

Questionnaire

Questionnaires are undoubtedly the single most frequently used type of evaluation instrument. Poorly designed questionnaires are often administered at the close of a course or training session as a "smilometer" or "happiness indicator." They are also often distributed to users of interactive multimedia programs. If the only thing you find out about your interactive multimedia program with a questionnaire is whether the trainees liked it, you are not making good use of this strategy. As shown in the "Questionnaire," a wealth of information can be provided by a well-designed instrument.

Instructions:

1. Questionnaires can take many forms, e.g., checklists, rating scales, multiple-choice questions, open-ended questions, and so forth. Most instruments include a combination of several different types of questions or items. You should design an evaluation questionnaire very carefully so that you get the information you need without requiring the persons completing the questionnaire to spend too much of their time.
2. A sample evaluation questionnaire appears on the next page.

EVALUATION QUESTIONNAIRE

Course Name: _____ Training Location: _____

Participant Name (optional): _____ Date: _____

Job Title: _____ Years in present position? <1 1-3 3-5 5+

INSTRUCTIONS

Please circle your response to the items. Rate aspects of the course on a 1 to 5 scale 1 equals "strongly disagree" and 5 equals "strongly agree." 1 represents the lowest and most negative impression on the scale, 3 represents an adequate impression, and 5 represents the highest and most positive impression. Choose N/A if the item is not appropriate or not applicable to this course. Your feedback is sincerely appreciated. Thank you.

COURSE CONTENT (Circle your response to each item.)

NA=Not applicable 1=Strongly disagree 2=Disagree 3=Neither agree/nor disagree 4=Agree 5=Strongly agree

- | | | | | | | |
|---|-----|---|---|---|---|---|
| 1. I was aware of the prerequisites for this course. | N/A | 1 | 2 | 3 | 4 | 5 |
| 2. I had the prerequisite knowledge and skills for this course. | N/A | 1 | 2 | 3 | 4 | 5 |
| 3. I was well informed about the objectives of this course. | N/A | 1 | 2 | 3 | 4 | 5 |
| 4. This course lived up to my expectations. | N/A | 1 | 2 | 3 | 4 | 5 |
| 5. The content is relevant to my job. | N/A | 1 | 2 | 3 | 4 | 5 |

COURSE DESIGN (Circle your response to each item.)

- | | | | | | | |
|--|-----|---|---|---|---|---|
| 6. The course objectives are clear to me. | N/A | 1 | 2 | 3 | 4 | 5 |
| 7. The course activities stimulated my learning. | N/A | 1 | 2 | 3 | 4 | 5 |
| 8. Interactive multimedia was essential in the course. | N/A | 1 | 2 | 3 | 4 | 5 |
| 9. The activities in this course gave me sufficient practice and feedback. | N/A | 1 | 2 | 3 | 4 | 5 |
| 10. The test(s) in this course were accurate and fair. | N/A | 1 | 2 | 3 | 4 | 5 |
| 11. The difficulty level of this course is appropriate. | N/A | 1 | 2 | 3 | 4 | 5 |

12. The pace of this course is appropriate.

N/A 1 2 3 4 5

NA=Not applicable 1=Strongly disagree 2=Disagree 3=Neither agree/nor disagree 4=Agree 5=Strongly agree

COURSE INSTRUCTOR (FACILITATOR) (Circle your response to each item.)

13. The instructor was well prepared. N/A 1 2 3 4 5
14. The instructor was helpful. N/A 1 2 3 4 5

COURSE ENVIRONMENT (Circle your response to each item.)

15. The training facility at this site was comfortable. N/A 1 2 3 4 5
16. The training facility at this site provided everything I needed to learn. N/A 1 2 3 4 5

COURSE RESULTS (Circle your response to each item.)

17. I accomplished the objectives of this course. N/A 1 2 3 4 5
18. I will be able to use what I learned in this course. N/A 1 2 3 4 5

SELF-PACED DELIVERY (Circle your response to each item.)

19. IMM was a good way for me to learn this content. N/A 1 2 3 4 5
20. Video is an important aspect of the course. N/A 1 2 3 4 5

21. How would you improve this course? (Check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Provide better information before course. | <input type="checkbox"/> Clarify the course objectives. |
| <input type="checkbox"/> Reduce content covered in course. | <input type="checkbox"/> Increase content covered in course. |
| <input type="checkbox"/> Update content covered in course. | <input type="checkbox"/> Improve the instructional methods. |
| <input type="checkbox"/> Make course activities more stimulating. | <input type="checkbox"/> Improve course organization. |
| <input type="checkbox"/> Make the course less difficult. | <input type="checkbox"/> Make the course more difficult. |
| <input type="checkbox"/> Slow down the pace of the course. | <input type="checkbox"/> Speed up the pace of the course. |
| <input type="checkbox"/> Allot more time for the course. | <input type="checkbox"/> Shorten the time for the course. |
| <input type="checkbox"/> Improve the tests used in the course. | <input type="checkbox"/> Add more video to the course. |

22. What other improvements would you recommend in this course?

23. What is least valuable about this course?

24. What is most valuable about this course?