

FACILITATOR EVALUATION SUMMARY

Training: 4021-1306 Understanding ISO/IEC 17065 **Facilitator(s):** Ned Gravel
Location: Columbia, MD (PCTEST) **Date:** 4 & 5 November 2013

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	√ as appropriate below				
Were you given the opportunity to help define them?				1	15
Were they well defined?				2	14
Were they achieved?				4	12
Course Content:					
Was the material appropriate?				4	12
Complexity (1=too complex or too simple ← → Perfect=5)			2	4	10
Was the material clear to you?		1	1	5	9
Volume (1=too much or not enough ← → Perfect=5)			1	5	9
Did the handouts fit with this training - did they help?				6	10
Facilitator Methods:					
Did the facilitator allow sufficient discussion?					16
Did the facilitator encourage participation?					16
Did the facilitator help bring out new group ideas?				1	14
Did the facilitator help close out discussions?					16
Would you accept this facilitator again?					16
Catering and Facility:					
Was the seminar facility appropriate for the course?					16
Was the lunch and breaks service acceptable?				1	15

Participant Feedback	MOTIVA Response
Would like to have more time to study the questions and responses to obtain better understanding.	Good observation. Not everyone learns at the same pace. For all future courses, we will ensure participants can indicate a desire to proceed more slowly.
Some discussion questions were poorly worded/confusing. For the actual lessons/review parts, I think I would have gotten more out of it if we reviewed the material directly instead of a Q/A.	Valid points both. Getting the answers correct is not important. They are not scored and the ensuing discussion within the group is what really counts. That is where learning takes place. Some folks, however, still wish a lecture style of presentation with time taken to read it all beforehand. We have found that this would cause the time taken for this course to increase by up to one day – with a resulting increase in cost to participants.

Participant Feedback	MOTIVA Response
More Q&A time scheduled would help. Also depending more on the standard and secondly referring to material would have helped with command of standard more.	Not certain how to address this comment. The whole course is a structured Q&A session.
Handbook pg.23 question 4.1 is confusing.	Good catch. The question has been modified to make it clearer.
Handbook can be renumbered corresponding to 17065 standard clause numbers.	This course does not follow the numbering structure of the standard. It follows the processes of certification.

Other comments:

- Great course, with applicable examples for PCTEST. Enjoyed and useful.
- Great depth of knowledge.
- Excellent!
- You showed how to access online.