

Customer Feedback Report

Workshop	Choosing Excellence	Harns Marsh Elementary
Presenters:	Bob Hoglund / Cindy McClung	Heights Elementary
Location:	District Office	Manatee Elementary
Dates:	November 9th-11th, 2009	Pinewoods Elementary

Instructional Staff: 25 Administrators: 1

Category / Rating	5	4	3	2	1	Average	4's / 5's	% Success	# of Scores
Content/Information	23	3				4.9	26	100%	26
Handouts/Materials	20	5	1			4.7	25	96%	26
Overall Quality	23	3				4.9	26	100%	26
Presenters	25	1				5.0	26	100%	26

+ I liked

- Redirecting the responsibility to the students. Building relationships with students.
- Practice sessions. Demonstrations. Hats. Questioning.
- The material was useful and can be applied in my room. The way it was given time to make the information personalized by thinking of our school and individual classrooms. The practical sessions and examples used.
- Implementation in classroom/school. Relaxed atmosphere. Coffee. Useful information.
- 2 Presenters. Examples and ideas. Structure of days and handout binder.
- Participant involvement and practice. Great information - anxious to apply.
- The video of parent conference. 6 Hats is awesome. Going over SMART Goals. School info to discuss.
- Everything! Use of data and importance and how to use it the right way. The pace - kept good momentum. Presenters made it fun & interesting. Being able to share ideas openly.
- Hearing real examples. Pacing. Interaction.
- The way it was paced/broken up. The opportunity to work with my colleagues.
- Practice sessions. Dual presenters. Demonstrations.
- Good stories to link to info. Humor.
- Practice sessions. Hands-on learning opportunities. Collaboration w/other schools.
- Data folders. Resources included. The change in presenters. Motivated peers & presenters. Notes to follow. Tropic Isles Principal presented. Easily implemented ideas (pictures).
- Lots of real-life examples. Presenters have a lot of experience.
- I liked the use of small collaborative groups.
- Overall atmosphere - friendly. Learning questioning strategies. Learning how students will be owing responsibility for their choices. Participation activities - questioning techniques. Stories by leaders. Demonstration of skills.
- Examples. Group work. Easily to relate to grade level.
- Group participation. Expert groups. Information about other schools.
- Questioning process. Yellow handout. *Handouts in the back very helpful examples.
- 2 Presenters - changing. Hands-on. Lots of strategies to implement.
- Lots of good ideas I can apply to my classroom.
- The mind mapping, writing down and drawing things that we think are important for our school.
- How they gave real world examples. How they linked quality & Choice Theory. Well explained. Not too fast (I have had previous trainings though, others may feel different).

△ Suggestions for Improvement

- None (8).
- I wish I had some, but truthfully I enjoyed all of it. Maybe Cindy or Bob could come to my classroom and help?
- More ideas and discussion about Tropic Isles.
- So we don't rush make it four days. More time to go over school data.
- Resources to use for "college prep" to enhance level 4 & 5 students.
- Slide 47 - typo (extra word "the"). More video clips.
- Maybe have more video clips w/kids that aren't planned.
- More movement
- More expert groups.
- Video of classrooms. Come into the classroom to help. Go see a classroom. I am taking advantage of these opportunities :-). More training.
- More moving around (too much sitting). More practice/group work. Open book pre-test (results of post-test are invalid because of open book).
- More movement at the end of day.
- More reenactments/real videos.
- More movement/group work.
- Make sure to cut-back on talking during instruction.
- More specific data/examples for our demographic - guest speakers from schools implementing (other than 1).
- Print shop stuff on time. More group involvement.
- Modeling in my class.
- It would be nice if presenters could follow up with participants in their classroom setting.

Are you interested in addition training?

Yes: 13 (50%) No: 3 (12%) Maybe: 6 (23%) No Answer: 4 (15%)

What type of follow-up would be most helpful?

- Not sure – I'll need to see what I can implement.
- Having you come observe me conducting a class meeting + providing feedback. Looking at my data collection + providing feedback. Any updates that occur after we are done and leave.
- Come to my school and help me teach what I have implemented and perhaps help me get started on even more.
- Modeling in my class.
- Anything you have to offer! Classroom management. Time-management. Once you have data, making sure you are effectively using it towards individual students (guess that goes into time management).
- Glasser Training.
- In-class assistance.
- E-mail checking on process of implementation. More training opportunities.
- Meet with other schools to review their progress towards quality – data folders – conferencing.
- More questioning help.