

## Go2Knowledge Sample Report

Workshop Title	Date	Duration	First Name:	Last Name:	1. Overall	2. Format?	3. Did you learn?
Exceptional Front Line Customer Service In Higher Education	11/5/13	4:32:59	Joe	Smith	Very Good	Yes	Yes
Creating Tests That Assess Higher Order Thinking Skills	11/5/13	1:12:47	Joe	Smith	Very Good	Yes	Yes
Veteran Students: Creating A Trauma Informed And Military Friendly Campus	11/11/13	1:28:32	Joe	Smith	Excellent	Yes	Yes
Veteran Students: Creating A Trauma Informed And Military Friendly Campus	11/11/13	2:21:07	Joe	Smith	Excellent	Yes	Yes
The Jones Effect: Attracting Students To Your Academic Support And Co-Curricular Programs	11/12/13	0:37:48	Joe	Smith	Very Good	Yes	Yes
Effective Group Work In The College Classroom	11/12/13	0:35:57	Joe	Smith	Excellent	Yes	Yes
Identifying And Managing Aggressive Student Behaviors Attitudes And Emotions	11/13/13	1:15:40	Joe	Smith	Very Good	Yes	Yes
Creating Tests That Assess Higher Order Thinking Skills	11/14/13	1:15:47	Joe	Smith	Very Good	No	Yes
Veteran Students: Creating A Trauma Informed And Military Friendly Campus	11/15/13	1:29:48	Joe	Smith	Excellent	Yes	Yes
Training Front Office Staff: Handling Difficult And Disruptive Behaviors	11/18/13	0:38:25	Joe	Smith	Excellent	Yes	Yes
Training Front Office Staff: Handling Difficult And Disruptive Behaviors	11/20/13	3:01:44	Joe	Smith	Excellent	Yes	Yes
Training Front Office Staff: Handling Difficult And Disruptive Behaviors	11/21/13	6:24:49	Joe	Smith	Good	Yes	Yes
Creating Tests That Assess Higher Order Thinking Skills	11/25/13	0:14:41	Joe	Smith	Good	Yes	Yes
Creating Tests That Assess Higher Order Thinking Skills	11/25/13	1:08:37	Joe	Smith	Good	Yes	Yes
Training Front Office Staff: Handling Difficult And Disruptive Behaviors	11/26/13	1:31:48	Joe	Smith	Very Good	Yes	Yes
Creating Tests That Assess Higher Order Thinking Skills	11/27/13	1:08:32	Joe	Smith	Very Good	Yes	Yes
Creating Tests That Assess Higher Order Thinking Skills	11/27/13	1:17:56	Joe	Smith	Good	Yes	Yes
Creating Tests That Assess Higher Order Thinking Skills	11/27/13	1:16:54	Joe	Smith	Very Good	Yes	Yes

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4. Implement?	5. Future Topics	6. Comments	7. Certificate
The survey form for customers/students. To see how they perceive our customer service.	I would like more information on how other colleges rate customer service in all departments.	Nice presentation.	Yes
Avoiding the test construction errors that were discussed. Realizing the information gap between student and the exam can be narrowed or widened depending on my construction.	Creating a constant in instructor prepared exams.		Yes
I like the idea of trying to make a one stop shop for vets. Truly- before this point I didn't realize how many barriers there are when it comes to vets trying to get their education concerning their benefits.			Yes
Being more aware of what the verterans may have experienced and the difficulty they may be having adjusting to the transitions - that just coming home is just part of the transitions they have to make.		This discussion has made me more aware of the difficulties the veterans face in receiving their rightful benefits- and if it frustrates me- how much more are they facing the stresses of this along with everything else.	Yes
hanging posters in the bathroom	stop the disgruntle student before it escalates to battle	none	Yes
group work how you set it up....each group is responsible use a chart grade each other then teacher grade as well	none	none	Yes
When working with an upset student you should keep a calm tone and that they are following your body language and tone more than what you are actually saying. Also- ask what you can do to make them cooperate with you.			Yes
The student teaching another student a term or a group of three students teaching another group of three students a term makes sense and seems to qualify a deeper understanding of the term while relying on assistance from other students in helping present their idea of teaching. A two way street.	An on-line instruction based completely on English Composition and what avenues of teaching writing on the isolated subject of English Composition or writing would interest me.	Again- I like the availability of viewing these courses when I can- at my home computer but sometimes taking the notes is not possible for the presentation and the slides are fast and my home computer does not stop for me to catch up and yes- my home computer freezes also causing me to panic.	Yes
One Stop of Excellence - having a designated college staff member/department to help with Admissions- application- getting funding- arranging for tuition and books before government money is dispersed etc.- staff support through graduation.		This presentation is excellent- difficult to see at times- but so informative and well done. Thank you very much.	Yes
Propose the creation of an inviting space for students to wait for services i.e. financial aid- advising- registration in order to avoid escalating anger issues to begin with.	How to attain consensus among staff who prefer to utilize the "hierarchy" method of decision making. (i.e. length of employment vs higher educational degree).		Yes
Trying to start small with improvements- for example offering food or drinks to assist outside and inside customers at busy times.	How to handle irrate customers.	Overall very good presentation. I like the real life examples.	Yes
I liked the reminder that one should try to think about where the disruptive or difficult person is coming from. The problem looks different and often bigger to them.			Yes
Keep test questions simple in both meaning and writing.	Time management in the classroom relative to complex material.	Audio was somewhat distorted for this presentation	Yes
			No
Understanding that their are many other factors that affect student's behavior when they come into the office for help- so pointing out that they are upset and asking to help is something I would use often.			Yes
I will use the information to further enhance the process of teaching how to write objectives and aligning assessments.	The use of technology taxonomy	The presentation reiterated the necessity fur measurable and attainable objectives that are reflected in assessments.	Yes
I feel I will be able to create better essay tests from the tips in this presentation. I liked the examples given here.	I would like to see more on teaching students to take tests and more on writing better exams.	Nice Job- there were many interesting points to consider.	Yes