

Class Evaluation Summary

July 1, 2006 – June 30, 2007

Total attendees: 737
Total evaluations: 153
Response rate: 21%

Overall

89% of respondents would recommend the attended session to a colleague.

When asked to rate how valuable the participant found the session, over 75% indicated highly valuable.

The length of session was noted as "just right" by 85% of respondents.

97% noted the session was highly to somewhat conducive to his/her learning style.

Registration

In response to questions regarding class scheduling:

97% of participants agreed the session was scheduled during a convenient day and time, and if registration was required, 94% of participants noted they were able to easily register for the session.

Information Resources Training Services
Memorial Hall
<http://www.rowan.edu/irtraining>
irtraining@rowan.edu



Instructor

When asked if the facilitator delivered the topic in a clear and concise manner, 88% responded with the highest mark.

93% noted the facilitator appeared highly knowledgeable of the topic.

90% of respondents indicated the facilitator was highly skilled in creating an environment conducive to learning.

"I've been impressed by every training program I've attended and am always amazed by how much you can do with so few staff members."

"The staff is very accommodating and understanding. No question is too simple and the comfort zone is very pleasant. A positive for the university."

"I always learn something when I attend these workshops. Debra Denton, as usual, is an outstanding instructor. Thank you."

"Sue Hersh answered everyone's questions, but still remained on track with the information she needed to tell us to complete our tasks. Well done!"

"Denise is a friendly knowledgeable instructor. Thank you."

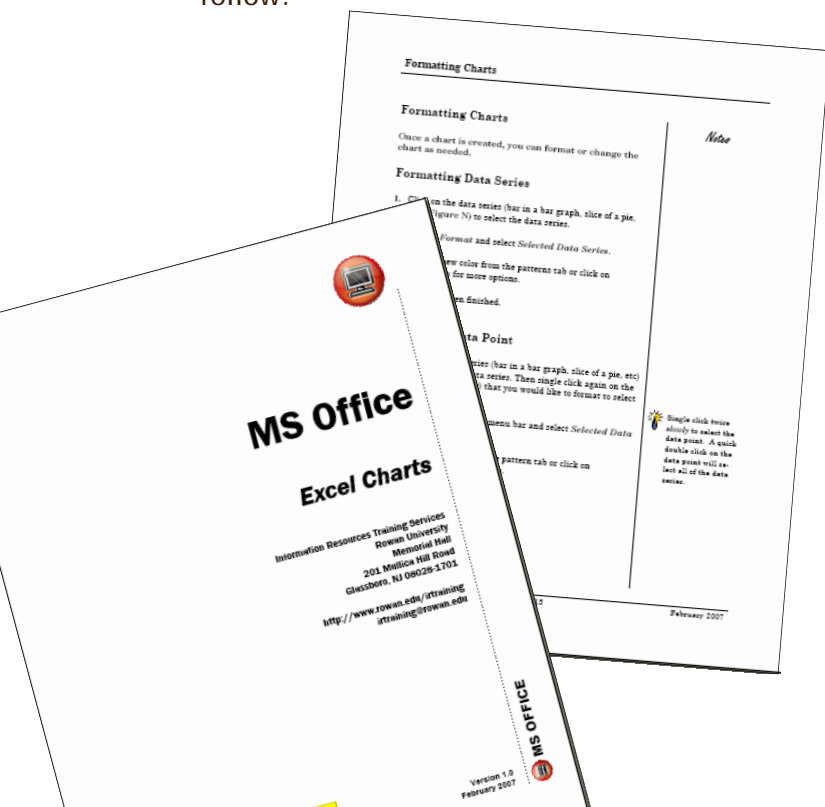
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Training Materials

The value of the training materials was noted as highly to somewhat valuable by 97% of participants.

81% indicated the highest mark for the written materials being easy to read and follow.



"I have found your training sessions to be most helpful and informative. Your instructors are able to communicate effectively and are very informed in their content area. I appreciate that Rowan offers these workshops."

IR Online Training Center

83% responded they have visited the IR Online Training Center

Areas visited most frequently include Available Classes (94%) and Training Resources (70%)

Response in the ease in locating training resources was equally divided between "very easy", "easy", and "somewhat easy"

I really liked . . .

... being able to register online and receiving the confirmation so quickly."

... the ease in locating what I was looking for."

... the reminder of the dates and times of sessions I'm scheduled for."

... the layout, the welcome."

... easy downloads."

I wish there was . . .

... link to view the CustomGuide material at my desk."

... more easily available reading about the topics."

... more explicit information."

... more '10 things I should know about' handouts."

... an easier login process - login portal is a little clunky."

... I could call to get info about programs I would like to learn."

... more time to use these resources!"

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Suggestions for Improvement

"You do a great job already; it's just hard to find time—that's not your fault."

"I am disappointed people didn't attend the session since I wanted to bring my assistant but it was full. Then people didn't show up so there were plenty of seats available. Not your fault but wish there was a way to make sure people just don't sign up and not go if the mood strikes them."

"Provide clearer descriptions of training, what will be discussed, its applications, etc."

"Perhaps add optional additional time with instructor for those who would like that."

"Provide immediate evaluations (on little paper handouts) so that attendees can put comments and responses down during or immediately after the training session."

"We have really good resources in terms of training opportunities, programs to work with, and great people—I wish we had more time to sink into incorporating new technology into our classes AND into our offices and home. I guess you can't do much about that . . . If there were money to entice new people into training workshops in June to come up to speed in these areas, that might help."

Future Planning

Classroom participants noted highest preference in instructional methods to lab (topic-based, blend of formal instruction and hands-on time), clinic (open help session with instructor), and individual instruction (one-on-one instruction).

"I love to learn and I know things are constantly changing. I'm thankful I have the opportunity to attend your training sessions. Your staff is very knowledgeable and helpful."

Respondents expressed interest in the following topics for future sessions:

- Beginner desktop publishing
- Intermediate MS Outlook email organization
- MS PowerPoint reorganizing and updating existing presentations
- Web design
- Desktop publishing/ graphic design
- Discoverer Desktop administration
- Intermediate and advanced MS Access
- Use of smart classrooms
- Online teaching