

Customer Feedback Form

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|-----------------|---|-----------|--------------------------------|
| Workshop Title: | Choosing Excellence | | |
| Instructors: | Bob Hoglund and Cindy McClung | | |
| Dates: | June 10 th - 16 th , 2007 | Location: | South Seas Resort, Captiva, FL |

| | 5 | 4 | 3 | 2 | 1 | Average | 4's / 5's | % Success | # of Scores |
|-----------------|----|---|---|---|---|---------|-----------|-----------|-------------|
| Handout Book | 16 | | | | | 5.0 | 16 | 100% | 16 |
| Information | 16 | | | | | 5.0 | 16 | 100% | 16 |
| Organization | 15 | 1 | | | | 4.9 | 16 | 100% | 16 |
| Presenter | 16 | | | | | 5.0 | 16 | 100% | 16 |
| Overall Quality | 16 | | | | | 5.0 | 16 | 100% | 16 |

+ I liked ...

- The networking. The supportive and enthusiastic foundation staff, the meetings sometimes ending a little early, the new presentation idea, the variety of outings and meals, the smaller boat ride.
- The training was awesome & able to be implemented at every level: PK through the business world. I liked having the freedom to express my opinions & choices in the presentation.
- Being able to network, learning new classroom strategies, making new life-long friends.
- I thought the whole thing was concise, useful and easy to understand. Well Done!
- Flexibility of presenters, enthusiasm and creativity of presenters, variety of activities for the week, awesome planning.
- The hands-on participation and feedback.
- Being appreciated, the opportunity to work with so many wonderful people. The food, the restaurants, the boat ride, the entertainment on the boat ride. The induction dinner was awesome! I truly loved everything and I am so thrilled to have had this opportunity.
- The practical application – I can use this in my room & school.
- The food! The people! The restaurants! The accommodations! The pace! The presenters! The technology!
- The atmosphere, the pacing (content – activity – content), the ability for application, the choices available, the content was understandable and user-friendly, demonstration of mastery.
- The diversity in assignments, the relaxed atmosphere which still accomplished the task.
- Topic, hands-on group work, applicable to real world and class, group presentations were short and on different topics, practice throughout week of new skills, presenters were fun and energetic, food choices & desserts – Thanks for the 3 extra pounds!
- The energy, enthusiasm and the way the information was presented kept me focused and involved with excitement.

Δ Suggestions for Improvement ...

- 1. Several times participants made comments that could be perceived as rude or judgmental & maybe the facilitators could have redirected w/this is your opinion & very valid, so the situation did not escalate.
- 2. More team building with presentation teams. 3. More water and fruit and less carbs, although they were yum!
- None (5)
- None – Great job!
- Train all Lee County Principles and Asst. to implement along with Sterling.
- More team building
- More time for practice of applications (minor).
- Daily agenda from the presenters. Apples and bananas instead of so much melon.
- Follow up activity?
- Water bottles to take to room – tap water is not tasty
- Do not have the group work and dinner on the same day (Perhaps have presentation before the night of induction.

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|---|-----|----|----|---|---|
| Are you interested in additional training / seminars? | Yes | 16 | No | 0 | ? |
|---|-----|----|----|---|---|

What type of follow-up would be most helpful?

- Implementation support & coaching. Ways to present to parents. More Glasser Training.
- Meeting again as a group to share what we have used – what has worked – what needs to be modified?
- To visit our classroom to see the implementation of the training to receive feedback.
- Extension of the workshop.
- Implementation follow-up/coaching.
- County Wide Training – mini conference.
- Additional opportunities to obtain training and certification.
- More advanced Glasser information.
- Please get the groups back together for discussion of ideas, applications and best practices.
- E-mail addresses of businesses from the community who are willing to come into the classroom – Judge Maria, Doug McGregor, etc...
- Training brought to county.
- Coaching and feedback, Classroom observation.

