

CITY OF MADISON

2025 Learning + Development

End of Year Summary

Updated 1/28/2026



Equitable



Learner-Centered



Effective

Learning & Development (L+D) designs and delivers equitable,

learner-centered, and effective learning experiences that strengthen City services and support our workforce. While our primary audience is City of Madison employees, our work ultimately benefits the residents and community we serve by building skills, capacity, and shared standards across the organization. This annual report shares how Learning + Development used public resources to support our workforce development. It is designed to be accessible to all, while providing staff with clarity, recognition for outstanding outcomes, and a look forward to 2026.

Summary

We offered programming to enhance the skills, knowledge, and abilities of our employees. The programming consisted of 45 courses delivered in 129 sessions. Development topics spanned across City operations, leadership, and general growth opportunities. Courses were facilitated by internal specialists and external partners in-person and virtually, both live and recorded.

Employees consistently value practical, well-paced learning that directly supports their day-to-day work.

Impact

- Strong engagement:** In 2025, L+D supported 3,467 registrations and 2,384 attendances, with 1,296 unique attendees participating in at least one learning opportunity.
- High-quality learning:** 95% of participants rated courses as good or excellent and 99% reported being able to apply what they learned to their work.
- Solid feedback systems:** Course evaluation response rates remained solid at 45% in 2025, reflecting intentional improvements in seeking and applying feedback to the learning experience.
- Equity & access:** Demographic participation closely mirrored overall workforce demographics, and targeted accommodations were successfully provided when requested.

Data

Course Aspect	2022	2023	2024	2025	Change
Total Attendances	1,717	1,957	1,806	2,384	▲
Unique Attendees	580 (16% of FTE)	947 (25% of FTE)	958 (26% of FTE)	1,296 (33% of FTE)	▲
Attendance Rate	67%	73%	64%	69%	▲
No-Show Rate	33%	27%	28%	16%	▲
Survey Response Rate	31%	41%	48%	45%	▼
Different Course Offerings	36	41	42	45	▲
Total Course Sessions	81	103	107	129	▲

Color: Green = Desirable, Yellow = Neutral, Red = Less Desirable.

Arrows: ▲ = Increase from last year, "~" = some, or within a + or - 3% change, ▼ = Decrease from last year

Course Evaluation Survey Respondent Ratings		
99%	of respondents shared that the course was organized and easy to follow.	▲
99%	of respondents could apply what they learned to their present job.	~
95%	of respondents rated the attended course good or excellent.	~
95%	of respondents said the subject matter was just right.	~
88%	of respondents said the course pace was just right.	▼
83%	of respondents said that the course time was just right.	~

Learning and Look Ahead

Learning + Development observed a few key take-aways to incorporate into 2026 systems and programs.

- Required and foundational courses** significantly increase participation across departments and employee groups.
- Shared responsibility for course promotion** between facilitators and HR-Organizational Development matters for engagement.

In 2026, Learning & Development will continue to strengthen foundational training, improve coordination with learning partners, expand targeted outreach, and use data to refine scheduling, marketing, and course design. This work supports a skilled, engaged workforce and reinforces the City's commitment to effective, equitable public service.

Looking for more details on Learning + Development?

Reach out to OrganizationalDevelopment@cityofmadison.com to get in touch.

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 standard 2025 Course Evaluations.