

# FACILITATOR EVALUATION FORM

**Training:** Understanding ISO/IEC 17025      **Facilitator(s):** Ned Gravel  
**Location:** Health Canada Hosted, Ottawa      **Date:** June 1 and 2, 2009

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?	1		5	4	14
Were they well defined?		1	4	4	15
Were they achieved?			5	9	10
<b>Course Content:</b>					
Was the material appropriate?			5	7	12
Complexity (1=too complex or too simple ← → Perfect=5)		1	11	9	3
Was the material clear to you?			12	8	4
Volume (1=too much or not enough ← → Perfect=5)		2	10	8	4
Did the handouts fit with this training - did they help?			7	7	10
<b>Facilitator Methods:</b>					
Did the facilitator allow sufficient discussion?				6	18
Did the facilitator encourage participation?				7	17
Did the facilitator help bring out new group ideas?			1	9	14
Did the facilitator help close out discussions?	1		2	9	12
Would you accept this facilitator again?			1	8	15
<b>Catering and Facility:</b>					
Was the seminar facility appropriate for the course?			3	8	13
Was the lunch and breaks service acceptable?			9	5	10

Comments	Response
<ul style="list-style-type: none"> <li>Sometimes overstated the obvious (eg pen on chair and desk)</li> </ul>	Very true – designed to be just that. Obvious.
<ul style="list-style-type: none"> <li>As technical staff, would have preferred more time spent on the technical details (once day course) the overview of importance and global view not as important for me, though interesting.</li> </ul>	Technical aspects are not the issue with this standard. It is the QMS portions that cause the problems. The vast majority of technical issues are contained in the test standards used by the laboratory – which are not part of this course.
<ul style="list-style-type: none"> <li>Ned spoke a little too fast at times.</li> </ul>	Understood. Will try to slow down.
<ul style="list-style-type: none"> <li>A lot of material to take in. Not always easy finding appropriate written material during class.</li> </ul>	Will slow down here too and allow folks to get to the appropriate place before proceeding.

Comments	Response
<ul style="list-style-type: none"> <li>Sometimes discussions were a bit too long. I think this course can be reduced to 1 day. Felt that the information could be condensed in to a shorter course.</li> </ul>	<p>See comment above. Not all participants absorb information at the same speed.</p>
<ul style="list-style-type: none"> <li>Any way to put uncertainty section on AM/beginning of course?</li> </ul>	<p>Will examine feasibility of such an approach – and put the QMS stuff at the back end of the course.</p>
<ul style="list-style-type: none"> <li>Felt the manual was kind of a waste for the amount that we actually used in class. Could probably only include “tab 7” and that would have been sufficient. 9, 10, 11 were never used and since that are available on internet it is a little bit wasteful.</li> </ul>	<p>Binder is for reference beyond the actual training days. Tabs 9, 10, and 11 are currently included because previous participants indicated they wanted these materials in their binders – and it was available on the internet at that time too. Not certain how to deal with this difference.</p>
<ul style="list-style-type: none"> <li>Please include a sheet with all of the acronyms and what they mean.</li> </ul>	<p>Will bring the short version of the list of acronyms to the next sessions. (CALA T26 – CALA Acronym List)</p>
<ul style="list-style-type: none"> <li>Include QMS relationship diagram (Scope of Lab QMS) in the slides.</li> <li>Tab 2 – Discussion Activity 2.1 – change the word “effect” to “implement.”</li> <li>Copy slide 6 from tab 2 to tab 1</li> </ul>	<p>Very good ideas. Will do</p>

### Other Comments

- Ned is very entertaining and energetic presenter. The course will be improved in the future with the inputs we were asked to provide.
- It is a very informative and well-organized course, which was conducted by a great facilitator.
- Addressed questions well – obvious expertise and experience.
- Makes an otherwise dull topic, interesting
- Enjoyed the Mooney videos!
- Enthusiastic presentation, good structure.
- Ned was very entertaining.
- I learned a lot, thank you.
- Enjoyed the videos!
- Good course.
- Instructor was excellent, kept a somewhat “dry” topic interesting.
- I found the course very helpful in understanding the principles and potential applications of the 17025:2005 standard.