

## FACILITATOR EVALUATION FORM

**Training:** Understanding ISO/IEC 17025

**Facilitator(s):** Mr. Ned Gravel

**Location:** Ottawa, ON – Hampton Inn

**Date:** 23-24 July 2008

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

Comments	Response
Enough material for 3 days. Tuesday PM was rushed.	True. Participant objectives take precedence and sometimes go beyond stated course objectives.
Need more workspace for binders and notes – not round tables! Thanks changed for day 2!	Noted.
Number of sub sections in binder tabs same but not correlated with 17025 section numbers (eg. Tab 5, 5.2=Completing the lesson, while Tab 7, 5.2=Technical requirements: Personnel). Makes use of reference materials for look up more challenging and non-intuitive.	Understood. Will examine different course numbering system so as to reduce confusion with numbering system in standard.

Comments	Response
<ul style="list-style-type: none"> <li>• Even the P07 sec 5.4.5 does not explicitly specify it, the standard and the interpretation guide (P07) could be greatly simplified to state that all methods used should/shall be validated on first use and if any significant changes in site, personnel, equipment or procedure is incurred.</li> <li>• All methods should be validated not just those as implied in P07.</li> </ul>	<p>Good idea. Will pass this off to the folks responsible.</p>
<p>Section 6; recommend that this section be read as homework prior to you presenting it. This way we have a chance to absorb your explanation instead of trying to keep up with where you are reading numbers.</p>	<p>Good idea. Will do for future courses.</p>
<ul style="list-style-type: none"> <li>• Seats in room 211 are not comfortable at all to sit on all day long.</li> <li>• Facility was good but chairs were very uncomfortable (no back/lumber support)</li> </ul>	<p>Understood. Will try to get more comfortable chairs, but we are limited by what the hotels supply.</p>
<p>Provide hot chocolate with coffee and tea.</p>	<p>Will try and add to standard daily menu.</p>
<p>Not able to put dirty dishes/creamers away, no garbage.</p>	<p>Will ask hotels to designate such a place during future training.</p>
<p>Sometimes too much information and the original question was “lost” in too much information.</p>	<p>Don’t know when this occurred (perhaps that is part of the problem?) but will ask participants to remember what they have asked so as to ensure that discussion returns to original question.</p>
<p>If we could have previewed this binder prior to the course it may have helped in my understanding.</p>	<p>Experience has shown that 30% of participants who receive their binders beforehand, leave them behind and do not bring them to training. Only viable solution to date has been to hold the binders and deliver on the day. Am open to any suggestions that ensure participants have binders during training without having to prepare 30% more binders and bring them to all courses.</p>
<p>The catering staff was too quick to take away food and beverage.</p>	<p>Will have hotels leave food through to break time.</p>

**Other Comments**

- Well-done Ned.
- Good overall course. Very enthusiastic which makes course easy to learn from.
- Good course – animated.
- I learned a ton! Thanks Ned.
- Temperature [in meeting room] was good.