

Support Staff Conference Evaluation 2011 Results

Section 1

1. Which School or Service do you work in?

Admissions and Records Office:		3.1%	3
Applied Sciences:		11.3%	11
Art, Design and Architecture:		6.2%	6
Business School:		5.2%	5
Computing and Engineering:		4.1%	4
Computing and Library Services:		9.3%	9
Education and Professional Development:		5.2%	5
Estates and Facilities:		0.0%	0
Financial Services:		5.2%	5
Human and Health Sciences:		8.2%	8
Human Resources Group:		6.2%	6
International Office:		3.1%	3
Marketing, Communication and Student Recruitment:		6.2%	6
Music, Humanities and Media:		6.2%	6
Office of Health and Safety:		0.0%	0
Planning and Information Services:		1.0%	1
Registry:		1.0%	1
Research and Enterprise:		6.2%	6
Student Services:		3.1%	3
Student Union:		0.0%	0
University Campus Barnsley:		3.1%	3
University Campus Oldham:		1.0%	1
Vice Chancellor's Office:		5.2%	5

2. What is your main role?

Technical:		15.5%	15
Administrative:		58.8%	57
Support:		20.6%	20
Other (please specify):		5.2%	5

Finance

IT Support





Lecturer

Librarian

Marketing

Section 2: Please rate the sessions from the Conference

3. The keynote speaker: Vicki Davenport (0= poor, 5 = excellent)

5:		42.3%	41
4:		40.2%	39
3:		12.4%	12
2:		5.2%	5
1:		0.0%	0
0:		0.0%	0
Did not attend:		0.0%	0

3.a. Please comment on the keynote speaker

- Although Vicki was very nervous she held your attention, it was light hearted talk and also interesting to hear how a local girl has become so successful.
- An interesting choice of speaker from the local community.
- Another inspiring local entrepreneur well done -- perhaps we should try and invite Mr Nick Brown from FMG support - local lad, local company - doing well in a national market
- Content was interesting and she sounds like someone who understands the work/life balance issues - would have been great without all the err-ums!!
- Entertaining and very informative.
- Excellent! The highlight of the day. Very down to earth; someone to whom support staff could relate.
- Fair play to the lady for doing the talk but for me it was just about someone who got a job with her dad's haulage business and worked very hard to make a success of it, did not really strike a chord.
- found her very inspiring -excellent
- Genius!
- Good speaker- not sure on applicability to the conference- she showed that you can be a success without having a degree. Surely at the moment as education stands we need to be convincing potential students the value of one? She seemed to show that really is a degree worth it? It's all about state of mind.
- I enjoyed the speech and it was good to have a woman speaker this year. The keynote speaker was inspirational. It would be interesting to have a speaker from a different sector of society next time (which could be caring for others, nursing, voluntary work abroad, etc) How about a speaker from within the nhs, voluntary or public sector another time?
- I was surprised that someone who chose not to engage in higher education was chosen as a model when we are selling the benefits of higher education!
- I would have liked to know a bit more about the strategies she had employed to make her business a success rather than what happened when.
- I would have preferred something a little more focused and specific around how a business grows and adapts to a changing environment.
- Inspirational Lady.
- Interesting speaker who did very well considering she had not presented to such a large audience before.
- Interesting speaker who connected well with the audience.
- It was good to hear her career path story she made it very interesting with the use of 'props'.
- Refreshing/entertaining/informative - good to have local input.
- She did really well for her first talk in front of such a large audience. It was interesting to hear how she values her staff and tries to accommodate their needs regarding flexible working.
- She did say that she was new to keynote speaking but it was reasonably informative.
- She started off a little nervous, I particularly enjoyed the props she brought along to make the talk more interesting. Very inspiring.
- She was on our level
- She was very interesting and did well even though she was nervous.

She was very interesting and informative. I liked the fact that it was a local company success.
Spoke well interesting to hear from a local success
The content was fairly interesting but it was obvious that Vicki was very nervous and this did distract from the speech.
The lady was very inspiring.
Thought she was obviously nervous but came across as humble, honest, and successful. Appropriate material, given current climate.
Very inspirational - I enjoyed this very much
Very inspiring and down to earth.
Very inspiring, interesting and engaging talk.
Very interesting and engaging talk
Very interesting and inspiring
Very interesting but not as engaging/entertaining/relevant as Gary (I forget his second name) from the previous year. More geared towards women in the workplace.
Very interesting talk given in a friendly manner.
Very interesting. Enjoyed listening to the speaker and how she got where she is today.
Vicki did really well with the talk she kept it interesting and down to earth and I thought it was good
Vicki spoke very well considering that she wasn't used to giving talks and tried to make it interesting and enjoyable as well as factual.
Vicki was an OK speaker but too constrained in her presentation by following a timeline rather than a presentation based around themes with illustrative examples. It was a too much to sit through her life story as told from beginning to end. Another less personal focus would have been more useful.
Vicki was obviously nervous and, as she herself stated, a little unprepared but, on the whole, she gave a very down to earth presentation and proved herself to be a very hard working, caring and supportive employer and member of the community.
What a lovely Lady.

4. Which workshop did you attend in the morning?			
Did not attend a morning workshop:		3.1%	3
A1 Be Enterprising!:		7.1%	7
A2 When Mannequins come to Life!:		16.3%	16
A3 Part-Time Working - is it for me?:		4.1%	4
A4 The Student Experience:		14.3%	14
A5 Looking after ourselves:		11.2%	11
A6 Educational Development & Training for Technical Staff:		1.0%	1
A7 Management Development:		2.0%	2
A8 'Treat me nice':		2.0%	2
A9 Sheep and Shepherds:		8.2%	8
A10 Mind Matters - NLP Techniques:		12.2%	12
A14 Understand your personality type:		11.2%	11
A15 Visual Communications:		7.1%	7

4.a. Please rate the workshop (0= poor, 5 = excellent)

5:		44.2%	42
4:		33.7%	32
3:		16.8%	16
2:		4.2%	4
1:		0.0%	0
0:		1.1%	1

4.b. Please comment on the morning workshop you attended.

Absolutely fantastic. Good insight into what the student nurses use for their studies.

Basic information on what's available in the Sports Hall, completing a questionnaire to identify how active we are and then having the option to take a couple of health checks.

Being in a service it was interesting to hear more about the Student side of life - Matt made it very informative.

Could have done with more time to discuss the results and how these can be used in the workplace.

Excellent

Fun activity, great freebies but one hour not long enough.

Good insight on how to work your personality type out but far too short...a half or full day course on this would be great.

Good interactive session - our team won which was a bonus. Well led by an enthusiastic Shirley Clarke as usual.

good, for the length of time we had

Great seminar.

He delivered the session well and it was interesting

Health check and advice

Helen Harris is an excellent presenter - I will follow up on the information provided...

I enjoyed the workshop very much. I would have liked to have had more time to get into it. The session seemed quite short and only touched on the basics. Dr Burton was very engaging however and the workshop was very interactive which I liked. He went to a lot of trouble to make it interesting and encouraging.

I really enjoyed the workshop and learnt about asking questions and to keep asking until we fully understand. I enjoyed the team work element of the workshop.
I thought the morning session was relaxed and easy to follow and very informative.
I was facilitator
Informative, well presented. It's good to know that the students union are engaging students and that the students are getting involved in that side of things. A sense of belonging and community was very important to me when I studied here.
Interesting and informative and a good practical element.
It was a good introduction to NLP
It was very interesting and fun. Sue who managed the session was very friendly and cooperative.
It was very interesting and helped me learn a lot about how I work and how I might interact with colleagues better.
It would be useful to have a follow on session to understand more about how this could be applied to the workplace.
Lisa Ward ran this session and she was very good - kept us all focussed on the subject and it was helpful to hear other people's views on what part-time working meant to them. The group was small enough for everyone to have an equal opportunity to speak, and Lisa made sure that happened as well as having a good discussion about the different reasons for opting for part-time hours.
Matt Christie who gave the presentation was very good and made it interesting. It came across that he and his team are committed to students welfare etc.
More hands on than I had anticipated but no worse for that. Probably more me than the workshop design.
Nice to see what other departments are doing and how they teach and support their students. Also a fun aspect of making fake wounds! Enjoyed both aspects.
Not enough information or content to be interesting, although the health check was useful, was expecting more advice on 'Looking after ourselves'
Not really what was advertised. It was interesting but not what I was expecting to do.
Not very interactive. But a good workshop and learnt things from it.
Not what I was expecting
Perhaps the slide show could be sent on to others so we can all gain some insight into how to become enterprising
Prior to this session I had no idea that the University had such hi-tech equipment to use within nursing studies.
Really interesting. Would be interesting to delve a little further into this topic.
Sadly only enough time to scrape the very surface of the subject. Found it very interesting and Rob made it a very enjoyable session. Pleased that Rob handed out some reading suggestions.
Same as last year so not really useful.
Small group where 'food for thought' was provided.
Sue Spence was very entertaining and I learnt a lot about my personality. Very surprised when reading about an "ENJF" and it was describing me perfectly. There is a follow up workshop that I would be interested in attending.
The workshop was well presented, the content was appropriate to my needs. I felt that the low numbers in attendance did to some degree prevent wider exploration of the subject and learning from the experiences of others.
This was a fun work shop with an excellent trainer
This was a hands on, excellent and interesting workshop.
This was a really interesting and useful session. The presenter was knowledgeable and very passionate about the student experience at all 3 campuses. Would be useful for the information in the session to be passed to academic and other colleagues who didn't attend. Matt seemed very interested in building relationships within the university and had clear direction, very well done.
This was excellent, I never knew we had such teaching tools within the University and has made me realise how highly equipped our students are!
Thought this was great. Could do with a follow-up event. How to work with the different personality types.
Very funny with a good underlying message
Very good maybe add something about nutrition as well.
Very good presenter - very engaging and obviously knew his stuff.

Very informative and dynamic, very interesting.

Very relevant to project I am currently working on.

Very uninspiring and because of this the session felt too long

5. Which lunchtime session did you attend?

B1 University Fun Quiz:		62.1%	59
B2 Well being at work:		9.5%	9
I did not attend an event at lunchtime:		28.4%	27

5.a. Please rate your lunchtime session (0= poor, 5 = excellent)

5:		11.8%	8
4:		32.4%	22
3:		44.1%	30
2:		7.4%	5
1:		1.5%	1
0:		2.9%	2

5.b. Please comment on the lunchtime event you attended

At lunchtime it's nice to just be able to network with colleagues over a bite to eat. Food much improved on previous years that I've attended.

Because the quiz was simply on the table during lunch, it took a while to realise that this was the 'session' - I was expecting a more structured lunch/session timing.

Carried out at the lunch table. It was an opportunity to chat to others at the table and was fun.

Cheerful helpful staff who gave out interesting information. I liked the MOT bit.

Could do with giving the answers somewhere

Enjoyed being creative and arty, and loved the special present!

Enjoyed the quiz- would have liked to have found out the answers though!

Fun, nice activity to do during lunch, got us talking to people at our lunch table that we did not necessarily know.

Good, Except I didn't win!

Got people talking which was a good idea.

I did the quiz and the questions were far too hard.

I did the quiz with three colleagues (didn't win though!) and enjoyed it - just the right number of questions and a reasonable level of difficulty/range within those questions. I also went to the well-being at work session where I was given my height, weight, BMI, and body fat measurements, and took the respiratory test - all proved to be about right for my age. It was a good opportunity to have a minor MOT.

I liked the informal setting for the quiz.

It wasn't really a session - everyone could do it. I perhaps wouldn't promote them as sessions.

It would have been nice to hear the quiz answers

Laurie and her team gave a good health check overall and made me realise that I need to make adjustments

Lots of people cheating by looking up answers

Mobile phones make it easy to cheat on this one - fear not we did not enter our paper

My team won!

No answers were given or group results (apart from the winners)

None just attending the workshop in the morning.

Rather than general knowledge could the quiz have been University related?

The lunch was very enjoyable and the quiz was a lot of fun - lots of people were using their iPhones to get the answers though...

The questions were varied/general knowledge and got team members talking over lunch and working together. Nice idea.

The quiz was more fun when it was done in a lecture theatre. Didn't find out the answers to the questions. Seemed very rushed.

The quiz was very informal, there weren't many questions. I would have preferred more of a 'session' where questions were read out and people worked in a proper team.

The staff were very helpful and relaxed.

Very informal around the lunch table.







Very interesting to find out where my fitness level is and the kinds of sessions that run in the Sports Hall.

Was hoping for the Egg event but the quiz passed a bit of time over lunch.

We never got the answers! What is the smallest borough in NY?

Will be following this up

6. The networking event: Uni Cafe (0= poor, 5 = excellent)

5:		31.0%	26
4:		38.1%	32
3:		21.4%	18
2:		6.0%	5
1:		1.2%	1
0:		2.4%	2

6.a. Please comment on the Uni Cafe

A good idea with a nice format. Some things interested me and others didn't but that probably comes with the territory.

A good way of letting support staff know what the university plans are for the future and getting feedback.

A great idea - but if we had been aware of the format of this session we could have been better prepared and perhaps been able to offer more ideas/insights - which I guess is what the session was about

A little rushed, but nice to get a flavour of what issues are affecting other areas of the university.

Always my favourite bit, you get a chance to find out a lot about what's happening. I think the discussions were better than speed dating.

Brilliant

Did not attend

Did not attend

Did not attend

Did not participate - reckoned it would be all about car parking and toilets.

Enjoyed this better than I expected. Some of the facilitators were better than others at getting people to talk. Particularly glad to get chance to speak to Mr Johnson of Estates about the Science building, as well as hearing about the developing campus.

Excellent activity, great to have the chance to speak to Emma Hunt & Peter Slee

Felt very much like speed dating but with a twist. It was very useful and ensured that you met different people from different schools / services and was able to listen to their views and comments.

Good concept and they created good dialogue although it depended on the 'chairs' and how they created dialogue - not sure that all of the feedback that was noted down for some of the tables.

Good way to meet people you would not usually come across.

Great to have access to senior managers in the University. Hope they take some ideas from this event and put into practice so that staff can see they can make a difference. Good way of sharing knowledge too.

I did not attend the Uni Cafe event

I found it useful for networking and sharing thoughts/ideas/suggestion/learning. I know some weren't so keen where they felt that they had nothing to contribute.

I Like this session, it good to meet people and listen to their points of view, although some people do tend to take over

session and we cannot always express out opinions.
I think we should have more of these discussions so that we can question decisions etc to people who we would not meet day to day
I thought this was an excellent way of getting to meet colleagues from different departments and hear different points of view on topics that touch on the student/staff experience.
I was unsure what to expect during this session I was pleasantly surprised. I would have been interested to know the discussion points on other tables and the overall outcome of the points raised by the groups.
I would have liked more of this as it was an efficient way of meeting new colleagues
I would have liked to have visited every table.
informative
Inspired idea and a great way of meeting different people that you would not usually meet.
Interesting opinions and ideas, worthwhile exercise
It was good to network with others and to find out more about the table hosts areas of work
It was interesting, some tables were better than others.
It was useful having senior university staff to host the tables and promote discussion.
It was very informative, although the facilitators did seem to talk at us rather than facilitate discussion
Much more spacious, more relaxed and the food was nice!
Nice to meet new people and discuss interesting topics.
Not all the tables I went to were relevant to my role (e.g. enterprise or mental health)
On all the tables, the conversation was naturally geared towards the Academics.
Really good to meet and discuss a range of issues with a range of colleagues. Probably the best part of the conference for me.
Some of the hosts talked too much!
Some of the mini-sessions were more interesting than the others. Also would have been interesting to have a go at more of them.
Some table hosts were brilliant - others just talked about their role and didn't facilitate discussion
Sometimes not enough time at the designated table
Stayed for lunch then finished work. Lunch was very good
This was quite a good idea in theory but it seemed a bit messy in practice. Some of the spokespeople seemed quite shy and unsure of what to say.
Unfortunately for me this part of the day let it down. I was on the student IT desk to begin with and found myself sat there not knowing what they were talking about as firewalls and firefoxes is something I know nothing about. It did seem to be one or two people talking and the rest of us just sat there. The Estates fellow told us about the upcoming projects which were good to know but didn't give us much opportunity to discuss much. The Student Finance could have been interesting but again it revolved around one or two people who had very strong ideas about particular things which didn't really give the rest of us chance to speak. I think it would have been better if the groups were smaller and we could choose the tables we went to beforehand, this part of the day was not my cup of tea and I did not feel that I learnt much from it.
Unfortunately I missed this, as I misread my watch and went to my afternoon session too early. I only realised I should have gone to the Uni Cafe when other colleagues arrived for the afternoon session. (apologies for this)
Very informative and useful. I found out quite a lot about other departments.
Very useful, the best bit of the day.
Was really fun and very informative.
We should have these round table/networking events much more often. It is very useful to bounce ideas of each other. More time should be devoted to this type of session on the day but I think that the Uni should also hold this type of discussion monthly and advertised to anyone interested in attending. I hope that some of the comments made at the tables are taken on board and implemented. If the Uni/VC is serious about "our future" then they should like to our ideas at these events.
Would have liked water to drink




7. Which afternoon workshop did you attend?			
Did not attend an afternoon workshop:		15.3%	15
C1 Professional Behaviour:		5.1%	5
C2 Coaching Skills:		3.1%	3
C3 Our future - saving time - identifying shortcuts:		3.1%	3
C5 Zumba:		27.6%	27
C8 'Treat me nice':		5.1%	5
C9 Sheep and Shepherds:		9.2%	9
C10 Mind Mapping for all:		8.2%	8
C11 Radio Stars for the Day:		4.1%	4
C12 Six degrees of separation:		4.1%	4
C13 Advanced Outlook, email and a peek at Windows 7:		6.1%	6
C15 Mountains or Molehills? The international student experience:		9.2%	9

7.a. Please rate the workshop (0= poor, 5 = excellent)			
5:		47.0%	39
4:		30.1%	25
3:		15.7%	13
2:		3.6%	3
1:		2.4%	2
0:		1.2%	1

7.a.i. Please comment on the afternoon workshop you attended	
A little staid. Too much PowerPoint and discussion was very limited. A nice flags of the world quiz.	
An excellent fun workshop given by a lively instructor.	
An interesting introduction to Zumba, not all at what I was expecting from what I had learnt beforehand. I understand it should be dance to the particular music of the inventor, not movements to current popular music. However quite enjoyable never the less.	
Anne gave us a really good workout - and it is fun - may well try to find a local Zumba venue so that I can give it another try.	
Brilliant	
Brilliant.	
CRM will be very useful in my role.	
Did not find this particular informative aside from the part at the end about the PGcert and more about AUA itself.	
Excellent and a good task to show the importance of communication etc	
Excellent introduction to a useful tool, however, one hour not long enough	
Excellent, good to understand coaching better and to refocus on the kinds of questions we ask.	
Fabulous, wish every Friday afternoon at work could end that way.	
Fantastic - fully intend to continue attending	
FANTASTIC - it is a long time since I have been able to attend a session like this - I was really pleased that I found enough energy to complete the full 50 minutes and stay on my feet - I felt great afterwards - and despite my anxiety did not ache the following day!	

Fantastic!
Fun but rushed - very little time to get back to VC presentation
Good class, energetic, enthusiastic instructor, glad I chose this option
Good fun, interactive and helpful to my role.
Good Skills to take away. will definitely use these
Great to have a workout session in the middle of a conference - really cleared the head, particularly given the time of the slot - just after lunch.
I didn't attend a workshop as I had to go to another event.
I thought this workshop was very poor. It seemed like a lecture in how to treat people nicely, which any ordinary, helpful employee already knows plenty about. I don't feel that I know any more about international student experience following this session, save for a few facts and figures. I found the 'disney' quotes on customer service particularly patronising and I disliked that there was no interaction at all except for a flag quiz.
Interesting insight and way of thinking
It helped me to learn more about Outlook and email. I also found it useful to look at Windows 7 as it will soon be installed on my pc.
It was excellent, it was a lovely way to finish the conference
It was limited by time as to how much one could get out of this but overall not a bad session, and got a couple of new tips from this session. Pleased to get some handout to take away with the information.
It was OK but started late due to people not arriving on time. I also think she toned it down a bit so it was not as energetic as I expected. Not sure how it fits in with "staff development" - really just a "jolly"
It wasn't what I expected and seemed to be more of a plug for joining the organisation providing the training
Jo Ryan very good and made the presentation interesting and informative.
Lots of fun. It was very stressful being a shepherd for an hour and I don't think it's a direction I would go in should I decide on a change of career! Shirley always gives a good class.
More focus on AUA benefits towards the end and "selling"
Nice bit of fun but not really helpful in any way.
Not sure I learnt a great deal to put into practice at work.
Not sure what happened, I was surprised with the workshop I had been allocated as I have heard the AUA talk before. It could have been me having a senior moment and ticking the wrong box. So I attended a retirement do instead.
Only 5 people on the session, although everyone had some valuable input which stimulated discussion and Jaqui was very good and enthusiastic.
Picked up some useful tips but would have liked more on Windows 7
Slightly mis-sold. Six degrees of separation may have been the hook, but the session was about CRM. Well thought out session, but not really what I was expecting.
That was a brilliant way to end the day, but we were 10 minutes late. The Uni Cafe was too long as there wasn't enough time to change.
The most enjoyable session. Interactive, fun and informative.
This wasn't really what I expected as I thought it would focus on how we can improve the student experience in a more practical sense. However it was more theoretical.
Very enjoyable
very good
Very good fun enjoyed it - good team working exercise.
Very interesting session
Very interesting, very relevant to the role I carry out. I think it would be good for this session to be rolled out to all, or maybe it is, but it really does increase your awareness regarding international students and how to be as helpful as possible.

8. How did you rate the Vice Chancellor's closing address? (0= poor, 5 = excellent)

5:		64.3%	54
4:		34.5%	29
3:		1.2%	1
2:		0.0%	0
1:		0.0%	0
0:		0.0%	0

8.a. Please comment on the closing address

A comprehensive upbeat presentation, well aimed at the audience. So much better that the T&L NSS speech of a few years ago.

A good, informative yet light hearted speech.

A lot of good info contained in a short time; well judged with the quiz on a Friday afternoon.

A very honest and down to earth presentation as always.

Always interesting subject matter, inspiring to hear that we are in good hands.

As always impressive and reassuring.

As always informative -realistic and reassuring- good to see a more relaxed VC enjoyed the quiz!

Considering the challenges we face in these uncertain times his enthusiasm and passion for Huddersfield and the University was very motivating, which was infectious and made me feel proud to be part of Huddersfield University

Delivered well and was interesting.

Did not attend

Did not attend

Did not attend due to previous appointment

Enjoyed the talk from the VC felt he was down to earth and straight to the point and spoke in terms we could understand. In parts I found myself feeling proud of being part of the university and it was quite uplifting.

good down to earth address

Good ending to the day. Definitely a positive to finish on.

Good news at the moment hope for the same next January

He is always interesting to listen to.

He is very good at motivating staff and making us feel included.

He was very enthusiastic, I particularly liked the interaction.

I could not attend the closing address but heard it was very good!

I did not attend the final address, but was present for Peter Slee's talk which was superb as usual and so I would expect the VC to be so too , as always .

I didn't attend

Informative with interaction with audience.

Inspiring. In these changing times I felt secure that we are in good hands. I realise that the information provided must be selective but it was still very reassuring.

knows how to talk the talk

Left with a feel good factor and felt my contribution was valuable

Light hearted and fun, also made me feel part of a fantastic team at the University!!

Motivating speech.

Really good way to end the day.

The VC gave a good overview of the current position, although would not disclose the new fees which have now been announced. I felt reassured with the information he gave regarding the University's financial status and the steps we are taking to keep on track during the huge changes which will be happening over the next twelve months.

The VC is very good at making us all feel part of a team and inspires pride in our workplace.
The vice chancellor always inspires me - I like his honesty and the fact that he wants to speak to and involve EVERYONE who works for the university
The Vice Chancellor is always very encouraging, and the address was an appropriate length for the close of the day.
Unfortunately I had to leave before the Vice Chancellor's closing address as I had children to pick up from school, but other talks by the VC I have attended have always been very informative and easy to follow.
Very encouraging
Very good and informative
Very good, Good to know the uni is debt free, a positive note to end on. As an ex-student from a working class background, I am pleased and proud of that the uni has taken the high road in regards to tuition fees. These other uni's that have simply followed the example of the Russell Group like sheep are harming future generations by making HE elitist again. Students from my background are being rubbed out it's a tragedy.
Very good, motivational and great not to be talked down to by a senior manager
Very good. Informative. A nice balance of optimism and realism. I came away feeling reassured about the future of the university. I hope it's for real.
Very informative
Very interesting - good to be kept updated about the current funding situation and the University Challenge type quiz was good too.
WOW

Section 3: Looking back at this year's conference

9. What was the highlight of the conference for you?
a good day in total
Both of my workshops were excellent. It was good to see really interesting parts of the University.
Found the VC closing address interesting as it provided the latest information on the current situation and picked up some new facts. Thought the networking events was a good idea and could have been developed a bit more.
I do feel meeting colleagues from across the university very helpful especially as I work on a campus. I came away feeling that we are all dealing with the same issues.
I enjoyed all of the conference and it would be hard to choose one particular point. I think the organisation of it all was fab everything seemed to run according to plan and smoothly. The food at lunchtime was lovely, particularly the jacket potatoes they were a brilliant idea. The only thing as I mentioned was the uni cafe wasn't to my liking and I didn't find it helpful
I enjoyed the keynote speaker and the networking event. It was all very good though.
I enjoyed the speaker from the Pink Link and the NLP session. It was nice to meet with other colleagues over lunch as well and the closing address was a nice finishing touch.
I enjoyed the whole thing.
I thought the 'Understanding your personality' workshop was excellent.
It was a very good day, informative and interesting. I'm not sure that there was a particular 'highlight' for me.
Keynote speaker and Vice chancellor's closing
Key note speech
Keynote Speaker
Keynote speaker
Keynote speaker.
Meeting iStan!
Meeting other members of staff from across the University.
Meeting other staff members, with interesting ideas and opinions. Learning about istan etc
My first workshop was a giggle (when mannequins come to life)

Networking event.
Networking with other people from around the university.
networking, zumba
Nice to be with other members of staff that are not academic. If we really are one team then support staff and academic should mix. I need them in order to perform my job correctly.
Presentation by Vicki Davenport
Problem the uni cafe bit or the VC talk.
Putting faces to names - enjoyed meeting other members of staff and the sheep & shepherds workshop.
Radio stars for a day was a lot of fun.
Really enjoyed the whole day
Sheep and Shepherds
Student experience workshop and networking with colleagues across the University
The guest speaker
The highlight of the conference was meeting members of staff from other departments and learning new things.
The keynote speaker and the VC's closing address
The keynote speaker. Also meeting new colleagues.
The morning workshop and the meeting of all the other teams
The networking event.
The networking event.
The networking events
the opening talk
The personality workshop
The radio stars session looking at all the fabulous equipment that we have available for our students and finding out how it is used.
The registration and talk at the beginning. Registration and coffee gave people chance to chat with other staff members who you might only see in passing.
The representative from the Students' Union was extremely interesting and very refreshing. I learnt a lot about the student experience that I didn't already know.
The Uni cafe
The whole day was great - it was good to see colleagues I've not seen for a while as well as meeting some I've not met before. The conference is always a good networking opportunity.
The whole experience, I have worked at the University 6 years and this is the first conference I have attended. Usually I man the office and give my staff the chance to attend. This year they decided I should go, perhaps it was a ploy to get me out of the office!
The workshop on working with International Students was very good. It was nice to network with people that you don't normally see, I always come away glad that I attended it.
The workshops
The Zumba - but I enjoyed the whole day and very much appreciate the time and effort and thought which went into organising and providing this
The Zumba workshop!
There wasn't one highlight of the conference, but overall it was enjoyable and informative.
This year I particularly enjoyed the Networking Event after lunch; I thought it was a very good idea to have directors/Pro Vice Chancellor to join the event and ask particular questions for discussion.
Unicafe
VC's address - put a lot into context.
Very good morning session about the student experience, it was good to see the University from a student's point of view.

Vice Chancellor's address.
Vicki Davenport keynote
Vicki Davenport keynote speech, both sessions I attended and winning the quiz.
Vicki Davenport's talk.
Winning a prize - most unexpected
Zumba
Zumba
Zumba - Having fun!!
Zumba class
Zumba should be available every Friday afternoon Networking was good we should have more of this

10. What did you find most useful for your development?
A chance to get away from a computer in the same office and think more about the university and my role within it.
A4
Application of customer service to job role.
As above
Being involved in the organisation of the conference because this is the first one I have attended.
Didn't attend whole conference so can't really say.
Discussing ways of working with other staff.
I found the life story and work ethic of the key speaker very encouraging. The NLP session will be helpful both in my working life and for my Masters course in English Language. It was helpful to network with employees.
In general the coming together of support staff from all areas of the University was beneficial.
International Student Experience
It gives you to opportunity to express your opinions and meet different people and it is also good being with so many support staff
Just good to meet different people and share ideas.
Learning about the advanced areas for Outlook
Learning/understanding the differences of working in a School and dealing with students
Meeting colleagues from across the University gives you a tangible feeling that you are a team
Meeting new people and building new networks
Meeting other people from around the university
Meeting other people.
Meeting other support staff.
Meeting people both at the registration and workshop.
Mind mapping workshop, I hope to be able to implement this approach in my work.
Mind mapping skills.
Morning workshop
network event
networking - meeting new people
Networking - meeting people from other schools
Networking and putting names to faces.
Networking with others
networking, range of workshops available
NLP & Mind Mapping

None
Opportunity for networking (informally over lunch)
Opportunity to meet other staff
Personally, nothing specific to my field, but I was reassured that I am working for an organisation that invest in their staff and cares about the futures of those we are entrusted to educate. Despite the economic hardship, the university still seems like a vibrant and thriving institution.
Probably the afternoon workshop on the computer.
Speaking to Student Union president to involve in working projects
Student experience workshop
Team work
The afternoon workshop.
The Be Enterprising session was informative and has helped me with some ideas.
The computer workshop was probably the most practical which I can put into my daily work.
The first session on the student experience was directly relevant to the role I shall be shortly taking up.
The International student's workshop as I deal with international students on the telephone and in person. The keynote speaker was interesting as this related to women in the workplace and how to have a successful career.
The lunchtime plenary sessions.
The morning session
The morning session was very useful to my work.
The morning session with Helen Harris
The part-time working session was interesting and useful for the future.
The questioning section of the sheep and shepherds reminded me of when I'm dealing with student/applicant enquires and how we have to ask, ask, ask to find out their query as sometimes it's not always clear from the start. The talks were inspirational and I think that is always a useful thing for development, the zumba class was good from a different point of view as a health body is a healthy mind!!
The session I attended was very insightful and useful for work.
The Uni Cafe
Understanding my personality type.
Uni Cafe
Uni Cafe - speaking to different senior Managers/Deans and Emma Hunt discussing the Barnsley Campus was fantastic!
Unicafe
VC closing talk
Working as a team. Interaction with staff not met before.

11. Do you have any other comments you would like to make about the content of the conference?
A little more about how departments can share knowledge and problem solve would be great.
Also have water available as well as tea/coffee - as it was a warm day
Always a good day and worth going to. Enjoyed myself.
An enjoyable day, but not sure I learnt much.
An excellent day all round
As a dyslexia tutor I am involved in teaching but seen as a support worker. The conference was not as relevant to me as it might have been because of this.
Definitely need a good balance of fun stuff as well as the business format.
Enjoyed the lunch and good to see a focus on health eating. Could water/fruit) (or at the very least decaf tea/coffee) have been provided at tea/coffee sessions?
Everyone I spoke to agreed that the content of this year's conference had improved as there were more work-related options to choose from and the balance between those and the more leisure-based options was right too.
Fantastic and so well organised, please continue with this.
Found the pace of the day very good - not too much - just right! A very enjoyable day - thank you!
Good mix of events and workshops. Everyone I spoke to said they enjoyed the day. Jacket potatoes were a great idea!
Good range of events.
Good variety of workshops.
I can't think of anything, it is always very well organised and enjoyable.
I didn't feel that there was much range across the workshops on offer this year. It would be interesting to hear about how some of our longer serving colleagues have dealt with change and developments within the University - maybe shared some best practice.
I enjoyed my first one!
I feel that there could have been some more creative sessions involved in the days' itinerary. Overall I enjoyed the experience and would be happy to attend next year (hopefully :))
I found it more relaxed (i.e. quiz in dining room gave you a bit more time) than last year which was better.
I found the conference an interesting and useful day.
I had a great day!
I only attending the morning but would attend the whole day next year.
I think everyone should attend one "serious" session i.e. informative, development etc. and one fun "session" e.g. Zumba, radio stars
I think it is good that the conference is held each year as it is a way of coming together to network and realise how much we all do for the university.
I think it was a very well organised conference and was also good fun.
I thought Peter Slee was excellent
I thought the conference was much better this year. Theme seemed to flow through different elements of the day much better.
I want to say thank you very much and well done for arranging a great day!
I was unable to attend the afternoon session and would have liked to have had the same choice for the morning sessions as the afternoon sessions.
I would have liked to have more time at each of the tables at the lunchtime Uni Cafe to discuss more but it was still very well thought out.
It was my first time at the event and to be completely honest my motivation was that it would get me out of the office for the day. I had a fantastic time, Vicki Davenport and the Uni cafe sessions were a stroke of genius.
It would have been more beneficial if it hadn't come a week after the SEPD Support Staff Away Day. Due to work commitments, I and a colleague were unable to attend for the afternoon sessions. Really did enjoy the morning workshop and finding out my personality type - will useful for my work based project!
Much appreciated and hopefully something similar will run again.

no
No
No.
None other than the above.
Please have more discussions with staff and listen to our suggestions.
Probably one of the best conferences/away days I've attended. This is my first staff conference at the university but I have attended many events like this at other organisations that I have worked for.
Thank you, keep up the good work.
The lunchtime quiz must be done in real time. There were so many teams cheating looking up answers on the internet. This gave those with smart phones or mobile devices a clear advantage. Don't ask for schools at the beginning of the evaluation if you want anonymous responses. Looking up the sessions and schools gives an instant identification.
The programme was excellent. Thank you
The staff conference is the only time I really get to meet staff from other schools so I feel this is the most important part of the conference. Conference overall is excellent, it's part of why working here is so fantastic. Investment in staff is really appreciated
Very enjoyable day. Just enough activities to join in without being too rushed.
Very enjoyable.
Very good programme. There were a number of workshops I was interested in attending.
Very insightful.
Very well organised and a credit to the staff development team.
Would definitely recommend it to my colleagues. Thought it was much better than last year's event and I liked the location.
Would welcome new themes; perhaps Estates could provide a tour of new buildings and their green credentials and provide details of future building plans. An opportunity to consider staff benefits and obtain information regarding professional membership for support staff.
You had obviously organised a relaxed day for us but I overheard a few people saying they were not sure what they would do with the time before the afternoon session. I personally would have been happy to do 3 sessions and shorten the lunch and the plenary - depending on what was intended to be achieved...

Section 4

12. What themes or topics do you think we should include in the next year's conference to best supplement your professional development?

additional guest speakers from HE related subjects such as leading people/institutions in research, student support services, funding opportunities, supporting a diverse student population etc

Anything around team building is always a good thing to get people to work together.

As this year - a good balance of events.

Assertiveness training, teambuilding, dealing with on-the-spot scenarios and demands, fun

Big focus on the university culture becoming more business like with students as high fee paying customers. Customer service, marketing etc.

Change Management

Change Management

Continue with examples of courses provided in schools - good to get a feel for the range and nature of options available to students.

good range of themes this time

How to get promotion!

I can't think of any.

I did the Zumba in the afternoon, so may be to have more sessions similar to these, i.e. not work related.

I think it is always well planned and good subject matter included.
I think marketing/student experience would be appropriate
I Think you had it just right this year.
I would have liked something which explained more fully the current changes taking place in the HE sector and placed them in a political and economic context. The university is also keen to promote its environmental awareness but I still think that there is a lot of low level waste. I would have liked a workshop by someone from Estates which explained the main environmental challenges and what the university is doing to address them.
I would like to do mind mapping A practical or role play session for assertiveness or customer/colleague interaction? - i.e. some instruction on how to deal with confrontational situations... Basic web design Basic Photoshop Definitely ZUMBA Maybe a Progressive Barn dance or Ceilidh (something where you change partners) that EVERYONE could join in with? - I guess this might exclude people who are unable to physically move around easily - maybe they could be stationed as a "partner" where you move on to sit and have a chat and a rest before moving on again?
Interactive topics were the most interesting. Also things related to my job i.e time management / mind mapping.
It's good to have a theme, and this year's Better Together was a useful motto. For next year, I think the balance of work/life options should be the same as this year.
Keynote Speaker could be from a different sector of society (e.g. nursing, voluntary work, universities) to give the keynote speech more variety each year.
more inspiring local speakers please suggestions - Mr Nick Brown, FMG support / Dean Hoyle, Card Factory / some of the local businesses around Huddersfield
More time-saving ideas. A speaker who is connected with HE.
Other sports/activities that you probably would like to try but have not got the courage do so normally.
Possibly not in this event but interdepartmental networking about teaching and learning would be useful.
Sessions that will give us ideas of working smarter, like use of tools like Communicator; useful Outlook features that are not much used; word/excel shortcuts or tricks.
The student experience, helping to raise the profile of the University, Teaching in a support staff role.
Time Management
To look more at what staff development is available.
Ways of working at remote campuses; standardising University wide practices, interdepartmental relations.
Ways of working together seamlessly and how we can improve communication between departments
working on projects Time management

13. What other improvements would you suggest?

ability for more of my campus colleagues to attend
All sessions available (morning and afternoon)
Also liked having lunch on quayside - thought the location worked well. Good to have sessions in variety of buildings so you get a feel for campus as well.
At time of booking, it would help to know who are the presenters/initiators of sessions.
Feedback on the Uni Cafe suggested it was a good event but would have benefitted from a bit longer spent on each table.
I think the conference was one of the better ones, would be nice to see more staff attend.
I would just like to say it makes so much more sense for the conference to be 'paperless'
if uni cafe is to stay then smaller groups and a choice of activities
It would have been nice to have a choice of cold drinks as well, instead of just tea and coffee on arrival and at the breaks.
Keep it just the way it was.
Keep up the good work
Keynote speaker from a business that has customer service as No1 priority. Possibly a business that has experienced a big change, change of culture, was poorly performing but turned it around etc. To get across the message of adapting to enforced changes, changing markets / circumstances etc. How they get staff on board and receptive to the changes they face.
Make sure that the content of the workshops is inspiring and keeps you engaged throughout the session
Make sure workshops are not the same as the last year, if they are make it clear.

More mixing with other schools
More opportunities to learn to know other participants and their role in the University
More time for the networking events, less fitness classes.
None
none
None!
None other than the above.
None, the day was very well thought out and run.
Nothing comes to mind, you have a nice balance.
Perhaps a bit more information about exactly what each session entails - it is very difficult to choose sessions - a bit like pot luck - but I enjoyed this year thoroughly and would like to thank everyone concerned
Perhaps more detail on the content of workshops. Uni cafe - table leader as representative of a department/section so colleagues could ask questions about how their departments operate
See questions 11 and 12
The net working sessions were far too quick.
The only thing I would change is the key note speaker, the range of workshops on offer was excellent
To have cartons of milk, instead of the milk sticks (as they are terrible to open). Just a thought.
Using different schools for each year.

14. What is a good time of year for the conference to take place?
April
April
April (as this year)
April is a good time for me.
April is fine.
April is good
April was good. Anytime between January and May would be good.
April was great
April!!! Spring time
April/May
as this year = outside of term time
Be better if it was in term time.
Current time is good.
Don't mind but do give lots of notice.
Easter or Summer (if staff are restricted in attending perhaps it should be repeated to ensure all staff have the opportunity to attend)
February, March
Fine where it was this year!
I think Spring time is a good time as it is in the middle of the school year.
I think the time of year was perfect - Easter time.
I think the timing was good
I think the timing was perfect
I think this time of year worked well.
I thought this was the most appropriate time of the year as too many people would be off during the summer period.

It was reasonable for it to be April as most services have a quieter period.
June
June
June
June - July
June, July or August
Late Term 1 - after inductions completed but useful to give support staff boost to push their development for the year ahead
Later in the year - August-October
March or April, no later as the International Office gets really busy after that
March/April
March/April
Maybe a different day of the week would have been better attended because of part time staff etc!
No problems with the time of year it is held
Ok at this time
Once the students have finished for the Easter Break
Out of term time.
Probably around now, it's the thing of trying to catch as many people as you can.
Same as this year
same as this year
same time
Same time as this year.
Same time of year
Same time of year next year.
The current timing worked well for me!
the time we had it this year
This time of year but before term ends (Research Festival timing may change next year)
This time of year seemed a good time of year for the conference
This was a good time
This was a really good time for IT support staff as the pressure lightens slightly when the students are on holiday
This year was perfect timing we were able to close the office without any effect on the students
This year's timing was good.
This year's timing was perfect
Whenever the academics are not in university - this year was a great time.
Yes
Yes
Yes
yes
Yes
Yes
Yes.
Yes.

Section 5**15. Venue**

5:		68.0%	66
4:		29.9%	29
3:		2.1%	2
2:		0.0%	0
1:		0.0%	0
0:		0.0%	0

16. The training facilities

5:		55.9%	52
4:		40.9%	38
3:		2.2%	2
2:		1.1%	1
1:		0.0%	0
0:		0.0%	0

17. Refreshments/lunch

5:		32.6%	31
4:		45.3%	43
3:		17.9%	17
2:		3.2%	3
1:		1.1%	1
0:		0.0%	0

18. Booking Information

5:		66.0%	64
4:		28.9%	28
3:		5.2%	5
2:		0.0%	0
1:		0.0%	0
0:		0.0%	0

19. Organisation of the conference

5:		73.2%	71
4:		24.7%	24
3:		2.1%	2
2:		0.0%	0
1:		0.0%	0
0:		0.0%	0

20. Do you have any further comments?

Excellent organisation of the conference and a very worthwhile day. Thanks!

Fantastic! - thank you to everybody - it was a really good opportunity to wind down and put faces to names and names to faces - I thoroughly enjoyed it. I also think that Peter Slee is a wonderful ambassador - he gives quiet confidence and inspiration. Last but not least Martin Plant and his team are brilliant! Thank you

Great day, enjoyed it very much!

I enjoyed myself very much

I had a fun morning and learned something new, special thanks to Staff development team for all their hard work.

I think it's important to keep the conference going each year whatever the circumstances.

I think the whole event was well organised.

It was a good day and enjoyed by everyone. Well done.

It was just a bit chaotic in the morning for registration as it was supposed to be from 8:30am and nothing was ready, nobody knew how long it was going to be so I went back to the office until 9:00am to give the organisers time to get sorted. Otherwise it would have been a 5.

Keep up the fantastic work!

More healthy option to be available for refreshments for example water to be available as well as tea/coffee and fruit instead of/as well as biscuits.

No

No, no complaints at all.

nope, said it all I think

On balance I really enjoyed the conference and have got quite a bit out of it. The team had obviously worked very hard setting it up and are very helpful and professional.

Seem to run smoothly, well done. Shame not all the events ran but that is down to demand

Thanks for a useful and enjoyable day.

Thanks for an enjoyable day.

The Business School worked well as the main venue.

The conference is very well organised each year.

The gluten free meal could have been better.

The Staff Development Team were excellent

The venue was good and no negative comments - except maybe a reminder of the Uni Cafe as we left the first sessions would have saved me forgetting about it!

Well done to all it was a great day.

Well done to the conference team. I know it is hard trying to please so many people and overall the conference was good.

Would it be possible to have water and juice provided rather than just hot drinks. Thanks for a well organised event.

Survey Overview

Number of respondents: 98

Expected number of respondents: 150

Response rate: 65.3%

Launch date: 18 Apr 2011

Close date: 20 May 2011

All statistics are based on the survey totals

Actual attendance – 119

Response rate – 82%