# FACILITATOR EVALUATION FORM
# (ONLINE TRG)

**Training:** Understanding ISO/IEC 17025        **Facilitator(s):** Ned Gravel

**Location:** **ON LINE**        **Date:** Summary for 2012

| Item | Met Participant Needs? | | | | |
|---|---|---|---|---|---|
| | 1 No | 2 | 3 OK | 4 | 5 Yes |
| Course Objectives: | √ *as appropriate below* | | | | |
| Were they well defined? | | | | | 7 |
| Were they achieved? | | | | | 7 |
| Course Content: | | | | | |
| Was the material appropriate? | | | | 3 | 4 |
| Complexity   (1=too complex or too simple←→Perfect=5) | | | 2 | 1 | 4 |
| Was the material clear to you? | | | | 5 | 2 |
| Volume  (1=too much or not enough←→Perfect=5) | | | 1 | 2 | 4 |
| Did the handouts fit with this training - did they help? | | | | 2 | 5 |
| Website and Course Flow: | | | | | |
| Was the website appropriate to the course? | | | 2 | 2 | 3 |
| Did the course flow help you meet your course objectives? | | | 1 | 1 | 5 |

| Participant's Comments | MOTIVA Response |
|---|---|
| My only suggestion would be to maybe include on the quizzes an additional answer box, following the 3 short answer questions, where a user could include any additional questions for the facilitator they had with regard to that section. A way to notify the facilitator that the quiz is ready to be marked through the website may be beneficial as well. | Two good suggestions.  Both of these facilities are on the current E-learning site, but they are not well done.  The new site, currently being designed, has these two suggestions as part of the design criteria. It should be up before the middle of January 2013. |
| Online course is tougher than the classroom course because online course requires more concentration. Also there is no opportunity for face to face discussion with the facilitator as well as with other participants. | This is very true and these are the standard drawbacks to online training.  Time and distance (therefore cost) is always an issue until an opportunity for an in-class session can be made available.  In-class sessions overcome both of these impediments to learning. |
| The course was fine, but I felt a little lonely (sometimes) in front of my screen. The discussion activities proposed at the beginning of each chapter seem very important as a starter and appropriate (especially when you are new in the field), but I understand what online means. Perhaps one day, some discussions could be recorded (voices only), and posted as additional material? | This is the one very great drawback to online training. There is no shared component to experiential learning in this case.  However, this participant, and all others, will always have the opportunity to discuss issues with the facilitator, long after the course is complete. |

**Other comments:**

- Thank you for this course. It's user-friendly. I didn't have any difficulty completing the course. Everything is well detailed and you give tools to better understand the ISO/IEC 17025. I will recommend this training for future new employees in our agency.

- This was a fabulous course. I feel that this will definitely suffice and exceed showing that I have competence and training necessary for the internal auditor and Quality Manager position I hold.  I was looking for something just like this, since I have been in the Quality field for 13 years now.  It was a great course, Ned and so glad I found it!!!!!  THANK YOU!

- The facilitators response time with regard to questions and quizzes was prompt and helpful.

- This is the 2nd understanding ISO17025 course I have taken and I found this one better suited my learning style since I was able to work at my own pace and take the time I needed in between lessons to absorb all the information.

- I found the slideshows and handbook to be well written and easy to understand and I would recommend this course to others who are looking to increase their familiarity and understanding of ISO/IEC 17025.

- The course contents are very good. The technology was also nicely utilized in the course materials.

- Very informative course. First course I have ever completed online, found it good as I could complete at my own pace, in addition to referencing the materials provided. The audio in the background was also useful, as it provided extra information I otherwise would have skimmed over. Akin to a 'real' presentation set-up. Good lay-out of quiz questions - made me research my notes/reference materials. Better than just multiple choice questions.

- Really enjoyed the on line aspect of the course, allows flexibility to the learning. This course give a good break down of the standard.