

FACILITATOR EVALUATION FORM

Training: Lead Assessor Course **Facilitator(s):** Ned Gravel
Location: Four Points by Sheraton, Gatineau **Date:** November 16 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?			1		4
Were they well defined?				2	3
Were they achieved?				1	4
Course Content:					
Was the material appropriate?				1	4
Complexity (1=too complex or too simple ← → Perfect=5)			2	1	2
Was the material clear to you?			1	2	2
Volume (1=too much or not enough ← → Perfect=5)			1	1	3
Did the handouts fit with this training - did they help?			1	3	1
Facilitator Methods:					
Did the facilitator allow sufficient discussion?				1	4
Did the facilitator encourage participation?				1	4
Did the facilitator help bring out new group ideas?				1	4
Did the facilitator help close out discussions?					5
Would you accept this facilitator again?					5
Catering and Facility:					
Was the seminar facility appropriate for the course?				2	3
Was the lunch and breaks service acceptable?				1	4

<u>COMMENTS</u>	<u>REPSONSE</u>
Include the concept of serious non-conformances – Module G	Good idea. Done.
Include the Trace of Tests exercise in a Role play instead of group work	Will try and accommodate that approach given the time constraints for that specific exercise.
Put details of opening meeting from A04-02 into the course binder at Tab 5.	This is already in that spot.
<ul style="list-style-type: none"> • Consider putting common documents in easy to find / use binder • A lot of flipping around between document binders • Some sort of cross-reference table would help • Consolidate documents instead of looking multiple places for the same ideas. 	The assessor binder is the repository of the common documents. It contains a table of contents. Table of contents for the course binder is in Module 1. Will make it more visible to future participants. May be able to reduce course binder by simply pointing to the reference within its text, instead of restating some of the materials. This is different than previous comment.
Two binders was cumbersome but I understand the reasons, the nomenclature of “module” for the course binder and “tab” for the assessment binder helped	Will continue with the separate names for each binder.

<u>COMMENTS</u>	<u>REPSONSE</u>
<ul style="list-style-type: none"> • Different colour binder or different tabs for each binder • Different colours of binders would help. • Put a different picture on course binder please. • Both binders looked too alike! 	Agreed. Course binder will be different colour and have different cover
Lighting issues	Agreed. Will use a room with more light in the future.
More fresh fruit	Agreed. Will attempt to determine preferences for this aspect of the course during the first morning. Some want more fruit and some want more muffins, scones.
Please tell participants in advance that computers need MS Access to run assessor software	Agreed. This will be part of the initial notification to participants.
Attendance forms not included	Will ensure responsibilities are clear for this niggling detail. This was caused by overlap.
What is the purpose of all the flowcharts in Module 3?	The flow charts provide the overview of the assessment process. If they cause confusion, they can be eliminated. If they are not clear, then we can spend time discussing them.
Update course to include A06	Agreed. A06 was formally issued three days before the start of this course. It will be included in all future courses.
Please include scope of lab operations diagram	Agreed. This will be done.
<ul style="list-style-type: none"> • Change exercise 3 to read – assessor binder not A04 • Change exercise 3 to include guidance doc. 	The terms “Assessor Binder” and “A04” are now more synonymous within the course material. Guidance documents are now part of the exercise deliverables.
Remove ROPEC from methods manual – Module 8 – Section 8	Good catch. This is done.

Other Comments

- Ned was ideal for this course, knowledgeable, friendly, encouraging, energetic and allowed us to do the work and get things on our own!
- Thanks, great course
- The hands-on real life assessor exercises though long, were excellent practice as to what to expect and what to do during a real assessment.
- Great group discussions!
- Small group was great. Help facilitate on and one discussions.