

Class Evaluation Summary

July 1, 2005 – June 30, 2006

Total attendees: 907
Total evaluations: 188
Response rate: 21%

Overall

When asked if the participant would recommend this session to a colleague, 94% noted "Yes".

77% responded training was highly valuable.

69% of respondents indicated the session was highly conducive to their learning style.

In response to the question "Do you feel you will be able to put the training into practice, 83% indicated always or frequently.

Registration

In response to questions regarding class scheduling:

- 97% noted convenient day of the week
- 98% noted convenient time of the day
- 94% were able to easily register, the majority who answered "No" participated in a session that did not require registration.

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Instructor

93% indicated the instructor delivered the topic in a clear and concise manner.

When asked whether the instructor appeared knowledgeable of the topic, 96% noted highly knowledgeable.

95% responded that the instructor created an environment conducive to learning.

"I think the training programs have improved greatly since I first started 5 years ago."

"Debbi was fantastic. This was my first contact with Banner, and I was concerned that Banner would be confusing and frustrating. But Debbi made everything clear—she is patient, and very receptive to questions and willing to run through steps again. I hope she offers ALL of the training sessions I attend. She put me at ease and that was quite an accomplishment!"

"Susan Hersh does an excellent job of being concise and clear, while at the same time keeping the atmosphere congenial. We covered much material, and it all made sense while I was in the training session; now it's up to me to put it into practice while I still remember the details and can find the handouts."

"The training sessions were well done. The pace was highly conducive to learning a new system. The instructor did a great job presenting the new information and being attentive to 'learning new stuff' anxiety from the group."

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Training Materials

80% responded the training materials provided in class were highly valuable; 84% noting the materials were easy to follow.

When asked "When do you refer to the written training materials?", 76% noted always or frequently.

"I think the Banner Clinics are a real improvement because you can take your work. That was a great idea."

"Should be an expert on hand to answer procedural questions. The instructor new the system backwards and forwards, but could not answer questions concerning the changes to University policy, (old paperwork versus new electronic submission, etc.)"

"Short, frequent, repetitive is good practice. If I find another problem, I want to be able to return for additional training, quickly. I am a visual, hands-on learner and learn best on a human to human level."

Suggestions for Improvement

"The programs are great. The only suggestion I have at this time is that any changes to the training manuals by sent via e-mail asap. It is vital that updated documents are sent out; otherwise, we struggle to use the system, and it gets very frustrating!"

"It would be better, when announcing the course, to give more information on the general contents of the course and the level of previous knowledge expected of participants."

"Target the training to the audience. Possibly break groups down by responsibility (i.e. faculty, advisors, and secretaries)."

"Organize sessions by college, so you can make them tailor made for each college."

"When a system changes procedure it would be helpful to either be emailed or sent the material that help you understand that procedure."

