

# FACILITATOR EVALUATION SUMMARY

**Training:** 4021-1303 Understanding ISO/IEC 17065      **Facilitator(s):** Ned Gravel  
**Location:** Gaithersburg, MD      **Date:** June 12 & 13, 2013

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

Participant Feedback	MOTIVA Response
Missing section in handouts	This highlights a need to enhance QA when binders have been received from the printers.
When the first slide was shown, I did not immediately find it. Please wait until participants are "on the same page" before continuing.	Can do. Participants will be encouraged to speak up when this sort of thing occurs. Leaving people behind is not acceptable.
More refined questions would be an improvement	Understood. The current set of questions are based on generic approaches and while the discussion that ensues is not the most refined, it does allow lively discussion on the basic issues, especially where consensus has not yet been established.

<b>Participant Feedback</b>	<b>MOTIVA Response</b>
A “brief” tour of the standard at the beginning of day one would be valuable.	Good idea. This can be done with the review of the handouts and binder.
Review questions with a double negative became the focus of analysis, rather than the concept being the focus of analysis.	While generating good discussion, the questions may be causing difficulty to those participants seeking clarity from that aspect of the course. The questions will be changed to remove the double negatives.

**Other comments:**

- Excellent Course!
- Thank you, Excellent training opportunity. Fun, dynamic exchanges. I will continue to recommend you and MOTIVA Training.