

Mediator Skills Training Course Evaluation

In order to ensure that CEDR training is of the highest quality we would appreciate your feedback on the course. We ask you to be as honest and as frank as possible as we are interested in all your comments. Forms can be filled out confidentially, although we would be grateful if you could provide us with your name, as it will help if we wish to explore issues in more detail.

Name : _____ Course: _____

For the questions outlined below please use the following scale to rate your answers:

1 = Very poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Very good 6 = Excellent

COURSE CONTENT

- 1.** Overall, how would you rate the quality of the course?

Score: _____ Comments: _____
1 2 3 4 5 6

- 2.** To what extent did the course meet your expectations?

Score: _____ Comments: _____
1 2 3 4 5 6

- 3.** What did you consider was the most valuable aspect of the course and why?

- 4.** What was the least valuable aspect and why?

- 5.** Is there anything you would have liked to have seen added to the course, or any areas on which more time could have been spent?

FACULTY

6. How would you rate the Faculty's knowledge of the subject area?

Score: _____ Comments: _____
1 2 3 4 5 6

7. How would you rate the Faculty's teaching method?

Score: _____ Comments: _____
1 2 3 4 5 6

ADMINISTRATION

8. Our aim is that delegates have been dealt with in a positive friendly and efficient way in all dealings with CEDR. How would you rate the quality of the course administration?

Score: _____ Comments: _____
1 2 3 4 5 6

9. Our aim is that materials should be free from error, clear, well produced and delivered in a timely manner. Do you have any comments? (Note: If you have found any errors or inconsistencies please provide specific details, including page reference.)

MARKETING

10. How did you find out about this course?

- | | |
|---|---|
| <input type="checkbox"/> Colleague, work contact or friend | <input type="checkbox"/> Website |
| <input type="checkbox"/> Referral from an organisation | <input type="checkbox"/> Press Media |
| <input type="checkbox"/> Through attending other CEDR courses | <input type="checkbox"/> Using CEDR Disputeservices |
| <input type="checkbox"/> Other: _____ | |

11. Are there other ways we should be informing people about CEDR training?

Occasionally we like to use quotes from previous delegates in our marketing. If you are happy for us to use your comments above and/or provide an attributable quote (delete as appropriate), please do so in the space provided. *

*Please stipulate how you wish your comment to be attributed (please circle)

Name, position and organisation / Position and organisation only / Organisation only / Position and Sector (i.e. anonymously)

THANK YOU FOR YOUR TIME