FACILITATOR EVALUATION FORM
(ONLINE TRG)

Training: Root Cause Analysis   **Facilitator(s):**   Ned Gravel

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	√ *as appropriate below*				
Were they well defined?		1		2	8
Were they achieved?			1	2	8
Course Content:					
Was the material appropriate?				3	8
Complexity (1=too complex or too simple←→Perfect=5)				6	5
Was the material clear to you?				4	7
Volume (1=too much or not enough←→Perfect=5)			2	3	6
Did the handouts fit with this training - did they help?		1	2	2	6
Website and Course Flow:					
Was the website appropriate to the course?			2	2	7
Did the course flow help you meet your course objectives?			1	2	8

Participant Feedback	MOTIVA Response
The sample section was quite good, although the button colours could be changed to make them easier to read.	I will modify the presentations to make the colour of the font within the buttons of this section more distinct from their background.
I rushed through and scored a 90/100 and the feedback stated incorrectly "Well done!! Perfect Score"	I will continue to try and encourage successful participants, but the "Perfect Score" comment is a bit of an exaggeration I can remove. Thank you.
The animation is engaging, but the sounds may be a bit distracting when changing screens	Good point. I will try and find a way to provide audible notification of change using less obtrusive sounds.
Course handouts/handbook – still requires to be update to reflect changes made in the course	Done.
Complexity of the course – some of the quiz questions are quite tough – which is fine, however seems to be of a different tone /complexity than the course.	Both the examples and the quiz questions take separate spins on the same materials.
I'm hoping that you develop a more extensive online root cause analysis course.	Perhaps some day. For now, more people need this basic course than may need a more complex approach.
This form – need to have info on it on how to submit (as it obviously isn't being picked up by the facilitator), questions within the 'Facilitator Methods' aren't applicable to this course, nor is the venue.	Good catch. Form instructions have been modified.

Participant Feedback	MOTIVA Response
Using Blooms Taxonomy you cannot use the objective "Understand" or "appreciate". How do you show someone understands? You have to use verbs that are measurable such as Identify, State, Describe, Choose, and so on.	Thank you for the information on this learning approach. MOTIVA's learning approach is defined in the MOTIVA Learning Model posted to http://www.motiva-training.com/images/stories/T01_MOTIVA_Learning_Model.pdf. Because of this comment, we have begun to examine Bloom's taxonomy for its possible use in MOTIVA Training materials.
There were many spelling issues and sentence structure issues. Even in the objectives I found issues.	We are always looking for good QA on our materials. The author of this comment has agreed to specify the areas that need attention. They will then be addressed.
The course is good and moves well for computer-based-training, but more interaction such a voice or some other medium would help.	Thank you for the comment. Following discussion with the commenter, it was established that their network does not allow sound to be downloaded. This is unfortunate as 90% of the presentation materials contain voice-overs.

Other comments:
- On line course without facilitator, having the several small modules that one could get to over time seems to be a good idea for busy participants
- A very well done course, well done!
- An excellent course, the samples certainly get you thinking.
- You have gone into much greater detail than the guidance document I wrote a couple years ago.
- I appreciate the opportunity to view the course.
- This is good for a basic course that references ISO/IEC 17025, which will make it more applicable for our personnel.
- The examples are good examples. Well done there.
- I liked all the examples and the "discussion" of the questions.
- Working through the samples/examples was the most beneficial.
- The real-life examples were very helpful in chapter 4. Very thorough but not too complex beginning course to learn the basics of root cause analysis.
- The examples are key to explaining the root cause definition.
- Everything seemed fine. It wasn't too much but not too little. Over all, it was a good course.