



## ***Business of Writing Online Program Evaluation Summaries***

Please see below for participant evaluations from the following organisations.

- **University of Western Sydney**
- **DEWR**
- **Edith Cowan University**
- **Medicare Australia**
- **Ambulance Service of NSW**
- **DEST**
- **Integral Energy**
- **Suncorp/GIO**
- **Queensland Rail**
- **AGL/Alinta**

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### **UNIVERSITY OF WESTERN SYDNEY**

#### **QUALITY**

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **I loved it. I was surprised about how much I learned. I also loved the flexibility of online learning where I could do a lesson when ever I pleased at a time that suited me.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties? **YES**

Would you recommend the course to your colleagues? **YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **OUTSTANDING**

How would you rate the overall functionality of the product? **GOOD**

Comment: **Some initial problems with screen settings, but all resolved quickly.**

How would you rate the usability of the product? **GOOD**

How would you rate the assessments? **Fine as is**

#### **SUPPORT**

How would you rate the level of support offered and provided? **OUTSTANDING**

Comment: **The support offered was outstanding and to me constituted outstanding customer service.**

When you sought email or telephone support, how would you rate the response? **OUTSTANDING**

Comment: **Faster than I had expected.**

Please provide any ideas on how you believe the level and quality of support could be improved: **I think you have done a great job in this area. The personal attention I received in response to questions etc was outstanding.**

## **OUTCOMES**

Please indicate if you have noticed any of the following.

**YES** You are more aware of what the elements of good writing are.

**YES** Your writing confidence has improved.

**YES** You are finding that it is taking less time to write and edit your documents.

Other indicators: **I was one of four that completed the course in my work area. There is now frequent open discussion on writing styles and rules within the office... so the learning continues. This is an indicator that we all have learnt quite a lot during the course.**

## **GENERAL**

How did you learn about the course? **Records Management Association Australasia Listserv**

Please write down any further comments you have in the space below. **Well done!**

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## **DEWR**

### **QUALITY**

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **Professionally presented course**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties?

**YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **OUTSTANDING**

How would you rate the overall functionality of the product? **OUTSTANDING**

Comment: **A little slow to load at times but this may have been due to our organization's intranet.**

How would you rate the usability of the product? **OUTSTANDING**

How would you rate the assessments? **Difficult, but achievable**

### **SUPPORT**

How would you rate the level of support offered and provided? **OUTSTANDING**

## OUTCOMES

Please indicate if you have noticed any of the following.

- YES** You are more aware of what the elements of good writing are.
- YES** You are now familiar with what the most current rules to effective writing are.
- YES** Your writing confidence has improved.
- YES** You can already see an improvement in your documents.
- YES** You are finding that it is taking less time to write and edit your documents.

## GENERAL

How did you learn about the course? **Employer**

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## EDITH COWAN UNIVERSITY

### QUALITY

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **Very impressed with the overall program. Very thorough lessons, taxing assessments, excellent resource material and the assistance offered was fantastic.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties? **YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **GOOD**

How would you rate the overall functionality of the product? **OUTSTANDING**

How would you rate the usability of the product? **OUTSTANDING**

Comment: **Very easy to navigate through lessons and assessments.**

How would you rate the assessments? **Difficult, but achievable**

### SUPPORT

How would you rate the level of support offered and provided? **OUTSTANDING**

When you sought email or telephone support, how would you rate the response? **OUTSTANDING**

Comment: **Always had a maximum of 24 hour turnaround on email advice - couldn't ask for more than that. Also had "check up" calls at the beginning of the program to make sure everything was going well.**

## OUTCOMES

Please indicate if you have noticed any of the following.

**YES** You are more aware of what the elements of good writing are.

**YES** You are now familiar with what the most current rules to effective writing are.

**YES** You can already see an improvement in your documents.

**YES** You are finding that you are procrastinating less when you need to write a document.

Other indicators: **Maybe taking a little longer now with things such as email correspondence, but only because I'm taking the time to do it right!**

## GENERAL

Are there any business writing related topics you would like to know more about? **Probably the main thing I'm still unclear on is bullet point punctuation - but I have all the notes at my desk so it's something I'm sure will sink in eventually!**

How did you learn about the course? **Records Management Association Australasia Listserv**

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## MEDICARE AUSTRALIA

### QUALITY

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **I found the pace was excellent and the content not dumbed down at all. I thought the exercises were easy to understand and to complete. If I had any questions they were answered promptly and I was able to then keep going in the course, progressing well.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties? **YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **OUTSTANDING**

How would you rate the overall functionality of the product? **OUTSTANDING**

Comment: **I am currently studying at the Institute of Technology for my Library Technician qualifications. I have attended many classes both in person and on-line. I feel that I can give an opinion on what has been offered during this course comparing the others I have been doing. I am quite happy with what was presented to me. Both the exercises, activities and the reading materials are of an excellent nature. I feel that any questions I had were answered to my satisfaction.**

How would you rate the usability of the product? **OUTSTANDING**

Comment: **Even though the first time I logged on was not successful due to the fact that Medicare Australia's firewall was restricting my access to your site, when I could start the course, I was pleasantly surprised at the flow of the subjects. I managed to accomplish so much so quickly and then do an assessment almost straight away. Although the courses were mostly able to be completed in one time slot, there were one or two that did take some time. Depending upon my work load each and every day, I tried to do at least something each day.**

How would you rate the assessments? **Difficult, but achievable**

## SUPPORT

How would you rate the level of support offered and provided? **OUTSTANDING**

Comment: **Each and every question, no matter how trivial, was answered. And when I needed to ask about a question that I just could not seem to get right, no matter how hard I tried, I felt comfortable asking to have it explained to me. And I did not feel too much like a goose. Thanks so much.**

When you sought email or telephone support, how would you rate the response? **OUTSTANDING**

Please provide any ideas on how you believe the level and quality of support could be improved: **I think having one person who follows you through the course is the best way to go, someone who is on your side encouraging you every step of the way.**

## OUTCOMES

Please indicate if you have noticed any of the following.

**YES** You are now familiar with what the most current rules to effective writing are.

**YES** Your writing confidence has improved.

**YES** You are finding that you are procrastinating less when you need to write a document.

## GENERAL

How did you learn about the course? **My employer alerted my manager to this organisation and the course. I was at first not that interested in doing it as I am already studying outside of my work hours, but when I saw that I could fit it into my day, that made all the difference. And when you find that you can go back to where you had to leave the course to attend to work matters that makes it so much easier. You are not obliged to repeat the whole section again.**

## OTHER

Please write down any further comments you have in the space below. **Verne, I really appreciate your kind comments and encouragement all the way along through the course. Thank you.**

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## AMBULANCE SERVICE OF NSW

### QUALITY

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **Very Impressed! I was shocked at how much I learned in such a short space of time.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties? **YES**

Would you recommend the course to your colleagues? **YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **OUTSTANDING**

How would you rate the overall functionality of the product? **OUTSTANDING**

Comment: **Easy to pick up and get going with it quickly.**

How would you rate the usability of the product? **OUTSTANDING**

Comment: **The practice questions were particularly useful and they were actually fun to do.**

How would you rate the assessments? **Difficult, but achievable**

## **SUPPORT**

How would you rate the level of support offered and provided? **OUTSTANDING**

Comment: **I received more support in this course than I ever have in any other external course I have completed.**

When you sought email or telephone support, how would you rate the response? **OUTSTANDING**

Comment: **Immediate attention was given and Verne and Wendy were aware of where I was up to every time.**

## **OUTCOMES**

Please indicate if you have noticed any of the following.

**YES** You are beginning to get positive feedback about your writing from your managers and colleagues.

**YES** You are more aware of what the elements of good writing are.

**YES** You are now familiar what the most current rules to effective writing are.

**YES** Your writing confidence has improved.

**YES** You can already see an improvement in your documents.

**YES** You are finding that it is taking less time to write and edit your documents.

**YES** You are finding that you are procrastinating less when you need to write a document.

Other indicators: **It is very difficult to enjoy reading the paper now. Every time I read an article I find issues with the way it is written and want to edit it.**

## **GENERAL**

How did you learn about the course? **My Director put me onto the course.**

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

**Some weeks it is near impossible for a well intentioned busy manager to find time to complete a course. Consequently, it would be good if when we got the reminder of which module we need to complete that week that instead of stating the one you should be up to it should state the one you are actually up to and the licence be automatically updated. Thanks**

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## **DEST**

### **QUALITY**

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **I found the program very interesting and helpful.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties? **YES**

Would you recommend the course to your colleagues? **YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **OUTSTANDING**

How would you rate the overall functionality of the product? **OUTSTANDING**

How would you rate the usability of the product? **OUTSTANDING**

How would you rate the assessments? **Fine as is**

## **SUPPORT**

How would you rate the level of support offered and provided? **OUTSTANDING**

When you sought email or telephone support, how would you rate the response? **OUTSTANDING**

## **OUTCOMES**

Please indicate if you have noticed any of the following.

**YES** You are beginning to get positive feedback about your writing from your managers and colleagues.

**YES** You are more aware of what the elements of good writing are.

**YES** You are now familiar with the most current rules to effective writing are.

**YES** Your writing confidence has improved.

**YES** You can already see an improvement in your documents.

**YES** You are finding that it is taking less time to write and edit your documents.

**YES** You are finding that you are procrastinating less when you need to write a document.

## **GENERAL**

How did you learn about the course? **Through a colleague at work**

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# **INTEGRAL ENERGY**

## **QUALITY**

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **Very enjoyable and very close/similar to a face to face program.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties? **YES**

Would you recommend the course to your colleagues? **YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **GOOD**

How would you rate the overall functionality of the product? **OUTSTANDING**

Comment: **Gives good information, is not overly theoretical and is very practical.**

How would you rate the usability of the product? **OUTSTANDING**

Comment: **Gives many practical examples which are continually applicable.**

How would you rate the assessments? **Fine as is**

## **SUPPORT**

How would you rate the level of support offered and provided? **OUTSTANDING**

Comment: **Responses to emails and requests always available and prompt.**

When you sought email or telephone support, how would you rate the response? **OUTSTANDING**

Please provide any ideas on how you believe the level and quality of support could be improved: **None - outstanding.**

## **OUTCOMES**

Please indicate if you have noticed any of the following.

**YES** You are more aware of what the elements of good writing are.

**YES** You are now familiar what the most current rules to effective writing are.

**YES** Your writing confidence has improved.

**YES** You can already see an improvement in your documents.

**YES** You are finding that you are procrastinating less when you need to write a document.

## **GENERAL**

How did you learn about the course? **I attended an in-house course**

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# **SUNCORP/GIO**

## **QUALITY**

I found the quality of the course to be: **GOOD**

Briefly state your overall feelings about the course: **I found the program to be informative and useful. I also thought that the company provided great support and advice.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties?

**YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **GOOD**

How would you rate the overall functionality of the product? **OUTSTANDING**

How would you rate the usability of the product? **OUTSTANDING**

How would you rate the assessments? **Fine as is**

## SUPPORT

How would you rate the level of support offered and provided? **OUTSTANDING**

When you sought email or telephone support, how would you rate the response? **OUTSTANDING**

Please provide any ideas on how you believe the level and quality of support could be improved: **I thought the support was fantastic.**

## OUTCOMES

Please indicate if you have noticed any of the following.

**YES** You are more aware of what the elements of good writing are.

**YES** You are now familiar what the most current rules to effective writing are.

**YES** Your writing confidence has improved.

**YES** You can already see an improvement in your documents.

**YES** You are finding that you are procrastinating less when you need to write a document.

## GENERAL

How did you learn about the course? **Employer**

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## QUEENSLAND RAIL

### QUALITY

I found the quality of the course to be: **OUTSTANDING**

Briefly state your overall feelings about the course: **Extremely good resources. Activities easy to understand. Assessments challenging but achievable.**

Do you feel that the course was worthwhile in terms of its costs and your time away from normal job duties? **YES**

Was there a good balance between theory and practice activities? **YES**

Were the course instructions clear and easy to follow? **YES**

Were the learning objectives clearly stated? **YES**

Were learning objectives covered with sufficient detail to be informative without being boring? **YES**

How would you rate the quality of the lesson notes? **GOOD**

How would you rate the overall functionality of the product? **GOOD**

How would you rate the usability of the product? **OUTSTANDING**

How would you rate the assessments? **Fine as is**

### SUPPORT

How would you rate the level of support offered and provided? **OUTSTANDING**

## **OUTCOMES**

Please indicate if you have noticed any of the following.

- YES** You are more aware of what the elements of good writing are.
- YES** You are now familiar with what the most current rules to effective writing are.
- YES** Your writing confidence has improved.
- YES** You can already see an improvement in your documents.

## **GENERAL**

How did you learn about the course? **My internal training coordinator**