

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 - **June 2004** - Dumfries Courses

Course Content & Organisation

| | Excellent | % | Very Good | % | Satisfactory | % | Reasonably Satisfactory | % | Poor | % | Total |
|--------------------------|-----------|------------|-----------|------------|--------------|------------|-------------------------|------------|------|---|-------|
| Venue | | | 3 | 21% | 9 | 64% | 2 | 14% | | | 14* |
| Lunch | | | 5 | 36% | 6 | 43% | 3 | 21% | | | 14* |
| Timing | | | 9 | 64% | 4 | 29% | 1 | 7% | | | 14* |
| Visual Aids/ Handouts | 1 | 7% | 10 | 71% | 3 | 21% | | | | | 14* |
| Presenters | 6 | 43% | 6 | 43% | 2 | 14% | | | | | 14* |
| Contents | 2 | 14% | 10 | 71% | 2 | 14% | | | | | 14* |

* some of the rows were not filled in

What were you expecting to learn from the course?

| | |
|--|---|
| Raising the person's awareness of diversity | 7 |
| No expectations/open mind | 2 |
| Not much | |
| Better understanding of discrimination/prejudice | 1 |
| Raising the person's awareness of the difficulties of other groups in society/greater cultural awareness | 2 |
| Was not sure | |
| Increasing the person's racial awareness | 2 |
| How COPFS can provide fairer treatment | |
| Learning more about the individual's attitude towards others | |
| COPFS policies re diversity | |
| To be given an insight into minority groups attitudes about COPFS | |
| To learn to be more open minded | |
| Role of manager in ensuring fair treatment policy is applied consistently | |
| Thought it was going to be a lesson in being PC | 1 |
| No reply | |
| Other | |

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

| | |
|------------------------|----|
| Completely affirmative | 13 |
| Partially affirmative | |
| Completely negative | |
| No response | 1 |

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

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

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

| | |
|----------------------|---|
| All of the Sessions | 2 |
| None of the Sessions | |
| No Reply | |
| Other | 1 |

Which sessions did you find least useful?

| | |
|---|---|
| Prejudice and Discrimination | |
| Responses to Dominance | |
| Disability Issues | 3 |
| Sexism and Domestic Violence | |
| Racism and Institutional Discrimination | |
| Sectarianism/Hate Crime | |
| Recap session/ Concepts of Culture | |
| Issues in Sexuality | 2 |
| Asylum Seekers/ Refugees and Cross Cultural Communication | 1 |
| Interface | |
| Setting the Standards | |
| All of the Sessions | |
| None of the sessions least useful | 6 |
| No Reply | 3 |
| Other | |

What issues would you like to know more about?

| | |
|---|---|
| Prejudice and Discrimination | 1 |
| Practical applications to service | |
| Responses to Dominance | |
| Disability Issues | 1 |
| Sexism and Domestic Violence | |
| Racism and Institutional Discrimination | |
| Sectarianism/Hate Crime | |
| Issues in Sexuality | |
| Asylum Seekers/ Refugees and Cross Cultural Communication | 2 |
| Interface | |
| Setting the Standards | |
| Management issues re diversity/COPFS policies | |
| All of the Sessions | 2 |
| No issues, adequately covered by course. | 2 |
| No reply | 5 |
| Other | 1 |

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

| | |
|---|---|
| No changes | 8 |
| No reply | 2 |
| Should be a 3 day course/ longer course | |
| More time should be spent on discussion/debate/interaction | |
| Shorter course | 2 |
| Less repetitive | |
| Too much information on Day 1 | |
| More direction given during the interface | |
| More case studies/hypotheticals | |
| Shorter days | |
| Concepts of culture at the start | |
| Refer to COPFS policies more/ more on the operation of the Fair Treatment Policy | |
| Hard copy of slides | |
| Copy of ladder of prejudice and definitions (tool kit) as hand outs | |
| Fewer topics more depth | |
| 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 | |
| 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 | |
| Change of/to venue | |
| More comfortable seating | 1 |
| Pack to be slimmed down/more user friendly. | |
| Other | 1 |