

LEADING FROM THE MIDDLE 2008
— 44 TOTAL CONFERENCE EVALUATIONS —

1. General Conference Format and Arrangements
Check one: (31.5) Excellent (11.5) Good (1) Fair (0) Poor
2. What is your opinion concerning the total *length* of the Conference?
Check one: (6) Too long (36) About right (2) Not long enough
3. What is your opinion concerning time allowed for discussion among Conference participants?
Check one: (1) Too much (40) About right (2) Not enough

Sunday

4. Evening Session: "Ethical Leadership and Social Responsibility," *Bill Wenrich, Chancellor Emeritus, Dallas County Community College District*
Check one: (19) Excellent (14) Good (4) Fair (0) Poor

Monday

5. First Morning Session: "The Personal Excellence Map: Using Emotional Intelligence to Navigate Critical and Key Administrator Skills," *Rito Silva, Alice Campus Director, Coastal Bend College, and Rick Hammett, Owner, Hammett Associates*
Check one: (22) Excellent (17) Good (3) Fair (2) Poor
6. Second Morning Session: "How Texas Works" *Beaman Floyd, Professional Lobbyist, Texas Community College Teachers Association, and Rey Garcia, President, Texas Association of Community Colleges*
Check one: (20) Excellent (17) Good (5) Fair (0) Poor
7. The Collective Expert Session I: "Our Successes"
Check one: (16) Excellent (16) Good (5) Fair (1) Poor
8. Afternoon Session: "What Works: Programs to Increase Student Participation and Success," *Judy Loreda, Assistant Commissioner for the Division of P-16 Initiatives, Texas Higher Education Coordinating Board*
Check one: (16) Excellent (16) Good (6) Fair (3) Poor

Tuesday

9. First Morning Session: "Damage Control: Communication in Difficult Situations," *Pam Baggett, CEO, Persuasion Communication*
Check one: (9) Excellent (10.5) Good (16.5) Fair (5) Poor
10. Second Morning Session: "Approaching Digital Literacy: Creating a Networked Culture on Campus," *David Parry, Associate Professor of Emerging and Communications, University of Texas at Dallas*
Check one: (29) Excellent (6) Good (6) Fair (1) Poor
11. The Collective Expert Session II: "Facing Our Challenges"
Check one: (14.5) Excellent (14) Good (6) Fair (1) Poor
12. Second Afternoon Session: "Nuts and Bolts: Managing Internal and External Constituents," *Myles Shelton, President, Galveston College, and Martha Ellis, Associate Vice Chancellor, University of Texas System*
Check one: (18) Excellent (14) Good (2) Fair (2) Poor

Wednesday

13. First Morning Session: "Legal Issues in Higher Education" *Frank Hill, Attorney at Law*
Check one: (21) Excellent (14) Good (2) Fair (1) Poor
14. Second Morning Session: "Making the Most of Generational Differences" and "Join the Network!" *Terry Mouchayleh, Director of Professional Development & Evaluation, Austin Community College*
Check one: (16) Excellent (8) Good (1) Fair (0) Poor
15. How beneficial do you think the Conference was in contributing to your effectiveness as a campus leader?
Check one: (19) Very beneficial (16) Beneficial (2) Not beneficial

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— QUESTION 13 CONFERENCE COMMENTS —

13. What topic would you recommend for next year's program?

- I would welcome any topic. I learned a great deal at this conference. Good job!
- More applicable information, best practices, real examples at the community college
- Not that you people would have the vision or risk-taking potential to do one, but I could think of hundreds of topics that middle managers *need* more information/training on.
- I was a little disappointed in the conference. Since the conference was by TCCTA, I thought there would be more faculty input and concerns, activity - I was hoping there would be a session or tow on "leading faculty" or communication to faculty or helping faculty with curriculum concerns, long term instructional planning or student outcomes. The topics were too broad and not specific to instruction.
- Communicating clear policies and procedures - especially to new and part-time faculty and staff
- Personnel - hiring and firing; Risk Management
- SACS, FERPA, Managing difficult personnel, more EI
- The state of Texas progression with the "career clusters" initiative
- Always include a "legal issues" segment - perhaps have attendees send in questions ahead of time. Love the "challenges" discussion a lot!
- More, more and more legal issues
- More sessions similar to the success and challenges sessions. More legislative information and what is changing
- Keep the round table discussions. Invite others like the college presidents and representatives of the Coordinating Board or perhaps SACS.
- One of a chair's most difficult tasks is communicating unpopular decisions by the administration to the faculty and communicating faculty complaints and concerns to the administration! At times everyone blames the chair for everything. It may be impossible to find a presentation that has advice on this but it would be nice.
- Issues involved in evaluation - legal, fairness, objectivity, etc (I mean evaluating faculty)
- Hiring new faculty, hiring issues
- Managing adjunct faculty
- More Mouchayleh!
- Student retention and engagement
- Cross cultural communications
- How to manage up
- Bridge communication gaps - EQ - NLP - verbal and nonverbal communication, communicating with confidence, leadership for results, success, time management, etc., attitude adjustment, public speaking
- More about the future - what is coming: technology, attitudes, SACS changes, organizational changes, new tools and methods
- Legal issues
- Bridging the registrar and faculty, relationship for the good of the community, college and yourself
- Working collaboratively across disciplines. Meet some local administrators in area of conference to discuss their successes and challenges - how they are working. Understanding SACS.
- Leadership styles, how to motivate faculty, evaluations
- Using Web 2.0 tools for instruction/administration
- Change theory, management theory
- "How to handle a difficult faculty member"; "How to raise funds and promote the college"
- Issues on faculty retention and adaptation skills relative to unplanned/unforeseen leadership turn-over
- Mentoring skills for different generations in your staff
- Risk management
- Panel of chancellors to discuss "best practices" and available to field questions.
- Successful practices and programs in developmental education and ESL/LEP initiatives
- How to deal with administrators who are hostile or retaliate against subordinates
- What about SACS - and our role in adhering to compliance, etc!

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— QUESTION 14 CONFERENCE COMMENTS —

14. Are there topics that relate to your professional responsibilities you would like addressed in a Webinar format?

- Moving reluctant faculty to online instruction
- Instead of re-hashing ideas that are 25-30 years old, how about becoming “leasers” in the industry of providing “leadership” conferences and bring in some **real** leaders not wanna-be traditional EdD type administrators.
- Showcasing organizational software
- Pertinent successful leadership processes
- How to motivate faculty who have lost their desire for their profession. More information on working with multiple generations.
- Legal responsibilities of faculty when identifying a student with drug issues (e.g. overuse of prescription drugs or illegal drug use)
- One of a chair’s most difficult tasks is communicating unpopular decisions by the administration to the faculty and communicating faculty complaints and concerns to the administration! At times everyone blames the chair for everything. It may be impossible to find a presentation that has advice on this but it would be nice.
- Issues involved in evaluation - legal, fairness, objectivity, etc (I mean evaluating faculty)
- Hiring new faculty, hiring issues
- Managing adjunct faculty
- More Mouchayleh!
- Resources in the area of instructional technology that supports retention
- Interaction of non-credit with the college systems locally and statewide
- N/A
- Almost all - but keep it one hour
- None at this time
- Team building, moving from class to administration, professional development to prepare for administration in community college
- Leadership styles, how to motivate faculty, evaluations
- Change theory, management theory
- Legal issues in higher education
- Faculty evaluations
- Stress management resources and strategies
- Info on state and national leadership training resources that are valuable with testimonies from reputable individuals in community colleges that have participated in them.
- N/A

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— QUESTION 15 CONFERENCE COMMENTS —

15. Other suggestions, ideas, or criticisms:

- Look forward to becoming a member of TCCTA - Thanks!
- End the sessions earlier in the day. San Antonio is a very historic city and many of the historical sites close at 5pm.
- Lots of rhetoric with no "meat." Carole is great! Some presenters were ignorant of college policies/procedures.
- "Don't surprise the president", "There are shades of gray"; "Dress for success"; "Use the Golden Rule" - I came all the way to San Antonio to hear this moronic crap
- Carole Hawkins was very helpful
- Please have mobile microphones so that speakers can "roam" and still be heard. With AC and the size of the room, it was hard to hear everything being said all the time. Most of the speakers did not use the mic because they wanted to move around - use the microphone!!
- Try to use a more business-friendly hotel. I was tired of poor Internet service and being charged for many items (Internet in particular) that other hotels include. Clearer indication of what is covered by conference registration and what is covered by room rates (meals in particular).
- Fruit or other healthy options for breakfast would be great! A different location/hotel - not very visitor friendly
- Out by 4:00 rather than 5:30. Fruit options; low fat options please
- Conference should "always" be in San Antonio
- Less scenarious, would like more time for speaker to discuss issues - BUT Frank Hill scenarious were good
- Keep sessions on time and allow breaks. Can stop questions when it goes on too long.
- This was an excellent location as far as proximity to everything and activities. Nice hotel --a few issues with internet access. Would have been nice to know which, if any, meals were included with package
- Access to a conference computer. This was a very organized conference. I have received a great deal of information I can use in order to become a more effective chair.
- This conference was GREAT! Very beneficial! Well worth the money. Great location and facilities. Hotel staff were very accommodating. Great professional speakers with a plethora of information and resources. This conference was great and I will be looking forward to attending this conference next year. This has been well worth the financial investment my institution has made.
- Food: Some type of protein in the morning
- I think the success/challenge discussions are great in theory but the "mix" for my group was off, so it was hard to benefit.
- Time of late speakers needs to be adhered to such as finishing at 5:00pm
- Need venue with better parking. Westin has no parking and the public lots across the street were often full. Especially problematic for handicapped attendees.
- Hotel personnel should **stop** taking coffee cups every time someone leaves room for a few minutes
- Kudos to the hotel for always having coffee available
- Like Pam Baggett presentation/topic - need more time on topic less on role playing
- Great hotel and location. I appreciated professional development in "leadership in community college." It has not been available to me in other means.
- Great Seminar! I liked learning more about TCCTA and its commitment to faculty and community college administrators. The selected topics and organization of the conference were all helpful.
- You need to provide a portable microphone for all the speakers who don't want to use the fixed podium.
- None - Excellent conference
- San Antonio is an excellent location and should be considered as a permanent location
- Thank you. this is wonderful. I will or plan to return (even if I have to pay out of pocket).
- Ya'll are great!!
- Pros and cons of setting - lovely hotel, location, etc - however, last year gave a "retreat" feeling - more captive audience
- The collective expert sessions: Enjoyed the type of session - greater participation would have been more beneficial
- Could we get free WiFi? I was unable to check email during the conference
- Excellent conference with diverse topics. Please keep in _____ area
- My wife and I enjoyed having the conference in the city - more restaurants/night life
- More bathroom breaks (5 minutes) in the morning/afternoon sessions
- "Our successes and our challenges" - wonderful addition

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— QUESTION 15 CONFERENCE COMMENTS CONTINUED —

15. Other suggestions, ideas, or criticisms:

- Hotel was too costly. I may not be able to attend next year unless a less expensive location is used.
- The 1 1/2 hour sessions were a littl elong. A break duringthe session would be helpful
- Hold this seminar here at Westin Hotel again. Very beneficially to my personally and my institution in general.
- 5:30 feels :(! Please end by 4:30 or 5. Start earlier or shorten sessions slightly. Very well organized - thank you! TCCTA should find a way to encourage more administrative/professional employee membership - some feel like it only represents faculty.
- Really enjoyed the conference! It was excellent. Facilities were great and I think it was a treat for the attendees to come to San Antonio and stay by the Riverwalk.
- Collective Expert Session wer a great idea.
- Would have appreciated more time to discuss Personal Excellence Map results with colleagues and receive feedback and suggestions for improvement.
- Next legal session - have questions sent in ahead of time for attorney to address.
- Have a few, hands-on team building or spirit promoting session for participants to ge to know each other better and bond as a group.
- Great accommodations! Price was good. Easy access to activites without having a car. Good time of the year for this conference. Promote sooner in the year for planning purposes.
- Nice location and time of year
- So much great info. Could have had a few more days.

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— SPEAKER SPECIFIC COMMENTS —

5. First Morning Session: "The Personal Excellence Map: Using Emotional Intelligence to Navigate Critical and Key Administrator Skills," *Rito Silva, Alice Campus Director, Coastal Bend College, and Rick Hammett, Owner, Hammett Associates*
Check one: (22) Excellent (17) Good (3) Fair (2) Poor
 - Should hand out cyanide pills at start - this stuff is a quarter of a century old.
 - Could not always hear...
6. Second Morning Session: "How Texas Works" *Beaman Floyd, Professional Lobbyist, Texas Community College Teachers Association, and Rey Garcia, President, Texas Association of Community Colleges*
Check one: (20) Excellent (17) Good (5) Fair (0) Poor
 - What happened to Rey Garcia?
 - Prefer talk on issues relevant to higher education, rather than Tx Govt 101. Couldn't hear what speaker said much of the time and he didnt repeat audience questions or comments. Kept drifting into personal stories.
7. The Collective Expert Session I: "Our Successes"
Check one: (16) Excellent (16) Good (5) Fair (1) Poor
 - Learned a LOT - Great ideas!
8. Afternoon Session: "What Works: Programs to Increase Student Participation and Success," *Judy Loreda, Assistant Commissioner for the Division of P-16 Initiatives, Texas Higher Education Coordinating Board*
Check one: (16) Excellent (16) Good (6) Fair (3) Poor
 - I liked her. Wish she'd had a more Q&A type presentation rather than a straight lecture.
 - Outstanding
9. First Morning Session: "Damage Control: Communication in Difficult Situations," *Pam Baggett, CEO, Persuasion Communication*
Check one: (9) Excellent (10.5) Good (16.5) Fair (5) Poor
 - Could not always hear.... Focused on information/communication with student. Needed more of interpersonal - colleague to colleague

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— SPEAKER SPECIFIC COMMENTS CONTINUED —

10. Second Morning Session: "Approaching Digital Literacy: Creating a Networked Culture on Campus," *David Parry, Associate Professor of Emerging and Communications, University of Texas at Dallas*
Check one: (29) Excellent (6) Good (6) Fair (1) Poor
- Mis-information by a 12 year old araded as "creative-innovative"
 - EXCELLENT!!
11. The Collective Expert Session II: "Facing Our Challenges"
Check one: (14.5) Excellent (14) Good (6) Fair (1) Poor
- Great ideas
12. Second Afternoon Session: "Nuts and Bolts: Managing Internal and External Constituents," *Myles Shelton, President, Galveston College, and Martha Ellis, Associate Vice Chancellor, University of Texas System*
Check one: (18) Excellent (14) Good (2) Fair (2) Poor
- Shelton was too vague and elementary presentation but goo with Q&A. Ellis was excellent!
13. First Morning Session: "Legal Issues in Higher Education" *Frank Hill, Attorney at Law*
Check one: (21) Excellent (14) Good (2) Fair (1) Poor
- Could have been great
 - More time needed
 - Very poor!
 - Liked specific cases that affected higher education work issues - would prefer if that were followed with specific, concrete advice. His stories are interesting but not helpful and the time is limited.
 - Good information
14. Second Morning Session: "Making the Most of Generational Differences" and "Join the Network!" *Terry Mouchayleh, Director of Professional Development & Evaluation, Austin Community College*
Check one: (16) Excellent (8) Good (1) Fair (0) Poor
- Great! Put this one at the beginning next year.