

## Explanatory Note for the Summary of The Diversity Awareness Feedback

A tick box system was used to evaluate the course content and organisation of the course. This system – a type of closed questioning – made it extremely easy to correlate and present the feedback in the form of a table.

All the other questions were open questions that invited the person to express their opinions freely. Therefore the tables only represent a summary of the responses given.

Summary of the Diversity Awareness Feedback - **April 2004** - Dundee Courses

Course Content & Organisation

	Excellent	%	Very Good	%	Satisfactory	%	Reasonably Satisfactory	%	Poor	%	Total
Venue	9	22%	17	41%	9	22%	4	10%	2	5%	41*
Lunch	10	24%	9	22%	11	27%	8	20%	3	7%	41*
Timing	4	10%	25	61%	10	24%			2	5%	41*
Visual Aids/ Handouts	11	28%	20	50%	8	20%	1	3%			40*
Presenters	26	63%	15	37%							41*
Contents	17	42%	20	49%	3	7%	1	2%			41*

\* some of the rows were not filled in

What were you expecting to learn from the course?

Raising the person's awareness of diversity	10
No expectations/open mind	5
Not much	2
Better understanding of discrimination/prejudice	1
Raising the person's awareness of the difficulties of other groups in society/greater cultural awareness	8
Was not sure	13
Increasing the person's racial awareness	
How COPFS can provide fairer treatment	
Learning more about the individual's attitude towards others	
COPFS policies re diversity	1
To be given an insight into minority groups attitudes about COPFS	
To learn to be more open minded	1
Role of manager in ensuring fair treatment policy is applied consistently	
Thought it was going to be a lesson in being PC	6
No reply	1
Other	2

Did you feel the course met its stated aims and objectives? If not, please explain why?

Completely affirmative	38
Partially affirmative	3
Completely negative	
No response	

What ideas/concepts do you think you will be able to take back to your workplace and put into practice?

Increased awareness of other people's views/needs	21
Think before you speak/act	13
How to handle situations better	1
Increased knowledge about diversity issues	9
To take personal responsibility/not in my presence	2
None	1
Better Understanding of the effects of discrimination	5
Increased awareness about effective communication	4
Question your own perceptions/assumptions/prejudices	
Increased awareness of COPFS policies in particular areas	
Not to treat people the same but as individuals	2
Ask questions if unsure	3
Ladder of prejudice	
Power + behaviour = discrimination	1
Be prepared to say sorry	2
No reply	1
Other	2

Which sessions did you find particularly useful? Please explain why?

Prejudice and Discrimination	1
Responses to Dominance	5
Disability Issues	13
Sexism and Domestic Violence	
Racism and Institutional Discrimination	6
Sectarianism/Hate Crime	
Recap/Concepts of Culture	
Issues in Sexuality	2
Asylum Seekers/ Refugees and Cross Cultural Communication	8
Interface	3
Setting the Standards	2
Guest speakers	2

All of the Sessions	10
None of the Sessions	
No Reply	3
Other	2

Which sessions did you find least useful?

Prejudice and Discrimination	
Responses to Dominance	
Disability Issues	7
Sexism and Domestic Violence	
Racism and Institutional Discrimination	1
Sectarianism/Hate Crime	1
Recap session/ Concepts of Culture	
Issues in Sexuality	6
Asylum Seekers/ Refugees and Cross Cultural Communication	7
Interface	1
Setting the Standards	1
All of the Sessions	
None of the sessions least useful	17
No Reply	7
Other	1

What issues would you like to know more about?

Prejudice and Discrimination	
Practical applications to service	6
Responses to Dominance	
Disability Issues	3
Sexism and Domestic Violence	
Racism and Institutional Discrimination	3
Sectarianism/Hate Crime	2
Issues in Sexuality	3
Asylum Seekers/ Refugees and Cross Cultural Communication	6
Interface	
Setting the Standards	
Management issues re diversity/COPFS policies	1
All of the Sessions	2
No issues, adequately covered by course.	6
No reply	14
Other	2

What changes, if any, would you like made to the course?

No changes	15
No reply	14
Should be a 3 day course/ longer course	4
More time should be spent on discussion/debate/interaction	1
Shorter course	2
Less repetitive	
Too much information on Day 1	1
More direction given during the interface	
More case studies/hypotheticals	1
Shorter days	1
Concepts of culture at the start	
Refer to COPFS policies more/ more on the operation of the Fair Treatment Policy	2
Hard copy of slides	
Copy of ladder of prejudice and definitions (tool kit) as hand outs	
Fewer topics more depth	2
Too much information crammed in on course	
Have person with learning difficulties or mental health problems as a speaker	
Cover mental health/learning difficulties age discrimination	
Cover age discrimination	
Get rid of Ice Breaker	
Not have the course	
Less time spent on Cross Cultural Communication/Asylum Seekers/ Refugees	1
Cover issue of age discrimination	
Interface – setting topics to generate more debate	
More up to date videos	
The participants' pack should contain the key messages from each session.	
For the course to be less one sided and it should deal with inter minority racism/bigotry	
Better time keeping for sessions/speakers	2
Change of/to venue	4
More comfortable seating	
Pack to be slimmed down/more user friendly.	1
Other	1