

FACILITATOR EVALUATION SUMMARY

Training: 4002-1301 Evaluator Training 17011 Facilitator(s): Ned Gravel
 Location: Harleysville, PA Date: 18-20 Sept. 2013

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

Participant Feedback	MOTIVA Response
Ch.3 Slide 35, remove "corrective"	Good catch. Correction done.
Define acronyms at least once	Good point. We sometimes get ahead of ourselves and forget that not everyone knows the "secret" language of conformity assessment.
A bit of confusion at start of "evaluation schedule exercise" but the informality allowed us to change "on the fly".	Yes. Good point. The normal format of this course is for ILAC regional bodies to train their evaluators. Using the NACLA procedure instead of the ILAC or regional ones presented some challenges which we were able to overcome (with some patience on the part of the folks taking the training).

Other comments:

- Fabulous course. Facilitator extremely knowledgeable and supportive to participants. Safe learning environment for “newbies”.
- Great course! Great group!
- Excellent course. I learned a lot about ISO/IEC 17011. I was scared to learn this material but Mr. Gravel made it very interesting and enjoyable.
- This class was a little outside my comfort zone but Ned has a wonderful training method and I certainly did not feel out of the loop.
- The discussion was the best part of the class, it was how I was able to gain further understanding about 17011. Furthermore, the class was enjoyable.