



Business of Writing Program Evaluation Summaries

Please see below the group evaluations for three recent in-house facilitated courses.

- **SENSIS (4 December 2007)**
- **MACQUARIE BANK 9 (16 January 2008)**
- **AXA (18 January 2008)**

SENSIS

Course focus: Technical Writing

Participants: Training Department

Date: 4 December 2007

QUALITY OF THE PROGRAM

1. I found the quality of the program to be:

Outstanding	Good	Average	Below average	Poor
4	5	0	0	0

2. Briefly state your overall feelings about this program.

'The course zeroed in exactly on what our team needed.'

'Most useful course on writing training I have EVER been to.'

'I found the program very interesting and feel I will be able to directly apply what I have learnt.'

'The content was great, and very relevant to what we do. I found the overall workshop really interesting.'

'Learnt a lot. Thanks!'

'Very well designed and presented.'

'Very informative, lots of practical tips, great that our work was incorporated as this made it easy to understand and relate.'

'Good content. Delivery very fast paced. Would have liked a little more reference materials to use.'

'Great content – relevant – felt a bit rushed.'

3. Do you feel that this program was worthwhile in terms of its costs and your time away from normal job duties?

Yes	Undecided	No
9	0	0

4. Would you recommend this program to your peers?

Yes	Undecided	No
9	0	0

5. Was there a good balance between facilitator input and participant involvement?

Yes	Undecided	No
7	2	0

THE FACILITATOR

6. Rate the program facilitator in terms of enthusiasm and eagerness for the program?

Extremely enthusiastic	Enthusiastic	Neutral	Somewhat dispassionate	Dispassionate
9	0	0	0	0

7. What do you feel was the greatest strength of the program facilitator?

- 'Knowledge of the rules and regulations, and enthusiasm.'
- 'Enthusiasm and knowledge.'
- 'Clear, concise, happy to answer questions, very enthusiastic and passionate.'
- 'Sound knowledge of topic.'
- 'Energy and commitment.'
- 'Ability to allow both content/program-specific and business-specific discussions in a good balance.'
- 'Enthusiasm, passion, expert knowledge'
- 'Knowledge – and transfer of knowledge – communication'
- 'Her enthusiasm towards the topic and explanations.'

Please write down any further comments you have in the space below.

- 'Great workshop – it will ensure consistency in our documents.'
- 'Thank you for a great refresher.'
- 'Thank you for a very enjoyable session. I found it relevant, interesting and fun.'

MACQUARIE BANK

Course focus: Writing emotional and sensitive messages and responses

Participants: Remuneration and Payroll Department

Date: 16 January 2008

QUALITY OF THE PROGRAM

1. I found the quality of the program to be:

Outstanding	Good	Average	Below average	Poor
8	3	0	0	0

2. Briefly state your overall feelings about this program.

- 'A great eye opener to the use of language in everyday emails, and a very informative session on current grammar.'
- 'It moved very quickly but flowed in a logical manner, ie information was followed and supported by examples.'
- 'Was good to revisit all the grammar clarification that was learnt through school.'
- 'I thought it was very worthwhile, particularly as punctuation/structure tends to be overlooked.'
- 'I found the program was positive and helpful..'
- 'Very helpful – will be useful in future.'
- 'Enjoyed it! Cleared certain grammatical errors.'
- 'Very good'.

3. Do you feel that this program was worthwhile in terms of its costs and your time away from normal job duties?

Yes	Undecided	No
11	0	0

4. Would you recommend this program to your peers?

Yes	Undecided	No
11	0	0

5. Was there a good balance between facilitator input and participant involvement?

Yes	Undecided	No
11	0	0

THE FACILITATOR

6. Rate the program facilitator in terms of enthusiasm and eagerness for the program?

Extremely enthusiastic	Enthusiastic	Neutral	Somewhat dispassionate	Dispassionate
8	3	0	0	0

7. What do you feel was the greatest strength of the program facilitator?

'The ability to keep the audience engaged and encourage them to get involved.'

'Good hold on English grammar.'

'Very interesting/full of energy/kept the team involved/very knowledgeable.'

'Verne was very positive and a great facilitator – involved the class in activities and tailored specific examples to suit the line of work/business needs.'

'Knowledge of content.'

'All topics were very well communicated and explained. Very friendly.'

'A good knowledge plus a voice that can rise above the noise!'

'Very knowledgeable and very positive energy.'

'Group involvement'

'Enthusiasm'

Please write down any further comments you have in the space below.

'Very worthwhile day thank you.'

'The program might be more suited to a two day course so that material could be reviewed and discussed more thoroughly.'

AXA

Course focus: General correspondence, training manuals, responses to sensitive issues, and email messages

Participants: Training Managers

Date: 18 December 2007

QUALITY OF THE PROGRAM

1. I found the quality of the program to be:

Outstanding	Good	Average	Below average	Poor
3	3	0	0	0

2. Briefly state your overall feelings about this program.

'Very good, very informative'

'Great – but a little rushed towards the end'

'Very good. A lot to cover'

'Very insightful'

'Worthwhile and practical'

'Excellent – both as revision and to learn new things. A well-constructed program.'

3. Do you feel that this program was worthwhile in terms of its costs and your time away from normal job duties?

Yes	Undecided	No
9	0	0

4. Would you recommend this program to your peers?

Yes	Undecided	No
9	0	0

5. Was there a good balance between facilitator input and participant involvement?

Yes	Undecided	No
9	0	0

THE FACILITATOR

6. Rate the program facilitator in terms of enthusiasm and eagerness for the program?

Extremely enthusiastic	Enthusiastic	Neutral	Somewhat dispassionate	Dispassionate
7	2	0	0	0

7. What do you feel was the greatest strength of the program facilitator?

'Ability to easily explain grammatical rules in an engaging manner.'

'Ability to adapt to the class. Easy to understand and ability to communicate concepts effectively and efficiently.'

'Knowledge of the subject and enthusiasm'

'Knowledge and enthusiastic'

'Knowledge of the topic'

'Knowledge – it would have been good to hear Verne's experience and skills as part of her introduction.'

Please write down any further comments you have in the space below.

'I wish I have done this course 30 years ago.'

'Looking forward to completing the online program.'

'Look forward to the online program.'