TEN TIPS ON CREATING TRAINING EVALUATION FORMS, WITH SAMPLES

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Training evaluation focuses on how effective the trainer was in designing and delivering the training, rather than on content acquisition by the trainee. Here are ten basic principles that can help you create an evaluation form that gives you useful information, followed by two samples:

1. Keep the evaluation short – no more than one page, no more than five minutes to complete.

2. Tie your questions to the objectives of the training, asking about both whether they understood the material presented and whether they feel they can apply the material.

3. Ask only about things you could or would change – e.g., different sequencing of material, different length of session, different venue. For example, if the training will never be in this location again or if it has to be delivered in this location, then there is no point in wasting the trainee’s time asking about the location.

4. Use primarily “close ended” questions – i.e., questions where they choose from response options – as these are the easiest and quickest to complete and also the easiest to score.

5. For “close ended” questions, have a minimum of three and a maximum of five response options. Giving only two response options (Yes/No) triggers a judgmental right/wrong mind set instead of a more open evaluative mind set. Giving more than five response options is confusing and distracting as most people have trouble making that fine a differentiation and so the data you get is of poor quality.

6. Include a question about the action they are willing to take – e.g., recommending the training to others – as this is the best single measure of customer satisfaction.

7. Ask at least one “open ended” question to allow them to provide specific feedback.

8. Make completing the evaluation the last part of the training, leaving sufficient time after you have “closed,” so that they do not have to take their own time to help you.

9. In distributing the evaluation forms, make sure they understand that you want their honest feedback as it will help you know what to keep the same and what to modify in order to provide effective training.

10. Make sure that the evaluation forms are anonymous so that the trainees feel they can be honest without hurting your feelings. This includes having a way to turn them in (e.g., put them in a box, put them face down on a table, submit them online without their return email address being apparent) that is anonymous.
SAMPLE #1
Training Evaluation Form

To help us improve the quality of our training, we would appreciate your feedback!

Please indicate your response to the questions below by circling the appropriate number, with 1 = MOST NEGATIVE and 5 = MOST POSITIVE:

1. Was your interest held? ................................................................. 1 2 3 4 5

2. Do you have a better understanding of:
   a) [Topic A] ............................................................................... 1 2 3 4 5
   b) [Topic B] ............................................................................... 1 2 3 4 5
   c) [Topic C] ............................................................................... 1 2 3 4 5
   d) [Topic D] ............................................................................... 1 2 3 4 5
   e) [Topic E] ............................................................................... 1 2 3 4 5

3. Did the course give you ideas about how to:
   a) [Application objective 1] ...................................................... 1 2 3 4 5
   b) [Application objective 2] ...................................................... 1 2 3 4 5
   c) [Application objective 3] ...................................................... 1 2 3 4 5

4. Overall, how would you rate the course? ...................................... 1 2 3 4 5

5. Would you recommend this course to others? ............................. 1 2 3 4 5

6. Would you recommend this trainer to others? ............................. 1 2 3 4 5

7. What did you like most about the course?

8. What would you recommend changing about the course?

9. Now that you have completed this course, what additional training (if any) would be helpful?

10. Other comments, observations, suggestions:

    Thank you for your feedback!
    [instructions on what to do with the form]
Training Evaluation Form

To help us improve the quality of our training, we would appreciate your feedback!

Please circle the response option that best reflects your evaluation of the training provided:

1. The trainer’s knowledge of [x] was:          Excellent    OK    Poor
2. The exercises to practice using [x] were:    Excellent    OK    Poor
3. The pacing of the trainer’s delivery was:    Excellent    Too fast    Too slow
4. The amount of material covered was:         Just right    Too much    Too little
5. The amount of interaction encouraged was:   Just right    Too much    Too little
6. Was your interest held?                    Definitely    Sometimes    Not really
7. Was your time well spent in this training?  Definitely    Probably    Not really
8. Would you recommend this training to others? Definitely    Probably    Not really
8. Would you recommend this trainer to others? Definitely    Probably    Not really

9. What was particularly helpful about the training?

11. What would you recommend changing about the training?

12. Now that you have completed this training, what additional training (if any) would be helpful?

13. Other comments or feedback:

Thank you for your feedback!

[instructions on what to do with the form]