

Customer Feedback Report

Workshop	Choosing Excellence	Cape Elementary
Presenters:	Bob Hoglund / Cindy McClung	Tanglewood Elementary
Location:	District Office	East Lee High School
Dates:	November 18 th – 20 th , 2009	Mariner High School

Category / Rating	5	4	3	2	1	Average	4's / 5's	% Success	# of Scores
Content/Information	21	6	3			4.6	26	90%	30
Handouts/Materials	22	6	2			4.7	28	93%	30
Overall Quality	18	10	2			4.5	28	93%	30
Presenters	19	7	4			4.5	26	87%	30

Instructional Staff: 25

Administrators: 1

No answer: 4

+ I liked

- Timer. That I was told strategies (questioning) that I could use in my classroom.
- The meetings and practice for the questioning process.
- Practicing strategies. PowerPoint.
- Role playing. Data folder samples and info about questioning techniques.
- Info that was directly applicable to the classroom. Class Meetings. Questioning process.
- Pictures of actual classrooms. Actual classroom examples.
- The information and strategies given and taught.
- Practice questioning – lots of “examples” & modeling. 6 Hats.
- Data analysis training. Goal creation. Questioning process. Practice sessions. Data folders.
- The role playing.
- Practice activities.
- Practicing the question strategies.
- Specificity of questioning techniques. Ability to work with team from Mariner. Review of counseling practices.
- The role playing. The video. The binder/examples. Handouts.
- The strategies modeled. The PowerPoint was excellent. Using the questioning process. Providing time to work w/team. Reviewing AYP & School Grade data. Loved all the quotes.
- Practicing questions. Pictures of things being done in specific classrooms. Informative and competent presenters.
- The presentation was awesome. Opportunity for practice was extremely helpful.
- Variety of tools and strategies. Working w/staff from our own school. Mind-mapping. Practicing/role playing.
- Mind mapping. Mission vision statements. Strategies - making student’s education their responsibility.
- Presenters provided our schools information on AYP. Working w/teachers. Overall info “Quality School”.
- Role playing. Real world.

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- 6 hats. Different activities. Resources.
- Pertinent information that I can use right now in my classes, with my students.
- Data strategies. Role playing.
- Both facilitators provided us with concrete examples to use in various situations. * Excellent workshop! ☺
- Bob and Cindy presented the material in an interesting and comprehensible manner. They gave us ideas we will be able to use in our classrooms right away.
- All relevant information for what I am currently expected to do – this will make life easier. ☺
- Having a chance to work with co-workers. Mind-mapping. Examples. The organized folder w/PowerPoint.

△ Suggestions for Improvement

- None (8)
- I think that day 3 should be day 1. More classroom strategies.
- More classroom oriented for day 1 and day 2. It was all business driven the first few days and I didn't see the connection to the class.
- A lot of information for three days.
- More data folder samples to see and also additional online resources vs. handouts.
- Role playing needed more info.
- It does not need to be three days long. At the HS level, we missed too many instructional periods.
- Less time spent on the history of quality. "Deltas" or suggestions throughout the training were minimized or dismissed including issue bin ?'s. Shorter, more frequent breaks. Less personal stories & more "meat."
- Don't spend so much time practicing questioning – could be done in 1 session.
- Need more time role playing.
- Either more time for instruction or less information. Have a more in-depth look at specific Sterling Practices.
- 2 days – not 3.
- Would have liked more specific examples of things done at Tropic (ex. Block schedule in elementary).
- It was so long and too much information to take in at one time.
- Role play (w/volunteers) in front of the group to help us improve via feedback from the group. H2O.
- Provide water. ☺ More High School examples.
- Include more visual examples from high schools.
- School-wide training.

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Additional Training?	Yes	No	Maybe	No Answer
30 Participants	13 43%	3 10%	6 27%	8 27%

What type of follow-up would be most helpful?

- The 2 hour sessions you discussed after winter break.
- Come back after we have a chance to practice so we can ask specific questions & situations.
- To see if data is working.
- How are you using this in your classroom?
- Putting practices into place.
- Possible video of conferencing w/student or a video of the teacher in class using the questioning process.
- School visits or opportunity to ask some follow-up questions.
- ½ day school-wide training to all staff (?).
- School-wide training.
- E-mail or additional training. Very useful.
- Sharing ideas/progress with other secondary schools.
- Re-enforcement of information.
- Bringing data folders to share ideas.
- Observation of the activities being used and implemented in a classroom.
- One-day, more in-depth with goals and data graphs.