



CLIA Committee Meeting | October 25, 2016 | Agenda

2:00 pm	<i>New Committee Member Orientation</i>	Don
2:30 pm	<i>Call to Order & Administrative Business</i>	Don
	<ul style="list-style-type: none"> 1) Welcome and Introductions <ul style="list-style-type: none"> a) Proxies (if any) 2) Review of Minutes: June 30, 2016 meeting <ul style="list-style-type: none"> a) Changes, corrections, questions b) Motion to approve 3) Notes from the Chair <ul style="list-style-type: none"> a) New Chair and Vice Chair b) New member c) Vacancies 	Handouts: Minutes from June 30, 2016 meeting
2:45 pm	<i>ESD/Staff Updates</i>	Don
	<ul style="list-style-type: none"> 1) Program Updates 2) Active Membership as of 10-17-16 <ul style="list-style-type: none"> a. ACE b. ACM c. ACS 3) ACE-ACM Faculty & Participant videos <ul style="list-style-type: none"> a. Update on participant video 4) LI Graduate education needs 5) Programs Completed – Evaluations 	Tony
	<ul style="list-style-type: none"> a. ACS – Transition to Role of Supervisor webinar, June 7, 2016, Faculty: Jennifer Wildeman, 7 participants, 4.7 rating b. ACS – Supervisory Ethics webinar, June 9, 2016, Faculty: Renu Sapra, 7 participants, 4.71 rating. c. ACM – Purposes and Responsibilities of Courts, June 28-30, 2016, Faculty: Kent Batty, Gabe Goltz, 24 participants, 4.50 rating. d. ACS – Transition to Role of Supervisor webinar, July 26, 2016, Faculty: Jennifer Wildeman, 9 participants, 4.89 rating e. ACS – Supervisory Ethics webinar, July 28, 2016, Faculty: Renu Sapra, 12 participants, 4.75 rating. f. ACE – Education, Training and Development, August 10-12, 2016, Faculty: Deb King, Tony Cornay, Jeff Schrade, 21 participants, 4.76 rating. g. ACS – Caseflow Management, August 31, 2016, Faculty: Summer Dalton, Alexis Allen, Josh Halversen, 24 participants, 4.70 rating. 	Don Handouts: Program Evaluations

- h. ACS – Managing Human Resources, September 1, 2016, Faculty: Tony Olivier, Valerie Winters, 34 participants, 4.56 rating.
- i. ACS – Transition to Role of Supervisor webinar, September 20, 2016, Faculty: Jennifer Wildeman, 12 participants, 4.64 rating.
- j. ACM – Court Performance Standards/CourTools, September 27-29, 2016, Faculty: Don Jacobson, Christi Weigand, 34 participants, 4.47 rating.
- k. ACS – Supervisory Ethics webinar, October 4, 2016, Faculty: Renu Sapra, 7 participants, 4.43 rating.
- l. ACM - Purposes and Responsibilities of Courts, Tucson October 11-13, 2016, Faculty: Kent Batty, Hon. Kim Corsaro, 15 participants, rating NA.

6) Upcoming Programs

- a. ACE – Visioning and Strategic Planning, November 8-10, 2016.
- b. ACM – Fundamental Issues of Caseflow Management, December 13-15, 2016.
- c. ACM AZ-Plus ADR/Specialty Courts, December 15, 2016.
- d. ACE – Court Community Communication, January 18-20, 2017.

3:15 pm Break

3:25 pm CLIA Committee General

- 1) ACE-ACM faculty periodic attendance in refresher courses for Train the Trainer, and/or Adult Education.
- 2) Videotaping ACE-ACM presentations for faculty self-evaluation
 - a. Implementation of faculty self-improvement videotaping
- 3) Committee Reports
 - a. Court Security Standards Committee
 - b. Fair Justice to All Committee
- 4) Other Matters
- 5) 2017 CLIA meetings
 - a. Friday, January 6, 2017 9:30am at JEC
 - b. Thursday, April 20, 2017 9:30 am at JEC
 - c. Friday, July 7, 2017 9:30 am at JEC
 - d. Wednesday, October 11, 2017 2:00 pm at CLC

Don
Jeff

Jeff

4:15 pm Call to Public

Don

4:15 pm Review of Action Items:

Don/Tony

4:20 pm Adjourn

Don



Court Leadership Institute of Arizona (CLIA) DRAFT June 30, 2016 Minutes

Members Present: Kent Batty, Mike Baumstark, Julie Binter, Don Jacobson, Steve Ramsbacher, Hon. Thomas Robinson

Members Present by Phone: Hon. Margaret Downie, James Hazel, Eric Meaux, Leo Mendez, David Sanders, Valerie Winters

Members Absent: Hon. Pamela Gates, Hon. Charles Gurtler, Hon. Michael Jeanes, Emily Johnston

Staff Present: Jeff Schrade, Gabe Goltz, Tony Cornay, Jennifer Wildeman, Harriet Ramsbacher

I. Call to Order, Administrative Business

Mr. Kent Batty called the meeting to order at 2:05pm at the Judicial Education Center in Phoenix, Arizona. Members introduced themselves.

The March 31, 2016, minutes were reviewed and approved as submitted. *MOTION 201603*.

Notes from the Chair:

- Update: Mike Baumstark reviewed notes from the meeting of the committee on Presiding Judge (PJ) / Court Administrator (CA) training. He noted that a new direction might be indicated from recent events. The Fair Justice For All Task Force (FJTF) has been working on reform and system improvements which will have a significant impact on judicial education. The hope is to recommend changes to the Arizona Judicial Council (AJC) in October. If approved, these changes will be effective in January 2017 and will include statutory changes, rule changes and most significantly changes in the culture and current practices of the bench. He noted that this is bigger and more important than the intended work of our committee and there is only so much Education Services (ESD) can do and do well. He proposes postponing discussion on our initiative. Also he has learned of a newly reconstituted national association of PJ's and CEO's (NAPCO) whose focus will be on proposing PJ and court executive as a leadership team. At their first meeting this September in Cleveland, Maricopa Superior Court Presiding Judge Janet Barton and Maricopa Superior Court

Administrator Ray Billotte will be installed as president and vice president respectively. Their meeting in September 2017 will be in Phoenix and will be the second installment of the leadership team conference. At that time there may be an opportunity for us to bring the concepts they will be working on and parts of the curriculum back here. Mr. Batty mentioned that the National Center for State Courts (NCSC) serves as the supporting organization for NAPCO and years ago did the executive component training which may help us. He suggested having an early day prior to the Phoenix meeting for all the Arizona PJ's and CA's to get together and discuss.

- Update: As previously noted, The Fair Justice for All Task Force is intensely working right now. Staff has produced a 1st draft and is currently working on a 2nd draft report. They are aiming for an October completion date and hope to keep legislative proposals to a minimum and deal with the changes mostly with Administrative Orders (AOs) and court rules. The intent is to have a minimal legislative package ready by the end of January with training to start shortly after that date if not before. There will be some training on this at the Court Leadership Conference (CLC) in October to educate judges and staff as well as a community education effort. It will be a big challenge for the judicial branch to create the right kind of education and community outreach to get buy-in for the concept of eliminating cash bail or bond schedules for mentally ill defendants in the jails.

II. ESD/Staff Updates:

ACS, ACM & ACE Program Updates:

- Tony Cornay reported that there has been some internal restructuring of the Leadership Institute (LI) team. Jennifer Wildeman was promoted to a brand-new position within ESD and someone new will be hired to take her place. The LI registrar, Vikki Murillo, was reassigned to a new position in another ESD team. Some other duties have also been internally reassigned, but we expect to produce the same level of service as before. Thanks to Ms. Murillo for an outstanding job as registrar.
- Update on adding scenarios to ACS webinars – Ms. Wildeman reported that she has integrated some new scenarios from her personal court experience into the Transition to Supervisor webinars. The new scenarios have generated lots of positive discussion. Mr. Cornay reported that real-life ethical scenarios have also been added to the Supervisory Ethics webinar with great success. There are no black or white answers to ethical questions even though participants are looking for those answers from faculty. Every situation is unique.

Active Membership as of 6/26/16:

- Mr. Cornay provided the committee with a handout listing active membership numbers for the Leadership programs as of June 27: Executive (ACE) – 37; Manager (ACM) – 76; and Supervisor (ACS) – 136. Forty-nine ACS participants graduated in April, and the hope is that they will enroll in the next level Manager program. ESD is happy with both the overall numbers and the declining numbers of inactive participants. Jeff Schrade noted that more and more people are enrolling in the program and that there is a fresh class of ACE graduates who are eligible for the class of 2018 Fellowship program. A reminder: AZ

had three Fellows in the class of 2017 and we consistently continue to have the largest number of participants in the nation.

ESD Program Concerns:

- ACE-ACM assessment reviews data - A concern was raised about the low assessment score for the January ACE Leadership class. It was explained that classes get less factual and have less rote learning as participants move into the executive programs. Broader and more abstract concepts are introduced which require more thoughtful responses from participants. You can't compare across classes as the skills and themes are different. Mr. Schrade reminded members that a passing grade is 70% or above, and no one failed the Leadership class.
- Faculty and participant videos – Ms. Wildeman is working on a new video for participants. To date not a lot of progress has been made but she anticipates July will be a slower month, and more time can be devoted to finishing this. She will continue to work on the videos even with her new responsibilities. The faculty video will be shared with new faculty members on a logistical, as-needed basis, as will the participant video.

Programs completed - evaluations:

- ACM Capstone, March 23 – 25, 40 participants:
 - i. Court Records: Retention Methods, Public Access & Privacy, Aaron Nash, 4.79
 - ii. Election Issues / Political Activity, George Riemer, 4.38
 - iii. Governance & Administration of Justice, Marcus Reinkensmeyer, 4.57
 - iv. Inherent Powers, Gabe Goltz, 4.69
 - v. Judicial Selection, Hon. Louraine Arkfeld (ret.), 4.74
 - vi. Jury Management Principles & Issues, Kathy Pollard, 4.54
 - vii. Managing the Core of Our Business Adaptive Challenge Activity, Kent Batty, Don Jacobson, 4.61
 - viii. Probation – Court Ordered Enforcement & Probation Administration, David Sanders, 4.65
 - ix. Probation Trends in Arizona, Kathy Waters, 4.62
 - x. Role of Court Orders, Paul Julien, 4.61
 - xi. The Court's Role in the Community, Hon. Louraine Arkfeld (ret.), 4.78
- ACS Supervisory Ethics webinar, April 12, Faculty: Tony Cornay, 11 participants, 4.91 rating
- ACE Essential Components, April 19 – 21, Faculty: Kip Anderson, Ron Overholt, 26 participants, 4.20 rating. It was noted that this is a difficult class for participants and faculty alike and is hard to deliver. Participants are asked a series of questions for each topic. The NCSC realizes this is a problematic format and will be revising the curriculum. Mr. Schrade is not sure if this will be a modification of the current format or a complete re-imagination of the class. There is a new NCSC director starting this month and it will take some time to get her feet on the ground. The good news is that with Mr. Schrade a member of the committee, he will be able to keep an eye on the progression of the fix.
- ACS Transition to Role of Supervisor webinar, April 26, Faculty: Jennifer Wildeman, 11 participants, 4.09 rating. There were technical issues during this session which caused

the lower than usual scores. A good number of participants could not hear Ms. Wildeman speak.

- ACS Capstone, May 19 – 20, 51 participants:
 - i. Role of Courts, Gabe Goltz, 4.75
 - ii. Policy & Organization, Jennifer Wildeman, 4.36 – still technical issues
 - iii. Leadership, Tony Cornay, 4.88
 - iv. Public Education & Media Relations, Shelly Bacon, Heather Murphy, 4.04 – lowest rated – 1st time faculty together – always troublesome
 - v. Workflow & Business Processes, Jeff Schrade, 4.32
 - vi. The Future of Electronic Records, Eric Ciminski, Cassandra Urias, 4.30 – Cassandra first time faculty – non-scintillating topic
 - vii. Accountability, Summer Dalton, Jennifer Jones, 4.49
- ACM Managing Court Financial Resources, May 24 – 26, Faculty: Dave Byers, Don Jacobson, Keith Kaplan, 33 participants, 4.82 rating. This was the first time teaching for Keith Kaplan, Court Administrator from the Fountain Hills Municipal Court, who is a recent graduate of the Master's program in legal administration at Denver University.

Upcoming Programs:

- ACM Purposes & Responsibilities of Courts, June 28 – 30 – This was taught by Mr. Goltz and Mr. Batty this week. It is the first course taught in the brand new format created by the NCSC. The format is very different, and the course content has changed but not as dramatically as the materials. The faculty binder also changed quite a bit and is now more similar to an educator's manual (which is a good thing). The content seems more focused yet was trickier to deliver as participants only get a selection of slides and not all as before. Faculty members will need to be cognizant of that as more courses get re-worked into the new format. From comments staff heard, the older participants seemed to adapt pretty well to the new format but felt that some activities didn't flow really well with the printed materials. Faculty and staff have already figured how to improve this going forward. ESD feels that the new format will work better in the long run. An expectation is created that participants need to take notes throughout. Mr. Cornay was actually a participant in this class and really liked the look and feel of the new material. He felt that faculty adapted really well to the change in format and had they not announced the change to the class, the new people would not have been aware that changes had been made.
- ACE Education, Training & Development, August 10 - 12
- ACS Supervisor's Role in Effective Caseflow Management, August 31
- ACS Managing Human Resources, September 1
- ACM Court Performance Standards: CourTools, September 27 – 29
- ACM Purposes & Responsibilities (Tucson), October 11 – 13 – Mr. Batty is looking forward to see this class taught again in the new format and on the road in Tucson. Judge Kim Corsaro, Juvenile PJ from Santa Cruz County, is a first time presenter with Mr. Batty, and

he expects her to be a great addition. She actually audited the class this week, and they have already divided up the segments each will be teaching in October.

III. CLIA Committee General:

- *ACE-ACM Faculty Periodic Attendance in Refresher Courses for Train-the-Trainer and/or Adult Education:*
 - a. Julie Binter reported on her conversation with Mari Koerner at the ASU Mary Lou Fulton center. Although Ms. Koerner is interested in partnering with the Supreme Court, the focus of her new center is on training elementary and secondary school teachers. Ms. Koerner presented Ms. Binter with additional contacts at ASU and she is currently waiting to hear back from them. Ms. Binter would like to continue to be involved with this project and has additional resources she can mine.
 - b. Mr. Schrade reported that not a lot of progress has been made on this project so far, but he did say that over 600 people have served as faculty for ESD programs. Therefore the impact of any future training could be substantial. The question becomes how ESD can find the capacity and the time to work on this project amongst all their other priorities. It is attractive to plug into an existing initiative through ASU or another resource. He needs to see what kind of work will be expected of ESD before any commitment can be made to create a series of faculty seminars. Are educational grants available to perhaps hire a consultant? SGI has been friendly to past ESD projects and they have mini grants available (up to \$20K). He will research and report back. It may make more sense to outsource in the short-term and may require bigger money than originally anticipated for the long-term. Mr. Schrade also mentioned that ESD currently puts on a 3 and ½ day face-to-face Faculty Skills Development course three times per year. Each course includes a practicum at the end during which participants create and present an actual demonstration based on what they have learned. Ms. Binter noted that she had lots of experience at ASU putting together faculty skills classes. She discovered that there are numerous open source materials and videos to be found on-line about giving presentations. She will pull some of those to either post or share in the interim with new faculty. Mr. Goltz noted that the new Purposes & Responsibilities curriculum just discussed is based on David Kolb's Learning Style principles (reflective exercises, for example) which contributes to the improvements in the material. It is more thoughtfully written which will assist faculty in slowly and subtly learning teaching skills.
 - c. *Videotaping ACE-ACM Presentation for Faculty Self-Evaluation* – Update on implementation of faculty self-improvement videos. Mr. Cornay spoke to Beth Asselin, manager of the Education Technologies group and found that the basics are already in place at the Judicial Education Center (JEC). There are currently cameras in the ceiling, and it is as easy as turning them on and starting to tape. There would be no strain to ESD resources. We just need to train staff, and then pick which faculty and which courses we want to tape. Mr. Schrade will inform faculty of this opportunity for self-improvement and then report back to the committee.
- *Excellence in Education Awards* – The committee reviewed recommendations from ESD staff on who to recognize for the 2015 awards. There were multiple choices to receive the award and after much discussion, a motion was made by Mr. Baumstark to present two

awards – one to the team of Alexis Allen, Summer Dalton, Josh Halversen and Sharon Yates for completing overhauling the ACS Caseflow Management curriculum and a second special recognition award for lifelong achievement to Kent Batty. Don Jacobson seconded the motion. The motion passed. *MOTION 201604*. ESD staff really wanted to nominate Mr. Batty for his contributions and we all thank him for his service to education. Mr. Cornay will submit the recommendations to the COJET committee and barring unforeseen circumstances, the awards will be presented to the selected recipients at the CLC in Flagstaff in late October.

▪ *Other Matters:*

- a. Mr. Schrade reported that there is a new director of national programs, Margaret Allen, who he feels is very well suited for her new position. She is the current president of the National Association of State Judicial Educators (NASJE) and is also an educator from Ohio, one of the other consortium states. Mr. Schrade has worked with her on a number of levels and feels she will continue to move the Leadership Institute programs forward.
- b. He also reported that ESD was able to negotiate an extension to the lease for the JEC at its current location through 2019. The current lease runs out in 2017. He is also looking to extend the lease beyond 2019, but if that does not work out, he is looking at alternate locations. ASU has made significant improvements both inside and outside of the facility this year. There has been much growth in downtown Phoenix over the last couple of years. Per the downtown Phoenix partnership, 2300 new housing units will be built next year. A suggestion was made to look at the Desert Willow Conference Center as an alternative but it is very pricey (\$60/person/day including meals). Mr. Schrade will continue to explore options, but the combination of space, hotel availability and parking we currently enjoy will be hard to beat.
- c. Mr. Baumstark announced that today is Mr. Batty's last meeting as chair. He has been a charter member of CLIA since 2005. A lot of work has been spearheaded by both Mr. Batty and Mr. Jacobson to bring legitimacy to our branch and to create formal education programs for AZ court leadership. Much has happened over the last 10 years, and Mr. Batty has kept leadership front and center all of that time. We thank him on behalf of the Supreme Court for all of his hard work. He has touched many lives. Judge Thomas Robinson noted that he has been around since 1995 and that the courses offered by ESD have really helped him professionally. Mr. Batty will be retiring mid-September and wished the committee all of the best.

▪ *Future CLIA Meetings:*

- October 25 – Flagstaff, 2pm

IV. Call to the Public: Mr. Batty invited members of the public to speak. None were present.

V. Review of Action Items:

- Faculty communication on potential to videotape for self-improvement – Mr. Cornay and Mr. Schrade
- Availability of educational grants – Mr. Schrade
- Potential adult education on-line resources and videos – Ms. Binter

VI. Adjourn: The meeting adjourned at 3:37pm.

ACS

Transition to Role of Supervisor - Webinar

June 7, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
7	7	7	3	4.70

FACULTY: Jennifer Wildeman

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No (2)
- WebEx difficulties

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- The last 5 minutes of the class
- Making the transition from co-worker to supervisor.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- n/a

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- n/a

ADDITIONAL COMMENTS:

- Very useful
- Great class

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.70
How would you rate the presenters of this session?	4.83

How would you rate the delivery format of this session?	4.40
How would you rate the logistics (registration, parking, signage) for this session?	4.50
How would you rate the materials for this session?	4.83
How would you rate the staff support for this session?	4.83
To what degree do you believe the session learning objectives were met?	4.83
Please indicate how likely you are to apply the information presented into your job?	4.70
How would the rate this session overall?	4.70

ACS Supervisory Ethics- Webinar June 9, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
8	7	7	5	4.71

FACULTY: Renu Sapra

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- N/A (3)

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- Time spent on subject matter was fine.
- Scenarios .
- N/A

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- N/A
- I don't think the break was necessary.

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Difficult Employees FMLA course.

ADDITIONAL COMMENTS:

- Nice to have diverse trainers such as Renu.
- Printing the presentation notes would be great.
- N/A
- Renu has a great skill and approach to teaching the class.

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.57
How would you rate the presenters of this session?	4.86
How would you rate the delivery format of this session?	4.86

How would you rate the logistics (registration, parking, signage) for this session?	4.00
How would you rate the materials for this session?	3.57
How would you rate the staff support for this session?	4.86
To what degree do you believe the session learning objectives were met?	4.86
Please indicate how likely you are to apply the information presented into your job?	4.86
How would the rate this session overall?	4.71

ACM Purposes & Responsibilities of Courts June 28 - 30, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
26	24	24	16	4.50

FACULTY: Kent Batty, Gabe Goltz

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (2)
- The group pod set-up is difficult for those seated with their backs to the room, particularly for class discussions and lectures
- Noisy outside
- No windows – windows being covered
- Just a little chilly – forgot my sweater

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None – perfect amount of time spent on each section
- More history from Gabe
- No “review” relating materials to testing – new material and how we will be tested on it
- Procedural fairness
- End of Wednesday activity
- All group activities
- The end, specifically the application to our jobs

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- Too much time was spent on the new journal format which detracted from the learning
- I would cut back on all the activities – slightly too many
- Group activities
- Magna Carta
- A few of the activities re: improvement seemed repetitive

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Evidence based practices

ADDITIONAL COMMENTS:

- Instructors did a great job!! – could not asked for better instructors (2)
- The new format can be hard to follow at times and focuses too much on the journal aspect – the new format test will make it much more difficult when the subject matter may not apply
- Great job – thank you!!

- New curriculum hard to sort through – “Resources” should be located within the curriculum pages that pertains to them – page footers on the slides were helpful
- Thank you!
- Too much sidebar talking
- Difficult topic to teach and the instructors did the best they could but it was challenging to keep up on occasion as the comments did not follow the material
- The handouts need to be in the section we are discussing and not two-sided – it was difficult to know where to insert them in the binder
- Materials seemed to be repetitive and out of order at times – great revision!
- Wasn’t a big fan of the new format – it was too confusing at times – work sheets in sections and handout exercises on areas not previously covered i.e., principles of judicial admin in module 5 – great discussion – charts weren’t clear in Module 6 – not all important info was included in the handouts or the binder
- So far all of the presenters I have had for ACM are men – this class is 17 women to 7 men – the representation for these classes is a little off

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.50
How would you rate the presenters of this session?	4.67
How would you rate the delivery format of this session?	4.21
How would you rate the logistics (registration, parking, signage) for this session?	4.75
How would you rate the materials for this session?	3.92
How would you rate the staff support for this session?	4.88
To what degree do you believe the session learning objectives were met?	4.67
Please indicate how likely you are to apply the information presented in your job?	4.54
How would you rate this session overall?	4.50

ACS

Transition to Role of Supervisor - Webinar

July 26, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
10	9	9	2	4.89

FACULTY: Jennifer Wildeman

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- Being in a cubicle with other coworkers around
- I had difficulty with participation due to a glitch in my system.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- Good flow and the time per topic was allocated nicely.
- I think the information was valuable and it was presented well and no changes need to be made.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- None (3)

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- None

ADDITIONAL COMMENTS:

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.33
How would you rate the presenters of this session?	5.0
How would you rate the delivery format of this session?	4.78
How would you rate the logistics (registration, parking, signage) for this session?	4.56
How would you rate the materials for this session?	4.56
How would you rate the staff support for this session?	5.0
To what degree do you believe the session learning objectives were met?	4.67
Please indicate how likely you are to apply the information presented into your job?	4.78
How would the rate this session overall?	4.89

ACS Supervisory Ethics- Webinar July 28, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
13	12	12	5	4.75

FACULTY: Renu Sapra

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No, there was some traffic noise but it wasn't too bad.
- Was very pleased with the learning environment.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- It was fair time on everything.
- Overall, it was a great class.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- Nothing that I can think of.
- None

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- It could be beneficial to know the Agenda prior to class, as pertaining to Policies. You would be able then to reference the policy prior to some of those questions. Just for reference.

ADDITIONAL COMMENTS:

- There was conversation where I raised my hand but was never called upon. My name was at the bottom of the list? Thank you for teaching the class it was good.
- I think she could have asked more yes or no questions and had people volunteer more with input. Calling people out on the spot I think deterred people from answering more.
- Thank you.

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.67
How would you rate the presenters of this session?	4.67
How would you rate the delivery format of this session?	4.42
How would you rate the logistics (registration, parking, signage) for this session?	4.50
How would you rate the materials for this session?	4.67
How would you rate the staff support for this session?	4.83
To what degree do you believe the session learning objectives were met?	4.83
Please indicate how likely you are to apply the information presented into your job?	4.58
How would the rate this session overall?	4.75

**ACE Education, Training & Development
August 10 – 12, 2016**

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
20	21	21	16	4.76

FACULTY: Deb King, Tony Cornay, Jeff Schrade

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (6)
- Great learning environment
- A little warm first day but addressed by staff – very appreciated – thanks
- I miss being able to see outside but understand that blocking the windows is better
- Room was warm
- I found it distracting to no longer be able to see outside ☹
- Microphones not working – seems to be a consistent problem

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (6) – all topics evenly addressed
- Maybe a few minutes “re-capping” each section
- I would have liked to learn more about learning styles
- All of it – really enjoyed content and materials of this course – found it very relevant – liked that it tied a lot of the other ACM and ACE courses into it
- Perhaps more on retention and additional ideas for follow up on measuring transfer of knowledge
- Of course the activities
- Seems like we rushed through unit 6, some of unit 3 and unit 5 – so much so that unit 5 was sometimes hard to follow along – same with the 2nd part of unit 3
- All paced very well – this has been the most enjoyable class so far for me – I really enjoyed Deb and Tony’s teaching style – I feel that I have gained a lot of valuable information and knowledge – thank you!
- Program or class development especially for lecture / presentation
- Units taught by Deb King
- How to implement adult education - more work on mock plans for classes

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (6)
- Perhaps new horizons / learning organizations
- Too many activities
- Good improvement reviewing info provided on activities so we had more discussion time

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- How to apply things you want to do in your own office to various learning styles – case studies – real life scenarios
- Faculty skills refreshers
- Some HR related topics – although it is part of ACM – would like to see some of the same in ACE
- This course should be included in the annual Training Coordinator Conference if it can be condensed or offered at some point for TC's during the year

ADDITIONAL COMMENTS:

- Thank you ☺
- The AOC staff are always gracious and anticipate the needs of the participants
- I hope to be able to convince my PJ of the “overwhelming” need to improve training for court employees – It is a challenge that I welcome. ☺
- Enjoyed class – thank you!
- Great training!
- Enjoyed learning about Kolb and appreciated receiving the workbook to go along with it
- Tony Cornay is an excellent educator – he enjoys his job and it shows in his presentation
- Very engaging even when topic was dry – lots of activities and scenarios to get me thinking how to apply to my environment
- Great class and instructors!
- Repeat participants – would suggest trying to get participation from all instead of the same people talking over and over
- Too much time spent figuring out what page / section of the binders items are located – draws focus away from discussion and there is some recovery time in back on track once needed forms are located

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.81
How would you rate the presenters of this session?	4.86
How would you rate the delivery format of this session?	4.76
How would you rate the logistics (registration, parking, signage) for this session?	4.76
How would you rate the materials for this session?	4.67
How would you rate the staff support for this session?	4.90
To what degree do you believe the session learning objectives were met?	4.76
Please indicate how likely you are to apply the information presented in your job?	4.52
How would you rate this session overall?	4.76

ACS Supervisor's Role in Effective Caseflow Management August 31, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
24	23	23	22	4.70

FACULTY: Alexis Allen, Summer Dalton, Josh Halversen

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (12) – great space and accommodations
- Accommodations were comfortable and conducive to a good learning environment – very much enjoyed the atmosphere
- Microphones were a little awkward
- I love the drinks and snacks!
- I really liked being assigned to a group and meeting people I otherwise wouldn't have had an opportunity to meet or talk to
- Great place
- More info about building and parking should have been given beforehand
- Having to turn on the mics was a constant distraction – class was small enough we didn't need them – why don't the people way far in the back just come up front?
- The majority of participants were line staff – it made activities difficult as they couldn't relate to the role of supervisor or manager – it would have been more beneficial for me to meet other supervisors/manager and hear their ideas and challenges

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (8) – each topic discussed sufficiently – well paced
- I would have liked to expand the culture unit to talk about real-life experiences/efforts to build a positive, productive culture in our office
- More information on courtroom procedures and more in-depth conversation re: time/deadlines
- Time standards
- Unit 3 – court culture and leadership
- Nothing – excellent class
- Add to slide 12 – conciliation court ☺
- Units were well timed
- I believe the program was structured well
- CourTools
- Material applicable to actuals supervisors

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (5)
- Unit 4 – analyzing the reports did not relate to our program – however after the afternoon session with Unit 5, reporting was more relevant/understandable to me – thanks Alexis!
- Culture
- The reports unit felt a little longer than it needed to be

- CourTools analysis only because we don't use that at my work setting
- Some of the reporting information was inapplicable to my job/department although I wish we had access to these types of reports/data
- Filling in the blanks on caseflow wasn't very helpful especially since no one at my table works in civil – we were all guessing!
- Less intro to the courts material

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- If possible incorporate dependency/FCRB information into the curriculum when FCRB people are attending
- Transitioning from staff to supervisor and the issues with this transition
- Offer a caseflow class for line staff and limit the supervisors class to only supervisors/managers

ADDITIONAL COMMENTS:

- Adding a dependency flowchart instead of two civil case flowcharts to allow for staff associated with the foster system
- Great class (2)
- Very knowledgeable faculty made this class enjoyable
- I thought the class was great
- Class and instructors were great!!
- Great presenters, great snacks, great learning
- This was a very educational and enjoyable class
- I enjoyed having such dynamic and engaging presenters!
- Thank you for this opportunity!
- Great energy from the instructors!

How would you rate the content of this session?	4.70
How would you rate the presenters of this session?	4.91
How would you rate the delivery format of this session?	4.70
How would you rate the logistics (registration, parking, signage) for this session?	4.35
How would you rate the materials for this session?	4.43
How would you rate the staff support for this session?	4.74
To what degree do you believe the session learning objectives were met?	4.65
Please indicate how likely you are to apply the information presented in your job?	4.52
How would you rate this session overall?	4.70

ACS Managing Human Resources September 1, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
35	34	33	28	4.56

FACULTY: Tony Olivier, Valerie Winters

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (11) – great facility
- It would have been nice to know that parking passes were available – it was a 20 minute walk from the hotel in the heat – hard to follow the presenters if the materials provided don't match what the presenters are saying
- The chairs – mine leaned back too far
- Microphones are awkward
- Excellent learning environment!
- Room was too cold at times throughout the day

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (5)
- Adequate time spent on all units
- Group activities (2)
- Unit 4
- Progressive discipline – more detail on how to write reprimands
- “He said, she said”
- I believe the information was relevant and thorough – I am always looking for more insight into FMLA
- Maybe have this as a 2 day class
- Regarding the discipline progression – more models related the division sups work in would be good
- Performance appraisals and disciplinary actions
- I can't think of anything – every aspect of the training was pertinent

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (4)
- ADA
- All was adequate and pertinent (2)
- It was perfect

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- More examples! – effective communication (live not the web classes)
- Conflict resolution between employees

ADDITIONAL COMMENTS:

- Great class (2)
- Binder doesn't follow slides (2)
- Faculty needs to pay more attention to raised hands – they overlooked mine many times and didn't stop to give me time to ask the question
- The faculty did a great job with their presentation
- Very helpful information! I'm glad there was no pointless group work – everything had purpose
- Excellent class (2)
- Remove the striped background from PPT slides – makes it hard to read and looks like a fuzzy screen on a rabbit ear TV from the 80's
- Very informational
- It was a little hard to not have the correct slides for notes but I appreciate receiving them after the fact (2)
- Would like to have had the detailed slides for each topic – Unit 1, 2 – thanks Tony!
- The material that was in the binders was not what was in the PPT – no paper provided to take notes – second presenter was very, very monotone speaker – it was hard to stay awake and follow with the material before lunch
- It's wonderful to meet all of the different agencies/people
- Dry subject presented very well
- A list of "Types of discrimination prohibited by laws enforced by EEOC" in the binder would be useful – it was very hard to follow instructions with the binder – copies of PPT slides and room to take notes would have been nice
- Very good examples – thank you

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.64
How would you rate the presenters of this session?	4.73
How would you rate the delivery format of this session?	4.45
How would you rate the logistics (registration, parking, signage) for this session?	4.42
How would you rate the materials for this session?	3.79
How would you rate the staff support for this session?	4.67
To what degree do you believe the session learning objectives were met?	4.55
Please indicate how likely you are to apply the information presented in your job?	4.56
How would you rate this session overall?	4.56

ACS

Transition to Role of Supervisor - Webinar

September 20, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
12	12	11	4	4.64

FACULTY: Jennifer Wildeman

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No, I had a lot of different options to attend this webinar. The staff that has taken this class before me, knew the importance of this class so they gave me a couple of suggestion on how to attend it.
- Technical issues took up some time.
- Yes, setting it up, being call on to speak, when your microphone does not work.

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- Making the transition from Co-worker to supervisor.
- Good balance of time
- Loved listening to Jennifer so more of her!

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- Good balance of time

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Information on taking disciplinary actions

ADDITIONAL COMMENTS:

- I feel that this was a very important class and it should have been face to face. So that everyone in the class could've maybe exchanged information and worked together throughout the course. Not saying get everybody's answers but just been a support system while obtaining this certificate and making life long friends of others that are in the industry.
- Great job Jennifer

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.72
How would you rate the presenters of this session?	4.64
How would you rate the delivery format of this session?	4.18
How would you rate the logistics (registration, parking, signage) for this session?	4.18
How would you rate the materials for this session?	4.72
How would you rate the staff support for this session?	4.63
To what degree do you believe the session learning objectives were met?	4.82
Please indicate how likely you are to apply the information presented into your job?	4.36
How would the rate this session overall?	4.64

ACM Court Performance Standards: CourTools September 27 – 29, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
35	34	33	21	4.47

FACULTY: Don Jacobson, Christi Weigand

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (6) – everything well thought out
- Facility is very nice
- Environment and facility is great!
- Love the new black out blinds in the rooms
- It was a little too cold in the room at times
- Everything was great

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (4)
- How the measures are calculated and how they are applied in AZ courts
- Explanation of the last assignment – focus would have been helpful there – also a time allotment for each group – I like the change management but more focus would have been interesting for discussion
- Overview on the morning of day 3 and prep for presentation
- We were rushed at the end of Unit 6, 7 and 8

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (3)
- Reading PowerPoint
- Discussing culture DID (unexpectedly) relate to CourTools – and is important to know
- Less group activities (less time spent)
- 2 days instead of 2 and ½ day?

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- US constitution / AZ constitution as they relate to the judicial branch

ADDITIONAL COMMENTS:

- Christi – your comfort level with presenting the material improved greatly over the 3 days!
- Healthier snacks please!
- Thank you! Love the group work
- Thank you!
- So far, I think this was the best/most informative class – it wasn't crammed – the days were nice in length and the activities were fun ☺
- Great job! I always learn something in these classes
- Don is very knowledgeable however he speaks too fast and is difficult to follow him when this happens – please slow down to allow your audience to keep up with the content being explained

- The presentation was confusing at times – materials given to attendees didn’t always coincide with the materials the instructor was using
- When presentations are expected possible requesting participant to keep their product to a real world experience – expanding on presentations, some were too make believe / not on track
- This class has been presented and taught for the purpose of educating one for the testing (results) – “best so far out of 5 classes” – Great job! Thank you very much Don & Christi!
- Don – don’t ever quit teaching – you were made for this – your examples help to apply the information – thanks for the trial Courts book – it will get utilized
- Very much enjoyed the class and felt both facilitators were very engaging and encouraging
- Don is a great presenter – some difficulty following Christi’s presentation
- Needed further explanation / direction of assignments – more guidance and training will get here there
- It can become frustrating when other people don’t participate in activities
- It would be great if there was one evening where a social gathering to promote networking was held – we are somewhat limited to networking with just our tablemates with the exception of breaks

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.67
How would you rate the presenters of this session?	4.58
How would you rate the delivery format of this session?	4.45
How would you rate the logistics (registration, parking, signage) for this session?	4.76
How would you rate the materials for this session?	4.55
How would you rate the staff support for this session?	4.88
To what degree do you believe the session learning objectives were met?	4.66
Please indicate how likely you are to apply the information presented in your job?	4.52
How would you rate this session overall?	4.47

ACS Supervisory Ethics - Webinar October 4, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
7	7	7	7	4.43

FACULTY: Renu Sapra

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- Just a little bit of cutting out on the speaker end
- webinars can be distracting
- no (3)

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- Discuss policy/Judiciary codes in more detail
- More scenarios with more discussions.
- It was right on
- I think it was all perfect

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- A few of the scenarios (vacation scenario)
- None. (3)
- Set up took 15 minutes each time I have done this (this is my 2nd time)

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- Coaching

ADDITIONAL COMMENTS:

none

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.43
How would you rate the presenters of this session?	4.43
How would you rate the delivery format of this session?	4.43
How would you rate the logistics (registration, parking, signage) for this session?	4.14
How would you rate the materials for this session?	4.28
How would you rate the staff support for this session?	4.28
To what degree do you believe the session learning objectives were met?	4.43
Please indicate how likely you are to apply the information presented into your job?	4.71
How would the rate this session overall?	4.43

ACM Purposes & Responsibilities (Tucson) October 11 - 13, 2016

Number Registered	Number Attended	Number of Evaluations Received	Number Evaluations with Comments	Overall Rate of Session
18	15	15	13	4.53

FACULTY: Kent Batty, Hon. Kimberly Corsaro

DID ANY ASPECT OF THE FACILITY OR ACCOMODATIONS DETRACT FROM THE LEARNING ENVIRONMENT?

- No / None (4)
- The table / chair setting was very uncomfortable – should have everyone be able to see / face the projected screen – the Tucson area is very convenient and cost effective for me - not having to travel to Phoenix w/ hotel accommodations
- Air conditioning was running too high and it was somewhat distracting
- The chairs were not comfortable and the room temp was inconsistent
- The room was extremely cold at times (3)
- Room set-up sometimes made it hard to see everything on screen

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED MORE TIME?

- No / None (2) – all aspects covered timely
- Discussion of current court's purposes & responsibilities – would have liked more on these current topics of the courts
- I like the new format of the class instruction and participant guide
- Talking more about technology and how it will relate in the future to the purposes and responsibilities of the court – it would help to explore the possibility that the court's roles may end up changing because of technology
- A clear summary and visual image on the history part
- More time spent on modules 3-6
- Ethics
- Some of the journal discussion
- Focus on the role of courts in AZ more so than just an overview of the country – our needs and communities are different than CA or east coast states

WHAT ASPECT OF THE PROGRAM DO YOU THINK COULD HAVE USED LESS TIME?

- No / None (2)
- The history of the court's purposes & responsibilities
- I don't think there was one particular topic that needed less time
- Less time could have been spent on modules 1 and 2
- Less talk about administration and more about actual court staff – not everyone who attends these trainings is a court administrator or AOC staff – many actually are involved with day to day court work

WHAT ADDITIONAL COURSES OR TOPICS WOULD YOU LIKE TO SEE OFFERED IN THE FUTURE?

- As many of the ACM courses offered in Tucson as possible
- Community corrections

ADDITIONAL COMMENTS:

- Presenters did well
- I prefer having the option of coming to Tucson for ACM classes – convenience / no hotel costs / small class size, etc.
- Instructors did a great job!
- This was an EXCELLENT class. I learned more about history these 2.5 days than I thought I would
- Learning material could be simplified – omit items that will not be used
- A summary or recap after each module would be great
- The handouts were not well done and made it extremely difficult to follow along – note-taking was not easily done – prefer the old format!
- The presenters were great! The written materials were poor
- The class was difficult to follow due to the written materials – there is no place for notes next to the material you are making notes on – there are way too many useless pages – it is difficult to put thoughts / ideas in a logical sequence with the info being all over the place – by day 3 it was very frustrating trying to find what you were looking for
- The materials were a little difficult to follow – i.e., activity pages weren’t consistently placed within a module – made it very confusing
- Enjoyed new format vs. old format
- Very professional and helpful staff – I would request additional ACM classes be held in Tucson
- Material was well prepared even with the new format
- Enjoyed Kent’s teaching style – like the new material with areas for notes

Response Key: 5 = Excellent 4 = Very Good; 3 = Good 2 = Fair; 1 = Poor

How would you rate the content of this session?	4.47
How would you rate the presenters of this session?	4.73
How would you rate the delivery format of this session?	4.00
How would you rate the logistics (registration, parking, signage) for this session?	4.67
How would you rate the materials for this session?	3.93
How would you rate the staff support for this session?	4.87
To what degree do you believe the session learning objectives were met?	4.60
Please indicate how likely you are to apply the information presented in your job?	4.73
How would you rate this session overall?	4.53

Leadership Institute Program Active Membership

<u>6-27-16</u>	<u>Active</u>	<u>Inactive</u>	<u>Total</u>	
ACE	37	2	39	
ACM	76	14	90	
ACS	136	10	146	49 ACS participants graduated on 4-20-16
Totals	249	26	275	

<u>10-17-2016</u>	<u>Active</u>	<u>Inactive</u>	<u>Total</u>	
ACE	38	3	41	
ACM	93	12	105	
ACS	130	0	130	
Totals	261	15	276	