

Revised Course Evaluation Forms and Process

Two course evaluation surveys made available to course participants in 2023:

- The post event evaluation survey is (ideally) made available in the last minutes of the course by the facilitator and is sent out on the day of training
- The three-month evaluation survey goes out, as it says, three months after the event is over.

Post Event Evaluation:

**Required question*

Intro Text: Part of Our City Service Promise and HR-OD commitment is to collaborate with others to learn, improve, and solve problems. We value your feedback and it is how we identify if this course offering is meeting your needs and possible areas for improvement. Thank you in advance for completing.

- 1) *Can you apply what you learned in this course to your work? (yes/no)
- 2) *Was the course organized and easy to follow? (yes/no)
- 3) *The subject matter in the course was...
 - Too complicated
 - Just right
 - Too simple
- 4) *The pace of the course was...
 - Too fast
 - Just right
 - Too slow
- 5) *The amount of time for this course was...
 - Too much
 - Just right
 - Too little
- 6) *What is your overall rating for this course?
 - Excellent
 - Good
 - OK
 - Poor
- 7) What other feedback would you like to share? (open text box)
- 8) What other City of Madison staff might benefit from this course? (open text box)
- 9) Your position title: (open space)

10) Your department/agency: (open space)

Goal: At least 66.7% of course participants complete the post event evaluation when it is released for its first year of use.

Three-Month Evaluation:

**Required question*

Intro Text: Part of Our City Service Promise and HR-OD commitment is to collaborate with others to learn, improve, and solve problems. We value your feedback and it is how we identify if this course offering is relevant and useful to you in your work. Thank you in advance for completing.

- 1) **Were you able to apply what you learned in your work? (yes/no)*
- 2) *Logic: if no selected for #1, then learner will see this question: What factors have kept you from using the content of this course in your work? (Select all that apply)*
 - I need additional training in the subject matter
 - I did not remember the course content well enough to use it
 - I have not had the resources I need
 - I have not had opportunities to use what I learned
 - I have not had the time to use what I learned
 - My supervisor has not supported me in using what I learned
 - My colleagues have not supported me in using what I learned
 - The course content has not been relevant to my work
 - Other (please specify):
- 3) *Logic: if yes selected for #1, then learner will see this question: What factors have helped you use the content of this course in your work? (Select all that apply)*
 - I have had reminders of key learning concepts or skills
 - I have had the resources I need
 - I have had opportunities to use what I learned
 - I have had time to apply what I learned
 - My supervisor has supported me in using what I learned
 - My colleagues have supported me in using what I learned
 - Other (please specify):
- 4) What did you do differently as a result of attending the course? (open text box)
- 5) How has your agency been impacted as a result of your participation? (open text box)
- 6) What other feedback would you like to share? (open text box)

Goal: At least 33.3% of course participants complete the three-month evaluation when it is released for its first year of use.

Note: These evaluations will be translated into Spanish and a link in the survey tool will be available for those who wish to view and complete the evaluation in Spanish.