

Customer Feedback Report

Workshop Title:	Educating for Responsibility and Quality		
Instructors:	Bob Hoglund		
Dates:	August 3 rd – 5th, 2009	Elementary:	Secondary: 14
School: (Optional)	Carson Jr. High		

Group 1	5	4	3	2	1	Average	4's /5's	% Success
Handouts/Materials	9	5				4.6	14	100%
Content/Information	8	6				4.6	13	100%
Presenters	9	5				4.6	13	100%
Overall Quality	9	4				4.7	12	100%

+ I liked ...

- The mind mapping and I found the questioning process to be very helpful! I look forward to using the questioning process in my class more effectively.
- Real examples. The presenter! The materials, content. All of it.
- The IDEA of Educating for Responsibility & Quality is Awesome * I love the idea * I appreciated the hand outs that will help me to continue learning and reviewing items learned.
- Personal insights. Activities. Time to interact w/colleagues.
- That the instructor allowed the participants to become fully engaged in the activities. Instructor facilitated the program of activities /lessons without impeding progression of workshop.
- The humor and presentation made this class one of the best courses I have taken. Very informative.
- Overall relaxed but professional manner which workshop was done. Great Job!
- Different strategies to help us get kids to “own their actions & behaviors.
- Personal examples. Video of difficult parent. Interaction within table groupings. Questioning practice. You circulating the room & contributing to group work when we got stuck.
- The application of the material. Questioning will help deal w/most behavioral issues. Practicing as teacher & student helped make it real.
- The questioning process and practice sessions.
- Everything. It was very helpful in one way or another. I took away little bits and pieces. Thank you!
- The content & questioning. Questioning process was very similar to Socratic questioning learned over the summer.
- Quality World, questioning process and PDSA, data folders, class/individual goals.

Δ Suggestions for Improvement ...

- None (5) ☺ N/A Absolutely loved the class!
- Day 1 – lots of quickly flashing through slides saying “can read that or know that”.
- Practicing the questions got a little tedious. I understood why but it got a little boring.
- Use data/stats from a Jr. High not elementary schools. Be sure the schools are also the same populations. The transitions could be better. Take out the yellow. If you don’t want a slide take it out instead of zooming by it.
- I liked all the stories but there may have been too many.
- “Sit by someone you haven’t sat by before”. Tabs to divide the notebook for quick reference. Compare apples to apples – Tropic Elem didn’t always come off as an “apple” to our middle school needs.
- Please I like having all copies you show on the Proxima – if you could ensure we do that would be fantastic. Thank you very much ☺
- There were some slides which could have been done slower for slower readers.

- Have data from Carson.
- When going over objectives, link them to prior knowledge.

What type of follow-up would be most helpful?

- Periodic refresher.
- More middle school data and ideas. (2)
- Helpful if Bob could come back during periods of the school year to assess progress being made at the school.
- Administration understanding/knowing, being educated in the process and reminding through example.
- Practice - Practice – Practice. (2)
- What pitfalls did we encounter while attempting this process?
- Talking about what we have used and how it is working. Brainstorming solutions to challenges faced.