

Report to Members Member Survey S008

In the spring of 2004, the CAEAL Training Service circulated a member survey designed to determine the training needs of the membership for fiscal year 2004-2005. Participants were asked to rate CAEAL's course offerings in order to determine which courses were most important for members, both online and in class. Participants were then asked to indicate approximately how many individuals from their organizations would require CAEAL training services in the fiscal year 2004-2005. Members were then encouraged to indicate their cities of choice for course training locations, and were invited to submit any comments. Sixty-four forms were received from members, and the analysis of the results is provided below.

Issue #1. Based on the members' needs, the following courses were ranked:

Scale: 1 = least important

10 = most important

Courses	Scoring / Ranking			
	In Class		Online	
	Score	Rank	Score	Rank
Measurement Uncertainty for Organic/Inorganic Testing	4.3	1	5.1	1
Internal Calibration for Volume	4.1	2	5.0	2
Internal Calibration for Masses/Balances	4.0	3	4.8	3
Internal Calibration for Thermometers	3.9	4	4.5	4
SCC/CAEAL Accreditation Seminar	3.8	5	3.7	7
CAEAL Quality Manual Template Course	3.7	8	3.9	5
ISO/IEC 17025 (CAN-P-4D) Foundation Course	3.7	6	3.7	8
Measurement Uncertainty for Microbiology Testing	3.5	9	3.8	6
Measurement Uncertainty for Toxicology Testing	2.8	10	3.1	9
Ashbrooke Internal Audit Course	3.7	7	N/A	

Conclusion: Ensure sufficient technical courses are offered (measurement uncertainty and internal calibration courses)..

Conclusion: Offer the technical courses online.

Issue #2: The following numbers were indicated as number of training registrations needed for members:

Courses	Number	Ranking
Measurement Uncertainty for Organic/Inorganic Testing	28	1
Internal Calibration for Volume	26	2
Internal Calibration for Thermometers	23	3
Internal Calibration for Masses/Balances	21	4
SCC/CAEAL Accreditation Seminar	19	5
ISO/IEC 17025 (CAN-P-4D) Foundation Course	18	6
Measurement Uncertainty for Microbiology Testing	17	7
Measurement Uncertainty for Toxicology Testing	12	8
CAEAL Quality Manual Template Course	11	9

Conclusion: Ensure sufficient technical courses are offered (measurement uncertainty and internal calibration courses).

Issue #3. Locations for training:

City	Number	Ranking
Toronto	19	1
Halifax	11	2
Calgary	10	3
Edmonton	10	4
Vancouver	9	5
Ottawa	4	6
Winnipeg	2	7
Fredericton	1	8
Saint John	1	9
South Western Ontario	1	10

Conclusion: Continue to offer courses in three major areas: Calgary/Edmonton, Toronto and Halifax. Offer courses in Vancouver and Ottawa, when needed.

Issue #4. Comments:

- Online courses in internal calibration would be of interest to our facility.
- Home courses would also be beneficial for those members only. This cuts down on travel and accommodation costs but increases awareness and knowledge throughout the country.
- For Calgary location only. I have taken all the courses offered by CAEAL (except template) - all worthwhile.
- At this time, our organisation does not have sufficient personnel, time or funding allotted for attendance of these courses. However, there is interest in training opportunities.

- Internal auditing course/seminar would be the most useful to me.
- Cost of courses is a problem.
- We won't be requiring any courses this year.
- We currently are involved in the PT Airborne Asbestos Program. We also provide bulk asbestos testing services by polarized light and would like to see a PT program set up for this area.
- Online, evening or weekend courses would be most practical as my business is a one-man operation. I would not be able to abandon work to attend seminars.
- Our greatest interest right now is for technical training in Ottawa or online.
- In the event of class cancellations, a recommendation for replacement training from another institution would be appreciated. Recent MU course cancellation (May 21/04 in Toronto) was timely, but the need for training still exists.
- Due to the distance to the locations where courses (in class) will be offered, there is not a large demand for training this year.
- When will the lead auditor course be offered? We will require 2 places.
- Registration for online would increase participation.
- We will register one person for the internal audit course.
- My estimation is based on the fact that we already have three people trained as assessors.
- What about a lead audit course?
- Unless the course was in Vancouver, we would not be able to attend.
- I always get the impression that CAEAL is an Eastern organization, not a national organization.
- We've had our technicians attend courses previously that we felt were applicable or relevant to us.
- You already offer online courses (see #1)? That is excellent!! (If they aren't available, we would like to indicate our support for that. It would be a big plus, especially for those of us located away from large centres.)
- Thank you so much for the offer Adena but I shall not take any of these courses through this fiscal year.
- Thank you for the email. As an associate member not directly linked to a laboratory I will not participate in any training this year. I continue to direct my clients to CAEAL laboratories trusting that the labs train their people well.
- No requirements for training are being requested from the list of courses outlined in your document.
- Thank you for bringing your training opportunities to my attention. We participate only in your proficiency testing program, not in your certification programs, and do not have any training needs.