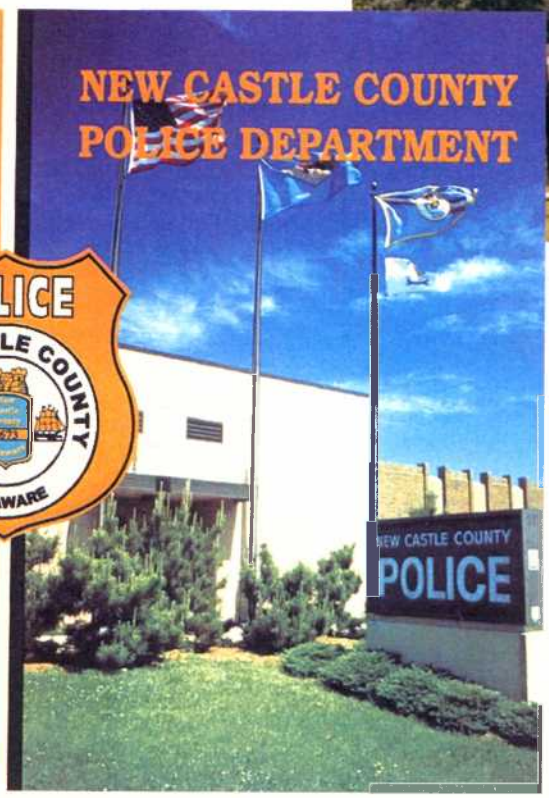
Community Policing in Brookmont Farms:

An Evaluation for the New Castle County Police Department

Volume I:
Conference Evaluation Report



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NEW CASTLE COUNTY
DELAWARE

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Successful Community Policing: Practical Approaches to Policing Strategies

Conference Evaluation Report

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Successful Community Policing: Practical Approaches to Policing Strategies
Conference Evaluation Report

On May 30th through June 1st, the Southern Police Institute in cooperation with the New Castle County Police Department held a community policing conference. The conference, entitled Successful Community Policing: Practical Approaches to Policing Strategies, was held at the New Castle County Police Demonstration Center- Del Tech Community College's Stanton Campus.

The conference was marketed to multiple community-level police departments. Participants, numbering approximately 100 in all, came from localities throughout the east coast, representing Delaware, New Jersey, Pennsylvania, Tennessee, and New York.

In addition to the "full group" sessions, there were three training tracts being offered to participants. These tracts were designed for (1) executive staff, (2) supervisory staff, and (3) operational staff and FTO's.

In this report, survey results are grouped into the categories of Full Group, Executive Staff Tract, Supportive Staff Tract, and Operational Staff/Field Training Officer Tract. Within these categories, data is then reported by individual session.

For each session, participants were asked how satisfied they were with the session. Then, participants were asked to rate the session on several points: subject matter knowledge of the instructor(s)/speaker(s), presentation skills of the instructor(s)/speaker(s), relevance of the topics presented, clarity of the material presented, usefulness of the handouts, and usefulness of the discussion. Participants are also then asked an open-ended question about how to improve the session.

The results of surveys administered throughout the conference are overwhelmingly positive. Specifically, conference participants had good things to say about speakers and the content of the various sessions.

The only negative comment that was made consistently by conference participants on the evaluation forms is directed at the timing of the conference. There are many instances where respondents indicate that they felt hurried through the sessions. Several felt that the quality of particular sessions would have been improved given additional time to continue discussion or ask more questions of the speaker(s).

Full Group Sessions

Seven separate full group sessions were offered during the course of the conference. These included:

- Keynote Speaker
- Brookmont Farms Project
- Community Services Project Team
- Government and Private Industry Partnerships
- The Technology Edge
- The Role of Public Information in a Modern Organization (and)
- The Future

Of those conference participants who submitted evaluation forms, over half reported being very satisfied with each of the respective full group sessions. Very few individuals reported that they were not satisfied with the various full group sessions.

Throughout all sessions, speakers were overwhelmingly rated as being "excellent" or "good" with respect to subject matter knowledge, presentation skills, relevance of the topic presented, and clarity of the material presented. High marks were also given to full group sessions with respect to usefulness of handouts and discussion in most cases.

Satisfaction with Full Group Sessions:

	Very Satisfied	*Somewhat Satisfied*	*Not Satisfied*
Keynote Speaker, n=94	70 74.5	20 21.3	1 1.1
Brookmont Farms Project, n=24	16 66.7	7 29.2	0
Community Services Project, n=54	38 70.4	9 16.7	0
Government and Private Industry Partnerships, n=69	41 59.4	23 33.3	1 1.4
The Technology Edge, n=34	23 67.6	8 23.5	2 5.9
The Role of Public Information in a Modern Organization, n=45	37 82.2	5 11.1	0
The Future, n=54	44 81.5	9 16.7	0

Keynote Speaker (n=94)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the speaker	66 70.2	25 26.6	2 2.1	0
Presentation skills of the speaker	61 64.9	29 30.9	2 2.1	1 1.1
Relevance of the topic presented	56 59.6	31 33.0	6 6.4	0

A few conference participants added additional comments to their evaluation forms regarding the Keynote Speaker. These comments included:

- Excellent presentation of the topic by a very dynamic presenter
- Excellent
- Subject matter too rhetorical and has little relevance to seminar topic
- Needs practical exercises
- Time management
- More time- session was cut short

Brookmont Farms Project (n=24)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the speaker(s)	19 79.2	5 20.8	0	0
Presentation skills of the speaker(s)	16 66.7	7 29.2	1 4.2	0
Relevance of the topics presented	16 66.7	7 29.2	1 4.2	0
Clarity of the material presented	15 62.5	7 29.2	2 8.3	0
Usefulness of the handouts	12 50.0	4 16.7	2 8.3	1 4.2
Usefulness of the discussion	13 54.2	3 12.5	3 12.5	0

Additional insight into the Brookmont Farms presentation was given on a couple of the evaluation forms. Comments included:

- [PFC Norris] was good. [Det. Ferrill] needs to slow down.
- A more accurate depiction could have included photographs, diagrams of community, chart of specific crimes, community encountered, and the trend over the last 9 years
- Too time restricted
- Great job

Community Services Project Teams (n=54)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the speaker(s)	39 72.2	12 22.2	0	0
Presentation skills of the speaker(s)	36 66.7	13 24.1	1 1.9	0
Relevance of the topics presented	36 66.7	11 20.4	1 1.9	0
Clarity of the material presented	38 70.4	10 18.5	2 3.7	1 1.9
Usefulness of the handouts	34 63.0	14 25.9	3 5.6	0
Usefulness of the discussion	30 55.6	15 27.8	1 1.9	0

In the Community Services Project Teams session, multiple respondents suggested ways to change its future format. Some comments were also made on the need for a break during this lengthy session. Specifically, comments included:

- Information very detailed and excellently presented.
- Ask different departments to give little situation/show on a small level how to work through. Just for the level of participation
- Get more interaction from class.
- Practical exercises
- Provide time for questions
- Needed a break
- 2 hours is too long. 5 minute break needed.

Government and Private Industry Partnerships (n=69)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the speaker(s)	46 66.7	23 33.3	0	0
Presentation skills of the speaker(s)	40 58.0	26 37.7	3 4.3	0
Relevance of the topics presented	42 60.9	22 31.9	3 4.3	1 1.4
Clarity of the material presented	42 60.9	23 33.3	4 5.8	0
Usefulness of the handouts	36 52.2	22 31.9	7 10.1	1 1.4
Usefulness of the discussion	40 58.0	23 33.3	3 4.3	1 1.4

(Government and Private Industry Partnerships continued)

A few of the conference participants added additional comments to their evaluation forms regarding the Government and Private Industry Partnerships session. These comments included:

- Develop a partnership of community policing with probation and parole which is more extensive than "safe streets" and train POP in your concepts
- Do it more often
- More hands-on classes
- Provide contact numbers for presenters
- Possibly more handouts for all session
- Maybe extend time a little to allow for Q and A period at end
- Not directly related to community policing. Time could have been better spent.

The Technology Edge (n=34)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the speaker(s)	24 70.6	9 26.5	1 2.9	0
Presentation skills of the speaker(s)	22 64.7	7 20.6	4 11.8	0
Relevance of the topics presented	24 70.6	6 17.6	3 8.8	1 2.9
Clarity of the material presented	21 61.8	10 29.4	2 5.9	0
Usefulness of the handouts	18 52.9	11 32.4	3 8.8	2 5.9
Usefulness of the discussion	21 61.8	8 23.5	3 8.8	2 5.9

In the session entitled The Technology Edge, conference participants noted a variety of additional comments, which included:

- Jim Shiflett was excellent—very knowledgeable and relayed information well
- Provide more video presentations so audience feels as though they are there and can relate to what is being presented
- Seemed more geared to technology conference—more time [needed] on community policing
- It's nice to see what other agencies have, but may be geared to more towards smaller towns and budgets
- Provide contact numbers for the presenters

The Role of Public Information in a Modern Organization (n=45)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the speaker(s)	34 75.6	7 15.6	0	0
Presentation skills of the speaker(s)	31 68.9	9 20.0	2 4.4	0
Relevance of the topics presented	36 80.0	7 15.6	0	0
Clarity of the material presented	32 71.1	8 17.8	2 4.4	0
Usefulness of the handouts	30 66.7	7 15.6	3 6.7	0
Usefulness of the discussion	38 84.4	5 11.1	1 2.2	0

The Role of Public Information in a Modern Organization gained few comments from conference participants. Only three respondents remarked on this session. These participants noted:

- Terry Ruggles was a good addition to the program.
- As a member of a district council and a grad of the citizens' police academy, it's obvious all of the officers I've come in contact with have passed all the strict regulations that have been described in this session
- Many typos in power-point presentation

The Future (n=54)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the speaker(s)	46 85.2	8 14.8	0	0
Presentation skills of the speaker(s)	46 85.2	8 14.8	0	0
Relevance of the topics presented	42 77.8	10 18.5	1 1.9	0
Clarity of the material presented	40 74.1	14 25.9	0	0
Usefulness of the handouts	33 61.1	13 24.1	5 9.3	0
Usefulness of the discussion	37 68.5	8 14.8	2 3.7	0

(The Future continued)

Two evaluation forms from The Future session had additional comments written in. These comments were:

- There were 2 sessions that were scheduled for two hours without a break. Recommend that you give a break every hour.
- As a citizen and grad of the citizens' police academy and a member of the citizens' council, I will say that this has been an informative conference. I would suggest that the public be eligible to attend the next conference in September

Executive Staff Tract Sessions

There were six sessions designed especially for executive staff in attendance. These sessions were:

- Strategic Directions
- SWOT
- Develop and Maintain Innovative Organizations
- Identifying Internal and External Support
- The Public's Right to Know (and)
- Hiring Problem Solvers

Of those conference participants who participated in the Executive Staff tract sessions and who returned the survey forms, approximately two-thirds reported being very satisfied with the sessions. Very few participants reported being not satisfied.

Throughout the various sessions in this Executive Staff Tract, the lecturers were overwhelmingly reported as excellent or good with regard to subject matter, presentation skills, relevance of topics presented, clarity of material, usefulness of handouts and usefulness of discussion.

Satisfaction with Executive Staff Tract Sessions

	Very Satisfied	*Somewhat Satisfied*	*Not Satisfied*
Strategic Directions, n=23	11 47.8	8 34.8	1 4.3
SWOT, n=14	10 71.4	1 7.1	1 7.1
Develop and Maintain Innovative Organizations, n=6	5 83.3	0	0
Identifying Internal and External Support, n=15	11 73.3	2 13.3	0
The Public's Right to Know, n=23	15 65.2	0	0
Hiring Problem Solvers, n=5	3 60.0	0	0

Strategic Directions (n=23)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	21 91.3	2 8.7	0	0
Presentation skills of the instructor(s)	16 69.6	3 13.0	3 13.0	0
Relevance of the topics presented	15 65.2	8 34.8	0	0
Clarity of the topics presented	14 60.9	8 34.8	0	1 4.3
Usefulness of the handouts	11 47.8	8 34.8	3 13.0	0
Usefulness of the discussion	12 52.2	5 21.7	5 21.7	0

On the evaluations for the Strategic Directions session, executive staff commented on seemingly missing pieces of the presentation and on the lack of adequate time allotted for the session. Specifically, comments included:

- Giving examples of each step of strategic planning, what are some obstacles in strategic planning
- Didn't cover "Demings cycle"
- Needed more time
- Could've been great—not enough time allowed
- 2 hour block instead of one hour
- Rushed through topic—information not developed

SWOT (n=14)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	13 92.9	1 7.1	0	0
Presentation skills of the instructor(s)	12 85.7	1 7.1	0	1 7.1
Relevance of the topics presented	10 71.4	2 14.3	2 14.3	0
Clarity of the topics presented	10 71.4	1 7.1	2 14.3	1 7.1
Usefulness of the handouts	6 42.9	6 42.9	1 7.1	1 7.1
Usefulness of the discussion	9 64.3	1 7.1	2 14.3	1 7.1

(SWOT, continued)

In the SWOT session, several participants believe that more allotted time would have been advantageous. Comments included:

- Keep having them as to educate the people. Next time they should include some people and business people to also get some opinions from them. Then we can have a better concept of community policing.
- Good presentation. Needed more time for discussion
- Not enough time allowed for information offered.
- Time!!!

Develop and Maintain Innovative Organizations (n=6)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	5 83.3	1 16.7	0	0
Presentation skills of the instructor(s)	6 100.0	0	0	0
Relevance of the topics presented	6 100.0	0	0	0
Clarity of the topics presented	6 100.0	0	0	0
Usefulness of the handouts	5 83.3	1 16.7	0	0
Usefulness of the discussion	6 100.0	0	0	0

In the Develop and Maintain Innovative Organizations session, only one respondent made a comment on the evaluation form. This comment was simply that more time was needed for the session.

Identifying Internal and External Support (n=15)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	12 80.0	2 13.3	1 6.7	0
Presentation skills of the instructor(s)	11 73.3	3 20.0	1 6.7	0
Relevance of the topics presented	12 80.0	3 20.0	0	0
Clarity of the topics presented	12 80.0	3 20.0	0	0
Usefulness of the handouts	12 80.0	3 20.0	0	0
Usefulness of the discussion	12 80.0	2 13.3	0	0

No additional comments were included by the Executive Staff on the evaluation forms for the Identifying Internal and External Support session.

The Public's Right to Know (n=23)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	20 87.0	1 4.3	0	0
Presentation skills of the instructor(s)	19 82.6	3 13.0	0	0
Relevance of the topics presented	19 82.6	2 8.7	0	0
Clarity of the topics presented	17 73.9	4 17.4	0	0
Usefulness of the handouts	17 73.9	2 8.7	1 4.6	0
Usefulness of the discussion	19 82.6	3 13.0	0	0

Only one comment was made on the evaluation forms for the session entitled The Public's Right to Know. This comment was:

- More videos of examples on material presented

Hiring Problem Solvers (n=5)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	4 80.0	1 20.0	0	0
Presentation skills of the instructor(s)	4 80.0	1 20.0	0	0
Relevance of the topics presented	4 80.0	1 20.0	0	0
Clarity of the topics presented	4 80.0	1 20.0	0	0
Usefulness of the handouts	4 80.0	1 20.0	0	0
Usefulness of the discussion	4 80.0	1 20.0	0	0

None of the Executive Staff respondents noted additional comments on the evaluation form for Hiring Problem Solvers.

Supervisory Staff Tract Sessions

The second set of tract-sessions at the community policing conference was designed for supervisory level staff. The sessions included in this tract included:

- Supervisors as Agents of Change
- The Supervisor's Role
- Maintaining Accountability
- Problem Oriented Policing Mechanics
- Domestic Violence and Hostages (and)
- Critiquing Problem Oriented Policing

Of the participants in the Supervisory Staff tract who returned questionnaire, about half of the participants reported being very satisfied with the sessions they attended.

Overall, the conference participants who attended this tract of sessions and who turned in evaluation forms reported a rating of "good" or "excellent" on subject matter knowledge, presentation skills of the instructor as well as on relevance of the topics presented, clarity of the material, and usefulness of handouts and discussion.

Satisfaction with Supervisory Staff Tract Sessions

	Very Satisfied	*Somewhat Satisfied*	*Not Satisfied*
Supervisors as Agents of Change, n=20	11 55.0	7 35.0	0
The Supervisor's Role, n=17	11 64.7	5 29.4	0
Maintaining Accountability, n=18	8 44.4	4 22.2	0
Problem Oriented Policing Mechanics, n=17	6 35.3	5 29.4	0
Domestic Violence and Hostages	NO SURVEYS TURNED IN FOR THIS SESSION		
Critiquing POP, n=3	3 100.0	0	0

Supervisors as Agents of Change (n=20)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	16 80.0	4 20.0	0	0
Presentation skills of the instructor(s)	13 65.0	6 30.0	0	0
Relevance of the topics presented	11 55.0	8 40.0	1 5.0	0
Clarity of the topics presented	12 60.0	8 40.0	0	0
Usefulness of the handouts	10 50.0	9 45.0	0	0
Usefulness of the discussion	9 45.0	9 45.0	1 5.0	0

A few of the participants in the Supervisors as Agents of Change session noted on their evaluation forms that more time should have been given for this session. Specifically, comments included:

- Very knowledgeable. Impressive presentation.
- Not enough time for discussion
- Not enough time—orientation ran over allotted time.
- Unfortunately time restricted

The Supervisor's Role (n=17)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	11 64.7	6 35.3	0	0
Presentation skills of the instructor(s)	11 64.7	6 35.3	0	0
Relevance of the topics presented	10 58.8	7 41.2	0	0
Clarity of the topics presented	11 64.7	6 35.3	0	0
Usefulness of the handouts	8 47.1	7 41.2	2 11.8	0
Usefulness of the discussion	9 52.9	6 35.3	1 5.9	0

Two respondents noted the need for more time in the Supervisory Tract session entitled The Supervisor's Role.

Maintaining Accountability (n=18)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	14 77.8	2 11.1	0	0
Presentation skills of the instructor(s)	14 77.8	3 16.7	1 5.6	0
Relevance of the topics presented	10 55.6	7 38.9	1 5.6	0
Clarity of the topics presented	11 61.1	6 33.3	1 5.6	0
Usefulness of the handouts	7 38.9	10 55.6	1 5.6	0
Usefulness of the discussion	13 72.2	3 16.7	0	1 5.6

In the session entitled Maintaining Accountability, one participant was concerned about the relevance of a case study to his agency. Others felt that the case study was very relevant, but more time was needed. Specifically, comments recorded on the evaluation forms were:

- Excellent
- Relevance to police work—excellent.
- Major Gary Hesne was very knowledgeable dealing with the subject "maintaining accountability".
- What's done in Polk County, FL has no relevance to me or my agency due to budgetary and resource realities now and in the future
- The only suggestion I have is I believe the instructor could have used more time.
- The class should have been at least 2 hours for better class discussion

Problem Oriented Policing Mechanics (n=17)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	11 64.7	5 29.4	0	0
Presentation skills of the instructor(s)	9 52.9	7 41.2	0	0
Relevance of the topics presented	9 52.9	7 41.2	0	0
Clarity of the topics presented	13 76.5	3 17.6	0	0
Usefulness of the handouts	9 52.9	6 35.3	1 5.9	0
Usefulness of the discussion	10 58.8	6 35.3	0	0

(Problem Oriented Policing Mechanics continued)

The Problem Oriented Policing Mechanics session participants largely did not add additional comments to their evaluation forms. One session participant expanded on rating the session by saying:

- Very good instructors and material

Domestic Violence and Hostages (n=0)
NO SURVEYS TURNED IN FOR THIS SESSION

Critiquing Problem Oriented Policing (n=3)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	3 100.0	0	0	0
Presentation skills of the instructor(s)	3 100.0	0	0	0
Relevance of the topics presented	3 100.0	0	0	0
Clarity of the topics presented	3 100.0	0	0	0
Usefulness of the handouts	3 100.0	0	0	0
Usefulness of the discussion	3 100.0	0	0	0

No additional comments were made on the evaluation forms turned in by the Critiquing Problem Oriented Policing session participants.

Operational Staff & Field Training Officers' Tract Sessions

Lastly, the third set of tract-sessions at this conference included sessions that would appeal to operational staff and field training officers. These sessions included:

- The Emerging Role of the Field Training Officer
- Training for Problem Oriented Policing
- Observation/ Evaluation of Problem Oriented Policing
- Domestic Violence and Hostages
- Maintaining Accountability (and)
- Problem Oriented Policing Workshop

Almost two-thirds of the operational staff and field training officers who attended the tract sessions and returned evaluation forms reported that they were very satisfied with the sessions.

An overwhelming percentage of these operational staff and field training officers reported an excellent rating on the points of subject matter knowledge, presentation skills of the instructor, and relevance to topics presented. In addition, a majority of participants gave a rating of "excellent" for clarity of material presented, usefulness of handouts and usefulness of discussion.

Satisfaction with Operational Staff and Field Training Officers' Tract Sessions

	Very Satisfied	*Somewhat Satisfied*	*Not Satisfied*
The Emerging Role of the Field Training Officer, n=20	6 30.0	9 45.0	1 5.0
Training for Problem Oriented Policing, n=26	23 88.5	3 11.5	0
Observation/Evaluation of POP, n=4	4 100.0	0	0
Domestic Violence and Hostages, n=43	34 79.1	2 4.7	0
Maintaining Accountability, n=4	2 50.0	1 25.5	0
POP Workshop, n=9	7 77.8	0	0

The Emerging Role of the Field Training Officer (n=20)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	11 55.0	8 40.0	1 5.0	0
Presentation skills of the instructor(s)	7 35.0	10 50.0	3 15.0	0
Relevance of the topics presented	9 45.0	10 50.0	0	1 5.0
Clarity of the topics presented	9 45.0	8 40.0	3 15.0	0
Usefulness of the handouts	9 45.0	7 35.0	2 10.0	1 5.0
Usefulness of the discussion	6 30.0	9 45.0	5 25.0	0

Two of the participants in The Emerging Role of the Field Training Officer session gave additional critique on their evaluation forms. These comments included:

- More discussion topics need to be made available
- There was no discussion on "the emerging role"—the instructor just recited what your agency does

Training for Problem Oriented Policing (n=26)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	20 76.9	6 23.1	0	0
Presentation skills of the instructor(s)	19 73.1	7 26.9	0	0
Relevance of the topics presented	22 84.6	4 15.4	0	0
Clarity of the topics presented	20 76.9	6 23.1	0	0
Usefulness of the handouts	15 57.7	8 30.8	3 11.5	0
Usefulness of the discussion	16 61.5	9 34.6	1 3.8	0

No additional comments were made by the operational staff or field training officers who attended the Training for Problem Oriented Policing session.

Observation/Evaluation of Problem Oriented Policing (n=4)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	4 100.0	0	0	0
Presentation skills of the instructor(s)	3 75.0	1 25.0	0	0
Relevance of the topics presented	4 100.0	0	0	0
Clarity of the topics presented	4 100.0	0	0	0
Usefulness of the handouts	4 100.0	0	0	0
Usefulness of the discussion	4 100.0	0	0	0

No additional comments were made by the operational staff or field training officers who attended the Observation/Evaluation of Problem Oriented Policing session.

Domestic Violence and Hostages (n=43)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	37 86.0	6 14.0	0	0
Presentation skills of the instructor(s)	34 79.1	8 18.6	0	0
Relevance of the topics presented	33 76.7	9 20.9	1 2.3	0
Clarity of the topics presented	34 79.1	6 14.0	2 4.7	1 2.3
Usefulness of the handouts	34 79.1	8 18.6	1 2.3	0
Usefulness of the discussion	37 86.0	5 11.6	0	0

In the Domestic Violence and Hostages session, a couple of operational staff and field training officers once again suggested that more time be allotted. Two recommendations were also made aimed at improving the presentation. Specifically, these comments were:

- Excellent
- Better visuals
- Experts [needed] from other agencies
- More time
- Timing Restricted

Maintaining Accountability (n=4)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	3 75.0	1 25.0	0	0
Presentation skills of the instructor(s)	2 50.0	2 50.0	0	0
Relevance of the topics presented	3 75.0	1 25.0	0	0
Clarity of the topics presented	3 75.0	1 25.0	0	0
Usefulness of the handouts	3 75.0	1 25.0	0	0
Usefulness of the discussion	3 75.0	1 25.0	0	0

Only one operational Staff/ FTO added a comment on the Maintaining Accountability session evaluation form. This comment was:

- Very good presentation

Problem Oriented Policing Workshop (n=9)

	Excellent	Good	Fair	Poor
Subject matter knowledge of the instructor(s)	8 88.9	1 11.1	0	0
Presentation skills of the instructor(s)	8 88.9	1 11.1	0	0
Relevance of the topics presented	7 77.8	1 11.1	0	0
Clarity of the topics presented	8 88.9	1 11.1	0	0
Usefulness of the handouts	6 66.7	2 22.2	0	0
Usefulness of the discussion	8 88.9	1 11.1	0	0

In the session entitled Problem Oriented Policing, two session participants gave their accolades. Specifically, these two said:

- Most informative and practical class of the seminar
- The workshop was most excellent

Conference Overall

Throughout the conference, an overwhelming majority of respondents felt that more time was necessary for all sessions of the conference. Many of the participants felt that the presenters were rushed due to time constraints and material was compromised due to the time pressure.

However, aside from the criticisms about timing, conference participants expressed positive comments and rated all sessions with high marks indicating their pleasure with the final result of the New Castle County Police's efforts toward its Successful Community Policing conference.

Overall Satisfaction

	Very Satisfied	*Somewhat Satisfied*	*Not Satisfied*
Day One, n=48	35 72.9	12 25.0	1 2.1
Day Two, n=91	64 70.3	25 27.5	2 2.2
Day Three, n=82	71 86.6	11 13.4	0

Several conference participants gave additional comments on the conference in general. These comments seemed to fall into three categories: program content, timing, and general satisfaction. Comments Included:

Program Content:

- More interactive training
- Some form of discussion groups
- Video examples might help
- Video presentation
- More handouts
- No sales pitches, more substance
- Eliminate material not directly related to community policing and officers' activities
- I felt the first seminar (Emerging Role of FTO) was poorly presented and set a negative tone for the first part of the day
- Get rid of Accountability session—too long and too many numbers
- Provide a list of all participating officers and their departments

Timing:

- More time allowed in the classroom
- Keep to schedule. Many speakers rushed due to run over on time
- Obviously sessions were not given enough time
- Perhaps better time management
- Do not extend one session at the expense of another
- Timing way off—too much in one day
- Time constraints after lunch rushed presenters
- My only criticism is that time constraints need to be more closely observed.
- Extend conference to a full 3 days, keep same amount of sessions to allow additional time for overruns, questions, etc. All instructors seemed rushed due to time constraints
- Limit topics so can better develop the rest

General Satisfaction:

- Very satisfied
- I am pleased to see a contemporary agency working together (open door) with our leaders in Washington D.C. This relationship has been missed in a number of police agencies throughout the country

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