

FACILITATOR EVALUATION SUMMARY

Training: 4024-1301 Understanding ISO/IEC 17020 **Facilitator(s):** Ned Gravel & Heather Thompson
Location: Frederick, MD **Date:** 23 & 24 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? | | | | | 6 |
| Were they well defined? | | | | | 6 |
| Were they achieved? | | | 1 | 3 | 2 |
| Course Content: | | | | | |
| Was the material appropriate? | | | | | 6 |
| Complexity (1=too complex or too simple ← → Perfect=5) | | | | 2 | 4 |
| Was the material clear to you? | | | | 2 | 4 |
| Volume (1=too much or not enough ← → Perfect=5) | | | | | 6 |
| Did the handouts fit with this training - did they help? | | | | | 6 |
| Facilitator Methods: | | | | | |
| Did the facilitator allow sufficient discussion? | | | | | 6 |
| Did the facilitator encourage participation? | | | | | 6 |
| Did the facilitator help bring out new group ideas? | | | | | 6 |
| Did the facilitator help close out discussions? | | | | 1 | 5 |
| Would you accept this facilitator again? | | | | | 6 |
| Catering and Facility: | | | | | |
| Was the seminar facility appropriate for the course? | | | | | 5 |
| Was the lunch and breaks service acceptable? | | | | | 5 |

| Participant Feedback | MOTIVA Response |
|---|---|
| Several editorial errors in course materials caused some confusion. | Good calls. Most were corrected during the course but the remainder will be handled during the next revision of the course. |
| Correct the numbering on page 9 of the handbook and slide 17 for Chapter 2: Specify IB type | Done. |
| Need improved and consistent QA on course binders. | True. We will have to examine all the binders when they are delivered by the printer. |
| Bigger "slides" in binder would improve readability | Can do. Will print then at two per page instead of three per page. The "notes" lines will disappear, but we can try it. |
| Laser pointer was too fast and jumpy made it difficult to follow. | If it is seen as too jumpy, we can discontinue its use. No need for distractions. |
| Quiz question 13 option b) should read IB | Done |

| Participant Feedback | MOTIVA Response |
|---|---|
| Quiz question 20 c) should read 10 | Done |
| Participants could be notified that the standard itself will not be included in the course material and they might want to bring their own copy | Oversight on our part. I thought we had informed folks. This is now going to be part of our course preparation checklist. |
| Binder page 9, 1.4.4.4 should read 1.4.4.3 | Corrected |
| Perhaps an additional half day would better allow for unexpected yet necessary lengthy discussions on topics such as root cause analysis and uncertainty of measurement without diminishing the time required for the original course | Agreed, but this would require agreement beforehand. It is always hard to negotiate extra time from participants during a course. |
| Someday, I would like to be able to do the type of training you do. I think I could be good – not like you, but effective. Can you offer me any advice so I can start planning and working toward that goal? | To the person who asked this question: I have only three pieces of advice. <ol style="list-style-type: none"> 1. Be yourself and be genuine – respect the opinions of others. Course participants need that from you. 2. Know your stuff. That is what people are paying for. 3. Don't sell yourself short. Of course you can be this good. If I believe in you, you can too. |

Other comments:

- Great job. Ned's personality kept things interesting and kept the pace moving along.
- Overall, it was a highly beneficial course. Thank you.
- Ned was an excellent instructor. Very knowledgeable and he provided many thought provoking discussions throughout the course.
- This was excellent! The discussions were plentiful and provided us with so much understanding and comfort. I'd like to explore the possibility of helping us with a mock audit in the field.
- Ned is a patient and knowledgeable teacher. He is personable and motivating. He makes me want to learn the subject matter. This is the best training I could have received on the topic. I really believe that. I can't wait to have Ned back again for more training. Thank you.
- Excellent course! It made us learn through participation and discussion. It was not possible to not be involved.
- Heather's expertise and attention to detail was a valuable addition. Heather and Ned's different styles of delivery complimented each other well.
- Thank you for the 17020 training – it was exactly what we were looking for. Tracy told me today that it "was probably the best training course I've ever taken." The rest of us echo those sentiments. Your communication skills and examples really made the difference. Our program is going to be great because we have reached out to the best.
- You taught us so much and we enjoyed every minute of it. Give our regards to Heather as well. She will be great.