

# Memorandum

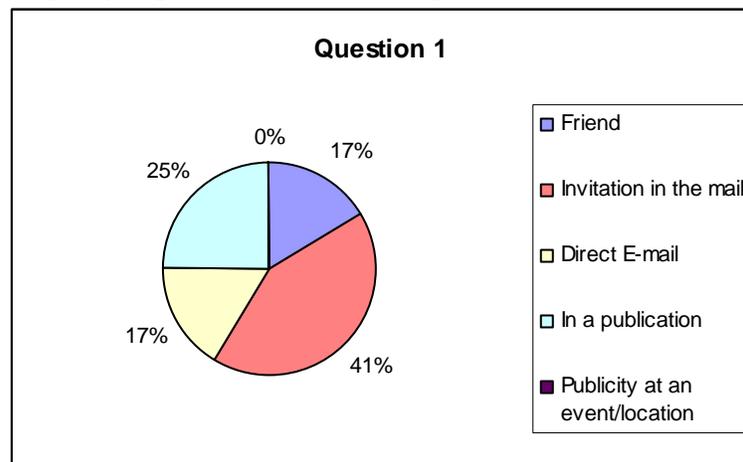
Diversity Office



The Tempe Talks: A Diversity Dialogue Program began on January 25, 2006 with 31 registered participants. The Diversity Office surveyed the participants to measure the success of the program and gather feedback for making improvements. Here is the analysis:

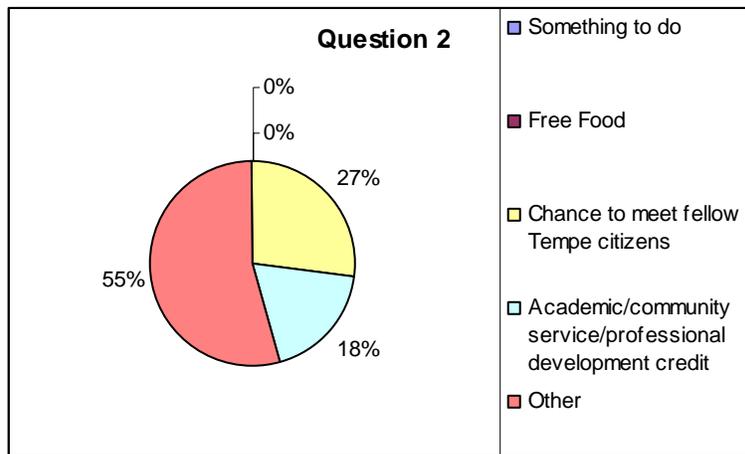
## 1. How did you hear about the Diversity Dialogue Program?

There were twelve responses to this question. Based on those results, the majority of the participants, or 41% of those surveyed, heard about the program by receiving an invitation in the mail. Twenty-five percent (25%) heard about the program in a publication or newspaper such as the Tempe Opportunities Brochure. Word of mouth through friends or acquaintances, or by direct e-mail equally captured 17% of the responses.



## 2. Which MOST interested you in signing up and sticking with the Diversity Dialogue Program?

There were eleven responses to this question. Based on the results, the majority, or 55% of those surveyed provided other responses than those listed on the evaluation form. These included: [a] new experience, a chance to meet people of different backgrounds, curiosity and follow-up, to have different experiences, a chance to discuss [the] important issue of making a diverse community with other members of my community, [to discuss] the topic of improving my understanding of others different from me. Twenty-seven percent (27%) felt that what interested them the most in the Diversity Dialogue Program was meeting fellow Tempe citizens, whereas 18% signed up for the program for academic, community service or professional development credit.



**3. Briefly describe the three insights that you gained through participation in Tempe Talks.**

Here are the responses to that open-ended statement:

- ⇒ Various levels of opinions make the full circle
- ⇒ International flavor of the same attitude
- ⇒ We are the same
- ⇒ Smallish groups can agree and come to consensus
- ⇒ Always seek to find a special trait from everyone
- ⇒ There are people who have the same beliefs as me
- ⇒ There's hope—especially to see young people get involved
- ⇒ Experience and perspective of young people
- ⇒ Learned from older people of their experiences
- ⇒ Try to understand other's point of view even if you do not agree
- ⇒ How people with obvious similarities can differ in expression
- ⇒ Better understanding of others' perspectives on a variety of issues
- ⇒ Listen to people and appreciate and respect their opinions
- ⇒ The act of listening creates value by itself
- ⇒ People's passion for certain issues and why
- ⇒ Definitely gained a much better understanding of sexuality and the gay and lesbian community
- ⇒ It is still very difficult to be gay in today's society
- ⇒ Got a broader look on the issues that are out there, but I wasn't aware of
- ⇒ Tolerance is much more worthwhile than I thought
- ⇒ Tolerance is not static—there are times you can go beyond it and times you can't
- ⇒ Also learned more about tolerance than I had before and have a much better understanding of the word
- ⇒ The lack of freedom to just be; that some people actually suffer
- ⇒ There is still narrow-mindedness afloat
- ⇒ How important education is to this community
- ⇒ Education
- ⇒ How race is not the most prominent diversity issue
- ⇒ That the slavery experience remains an open wound for many Black Americans

- ⇒ That simply smiling at someone of color is an OK place to start
- ⇒ That anger in some keeps them from really understanding or even hurting others.

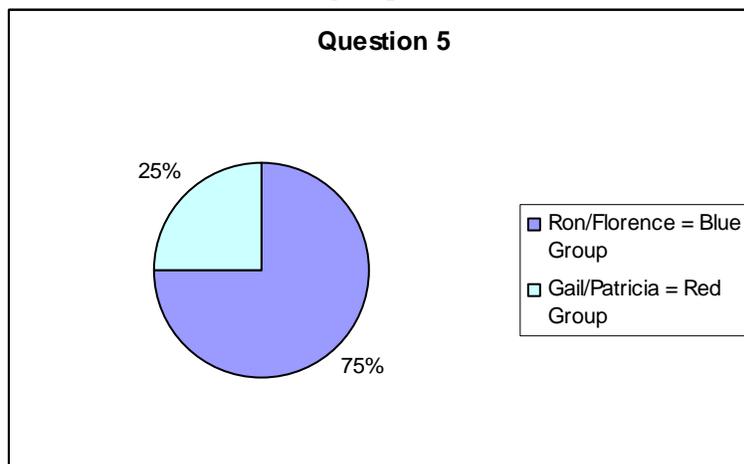
**4. In what ways can this learning be applied to your work, school, or community activities?**

Responses to this question were:

- ⇒ Improved perspective is a life goal that can never be reached but is worth the journey
- ⇒ To be more understanding to the needs of others
- ⇒ I have a better understanding of issues my students and co-workers face daily
- ⇒ It will help me teach students at my high school how to use the skills I have learned
- ⇒ Diversity is applicable to all areas of life
- ⇒ Be more optimistic with the way people are... and be more aware of issues actually going on
- ⇒ Be open-minded, more accepting and understanding...not judgmental
- ⇒ I don't know
- ⇒ Being more sensitive to people's needs, both socially and spiritually
- ⇒ Every way

**5. Who were your facilitators?**

Participants in this program were divided into two groups: red and blue. Each group was assigned two facilitators and began with about 13 participants. The graph below reflects the percentage of the surveys completed and returned for each group.



**6. What did your facilitators do well? How could they improve?**

Since this question asked for two different items, each response was counted individually and divided between what facilitators did well and what they needed to improve upon.

What facilitators did well included:

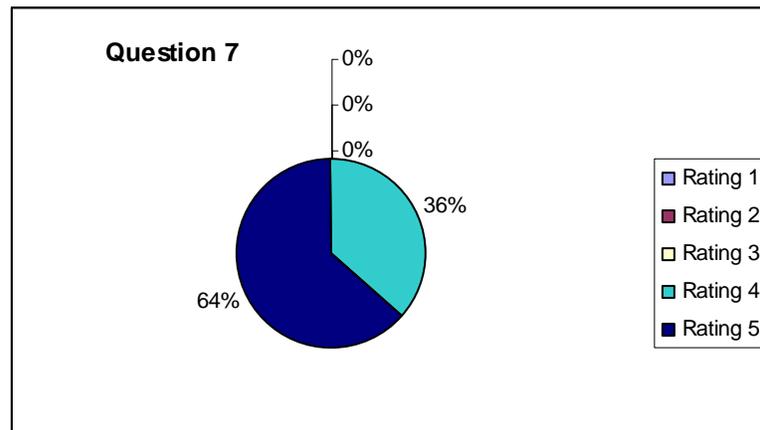
- ⇒ One word...Excellent motivation and direction.
- ⇒ Started conversations, intervened when needed and kept the group focused on the issue rather than be emotional and judgmental.
- ⇒ Good flow of conversation...variety of topics.
- ⇒ They made everyone feel safe, comfortable, unjudged. I believe because we talked about every generally sensitive topic openly and respectfully.
- ⇒ Great at interjecting when things strayed from the purpose. Great at keeping thing moving and redefining our purpose.
- ⇒ Led the group very well and kept us on track most of the time.
- ⇒ Yes, good.
- ⇒ They kept the whole group very involved.
- ⇒ They facilitated well. They set the discussion and then probed the group. They did not push anything; they let the dialogue develop. They were great!
- ⇒ Kept peace, encouraged different opinions.
- ⇒ Directed the discussion when it got way off topic and provided interesting insights of their own.

There was only one comment on how could they improve:

- ⇒ Sometimes we got bogged down in blaming or laboring a specific point. A summarization of points as a wrap-up would have helped.

**7. On a scale of 1-5, with 5 being the highest, please rate your experience with this program.**

There were twelve responses to this question. The graph below reflects the response percentage of each rating.



Sixty-four percent (64%) of participants rated their experience with the program at a rating of 5. Thirty-six percent (36%) rated the program at a rating of 4. One participant rated the program 6, an option not indicated on the evaluation form. None rated the program 1, 2 or 3.

**8. In efforts of providing continued quality programming, please list your suggestions for improvement.**

Responses to this statement included:

- ⇒ Promote to educators and administrators.

- ⇒ More programs.
- ⇒ Frequent meetings. Get the schools/youngsters involved. Have big organizations take part in this to educate them and bring them down from their ivory tower.
- ⇒ More frequent meetings.
- ⇒ Stronger willed facilitators.
- ⇒ I just wish there were more people attending.
- ⇒ Don't stop the training, we have a long way to go yet.
- ⇒ Continue the dialogues!
- ⇒ Different types of ice breakers.
- ⇒ I felt longer sessions would have been great but I understand that the time is restrictive but it was all wonderful.
- ⇒ I am not think[ing] of anything. Sorry. Excellent experience.
- ⇒ Facilitation seminar; ground rules posted; a nightly summary of main points.