

FACILITATOR EVALUATION FORM

Training: T19-06 Ashbrooke: Designing a QMS to ISO/IEC 17025

Facilitator(s): Ned Gravel

Location: Ottawa, ON (Holiday Inn Hotel and Suites)

Date: 21-23 June 2006

It is important for the success of training within CAEAL to quickly identify areas of improvement. We need to know how to do better next time. Best, in our opinion, is giving you the training you need. This form helps us learn how to better meet your training needs next time. Once you have completed the form, please leave it on your table at the end of the day's sessions. It will be picked up by the CAEAL facilitator, or contracted facilitator, and forwarded to the Manager, Quality and Training, CAEAL. Help us serve you better.

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?	0	0	4	5	6
Were they well defined?	0	0	1	6	8
Were they achieved?	0	0	5	4	6
Course Content:					
Was the material appropriate?	0	0	1	8	6
Complexity (1=too complex or too simple ← → Perfect=5)	0	1	2	6	6
Was the material clear to you?	0	1	3	5	6
Volume (1=too much or not enough ← → Perfect=5)	0	1	5	5	4
Did the handouts fit with this training - did they help?	0	0	4	4	7
Facilitator Methods:					
Did the facilitator allow sufficient discussion?	0	0	2	5	8
Did the facilitator encourage participation?	0	0	2	4	9
Did the facilitator help bring out new group ideas?	0	0	5	3	7
Did the facilitator help close out discussions?	0	0	4	4	7
Would you accept this facilitator again?	0	0	2	4	9
Catering and Facility:					
Was the seminar facility appropriate for the course?	0	0	2	7	6
Was the lunch and breaks service acceptable?	1	3	3	3	5

Comments	Response
I wish we would have had a Korean translator.	This is an extremely valid comment. After this third course delivering English language material to persons whose native language is Korean, CAEAL has committed to delivering material to non-English speakers only when a full simultaneous interpretation (translation) service is provided.
I would have liked more time to eat lunch.	The course package specified 30 minutes for lunch and our group took an hour. CAEAL will ask participants whether they wish to lengthen their day in order to accommodate a longer lunch – and will abide by the group decision.

Other Comments

- I really appreciate all the help you have provided us.
- I have always wondered if a QMS would make our lab better, having taken this course it is clear that a QMS will make our lab better. This has been a great experience. Thank you.
- The course was great – Thank you!
- Thank you very much!
- Thank you!
- I am very pleased with the instructor – courteous, passionate to teach us and help.
- Thank you Ned and CAEAL!
- I really enjoy the instructor's teaching.