

FACILITATOR EVALUATION FORM

Training: Understanding ISO/IEC 17025 **Facilitator(s):** Ned Gravel
Location: Hosted at the NRC, Ottawa **Date:** February 2 to 3, 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?	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.
<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. 	Understood. Will make effort to slow down

Comments	Response
<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>

Other Comments

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