

Customer Feedback Report

Workshop	Choosing Excellence	Littleton Elementary
Presenters:	Bob Hogle / Cindy McClung	Pine Island Elementary
Location:	District Office Training Rooms A & B	Pinewoods Elementary
Dates:	January 7 th -11 th , 2010	Veterans Park Academy for the Arts

1.11.10	5	4	3	2	1	Ave	4's / 5's	% Success	Customers
Content/Information	20	4				4.8	24	100%	24
Handouts/Materials	21	2	1			4.8	23	96%	24
Overall Quality	20	4				4.8	24	100%	24
Presenters	21	3				4.9	24	100%	24

Percentage of participants rating a 5 in all four categories = 79%

+ I liked

- Role playing. Group discussions. Discussing with other groups. Positive presenters.
- Everything!
- Practice (questioning). Valuable information. Presenters were knowledgeable and interesting.
- Creating the "ideal" school and getting into small groups. 6 Hats. The practicing (Role Play) of questioning each other.
- Practice. Review of AYP & SMART Goals. Questioning components. Six Hats.
- Clear presentation. Valuable information. Enthusiastic presenters. Good examples.
- Discussion. Collaboration.
- Discussions and practice with colleagues. Video of principal/parent.
- How prepared Cindy and Bob were. I liked hearing from the principal of Tropic Isles, the stats for how data and the use of data was working at that school.
- Practicing. Working with my school to meet objectives.
- Practice sessions. Varied activities. Real life stories.
- Six Thinking Hats. Working with my school. Presenters sense of humor & stories.
- The practices. Very on-hand. Information given out. It was a good workshop.
- The practice opportunities. Research & actual school success.
- Time to collaborate.
- Having practice time. Learning about data folders, and how to create mission statements for our classrooms.
- I appreciated the questioning techniques and the detailed documentation of data. By viewing the data, and working with it, teachers and schools can work to their fullest potential and champion our students.
- Hats. Questioning.
- Presenters. Practice!
- The questioning techniques.
- I enjoyed the practice and time to share with my colleagues.
- Ideas to use in an array of areas – classroom, dealing w/staff, & real life.
- Questioning process. Choice Theory and clarification of Sterling Quality & AYP. Lots of practice – Thank you.

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△ Suggestions for Improvement

- None (12)
- None – excellent.
- Provide a study sheet to use during course that can be a resource to use on quiz after.
- More practice w/ questioning.
- Eliminate too much time on AYP.
- Less talk about AYP and school grades because we are already knowledgeable about the topic.
- I only wish I had received this in the summer so I could use it from the “get go.” ☺

Additional Training?	Yes	%	No	Maybe	No Answer			
	14	58%	3	13%	6	25%	1	4%

What type of follow-up would be most helpful?

- I will help initiate a “Choosing Excellence” team to strengthen our use of the ideas and promote personal/student growth.
- Multiple ideas on strategies to resolve/make progression in conflict situations.
- Training (Highlights of course) at school.
- Review.
- Ability to go back after implementing to ask question/problem solve.
- Data analysis.
- In-service for our school – to work as a team.
- School-based.
- More questioning strategies on school site.