainstorm
8. Better sound
9. Room too cold
10. Include people who have had success being involved in brainstorming – maybe speakers from the day.

Session Evaluation

Program Title: Next steps – Putting Ideas into Action

Presenter: Peter Kageyama

Please rate the session according to the following statements:	Excellent	Above Average	Average	Fair	Needs Improvement
The objectives of the session were made clear to you.	10	6	3	1	
These objectives were met by the completion of the session.	10	6	3	1	
The session provided you with useful information.	10	6	3	1	
The amount of information was appropriate.	10	6	3	1	
Participant involvement was encouraged.	10	6	2	2	
The teaching methods promoted learning.	10	6	2	2	
The handout assisted in the learning process.	10	6	3	1	
The instructor was easy to follow and understand.	10	6	2	2	
The instructor was sensitive to issues of diversity.	10	6	3	1	
The facilities provided an environment conducive to learning.	11	8	2		
Overall, how would you rate this program?	14	4	2	1	

Additional Comments:

1. The presenters were knowledgeable on their fields of interest
2. How do we create a survey for specific groups modeling and transferability to Hospice?
3. Wish we did this yesterday when the thoughts were fresh and more participants were in attendance
4. Thank you for the handouts – these really help.
5. Working on the steps for this is good – I think Peter could help us think outside the box more
6. The exercise is still good, even great but the participants still are in the box. We need to expand out ideas and be willing to change
7. Look forward to seeing the outcome of the last exercise – it was very useful
8. Seemed to be anticlimactic –would have been more effective done while in the “mindset”
9. Meeting room too cold
10. I think that the Florida Mall location was much better – this hotel was nice but difficult to access due to poor airport signage
11. Idea for next year – we should separate “newbies” just starting diversity journey; “old –heads” who have attended this Summit for the past three years. For a more enriching experience.
12. We need to get action steps from people that have done this
13. Better explanation of directions and tasks.
14. Should have done part 2 on the same day so the energy of the topic is still present
15. Have presenters from Hospices that are doing good work w/ diversity & those that are partnered with various communities
16. Overall, I think that all sessions should better relate to hospice specific services and issues. I would like to see Hospice executives be part of the presentations.
17. Enjoyed the presentations and examples that were given out...however I'd like to see/hear some of those same corporate experiences in the hospice sector by hospice exec's.

Overall Summit Evaluation

Please rate the Overall Summit according to the following statements:	5 Excellent	4 Above Average	3 Average	2 Fair	1 Needs Improvement
Summit Registration Process	9	7	1	1	
Summit Location	7	3	2	3	1
Hotel Accommodations	9	2	1		
Summit Meeting Rooms	6	8	3		
Opening session on June 16, 2008	10	5			
Networking opportunities	7	8	2		
Panel and presented sessions	7	9	1		
Interactive and Group sessions	11	6			
The sessions facilitated learning	10	6			
The amount of time for networking was good	9	8			
Overall, Summit objections were met	8	8	1		
The Summit met my learning needs	8	8	1		

Additional Comments:

1. How did you hear about the Summit?

- a. Asked by my Hospice's department to attend
- b. Through my agency, also apart of the diversity committee
- c. Attended last year, received email
- d. Received Email
- e. From my Director of Council
- f. From previous conferences, FHPC website
- g. Co-Worker's email
- h. FHPC website
- i. My CEO
- j. Diversity Task Force at my organization
- k. Stumbled across the website
- l. Through NHPCO calendar & website
- m. Attended last year
- n. FHPC

2. Why did you decide to attend?

- a. I was instructed to attend but I am glad that I attended, to challenge myself to serve my patients and families better
- b. My diversity council is a part of this summit and I was asked to attend
- c. Very interested, informative and educational
- d. Subject content
- e. Wanted to learn more about Hospice and diversity
- f. Positive past experience
- g. I am in charge of the multicultural plan for our hospice and wanted to gain a better understanding
- h. My position with the organization, this summit would enhance my skills and process
- i. Interest and commitment to diversity in the workplace and community access to Hospice Care
- j. Knowledge, expand ideas for diversity work in our organization
- k. Sounded interesting and wanted to expand my knowledge of business and diversity
- l. Because I think it will help me be a better professional
- m. Thought it would help to "define" diversity for me and what it means for my organization and the people that we serve

- n. Objective met my agencies needs
- o. I attended last year and enjoyed it; I am a member of our diversity council
- p. To take back new info to our organization
- q. To share with my entire hospice community strategies for serving our diverse communities

3. How could your Summit experience have been enhanced?

- a. My summit experience could have been enhanced by having a little more time to work with some of the projects we did
- b. I think it was wonderful, very little could have been added to make it any better
- c. Very well organized! More breakout – Interactive activities
- d. I would like to have a session where we could just dialog wit the presenter like Cal. I would have likes an open forum to dialog with him
- e. To have had management from my organization participate, interact with ideas for our organization
- f. More time to discuss models and building partnership and community relationships
- g. List of attendee's and hospices that are participating; handouts of presentations or receive them via email
- h. Have more sessions concentrate on tools to help on work
- i. Very good experience, learned a lot, came away with good information and ideas, good to talk with other hospice providers
- j. Ice breaker before networking sessions. Panel brainstorming session with people that are successfully growing in diversity programs
- k. Nice if this program was approved by SHAM (Society for Human Resource Management) for recertification credits for PHR, SPHR, GHR certification. HRCI is the body that coordinated the certification
- l. Not at an airport hotel. I only know 1 person who flew here. Make it 2 days not 3 days
- m. Have shorter breaks – 20 minutes vs. 30 minutes
- n. Education of diversity education for our staff
- o. More information on marketing strategies

4. What do you suggest for future FHPC Access Initiative Diversity Summits (content, format, speakers, locations, etc.)?

- a. Incorporate more technology – example: webcasting
- b. Invite sponsors such as local funeral homes to come and ask them to offer discounts to hospice staff
- c. I suggest we continue with what id being done
- d. I loved the location, speakers were superb. Note: I would like a hot breakfast at least one day of the Summit
- e. Creative inspiration for staff diversity training
- f. Disabilities, literacy levels, GLBT populations, more on methodology (Ben Warner)
- g. Addressing more diverse work force like age difference, how to creat a better/more welcoming fare, Session to share ideas of best practices for diversity programs around the state
- h. I liked the location. Good venue for the hotel, airport, parking – everything. Food and snacks well received and provided a great time
- i. A more in-depth workshop on an diversity board what it should be like, how it should work, who should be on it, what process to take to create one, what your needs are, etc. VERY IN-DEPTH WORKSHOP PLEASE! Bring Cal back to have this kind type of conversation and open dialog to hear what people have done and what we should do.
- j. I like the smaller (fewer than 100) audience. It was easier to really take in the information
- k. Have the location reserved after the workshops to allow people with positions (i.e. marketing, community relations, etc) to dialog eo encourage the networking for those that don't create this process themselves
- l. Do not do the last two workshops that Peter hosted. They were a total waste of time. Yes, some great ideas were brought up but I think it was to much and all groups didn't participate to the levels that I think were intended to be
- m. This is my first experience, this year content, format, speakers, location was great!
- n. Go somewhere different (Central Florida Daytona Beach area)
- o. Repeat Ben Warner, do part 1 (intro review); part 2 (exponential with diversity problem/issues). Could be a plenary presenter
- p. Staff at FHPC is great!
- q. 2 full days instead of 2 half days and 1 full day – which means 3 days away from work instead of 2
- r. Don't have a workshop at the end!!! If it was up to me I would have not stayed

