

CITY OF MADISON

Updated 1/17/2024

2023 HR-OD Learning + Development End of Year Summary

Continuous Improvement Snapshot:

We have seen all around improvement in 2023, offering more classes and having a larger impact than in the previous year.

	2022	2023	Change
Attendances	1,717	1,957	▲
Unique Attendees	580	947 (25% of FTE)	▲
Attendance Rate	67%	73%	▲
No-Show Rate	33%	27%	▼
Survey Response Rate	31%	41%	▲
Different Course (Topic) Offerings	36	41	▲
Total Course Sessions	81	103	▲

Courses Overview:

- 103 total course sessions
 - 74 sessions were facilitated by City Employee's (72%)
 - 29 sessions were facilitated Third-Party Contractors (28%)
- 53 sessions had 18 or more attendees (51%)
- 8 different departments participated as Learning Partners
- The most common way registrants heard about our courses was via our weekly emails to City of Madison addresses (47%)



Course Feedback:



98% of respondents **could apply what they learned to their job.**



99% of respondents thought that the **courses were organized and easy to follow.**



95% of respondents thought that the **subject matter of the courses was just right.**



93% of respondents thought that the **pace of the courses was just right.**



84% of respondents thought that the **time for the courses were just right.**



94% of respondents rated the **courses overall as good or excellent.**

Additional Interesting Data:

- Based on registrant reported primary workplace location(s), the data shows that our services and offerings reflect the current (hybrid) state of the workforce.
- Tenure:**
 - The tenure of registrants in 2023 peaks at employees who are in their first two-years of employment with the City.
 - There is another small increase of registrations for employees who have been with the city for 11-20 years.

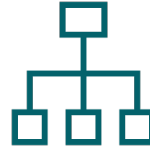
The data included in this summary were gathered & analyzed from self-reported information on Eventbrite Registration Forms and responses submitted to Survey Monkey via the 2023 Course Evaluations.



Third-Party Facilitator-Led Course Feedback:



98% of respondents **could apply what they learned to their job.**



99% of respondents thought that the **courses were organized and easy to follow.**



95% of respondents thought that the **subject matter of the courses was just right.**



93% of respondents thought that the **pace of the courses was just right.**



84% of respondents thought that the **time for the courses were just right.**



94% of respondents rated the **courses overall as good or excellent.**

Looking for more details on 2023 Course Data?

Reach out to OrganizationalDevelopment@cityofmadison.com to receive a copy of an expanded data slide deck with details.