

FACILITATOR EVALUATION FORM

Training: Understanding ISO/IEC 17025 **Facilitator(s):** Ned Gravel

Location: Hosted at the NRC, Ottawa **Date:** February 2 to 3, 2009

It is important for the success of training within CALA 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 CALA facilitator, or contracted facilitator, and forwarded to the Manager, Quality and Training, CALA. 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?	1	1	1	4	15
Were they well defined?	1	0	3	8	10
Were they achieved?	0	2	4	11	5
Course Content:					
Was the material appropriate?	0	1	4	9	8
Complexity (1=too complex or too simple ← → Perfect=5)	1	3	10	4	4
Was the material clear to you?	1	2	6	9	4
Volume (1=too much or not enough ← → Perfect=5)	1	6	5	8	2
Did the handouts fit with this training - did they help?	0	2	4	4	12
Facilitator Methods:					
Did the facilitator allow sufficient discussion?	1	0	1	5	15
Did the facilitator encourage participation?	0	1	0	3	18
Did the facilitator help bring out new group ideas?	1	0	0	11	10
Did the facilitator help close out discussions?	0	0	3	8	11
Would you accept this facilitator again?	1	0	1	3	17
Catering and Facility:					
Was the seminar facility appropriate for the course?	0	2	5	2	13
Was the lunch and breaks service acceptable?	0	1	4	5	12

Comments	Response
Too Many abbreviations. Some acronyms should be explained for benefit of first timers and non-English speakers. Acronym glossary would be useful	Will provide CALA abbreviations document with course binders.

Comments	Response
<ul style="list-style-type: none"> • A little fast at times. When referring to a section or sub-section on the manual – slowly repeat and aid in its location, so all are on same page (better links required slowdown). • Spoken too quickly on occasion (missed references to some items in text sections). • 17025 objectives: Understand and refresh yes, ok. • Speak more slowly and allow all to find the refs on texts sections (or state section/page). You did this most of the time but I missed it about 25% of the time. 	<p>Understood. Will make effort to slow down</p>
<ul style="list-style-type: none"> • Number overhead slides to the same as the binder. • Relate slides to actual section of 17025. Numbering system in notes difficult to follow. 	<p>These are two separate requirements for spacing out the slides. They are only paraphrasing the course material in the actual Lessons. Each Lesson contains the actual references to the standard.</p>
<p>Update slides or binder, some info on the slides were not in the binder.</p>	<p>Not clear on what sections are not congruent.</p>
<ul style="list-style-type: none"> • 4 people at a table is very crowded when you try to spread out documents • This is a large amount of information to present in 2 days; I felt that coverage was inconsistent. • Zipping through slides can be a bit disorienting 	<p>Understood. This is an introductory course on the standard, and not a course about actual testing or calibration methods. When the group includes a good percentage of those with previous experience in the standard, those without may feel left back.</p>
<ul style="list-style-type: none"> • Introduction part could be shortened in my opinion. • Some more important info was skipped over, and some less important was covered in depth – in my opinion. 	<p>Understood. As this is an introductory course on the standard, and not a course about actual testing or calibration methods, those with previous experience in the standard may feel held back.</p>
<ul style="list-style-type: none"> • The Danish were too dry. Less pastry, more fruit and veggies • Need tea! 	<p>Understood. Such a variety was requested but was not available from the organisation that hosted the training.</p>
<ul style="list-style-type: none"> • I want you to walk us through the complete uncertainty stuff that you do for your client labs because I want to know what they learn so I can understand it completely (and from their point of view). Don't gloss over it. • I want a more thorough discussion on uncertainties and stats. I was in the minority. 	<p>Understood. In future, will ask participants from NMI if they want this at the beginning of the course. I may have incorrectly assumed that teaching NMI staff about uncertainty was a little presumptuous.</p>
<p>Fix slide in quiz with spelling error – “whit held”</p>	<p>Done.</p>
<p>Condense to salient points for audience to limit volume.</p>	<p>Understood. Will attempt to not deviate from the course objectives set at the beginning.</p>

- Glad you were up beat.
- Continue the good work
- Good entertaining A/V (multimedia) infomercials were enjoyable
- Well done! Informative and enjoyable session.