

Memorandum

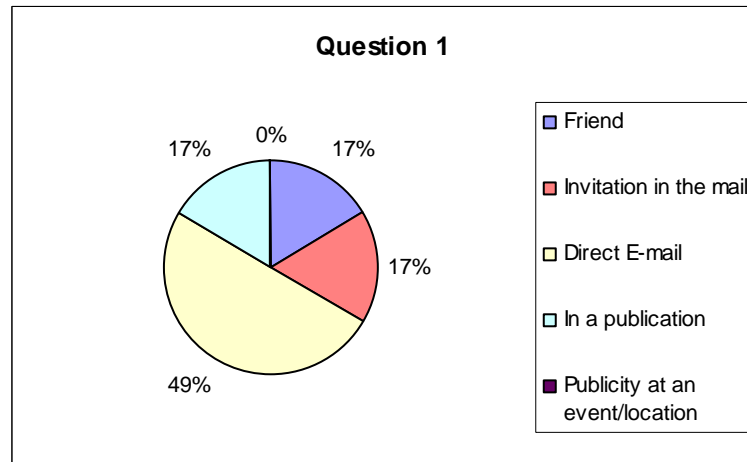
Diversity Department



The Tempe Talks: A Diversity Dialogue Program began on September 17, 2008 with 30 registered participants. The Diversity Department surveyed the participants to measure the success of the program and gather feedback for making improvements. Here is the analysis:

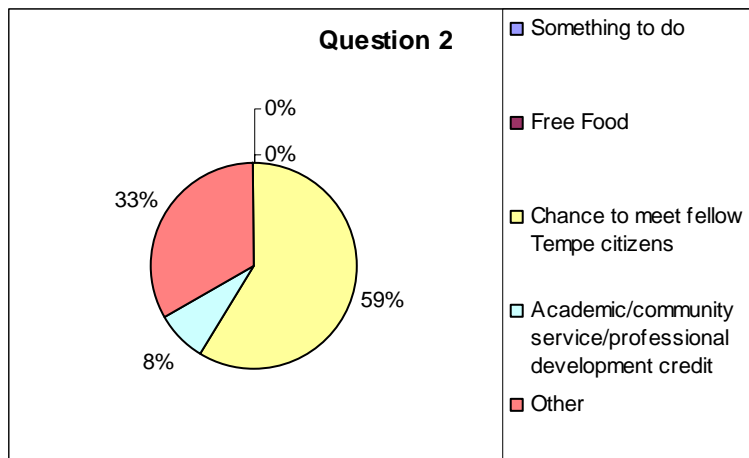
1. How did you hear about the Diversity Dialogue Program?

There were twelve responses to this question. Based on those results, the majority of the participants, or 49% of those surveyed, heard about the program through direct email. Seventeen percent (17%) heard about the program in a publication or newspaper such as the Tempe Opportunities Brochure. Seventeen percent (17%) heard from a friend and through an invitation in the mail.



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

There were twelve responses to this question. Based on the results, the majority, or 59% of those surveyed signed up to meet fellow Tempe residents. 33% of those surveyed provided other responses than those listed on the evaluation form. These included: a chance to see what it was about, discussion of diverse topics, the dialogue and being with friends. The remaining 8% 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:

- ⇒ Thought provoking, acceptance of all kinds, open minded and more honest
- ⇒ People have various backgrounds and opinions matter, Diversity makes a difference, Communication of personal issues are often better when debated in the open
- ⇒ How diverse & how alike we are, there are some great people involved in this program
- ⇒ Interested in why others have their point of view, There is always a point to the story
- ⇒ You can disagree and be respectful, In DDII, you can ask the questions you normally wouldn't, genetic coding o the transgender community
- ⇒ People do not see the big picture
- ⇒ The realization that all people deal with racism, that people that we view as "entitled" have problems with the past, Some people won't get involved with conversation but complain about being left out
- ⇒ That the black people in our group feel there are still problems
- ⇒ Different is the same, slavery wasn't that long ago, I've still got to learn, keeping my eyes open
- ⇒ Empathy, patience, openness, listening
- ⇒ Eagerness of everyone to be authentic

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

Responses to this question were:

- ⇒ Would always do good to have some form of activity to include diversity in school settings
- ⇒ Being open to learn about new things
- ⇒ I'm already aware of diversity

- ⇒ Encourages me to open diversity dialogues with family, friends, new acquaintances
- ⇒ To remember that all people deal with racism on some level.
- ⇒ Knowing how people feel about themselves
- ⇒ Understand that this is life. What you've got is what you've got, but strength is necessary
- ⇒ Be more empathetic to people with different backgrounds and beliefs
- ⇒ Continuation of the need for others to respect each other
- ⇒ I am more understanding and patient with the clients I encounter at work
- ⇒ Everyone has a voice
- ⇒ I could use same scenario, activities with work like we did here

5. Who were your facilitators?

Participants in this program were divided into two groups: red and blue. Each group was assigned a facilitator. The blue group started with 18 participants and 44% returned their surveys. The green group started with 12 participants and 33% returned their surveys. .

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:

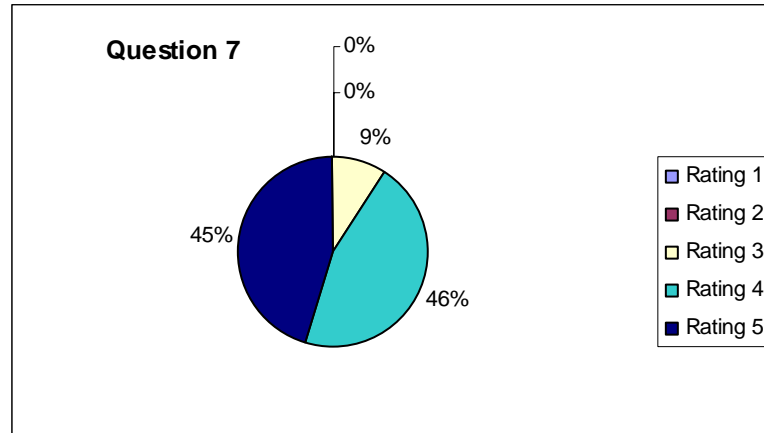
- ⇒ Drawing people out who may be quiet
- ⇒ They were real, presented themselves unabruptly(?)
- ⇒ Did a great job!
- ⇒ Very good job with appropriate subject and getting participation from everyone
- ⇒ Punctuality, gentleness, patience, calmness, empathy, always trying to make everyone comfortable and giving everyone a chance to share
- ⇒ Keeps in touch with group members during the week
- ⇒ Deborah is a very warm, kind and caring individual that is very aware of everyone getting his/her opinions to be expressed in a well managed time frame

How facilitators could improve:

- ⇒ Could have directed the group a bit more
- ⇒ Stop some people from taking over the meeting
- ⇒ Don't tell participants to be quiet, hold your thoughts, learn how to work with each other as a team
- ⇒ Communicating with everyone without being too subjective
- ⇒ Recommend allowing all to speak, some people tend to take over, it kept others from saying what they felt.
- ⇒ Let us talk about our concerns

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

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



Forty-five percent (45%) of participants rated their experience with the program at a rating of 5. Forty-six percent (46%) rated the program at a rating of 4. Nine percent (9%) rated the program with a 3. None rated the program 1 or 2.

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

Responses to this statement included:

- ⇒ Give each person equal time, cut off people that talk too much
- ⇒ Help facilitators – provide skills
- ⇒ Point to talk about ready, less pushy w/ summing up discussions
- ⇒ Have 2-3 people lead the day in their decided issue
- ⇒ Selecting specific topics is good & yet sometimes talking about what comes up work well too
- ⇒ More discussion on how to apply to the community
- ⇒ Discussing more aspects of diversity
- ⇒ I would like to see the session last more than 2 hours a session
- ⇒ Longer
- ⇒ How can we make sure people do not drop out as the weeks progress

