CITY OF **MADISON**
Learning Partner Course Evaluation and Process

Gathering participant feedback is crucial to knowing whether our courses are meeting learners' needs and are of high quality. All courses offered on the City of Madison's L+D Calendar will offer an opportunity for participant feedback using the approved course evaluation.

The evaluation will be made available on paper if the course is held in-person and electronically if the course is held virtually.

The course facilitator plays the most important role in getting participants to complete course evaluations because of their personal connection with the participants. It is particularly crucial for facilitators to communicate that they care and value the feedback provided in the evaluations.

The Process:

1. With a few minutes left before the end of the course, the facilitator makes the evaluation available (as a link using the Chat feature if a virtual course) to the course participants and asks them to complete it.

2. The course's facilitator is encouraged to send a follow-up message to the course participants shortly after the course that includes a link to the evaluation.

3. Organizational Development (OD) will send a message to all course participants within 24 hours of the course with the link to the evaluation to encourage its completion.

4. OD sends a compiled evaluation report to the course facilitator(s) within a week of the course's completion.

5. (at least annually, but possibly after each course session) Facilitator meets with the Learning and Development Specialist to discuss evaluation data and the facilitator's experiences of the course to consider improvements that could be made on any or all elements of the course planning and delivery process.

Additionally, in an effort to collect data about the organizational impact of Learning Partner courses, OD sends an evaluation to course participants 90 days after the course is complete.

Questions about the course evaluation and process?
Contact organizationaldevelopment@cityofmadison.com.