

FACILITATOR EVALUATION FORM

Training: Understanding ISO/IEC 17025

Facilitator(s): Mr. Ned Gravel

Location: Holiday Inn, Markham, Ontario

Date: January 19 to 20, 2009

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	1	2	5
Were they well defined?	0	0	1	4	3
Were they achieved?	0	0	2	5	1
Course Content:					
Was the material appropriate?	0	0	0	5	3
Complexity (1=too complex or too simple ← → Perfect=5)	0	1	2	4	1
Was the material clear to you?	0	0	1	4	3
Volume (1=too much or not enough ← → Perfect=5)	0	1	1	5	2
Did the handouts fit with this training - did they help?	0	0	0	4	5
Facilitator Methods:					
Did the facilitator allow sufficient discussion?	0	0	1	2	5
Did the facilitator encourage participation?	0	0	0	2	6
Did the facilitator help bring out new group ideas?	0	0	1	2	5
Did the facilitator help close out discussions?	0	0	2	2	4
Would you accept this facilitator again?	0	0	1	2	5
Catering and Facility:					
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
Update training materials with new logo	Underway
Include course start/finish time in the confirmation e-mail	Good suggestion. Will do.
The facility was cold, issue cozy blankets next time.	Room had large swings in temperature until we figured out how to keep it within normal parameters. Not too certain we can issue blankets to everyone.
I would prefer more time on uncertainty/tech measurements section.	Both uncertainty and measurement (calibration) disciplines are the subject of separate courses. This course does not have enough space in it to teach these subjects – only to make participants aware of the requirements given in the standard.
Some of the group discussion questions were not straightforward to understand.	Understanding the questions varies from session to session. What is important is the discussion itself. The questions are designed only to stimulate the discussion.
A little disorganized at the outset (late to get started) but overall very good. Tables in classroom were too small and crowded for the first day but rectified for the second. Room temperature was a little on the cold side.	Understood. The hotel now understands our setup requirements.
Update the documents to reflect the new CALA look. Provide post-it notes to create tabs during the training.	Will do.

Comments	Response
Please update Tab 13 to 2008 version. Post-it notes needed to mark pages.	Done.

Other Comments

- Course content and facilitator were very good.
- Great instructor. Very knowledgeable and kept course interesting.