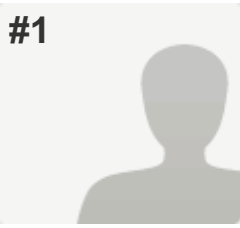


#1

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 7:30:36 AM**Last Modified:** Monday, July 21, 2014 7:31:49 AM**Time Spent:** 00:01:13**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

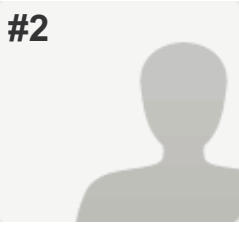
Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

BE NICE

Q5: What barriers do you anticipate that might prevent you from applying what you learned?*Respondent skipped this question***Q6: What might help to overcome those barriers?***Respondent skipped this question***Q7: Use the following comment box to provide additional feedback.***Respondent skipped this question*

#2

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 8:01:35 AM**Last Modified:** Monday, July 21, 2014 8:06:04 AM**Time Spent:** 00:04:29**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Making sure that all of my coworkers use the Golden Rule. We must all be on the same page with this

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

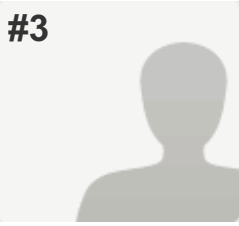
Cursing Students

Q6: What might help to overcome those barriers?

Take a breather from the situation and count and regroup

Q7: Use the following comment box to provide additional feedback.*Respondent skipped this question*

#3

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 9:44:25 AM**Last Modified:** Monday, July 21, 2014 9:51:26 AM**Time Spent:** 00:07:01**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Always meet and greet with a smile and say have a blessed day.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

Nothing can stop me from being kind and helpful.

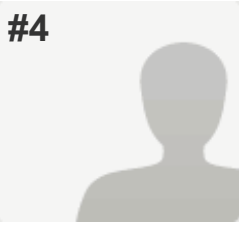
Q6: What might help to overcome those barriers?

There are none for me.

Q7: Use the following comment box to provide additional feedback.

Good class

#4

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 10:18:30 AM**Last Modified:** Monday, July 21, 2014 10:29:22 AM**Time Spent:** 00:10:52**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Agree

Q4: From what you learned, what will you be able to apply on your job?

Better Listening Skills

Better Communication Skills

Keep other peoples feelings in mind

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

Not many, just need to slow down some and not try to do it all - as you said "do what you can do"

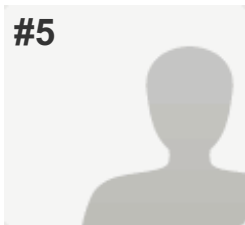
Q6: What might help to overcome those barriers?

Better prioritizing

Q7: Use the following comment box to provide additional feedback.

good but long

#5

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 10:49:23 AM**Last Modified:** Monday, July 21, 2014 10:56:02 AM**Time Spent:** 00:06:39**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

continue to be pleasant at all times no matter who you encounter

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

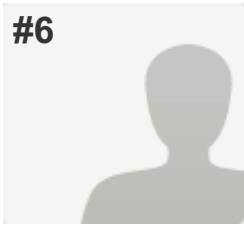
Departmental changes/improvements need to be passed on to all employees in departments that are affected by your actions.

Q6: What might help to overcome those barriers?

Knowledge of changes that affect your efficiency.

Q7: Use the following comment box to provide additional feedback.*Respondent skipped this question*

#6

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 11:36:02 AM**Last Modified:** Monday, July 21, 2014 11:38:11 AM**Time Spent:** 00:02:09**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

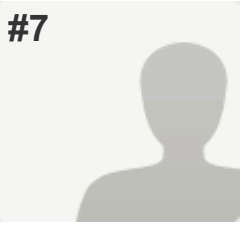
Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Upon being stressed, take a break. Make sure all communications with prospective students leaves a good impression.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?*Respondent skipped this question***Q6: What might help to overcome those barriers?***Respondent skipped this question***Q7: Use the following comment box to provide additional feedback.***Respondent skipped this question*

#7

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 1:15:50 PM**Last Modified:** Monday, July 21, 2014 1:22:48 PM**Time Spent:** 00:06:58**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

The students are our customer and they are first.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

I won't encounter any barriers. Nothing is too big for GOD.

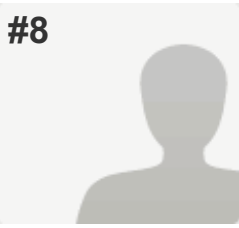
Q6: What might help to overcome those barriers?

Knowing the Rules and with much Prayer and supplication let your request be made known unto GOD!!!!

Q7: Use the following comment box to provide additional feedback.

I would like to take time to thank the Holy for guiding me into all TRUTH and for HOLY GHOST conviction.

#8

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 2:02:45 PM**Last Modified:** Monday, July 21, 2014 2:03:48 PM**Time Spent:** 00:01:03**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

How to be more courteous with the other employees here at SUNO.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

N/A

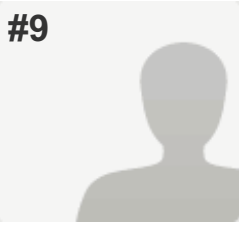
Q6: What might help to overcome those barriers?

N/A

Q7: Use the following comment box to provide additional feedback.

N/A

#9

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, July 21, 2014 2:57:00 PM**Last Modified:** Monday, July 21, 2014 3:00:03 PM**Time Spent:** 00:03:03**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

A Win-Win customer service attitude to every person who enters The Office of Recruitment and Admissions!

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None!

Q6: What might help to overcome those barriers?

N/A

Q7: Use the following comment box to provide additional feedback.

Great workshop!

#10

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Tuesday, July 22, 2014 11:51:05 AM**Last Modified:** Tuesday, July 22, 2014 12:00:39 PM**Time Spent:** 00:09:34**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Agree

Q4: From what you learned, what will you be able to apply on your job?

I will be able to smile more and help the student will feel like they are in an environment that is nurturing and caring.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

n/a

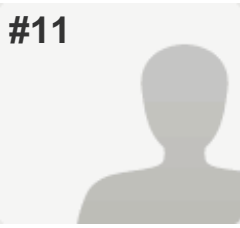
Q6: What might help to overcome those barriers?

n/a

Q7: Use the following comment box to provide additional feedback.

n/a

#11

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Wednesday, July 23, 2014 6:34:43 AM**Last Modified:** Wednesday, July 23, 2014 6:37:16 AM**Time Spent:** 00:02:33**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Agree

Q4: From what you learned, what will you be able to apply on your job?

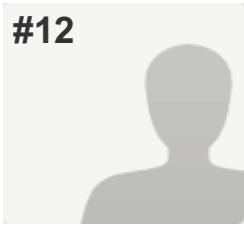
A+ quality service that I always strive for

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

nothing, I treat everyone with respect

Q6: What might help to overcome those barriers?*Respondent skipped this question***Q7: Use the following comment box to provide additional feedback.***Respondent skipped this question*

#12

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Wednesday, July 23, 2014 7:17:32 AM**Last Modified:** Wednesday, July 23, 2014 7:19:26 AM**Time Spent:** 00:01:54**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.*Respondent skipped this question***Q3: I would recommend this program to my co-workers.**

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Great customer service skills

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

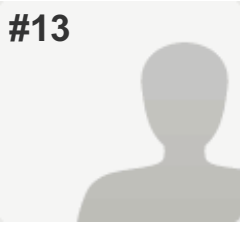
Manpower

Q6: What might help to overcome those barriers?

Hire more peoples

Q7: Use the following comment box to provide additional feedback.*Respondent skipped this question*

#13

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Wednesday, July 23, 2014 7:38:00 AM**Last Modified:** Wednesday, July 23, 2014 9:46:34 AM**Time Spent:** 02:08:34**IP Address:** 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Agree

Q4: From what you learned, what will you be able to apply on your job?

To provide more quality service

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None

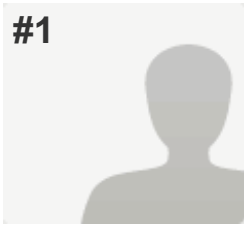
Q6: What might help to overcome those barriers?

Taking responsibility and giving quality service

Q7: Use the following comment box to provide additional feedback.

We all should use that golden rule; do unto others as you would have them do unto you.

#1

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, August 04, 2014 8:24:55 AM**Last Modified:** Monday, August 04, 2014 8:31:06 AM**Time Spent:** 00:06:11**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Be the very best person that I can be. Be positive, good listener, possess good body language, and take a moment to think before answering questions .

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

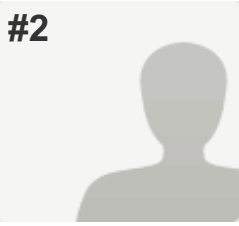
None

Q6: What might help to overcome those barriers?

NA

Q7: Use the following comment box to provide additional feedback.*Respondent skipped this question*

#2

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, August 04, 2014 9:14:42 AM**Last Modified:** Monday, August 04, 2014 9:17:49 AM**Time Spent:** 00:03:07**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Agree

Q4: From what you learned, what will you be able to apply on your job?

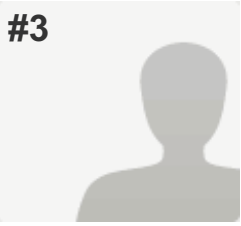
I basically use the skills that was mentioned in the training on my job daily.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None

Q6: What might help to overcome those barriers?*Respondent skipped this question***Q7: Use the following comment box to provide additional feedback.***Respondent skipped this question*

#3

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, August 04, 2014 12:03:29 PM**Last Modified:** Monday, August 04, 2014 12:12:57 PM**Time Spent:** 00:09:28**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

I will have a caring attitude toward my customers

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

Hopefully I should have no barriers.

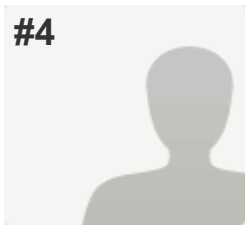
Q6: What might help to overcome those barriers?

Think about if I was the customer and make them know that Everyone is special and treat them as I would like to be treated.

Q7: Use the following comment box to provide additional feedback.

The Customer Service was excellent it provided information that can help us to apply when dealing with our students, I am going to put forth an effort to improve on a daily basis. I Thank you

#4

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Monday, August 04, 2014 3:59:41 PM**Last Modified:** Monday, August 04, 2014 4:16:10 PM**Time Spent:** 00:16:29**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Applying specific things that were related to me at the customer service work shop such as how to deal in a positive way with students and parents and co-workers.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

Attitudes, not being appreciated for the long hours and dedication to the service I give to the university. TEAM WORK!

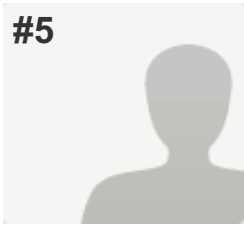
Q6: What might help to overcome those barriers?

Cooperation from students, parents, co-workers, administration, faculty, and other departments all working together.

Q7: Use the following comment box to provide additional feedback.

The university as a whole needs to be able to look outside the box so to speak and go with new ideas, maybe even getting suggestions from other universities on how they make things work out without adversities. Team work and not so much I work if you know what I mean.

#5

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Wednesday, August 06, 2014 11:51:18 AM**Last Modified:** Wednesday, August 06, 2014 11:53:01 AM**Time Spent:** 00:01:43**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Agree

Q4: From what you learned, what will you be able to apply on your job?

To be more courteous and have patient with my students

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None

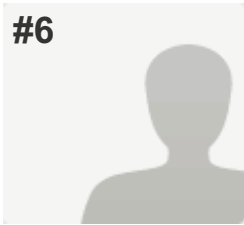
Q6: What might help to overcome those barriers?

None

Q7: Use the following comment box to provide additional feedback.

None

#6

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Thursday, August 07, 2014 3:57:12 PM**Last Modified:** Thursday, August 07, 2014 4:00:29 PM**Time Spent:** 00:03:17**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Courteous & outstanding service.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

N/A

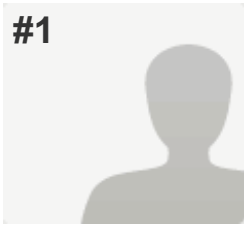
Q6: What might help to overcome those barriers?

N/A

Q7: Use the following comment box to provide additional feedback.

N/A

#1



COMPLETE

Collector: New Web Link (Web Link)
Started: Tuesday, July 22, 2014 12:25:50 PM
Last Modified: Tuesday, July 22, 2014 12:26:42 PM
Time Spent: 00:00:52
IP Address: 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

How to handle customers with care

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None

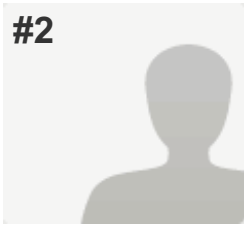
Q6: What might help to overcome those barriers?

N/A

Q7: Use the following comment box to provide additional feedback.

Respondent skipped this question

#2



COMPLETE

Collector: New Web Link (Web Link)
Started: Tuesday, July 22, 2014 12:27:13 PM
Last Modified: Tuesday, July 22, 2014 12:32:15 PM
Time Spent: 00:05:02
IP Address: 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

The win- win solutions

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

Co-workers that have not attended the class yet.

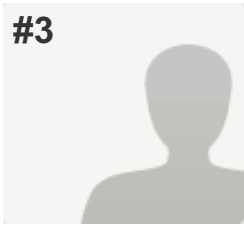
Q6: What might help to overcome those barriers?

Every employee of SUBR should attend this class. I is so so so very helpful.

Q7: Use the following comment box to provide additional feedback.

The instructor is the greatest. She make sure that you have a clear picture of every situation we discussed before she proceed to the next situation. Great Job!!!!!!!!!!!!!!!!!!!!

#3



COMPLETE

Collector: New Web Link (Web Link)
Started: Tuesday, July 22, 2014 12:37:34 PM
Last Modified: Tuesday, July 22, 2014 12:38:32 PM
Time Spent: 00:00:58
IP Address: 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Phrases to assist in my responses to disappointed customers.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None

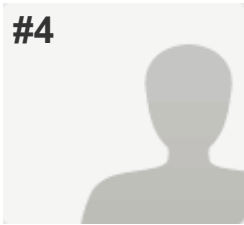
Q6: What might help to overcome those barriers?

Respondent skipped this question

Q7: Use the following comment box to provide additional feedback.

Respondent skipped this question

#4



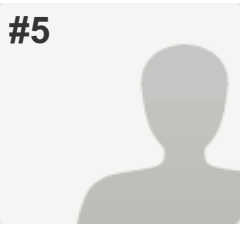
COMPLETE

Collector: New Web Link (Web Link)
Started: Tuesday, July 22, 2014 12:41:52 PM
Last Modified: Tuesday, July 22, 2014 12:42:10 PM
Time Spent: 00:00:18
IP Address: 192.195.100.26

PAGE 1

<p>Q1: The program met my expectations.</p>	<p><i>Respondent skipped this question</i></p>
<p>Q2: I am clear on how to apply what I learned on the job.</p>	
<p>(no label)</p>	<p>Strongly agree</p>
<p>Q3: I would recommend this program to my co-workers.</p>	
<p>(no label)</p>	<p>Strongly agree</p>
<p>Q4: From what you learned, what will you be able to apply on your job?</p>	<p><i>Respondent skipped this question</i></p>
<p>Q5: What barriers do you anticipate that might prevent you from applying what you learned?</p>	<p><i>Respondent skipped this question</i></p>
<p>Q6: What might help to overcome those barriers?</p>	<p><i>Respondent skipped this question</i></p>
<p>Q7: Use the following comment box to provide additional feedback.</p>	<p><i>Respondent skipped this question</i></p>

#5



COMPLETE

Collector: New Web Link (Web Link)
Started: Tuesday, July 22, 2014 1:07:43 PM
Last Modified: Tuesday, July 22, 2014 1:18:42 PM
Time Spent: 00:10:59
IP Address: 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Responding positively to negative communications.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None

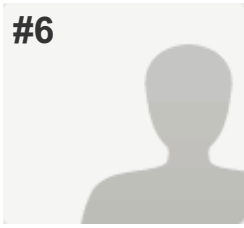
Q6: What might help to overcome those barriers?

n/a

Q7: Use the following comment box to provide additional feedback.

Everyone at the University should attend the sessions.

#6



COMPLETE

Collector: New Web Link (Web Link)
Started: Tuesday, July 22, 2014 1:33:26 PM
Last Modified: Tuesday, July 22, 2014 1:34:38 PM
Time Spent: 00:01:12
IP Address: 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

be nice to ever boby

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

Respondent skipped this question

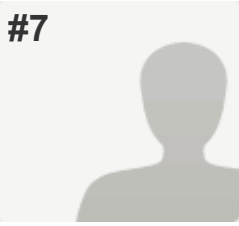
Q6: What might help to overcome those barriers?

Respondent skipped this question

Q7: Use the following comment box to provide additional feedback.

Respondent skipped this question

#7

**COMPLETE****Collector:** New Web Link (Web Link)**Started:** Tuesday, July 22, 2014 2:23:18 PM**Last Modified:** Tuesday, July 22, 2014 2:24:51 PM**Time Spent:** 00:01:33**IP Address:** 192.195.100.26

PAGE 1

Q1: The program met my expectations.

(no label)

Agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Agree

Q3: I would recommend this program to my co-workers.

(no label)

Agree

Q4: From what you learned, what will you be able to apply on your job?

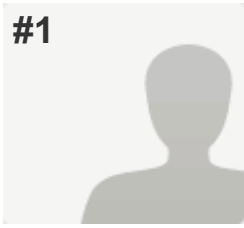
Yes, I definitely will be able to apply this information on my job.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None I can think of but possibly other's attitudes

Q6: What might help to overcome those barriers?*Respondent skipped this question***Q7: Use the following comment box to provide additional feedback.***Respondent skipped this question*

#1



COMPLETE

Collector: New Web Link (Web Link)
Started: Monday, July 28, 2014 10:56:01 AM
Last Modified: Monday, July 28, 2014 10:58:54 AM
Time Spent: 00:02:53
IP Address: 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label) Agree

Q2: I am clear on how to apply what I learned on the job.

(no label) Agree

Q3: I would recommend this program to my co-workers.

(no label) Agree

Q4: From what you learned, what will you be able to apply on your job?

Patience

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

Lack of understanding from those above me.

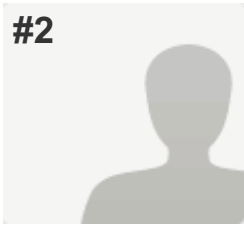
Q6: What might help to overcome those barriers?

For them to take these same workshops and try to have some understanding

Q7: Use the following comment box to provide additional feedback.

This workshop should be mandatory for all not just some

#2



COMPLETE

Collector: New Web Link (Web Link)
Started: Monday, July 28, 2014 12:39:02 PM
Last Modified: Monday, July 28, 2014 12:40:13 PM
Time Spent: 00:01:11
IP Address: 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label) Agree

Q2: I am clear on how to apply what I learned on the job.

(no label) Agree

Q3: I would recommend this program to my co-workers.

(no label) Agree

Q4: From what you learned, what will you be able to apply on your job?

Customer service skills

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

No barriers

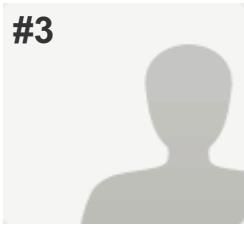
Q6: What might help to overcome those barriers?

n/a

Q7: Use the following comment box to provide additional feedback.

None

#3



COMPLETE

Collector: New Web Link (Web Link)
Started: Monday, July 28, 2014 3:23:49 PM
Last Modified: Monday, July 28, 2014 3:25:49 PM
Time Spent: 00:02:00
IP Address: 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label) Agree

Q2: I am clear on how to apply what I learned on the job.

(no label) Agree

Q3: I would recommend this program to my co-workers.

(no label) Agree

Q4: From what you learned, what will you be able to apply on your job?

Customers are always first.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

There are none.

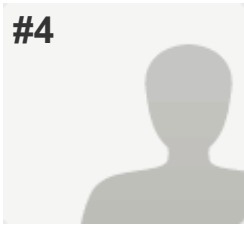
Q6: What might help to overcome those barriers?

Thank you for the information.

Q7: Use the following comment box to provide additional feedback.

Respondent skipped this question

#4



COMPLETE

Collector: New Web Link (Web Link)
Started: Tuesday, July 29, 2014 8:01:31 AM
Last Modified: Tuesday, July 29, 2014 8:02:07 AM
Time Spent: 00:00:36
IP Address: 198.135.204.157

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

How to be more courteous to other employees.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

N/A

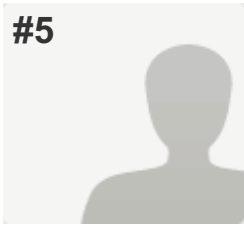
Q6: What might help to overcome those barriers?

N/A

Q7: Use the following comment box to provide additional feedback.

N/A

#5



COMPLETE

Collector: New Web Link (Web Link)
Started: Friday, August 08, 2014 7:54:16 AM
Last Modified: Friday, August 08, 2014 7:58:17 AM
Time Spent: 00:04:01
IP Address: 198.135.204.250

PAGE 1

Q1: The program met my expectations.

(no label)

Strongly agree

Q2: I am clear on how to apply what I learned on the job.

(no label)

Strongly agree

Q3: I would recommend this program to my co-workers.

(no label)

Strongly agree

Q4: From what you learned, what will you be able to apply on your job?

Strategies to use when responding to a hostel situation.

Q5: What barriers do you anticipate that might prevent you from applying what you learned?

None

Q6: What might help to overcome those barriers?

Respondent skipped this question

Q7: Use the following comment box to provide additional feedback.

Respondent skipped this question