

SURVEY RESULTS

Lunch & Learn

Dr. Elizabeth Stanczak

“Dealing with Difficult People”

24 completed surveys received of 36 total surveys sent out

1. How would you rate Dr. Stanczak’s “Dealing with Difficult People” presentation?

22 Excellent

2 Good

___ Average

___ Poor

2. Did Dr. Stanczak’s lunch and learn presentation provide information to help you in your current position?

Yes _23_ No ___

3. What information from Dr. Stanczak’s presentation most interested you?

❖ Defining Mental Illness _4_

❖ How to safely approach a difficult person (“first things to do” and “what to do when things are getting out of hand”) _15_

❖ Programs and Teams used at UTSA (SIRT and BIT) _15_

❖ Other resources and methods of intervention (assessment, community resources) _9_

4. Would you attend future “Lunch and Learn” presentations if they were offered on a regular basis?

Yes _24_ No ___

5. Please list other professional development activities would you like to see at PAC?

- ♦ Leadership Development for staff
- ♦ Technology Forums
- ♦ Mental Health Issues
- ♦ Advising Reviews
- ♦ Dealing with students who have various learning disabilities
- ♦ New technologies/teaching techniques to aid student learning/instructor effectiveness
- ♦ Trends in mental health issues in population as whole, in population we encounter at PAC (graduating HS students, returning veterans, single mothers, Hispanics)
- ♦ Counseling Department-what services they offer, what they can do
- ♦ How to read behaviors like chronic sleeping in class, compulsive talkativeness, not turning in homework
- ♦ Holiday Blues: Tips to overcome holiday depression
- ♦ Retirement planning: surviving the recession
- ♦ Stress Relief: Relaxation techniques
- ♦ Happiness: know the beauty within
- ♦ Series of professional development series that are specific to particular fields of study: meeting requirements for tenure in specific field of education when travel money has been decreased from district.
- ♦ Programs that are working at other colleges
- ♦ Safety programs
- ♦ How to "advise" students
- ♦ Professional Development for teachers/instructors
- ♦ Dept specific topics to increase interdisciplinary approach (on a rotating basis)
- ♦ Reading a professional article or book related to teaching/learning and a seminar discussion of the material
- ♦ Sharing teaching strategies that worked across disciplines
- ♦ Professional development for staff in dealing with students
- ♦ Student retention
- ♦ Developing effective adjunct faculty
- ♦ Presentation from various staff suggesting protocol for responding to difficult students, all within the scope of our own campus resources
- ♦ Telephone etiquette
- ♦ How to teach critical thinking
- ♦ How to use critical thinking in the classroom
- ♦ How to address concerns about disruptive co-workers or students. What is the protocol and how do we document, what is the policy
- ♦ Active Shooter training
- ♦ Wellness
- ♦ Leadership
- ♦ A Distinguished Speaker series on various topics

- ♦ Programs available around the city that are available to our students and to which we could refer students