

Customer Feedback Report

Workshop	Choosing Excellence	Cape Elementary
Presenters:	Bob Hogle / Cindy McClung	Heights Elementary
Location:	District Office Training Rooms A & B	Tanglewood Elementary
Dates:	January 13 th – 15 th , 2010	

	5	4	3	2	1	Ave	4's / 5's	% Success	Customers
Content/Information	17	1				4.9	18	100%	18
Handouts/Materials	17		1			4.9	17	94%	18
Overall Quality	16	2				4.9	18	100%	18
Presenters	17	1				4.9	18	100%	18

Percentage of participants rating a 5 in all four categories = 89%

+ I liked

- The concept of quality. The responsibility placed on student. Interaction w/peers to discuss & develop.
- Stories made it interesting.
- Honestly? Everything. I now have a full understanding of "Quality" Choosing Excellence.
- Date shared. Presenters personable. Binders. Organized.
- Casual atmosphere. Movement.
- Shared stories of past experiences. Video clip. Walked around and answered question of individual groups.
- Angry Parent. Six Hats. The presenters.
- AYP Information. Real life stories to go with concepts. Angry Parent video.
- Humor incorporated w/in class.
- Role playing. 6 Hats. AYP vs. School Grades. Questioning Process.
- Quality of instruction. Stayed on track / kept us busy. Lots of new learning.
- The opportunities to practice the concepts being taught. The real life stories. The way the presenters meshed – very easy to learn from. That the presenters knew what they were talking about at an expert level.
- Bob's presentations! ☺
- Exercises. Cooperative group.
- Good presentations. Great information. ☺
- Information that related and included activities to use in the classroom and with staff. This fits in with IB philosophy and trainings.
- The group activities (mind-mapping, six hats, role plays). The energy of the presenters & how knowledgeable they were of the material.

△ Suggestions for Improvement

- None (12)
- More live examples like the video.
- More time to process. Present school-wide. Model real-life situation (Show interaction).
- More videos. Photos of how things are used in the classroom.
- More interacting with other school groups.
- No typing during speaker speaking.

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- Please don't type while other presenter/group members are talking – it is a huge distraction + not polite to who is talking.

Additional Training?	Yes	%	No		Maybe		No Answer	
	11	61%	2	11%	4	22%	1	6%

What type of follow-up would be most helpful?

- I would like to see all staff trained and preschool review & follow-up.
- Walk through of a school showing practices.
- Sharing & Discussion + Accountability of implementation.
- Provided with opportunities to see it put into place.
- Working on direct application of what was taught. Brainstorming.
- Discussion of what works and help for what isn't working.