

Customer Feedback Report

Workshop Title:	Choosing Excellence	Location:	South Seas – Captiva, FL		
Instructors:	Bob Hoglund / Cindy McClung				
Dates:	June 14 th – 19 th , 2009	Elementary:	12	Secondary:	12
School: (Optional)	3 didn't answer grade level				

	5's	4's	3's	2's	1's	Ave	4's/5's	%
Handouts/Materials	26	1				5.0	27	100%
Content/Information	25	2				4.9	27	100%
Presenters	27					5.0	27	100%
Overall Quality	27					5.0	27	100%

+ I liked ...

- Hands on practice, new information with practical application, Tropic Isles Model explained, variety of presentation, Captiva.
- All.
- Tropic Isles information first-hand – good way to begin with a “testimonial”. Information I can use ex. Data folders, Class Mission Statement. Varied activities. Energy of presenters and their rapport with each other. High energy of participants – loved the skits.
- Testimonial from Tropic Isles. Slides matching the handouts. Humor & content perfectly balanced. Flexibility. Good sense of timing; needing a break, etc. Respectful of all Collegium participants' comments, questions.
- The organization of everything and the smooth transitions. Info was very good. I loved the skits, the food & the camaraderie in the evenings. So good to be here with new people to meet. I was honored to be here.
- The flow of the presentation. Examples. Practice. Staff and trainers.
- I liked the passion of the presenters. The content is applicable to my classroom or any administrative experience I may be involved in.
- That it was very engaging and informative. 2nd time through this training and I'm more prepared to bring content back to my implement within my grade level team. I'll call Cindy when I need answers as implementation takes place.
- Hands-on – applying what we learn – practicing working with colleagues, and Bob & Cindy (xoxo). Food – amazing – treats☺, chocolate☺, caffeine. All go above and beyond to help. Positive attitude at all times (Are you human?) lol Willingness to help from all. Camaraderie/New friends. Fun! ☺ Skit – Fun! ☺ Activities/lunch/dinner > together. Useppa! Taking photos of everyone & everything. I had so much fun my brain is full – along with my stomach.
- The flow of information as we move through the quality process. Very clear and practical in application.
- I liked learning about quality and the five basic needs. I feel that these topics can not only carry over into my classroom, but also my personal life.
- Great tips and specifics. I can see myself using this next year starting on Day1! I liked the group activities, gave me a good sense of what the kids might like or where they might be confused. The change of pace was nice.
- Bob & Cindy presenting together! (They are hilarious!) The content on the slides – incredible. Quality will be a large part of my own school when I get into District Leadership. The openness of the entire group to be able to share thoughts and projects with the trainers. Bob's “This is not true!” demonstration!
- Everything!!
- 1. I liked how Don Bryant spoke to us on the first day and gave us an overview of what he has accomplished and what our goals and plan should be. 2. That presentations were completed before the banquet, then we could reflect and relax.

- The group activities. The practice for questioning. The pace. The presenters were well prepared & entertaining.
- The binders were set up to match the presentation which was very helpful. I liked the way you included actual life examples. And being silly is always fun! Thanks for a great week!! ☺
- Bob's questioning process training & demo. Thanks!!!
- The opportunity to practice the questioning process more than once. The cardstock handout with sample questions is very helpful. This is hard to admit, but I enjoyed Bob's jokes and stories, they pulled us all back in; just analyzing data all day gets old quickly. Loved all the quotes!
- Learning about the questioning process and how it puts the responsibility of solving problems back on the person. I liked the PDSA. I know I will use the PDSA with the teachers I work with as a Reading Coach.
- That you led by example! That you are a professional, respectful + fun. You made me feel special and gave me tools to make a difference.
- Handouts that followed the PP information. The back and forth transitions between Bob's and Cindy's portions of the presentations. The inclusion of pair/small group practice activities between direct instruction sessions; ability to move around. Structure of small group presentation activity. Accommodating nature of the presenters and Foundation Staff. Time for teachers to work in teams by grade level, but also by a mix of grade level.
- The opportunity to get to know a lot of colleagues and the hands-on stuff.
- Cindy – Bob - The Foundation – Useppa - the food - the colleagues – South Seas – the training – the room!
- The information. The camaraderie. The learning. The fact that I didn't have to cook for a week + I was treated like an honored princess! The fact that the information was presented in a way that the day flew by!
- The interactions at the table. Continual use of humor. The content and the practical uses in the classroom and life in general. The questioning process activities. Having Don Bryant here to offer real accounts of data and how this works. With any luck I'll be back here next year! ☺
- Learning new things. Seeing how others graph primary progress. 6 Thinking Hats. Delighted when electricity was restored! Great staff support!

△ Suggestions for Improvement ...

- None (2)
- None – it's working as is!
- More video of the questioning process. More videos of perceptions. Video/example of students in ALL (k-12+) grade levels having a class meeting.
- I would recommend more non-examples ~ especially for difficult issues/situations. Allow for more sharing. Maybe break the group into school levels.
- Train all schools!
- Big laminated charts (Pareto, Fishbone, Plus/Delta, etc.) to be able to erase and reuse in the classroom. Easy implementation with readily available tools helps to ensure that implementation will take place. (Speaking for many).
- Long times of sitting without a break. Sharing ideas of time-management/discipline issues (from all teachers). More art!
- Need more administrators to attend. The quality process can be done piecemeal with teachers, but as a system it must flow from the top downward.
- I thought that the group presentations would have more time. Also, to work in groups that have been already determined before signing up for the groups we want, maybe you could ask us to sit with those we want to work with and then narrow down to groups. The mad rush causes controversy.
- An afternoon off during the week – it was intense curriculum wise. Also, I think most of us (my entire group certainly!) were confused by the Interrelationship Digraph + I will not be using it. –
- The way we sign up for group projects. ☺. Having Golden Apples split up amongst tables and making eclectic groups to keep the group cohesive.
- More training please. I would like to keep growing in all areas that involve Quality!
- Moving around a bit more. More video clips of these strategies in action.
- More training on questioning process – watching Bob model the process over & over would help me.

- Atmosphere, Company, Good food! The presentation format and final product were excellent. We learned a great deal and had fun in the process.
- There was a lull one of the early days (maybe Tuesday) when we'd gone way too long without moving and were dozing off. We need to move about every 30 to 40 minutes, especially with the amount of food we were getting.
- Placing the Issue Bin in the front of the room, I forgot it was an option.
- Starting on Sunday. Short video clips of teachers using quality tools and PDSA.
- I would have liked more time to socialize and get to know you more @ a less formal setting. Perhaps, the little bit you shared made me want more. You are refreshing and it is people like you that make me feel proud about being an educator!
- Lengthier direct instruction sessions (Mon/Tues?) harder to sit through. Some activities like Mission statement affinity diagram were great; some like the 6 hats and Interrelationship Digraph were great and useful tools but discussion got off track and became too content oriented instead of being metacognitive analysis of the processes themselves.
- The first day didn't accomplish much. The principal from Tropic Isles talked about how wonderful his school was without providing the detailed critical analysis. The big, broad overview could have been condensed.

Are you interested in additional training?	Yes	23	No	0	Maybe	3
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What type of follow-up would be most helpful?

- School-wide training.
- Working with people & collaborating with Quality trained teachers who have already used this in their classroom.
- Periodic e-mails with reminders of things we talked about.
- More practice.
- How people are applying the concepts in their classrooms.
- Refresher before school starts. A refresher every... Visit us at schools, feedback for us! Individual help.
- Updates on quality process applications.
- This is a good question. I'm not sure.
- School-wide, secondary adoption specifics would be great to help us adapt the technique.
- Communication with the trainers for additional questions!
- More tools and behavior.
- Practical ways teachers use and display information we learned about.
- I need more help with the questioning process.
- Certification training – trainer training.
- I would like some support as we try to implement some quality practices at our school.
- I would like to have the Choosing Excellence training at my school so the entire staff could be trained. A Saturday or after-school follow up training would be a good way to keep everyone on track with their PDSA!
- Observation by a trainer with feedback. More practice on the questioning process.
- To see what has worked with other people and what ways they have presented processes to their students and to see how receptive the school has been to the ideas.
- I would like to learn more about the classroom data wall. I would also like to learn more about PDSA.
- Glasser training for Counselors.
- The way groups were chosen – perhaps disperse people who have been here before, GA winners, etc. With the questioning process activity – do not need four people – just two – student/teacher. More opportunities for different situations and people will be more comfortable.
- ½ day just prior to school starting – for implementing with elementary participants – continuing to e-mail ways for students to graph progress.
- A social get-together with these participants where task is to compare notes over what we apply next year. This gathering should include free alcohol! ☺