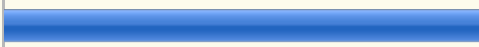





# Initial Report

Last Modified: 08/18/2010

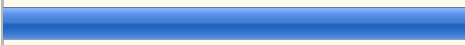



1. Theme: FSU From Ordinary to Extraordinary. Do you consider this an effective and appropriate theme for 2010-2011?

#	Answer	Bar	Response	%
1	Yes		181	73%
2	Somewhat		50	20%
3	No		15	6%
4	Comments		21	9%

Comments
As I'm a new professor, I don't have the historical perspective to comment on this.
It's a little disappointing that the Chancellor believes we were ordinary before and it's because of him that we'll be able to be extraordinary.
It's a fine theme, but the implication is that the work happening on campus is not yet extraordinary. Maybe it isn't. But the underlying message seemed to be "you aren't working hard enough."
The theme would be fine, but I think comparing FSU to a corporation is inappropriate
focus was better customer service
Never though FSU was Ordinary it has always offered our students something that other universities have not offered African American Students
Only works if people are held accountable and there are consequences for poor performance
This theme demonstrated the affirmation of a job well done to faculty/staff while also challenging us to take our service and students to the next level! Excellent choice/motivator!
Considering the topic of Starbucks, has FSU considered partnering with Starbucks to create a library coffee shop to generate funds and facilitate a reading/thinking/conversing culture on campus?
We already ordinarily do quite enough to improve matters here at FSU. gives impression that doing our jobs well is not enough.
I love it!
I'm wearing my armband to remind me to be put forth extraordinary effort at all times.
It inherently implies that we're only ordinary to begin with
We should always strive to be extraordinary.
It implies that we're "merely" ordinary right now. According to whom??
I wonder if we (employees) are viewed and the service we provide is just ordinary
FSU is extraordinary already!
A coffeeshop is ordinary. Starbucks made that concept extraordinary. FSU is already extraordinary. From \$136. many years ago until today, FSU is not
Leadership has to demonstrate the theme
It is too general and does not lead to a well-defined goal for the University
All leaders must first believe in it and then ensure that there personnel continue to strive for it.

Statistic	Value
Min Value	1
Max Value	4
Total Responses	247

2. Chancellor's speech: Was Chancellor Anderson effective in explaining the theme for 2010-2011?

#	Answer	Bar	Response	%
1	Yes		174	72%
2	Somewhat		59	24%
3	No		10	4%
4	Comments		18	7%

### Comments

It was very hard to hear Chancellor Anderson if you are sitting in the back. The PA needs to be improved.

I felt that the bar was set too low with the Starbucks stuff. I love Starbucks, but the message seemed to be largely corporate-minded, not necessarily people-minded.

Very Positive Speech

Needs to state his points, followed by a couple of supporting information and proceed to the next point.

What I did hear, was good. However, I was sitting in the back and really couldn't hear that well. The sound was very muffled because the speakers was only in the front. I suggest putting speakers in the back the next time so everyone can hear all of what's being said.

Same "pie in the sky" commonplaces from earlier speeches, lots of exhortation to already overtaxed faculty to do more, no concrete plans about how faculty are going to be supported or rewarded in this. Chancellor seems out of touch with realities on the ground for ordinary faculty at FSU

It was hard to tell because it was difficult to understand most of the speakers.

It was ordinary, not extraordinary

I want to read the book that Chancellor Anderson was talking about

StarBucks reference was extremely intering.

Students are saying what is he doing, who is he, I barely see him! So making himself known a little more for students and staff will cause good balance at this University.

Understanding the students are priority, at least acknowledge the need for staff and not just faculty

I could hear the entire speech, sound did not register good in the back part of the arena. But I what I did hear was appropriate to the theme.

Having also attended the Freshman Pinning Ceremony, Chancellor's message also inspired the freshman class in a very positive way.

I just don't consider FSU or myself to be ordinary.





Love the example of superb customer service by showing the book for Starbucks!!

It wasn't very impressive at all

Was not present, had court duty.

Statistic	Value
Min Value	1
Max Value	4
Total Responses	242

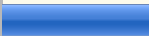


3. SACS presentation: Did Dr. Gillis-Olion's presentation help you understand the SACS process and timetable better?

#	Answer	Bar	Response	%
1	Yes		137	57%
2	Somewhat		83	34%
3	No		20	8%
4	Comments		24	10%

Comments
A Little long and drawn out
remains confusing
I don't understand why SACS information was presented to security guards. The presentation was plagued with higher-ed jargon and was unhelpful, even to faculty.
Dr. Olion was a little hard to follow for folks who are not familiar with SACS
Concerned that new faculty and staff may not understand the urgency and concept.
too much info for a short period
I am new here so I was a bit confused
was not present
Everything was fine except the statement about the lack of need for books in the library due to their supposed student access to them online. Online resources, although convenient are not always available (technical problems). It is irresponsible to suggest that print resources are no longer needed in an academic library setting.
Very helpful the accreditation affirmation knowledge is necessary for all if we are all apart of exacting this vision! I would have liked less text, more paraphrase/bullets during her powerpoint. The text review was overwhelming
More pragmatic information could be useful.
Visuals were small and hard to see and sound was ineffective. Hard to understand speakers.
Her presentations are always concise, to the point, and enjoyable.
It could have been a bit shorter.
cute pictures on her powerpoint
Those who were sitting upstairs at the tables could not see the projection screen. Maybe it can be raised higher during the next conference.
It became a little long winded after a while.
wasn't present during this presentation
Although much of the information was "review". Could have been summarized into more general headings.
No more timeline. No more overview. Just tell us exactly what to do and we will comply.
loved the puppy in milk bowl
Loved the introductory slides of the puppy--really got my attention!
individual areas still aren't telling support staff how we play a roll. Please ask department deans/directors to give copies of the organization strategies and use of results. We can help get goals accomplished.
Was not present, had court duty.

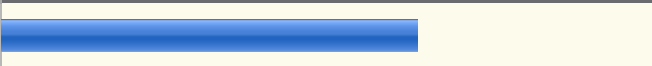

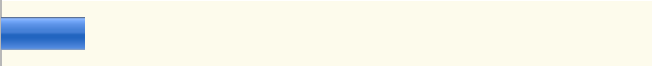
Statistic	Value
Min Value	1
Max Value	4
Total Responses	241

#### 4. Was the use of Twitter an effective way of increasing audience participation?

#	Answer	Bar	Response	%
1	Yes		54	23%
2	Somewhat		82	34%
3	No		103	43%
	Total		239	





Statistic	Value
Min Value	1
Max Value	3
Mean	2.21
Variance	0.62
Standard Deviation	0.79
Total Responses	239

5. Was the use of gift cards an effective way to communicate the concept of "surprise and delight" in Bronco Kick-Off?

#	Answer	Bar	Response	%
1	Yes		155	64%
2	Somewhat		56	23%
3	No		31	13%
	Total		242	

Statistic	Value
Min Value	1
Max Value	3
Mean	1.49
Variance	0.51
Standard Deviation	0.71
Total Responses	242

6. Were the refreshments adequate/appropriate for the conference?

#	Answer	Bar	Response	%
1	Yes		156	64%
2	Somewhat		56	23%
3	No		21	9%
4	Comments		53	22%

**Comments**

- Poor organization and time management here
- Need to have soda in the morning
- Lunch was very late
- Too many carbs. Not enough protein.
- We should com and be attentive without being bribed by food!
- I can't comment because I can't stand lines so I don't take part in the refreshments.
- It was a good spread, but it might be helpful to have more stations to cut down on long lines.
- The food was just fine, though they ran out of breakfast
- The caterer was late, and employees had to wait at least 15-20 minutes. Some employees left because of the lateness.
- I didn't partake of the refreshments.
- In futire, a different strategy for food serving
- very good
- N/A
- the luch wwas late and caused many employees to leave campus for lunch
- The food was absolutely wonderful but somewhat over the top. The last discussion was about heart disease but some of what was served was not healthy.
- At the breakfast a person watching their carb intaken was left with pretty much only fruit to eat
- Breakfast could have been better.
- lunch late, problems getting to next session
- Lunch should have been ready when the session broke. Use tickets for the continental breakfast because there was nothing left by the time I got there.
- They just need to be a little more organized next time and be prepared. The young lady that was by herself during the breakfast hour was outstanding and deserves to be commended. She held it down while the others were at a mandatory orientation.
- Great, Excellent
- Hotter water for tea
- It took the lunch too long to arrive. The timing should be improved for next year.
- I did not have any, so I cannot say for sure
- The long wait for long was uncomfortable
- did not partake
- N/A
- did not eat
- Due to the economic climate, has FSU considered spending less money on food for faculty and staff? If food is provided, the box lunches from Jason's Deli seemed more appropriate; the hot, multi-course meal took quite some time to serve.
- There was nothing extraordinary about the meal. It would have be extraordinary had we been served a sit down meal versus a buffet style
- the food was great--however a little unorganized
- The food selection was nice. However, food on upper floor was difficult for attendees with health issues or disabilities. Waiting in line for 15-20 minutes for lunch to begin is too long. Some attendees were in line for almost an hour. Needed more wait staff.
- Included tea bags, but no hot water.
- Not enough
- Way to go Aramark!
- The food was fabulous! Thank you!
- thanks for food
- Needed more choice for juice
- aramark was vere late thair quality has gone down.
- About the "surprise and delight" part: Why were so many faculty given red dots that meant nothing? That ruined it.
- The Caterer's were not prepared to serve lunch at 12 noon as scheduled.
- If you were at the end of the line, you may not have received anything. Lunch was served very late, lacked flavor
- this is the 2nd time Aramack has dropped the ball. Breakfast, they only had 1 person replenishing food. Lunch started 30 minutes late. May need to consider outside caterer in the future
- Exceptional
- I think the university should consider using another vendor for dining services. The kickoff was great however the waiting for lunch to be served was a sign of unprofessionalism, lagging and not considering the customer.
- Set up more stations next time and have staff/faculty go in groups perhaps eat and learn presentations
- Great to have HEALTHY snacks! Kudos to the Food Services...
- Why must there always be a line and delays in being served. Aramark is terrible. They serve food to people and that is all they do. Why can't they get that ONE THING right?
- Breakfast snack ran out. Serving staff was inadequate. Ms. Williams was scooping fruit with a plastic plate to help the one visible food service staff member.
- Aramark wasn't prepared and the food had way too much black pepper, They need to realize they don't need to spice everything. (ex Corn with butter not hot peppers)
- Great Food!! Aramark has made great improvements!!
- I did not eat
- Was not present, had court duty.

Statistic	Value
Min Value	1
Max Value	4
Total Responses	245

7. What could have been done to make the conference more informative and effective?

#	Answer	Bar	Response	%
1	Add supporting "break-out" sessions for faculty, staff, and administrators		64	29%
2	Add discussion from each division to demonstrate how the theme can be implemented and incorporated into operational plans		56	25%
3	Have a guest speaker to address the theme relative to FSU		46	21%
4	Include on-campus representatives in the planning		50	22%
5	Nothing. The conference was appropriate as planned		68	30%
6	Comments		29	13%

Comments
Hold online seminars instead
do away with it
To have a center piece designating which tables represented which dept would have been nice so that new faculty in one department could more easily network with those in others who might provide collaborations.
Overall, I thought it was a good kick-off. I appreciated that administrators were considerate of the fact that we needed time for our departments to spend Thursday working on our operational plans.
See below.
It was a little long and drawn out.
When staff and professors are included in the planning of the theme and activities, they can encourage other employees to buy in during and after the kick-off
within units in the afternoon
Provide CLEAR instructions as to what the set order is BEFORE the conference. A lot of the staff had no clue as to what we were suppose to do after lunch. When asked key people and top leaders they didn't know either. Agenda needs to go out before the conference that lists expectations and not just a general title to workshops and no idea who is suppose to attend.
activities for staff
For lunch, staff better prepared.
Inform that the use of twitter was expected
Get rid of Aramark
conference is always academic focused; staff get lost in shuffle
Better organization with the food. Maybe having tables on both levels (top and bottom) to keep lines manageable.
Recognizing each individual department.
Could the conference be more condensed, possibly from two days to one so faculty have more time to prepare syllabi for the fall semester?
Timing; I would have loved it to be closer to the beginning of the fiscal year
A more detailed program with more reference material would have been helpful.
Pep talks are an ineffective use of our time.
To the individuals that needed to be there.
Improve the sound system in Capel when possible
Keep staff connected
these events are planned in silos without much input for staff (i.e., worker bees).
It was good but too hurried.
It might be helpful to survey employees before the conference to see if there are any issues they would like addressed.
seemed more faculty than support staff driven
Was not present for most of the conference due to court duty.

Statistic	Value
Min Value	1
Max Value	6
Total Responses	224

8. Please provide any additional comments pertaining to the morning session of the 2010 Bronco Kick-Off in the section below.

Text Response	
It was pretty boring - not geared toward staff - staff were treated as though they did not exist - only at the university to support faculty umm....	
Thank you very much for starting the year off with an appropriately positive experience and releasing faculty to the work of preparing for classes. This was the shortest Bronco Kickoff and therefore the most effective. Many of us long-times have memories of unsufferably long experiences that only demoralized faculty before they began the school year. This year, you set a great tone and treated the faculty as responsible individuals. Please continue this tradition.	
There need to be more prep time for lunch. We had to stand in lunch for 30 minutes due to the lunch not be set up. Many people left and went to a fast food place because of the delay.	
Would have rather had the time for dept. meetings where work could have actually been done.	
The place was freezing. Perhaps a warning to bring an extra sweater could be inserted into the next invite. The discomfort generated by the cold temperatures oftentimes made it difficult to focus.	
I thought it was a very good Bronco Kick-Off. Despite my feelings about the assumption that we were ordinary before, I did like the focus on seeking to be extraordinary. We have a good leadership team with Chancellor Anderson and Provost Young.	
Great!	
The conference seems to be interested chiefly in top-down communication. While the brainstorming and Twittering was enlivening, it seemed more like a buy-in gimmick than anything. If anything could be added to the conference that would help, it would be an extensive conversation among faculty, staff, and administrators about ideas they have to move the campus forward or to address things that are holding the campus backward. It would give the community a sense that leadership is sensitive and reflexive. It would increase a sense of ownership among members of the community. It would provide a platform for staff and junior faculty, whose voices are often hidden behind the agendas of administrators and tenured faculty.	
Though I appreciate the attempt to "motivate" people with a theme, it seemed to take time away from work (and learning) that could have been done. It was the first kick-off where I didn't feel like I learned anything new or useful to apply during the school year.	
The Bronco Kick off should always be a motivating experience. Is it possible to have a motivational speaker in the future to pump up the Faculty and Staff for the New Year. The refreshments/lunch should have been available upstairs and downstairs to ease the flow of traffic.	
The lunch wait was my only complaint. The setup was not feasible and as safe as it could've been. People had to walk upstairs and make multiple trips to gather, drinks and desserts to ensure they could walk safely down the stairs. The wait for lunch was extremely lengthy. People lined up around 11:50 and were not served until after 12:30, then food ran out and people waited again. Many people were rushed through lunch to accommodate getting to other meetings on time.	
The conference was long, and the program was not very reader-friendly. Also, as we came in, not everyone was handed a program. Perhaps the programs should be placed on seats instead.	
I think the 'surprise and delight' was a great idea to break up the sessions. Loved it!	
My first time attending: I actually loved it! My suggestion (in response to the last question)in no way suggests that the Kick-Off was not well done. I think the planners did an excellent job.	
Most of the material doesn't really apply to staff.	
N/A	
While the use of technology (i.e. Twitter) is commendable, at my table, the participants with the potential to use Twitter spent all of the discussion time trying to access their accounts, etc., and as a result there was no meaningful discussion of the topic. Thus, Twitter ended up being more a distraction than I think was intended.	
All speeches could have been shorter. The SACS speech could have been given at another time and place.	
I enjoyed the presentation, but there could have been more staff and faculty participation. Getting employees involved in the planning makes implementation of a new strategy much easier. It reduces complaints and increases the number of employees that support the strategic plan and direction of the Chancellor and Cabinet. There should also be periodic activities that allows employees to get up out of there seat during the four hour session. Something simple, but effective. There also needs to be more projector screens utilized for this event, similar to the athletic banquet. Employees are scattered all over the arena and most of them cannot see the one projector screen. The lights may also need to be dimmed a little to ensure the screens can be seen.	
While SACS does effect everyone...i believe that it would be best if there were a SACS target audience only meeting. Some employees on this campus have nothing to do with paperwork and mainly do only physical labor.	
FSU can only go from ordinary to extraordinary if it employs people that are the best qualified for the salary the university can afford. FSU continues to employ mediocre employees without the skills or experience to do the job the university needs done. Too many employees and thier supervisors are not being held accountable for poor performance. FSU seems much more focused on the fact that no one has been laid off and recognizing how long people have been here.	
It's a waste of time	
I guess we got accustom to the older Bronco Kick Offs. There was order, organization and the staff knew what we were going to do and where we had to be before the Kick off started. Which gave us time to plan. There were activities for the faculty AND STAFF. Activities that provided personal development. It seems like we broke away from that. Everything is pertaining to faculty and the one thing that is available to staff- when we get there it's too full to go in. Why cant we utilize the classes in the Arena and have more things for the staff concerning professional or personal development. Ms. McDonald did some wonderful workshops several years ago.	
I understand the message behind the theme, but I don't view FSU as being simply "ordinary." We are well on our way to extraordinary and the different presenters gave numerous example in affirmation of this. We should do a better job convincing ourselves and the public of this. I do, however, agree with the push to go above and beyond minimum expectations.	
This served as a motivational theme, however it does not have any long lasting effect because there is no teeth in the presentation on how top brass is going to improve in their ability to include the rest of the staff in FSU's success. The institution is extremely top heavy, and everything is on the table for change except for that concept. When a person's livelihood, professional growth, and evaluation as an employee is based on the perception of one individual, it is very important that the individual be fair and ethical.	
The evening or after lunch session for the support staff was the best this time. Important and helpful information was given out. The session allowed for question and answer, demonstrations, and hand-on demonstration of what and what not to do in certain situations. The presenters were wonderful and very informative.	
I enjoyed the kick off this year. Most of the conferences are geared toward faculty and the staff is left out. Provide more for the staff. Include us more or let us remain in our offices.	
I did not like the title for the theme. The community already sees FSU as less than ordinary and for the theme to be "From Ordinary to Extraordinary" communicates to me that we are embracing the idea that up until now we have been ordinary. This only confirms the public's view of FSU. There are alot of things about FSU that has always been extraordinary that has not been well-publicized. I get the concept behind the theme, I just think that the title could have been better.	
The conference was okay but it was hard to really focus because it was too cold.	
I was pleased to see that the Kick-Off was limited to a single session in the morning.	
Although the food was very deliciously and healthy, I would suggest that staff preparing the meals would be set up earlier, so staff would not be inconvenienced by standing in line for over 30 minutes.	
We should consider using a different company for food. Why are they always late? In addition, it should not have to occur, but we should remind people of courtesy. People cut in front of lines and are extremely rude at times. This is bad in a professional setting.	
I've always thought it may be more effective if part of the coference addressed the needs, issues and goals of faculty and staff seperately. We are a large organization where the faculty and staff have different functions in addressing student concerns that lumping the message together looses an opportunity to address specific needs/goals, evaluations. This is just a thought I usually have when sitting in pre, mid and post school conferences.	
I think having the kick off is a wonderful thing. It would be nice for all who work at the University stay in session and not leave because that creates a chain reaction. The food was great and should stay consistent with each kick off to ensure that everyone is feed adquately instead of feeling like they may have to go somewhere else to be fulfilled for lunch that day.	
Provide more session for some topics	
I loved that we were not in it all day long but rather had time in the afternoon to do things in the office!	
Could not hear clearly what was being said, sound was very muffled and there was always an echo for those of us in the back of the arena. There were alot of people talking amongst themselves throughout which made it very difficult to hear also. The print on the big screen needed to be larger, was too small to be read by everyone. It was very cold inside the arena.	
As a new employee it was refreshing to see institutional leadership so dedicated to seeing faculty and staff motivated for the year. I encourage leadership to continue to respect our time as professionals by making the most of the time we spend together in the kickoff. i.e. reviewing presentation notes, shortening time spent on minor promotions etc,	
I relly enjoyed the break out session that we did in the afternoon with Business & Finance.	
Twitter was poorly handled and confusing. Need concrete recognition of what is working well at FSU	
I would say another venue.	
The opportunity to gather, mingle and speak face to face with coworkers was very much appreciated. In many cases, this is the only time we get to see the faces of people we speak with by telephone or email. Quarterly events where we could gather to fellowship and touch base would help boost moral and the feeling of "family". It was extremely hard to understand the speakers. The sound system needs to be upgraded. The "surprise and delight" was actually "surprise and disappointment" for those who did not get a prize. Something that would "surprise and delight" everyone would have been more effective (ex: a small token gift handed out to all attendees an hour after the event began would have surprised and delighted everyone). The powerpoint was a great idea. However, only about 50% of the screen was utilized and it was, at times, impossible to read if you were not in the front 30% of the room.	
I would have liked for the food to have been served downstairs. Was hard for women with hill to walk down the steps while trying to hold a plate, drink and a dessert plate.	
We need to add speakers to the rear of the facility as those seated in the rear and sides had a difficult time of hearing the discussion. Many tuned out as they could not hear and understand the presentation.	
Staff that does not work directly with college students to be excused from the conference.	
No c.oment	
I thought it was very efficient for the following day to focus on our departments and we were able to work in our offices instead of attending workshops. You should know the speaker system in Capel is really problematic and it was difficult to understand what was being presented.	
It was good and thank you	
Bronco Kick-Off felt obligatory and uninspired, and, although not completely without merit, failed to reach beyond the ordinary and mundane. A number of things contributed to the event's highlights and shortcomings. Dr. Young did an admirable job as the master of ceremonies. The use of Twitter was a great idea that failed to live up to its potential. Dr. Olion's presentation was rushed and left most of us as confused as ever about SACS. But the thing that had the most impact was Dr. Anderson's lackluster speech. Dr. Anderson, whom I normally admire for his inspirational, tell-it-like-it-is speeches, fell far short in selling his message of moving from the ordinary to the extraordinary. The impression was that of someone who skimmed through a book over the weekend, picked out a few points, and put together something that was more fitting of a high school student in English class than of a leader communicating his vision for the upcoming year. Particularly disappointing were his slights toward the university's staff. In one part of his speech, he makes the point of providing great service because it's the right thing to do...not because you want a raise. That may very well be true, but considering that the audience is filled with employees who have gone two years without raises (in fact, have had money taken away), the comment was stingy and insensitive. At another point, Dr. Anderson stresses his belief that faculty and students are the heart of the university. A sentence he uttered not once, but twice. Again, true as the statement may be, it completely ignored the contributions and value of the majority of people sitting in the arena, the staff. Whether these two examples were intentional or unintentional, the impact remains the same. Whether I like Bronco Kick-Off or not does not change the fact that it's one of the few times each year that everyone gets together and can hear the same message. That message should be one of positivity and empowerment, it should be inspiring and uplifting, and it should be an extraordinary, not ordinary, event for everyone – faculty AND staff.	
Overall, "Job well done"!	
I always enjoy the Kick-Off. It is a way for me to see what is going on and what everyone else is doing. I like when we get involved with the sessions. And need to have a more rounded session for each department, so that we can see how we all fit into the FSU plans. Great job by all the speakers. Chancellor Anderson is the greatest.	
I THINK HAVING A GUEST SPEAKER, MAY BE ONE HERE FROM THE COMMUNITY , WHO IS WELL ESTABLISHED AND IS A PILLAR IN THE COMMUNITY, AND ALSO VERY FAMILIAR & ACQUAINTED WITH FSU. I THINK THEY COULD BRING OUT A GREAT BRONCO KICKOFF PROGRAM!	
While I appreciate all the hard work people put into preparing the conference, I don't think we need these conferences. The beginning of the semester is LOADED with work, and these conferences too often seem simply mandatory because of tradition. If they're going to be mandated regardless of faculty views of their value, then at lest the half-day part was helpful. Were I in charge, I'd plan a hot breakfast (with protein choices and not just carbs) and then do about 2 hours of motivational speech. Then I'd let faculty go so they can focus on their actual work.	
There is an understanding of the importance of SACS, assuring that our students receive a quality education and excellent service; however staff needs to know they are important too. The Chancellor's speech focused on the customer service for the students, faculty being qualified to provide that service and no mention of the staff that work deligently to get the job done. The Administration overlooks the need of motivating and recognizing the staff, especially during "Kick-off" and "Mid-year Conference" In light of the budget situation and the lack of salary increases, a simple pat on the back would help.	
I did like the 1/2 day for management level staff. I always like to get the good stuff in the morning. Eat lunch and go back and be productive for the rest of the afternoon. it was great for the secretaries to continue with training. That is always a benefit for our program.	
Serve food better and more sessions for staff and faculty	
I thought the Chancellor did a great job relating the Starbucks experience to the new theme for FSU. I think what needs to be done going forward is to continue to reinforce the theme. Perhaps the marketing departmentn could place the slogan in various points around campus, it could be added to announcements, and most of all encourage staff/faculty to practice implementmng the theme throughout their daily routines.	
I am a new staff member to the Bronco Family and I think the information provided was essential to all faculty and staff and it should have been a required event for all.	
The morning kick off was great. I like hearing about the great accomplishments this university has made of the past few years. Hearing accolades in the beginning sets the semester/academic year off right! I'd like to see some Guest Speakers come in and empower the faculty/staff. Hearing from inspiring scholars/dignitaries can be an unofficial Chancellor Speaker Series Kickoff! Thanks for the opportunity to share feedback!	
I have found that individual with the most time at the university are less interested in the conference.	
We focus on the progress of students or the lack thereof. When will students begin to look more closely at the faculty and how they are teaching classes. If students are failing it is because we have a mindset of subpar can miraculous be transformed into extraordinary. (1) Tests that are 10+ years old, (2)resources and course content should be updated annually to incorporate trends within the respective discipline, (3) hierarchy creates separatism,(4)failure to adequately utilize the talents of staff at the University who do not have a PhD. A Master Degree obatin in 2010 may more relevant than a PhD from 1990 or earlier. Senior administrators, Deans and Chair DO NOT open accept input from staff and are extremely disconnected with the students. I have been here four years and nothing has improved. When will FSU begin to think out of the box??	
Frankly, the Kick-off should have as its soul purpose setting the tone for the upcoming academic year. This should also be true for the mid-year conference as we anticipate closing out the spring semester. There continues to be mostly individuals "Talking at the general audience," which should held to a minimum. The Capel Arena is not the most conducive environment for large group engagement. Consider formulating a representative task force to assess meaningful and productive ways to have a kick-off in the fall and a mid-year conference in January.	
It was nice that it did not last all day. Thanks.	
Thanks for requesting feedback. This administration, Anderson, Young, and Conway, all routinely invite feedback and input. That is commendable.	
The place was just to cold.	
The conference was very effective in giving time to the units to meet and discuss the plans for thier units. This is a good format.	
The theme seems like a good message but it does not appear to be supported by cabinet actions. There can only be accountability if supervisors and managers are hold employees to that standard. In many of the areas of the university, managers and employees talk about under performing staff but they don't seem to take action. For example, some staff seem more focused on their classes than actually performing the job the university hired them to do, so their job and those around them suffer. The priorities are backwards and supervisors and managers allow it to continue. Often times it seems as though employees are dictating their level of performance rather than the supervisors and managers holding employees accountable for meeting or not meeting the objectives of the university. In a budget crisis that will only get worse with more restrictions and less money to work with, the university should not accept the hope that someday a staff member will perform. Don't get me wrong there are a lot of very talented faculty and staff at FSU. I work with some great people and a lot of people are working really hard and it is a great place to work but there are a few people standing in the way of progress and it's obvious everywhere.	
I love the customer service speech from the chancellor. I think as a whole including the chancellor to hold everyone accountable when it comes to customer service. One bad experience can spoil the image of FSU. If we charge a person a fee like a customer service fine, after two complaints has been filed, I believe it will definitely hold everyone accountable.	
This was not among the more enjoyable sessions. The presenters should have been more energized and the volume louder as it was a strain at times hearing comments from the second level.	
I would like to comment on the " Break Out" session . Mr. Botley gave the staff oppotunity to put on our thinking caps. we've already worked ordinary now we have to strive to work Extraordinary there is room. We are here to enhance the student to go forward and not backward. Entering the grounds of Fayetteville State University , we want them to feel welcome and at home.He discussed plans for each division and demonstrated how the theme can be implemented and incorporated into operational plans. He gave ideas and quoted to others ,if you have any ideas to help this team go from ordinary to extraordinary let's see them put in place to take us to another level.In being successful he prepared the Administrative Staff with the book from Ordinary to Extraordinary.	

Statistic	Value
Total Responses	70