

# Class Evaluation Summary

July 1, 2007 – June 30, 2008

Total attendees: 626  
Total evaluations: 256  
Response rate: 41%

## Overall

92% of respondents would recommend the attended session to a colleague.

When asked to rate how valuable the participant found the session, over 67% indicated highly valuable.

The length of session was noted as "just right" by 90% of respondents.

96% noted the session was highly to somewhat conducive to his/her learning style.

## Instructor

When asked if the facilitator delivered the topic in a clear and concise manner, 89% responded with the highest mark.

94% noted the facilitator appeared highly knowledgeable of the topic.

87% of respondents indicated the facilitator was highly skilled in creating an environment conducive to learning.

*"I am amazed at the varying technological abilities of our faculty and IR staff. I aspire to become more savvy each year."*

"Sue is very composed and patient -- she is a valuable asset to Rowan University and always answers any questions I may run into along the continual learning process here at Rowan."

"Debbi did a wonderful job. She is very knowledgeable, and patient"

"Guest instructor, Mike, is a wonderful instructor and mentor. He did a great job with this workshop."

"You are doing a great job in providing training sessions. Everyone is so knowledgeable, patient and easy to follow and work with."

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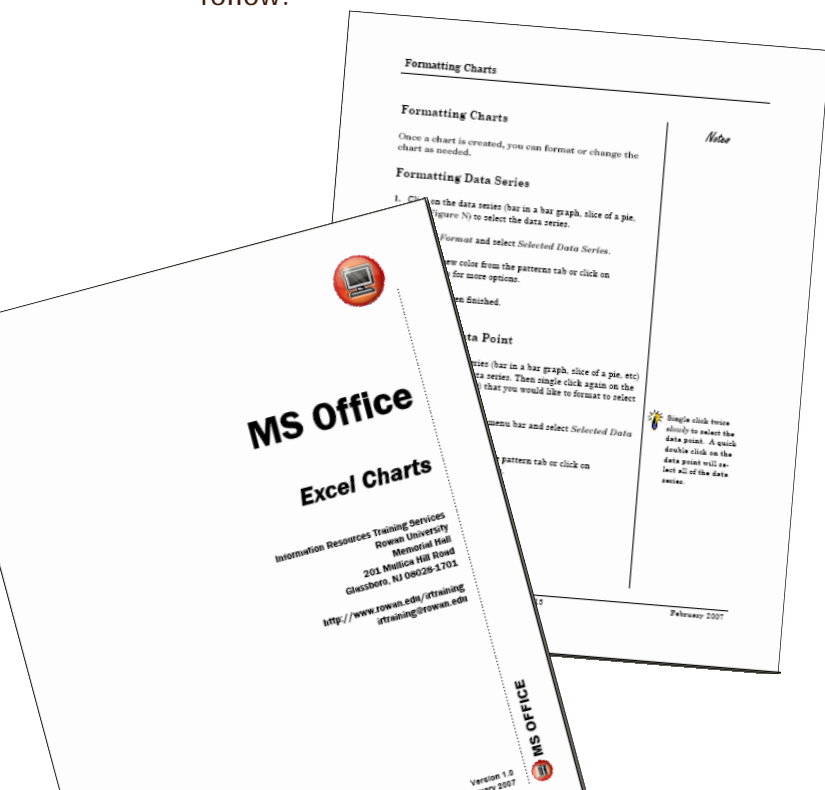
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## Training Materials

The value of the training materials was noted as highly to somewhat valuable by 96% of participants.

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



## IR Online Training Center

77% responded they have visited the IR Online Training Center

Areas visited most frequently include Available Classes (90%) and Training Resources (69%)

85% of respondents noted training resources were very easy to easy to locate.

"I think users are intimidated by all of the choices."

"I'd suggest making it easier to find by putting it within 2 clicks of the Rowan homepage (if it isn't already)."

"Since I am a Mac user (went to the Office 07 training to understand the questions my coworkers were asking!), it would be helpful to maybe have Mac-only software information away from or in another color. It gets a little cluttered looking when Macintosh is right before Microsoft!"

*"The workshop afforded me the ability to provide the necessary services to my department in an accurate and timely fashion. I give the IR department much thanks for being the support that many of us (secretaries) depend on for information and training. Keep up the excellent job ladies. I can't thank you enough for your assistance over the years."*

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## Suggestions for Improvement

"I think a hands on session would have been better."

"Increasing participation. Not an easy task, I know, but worthy of investigating."

"More visitations to needy areas. Maybe a report could be taken from the new service desk software to show the departments that need the most help in certain areas."

"I felt that less talk and more visual examples would have been helpful. Rather than talking about how students use websites such as digg, rate my professor, mega-upload, etc, I thought that it would have more helpful to actually go to those websites and demonstrate while discussing them. We did so for zinch and the demonstration of a "googleganger," but I kept wishing that we were doing so for many of the others."

"There was a small technical problem in the beginning of the session and a few of the laptops weren't working so we had to double up. These issues should be addressed."

"The session needed to share more technical information and really needed a hands-on component."

"There were no written materials. And while the workshop showed some neat features, there could have been more shown or the presentation been a bit more organized and laid out in advance."

## Future Planning

"More instructor-led courses on certain types of software such as Adobe Illustrator, In-Design."

"I would like to see training done by Departmental Needs."

*"A very valuable session. It is a shame that there aren't more participants, as this technology and approach represents the wave of the future in increasing teaching effectiveness."*

Items under consideration:

- Re-consider the use of demonstration or presentation format. Encourage instructors to provide more examples and hands-on interaction.
- Work with guest instructors to provide more structure to meet the expectations of participants.
- Offer more date selections for popular sessions.
- Expand the scope of course offerings to include web design and desktop publishing.
- Locate the IR Online Training Center within "2 clicks" of the Rowan homepage and identify topics by computer platform (PC or Mac) for ease of navigation.