

## FACILITATOR EVALUATION FORM

**Training:** T36-02 Accreditation Seminar

**Location:** Sandman Hotel, Calgary

**Date:** Monday, Sep. 16, 2002

**Facilitator(s):** Ned Gravel

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
<b>Course Objectives:</b>	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?	0	0	3	4	20
Were they well defined?	0	0	3	10	14
Were they achieved?	0	0	5	12	11
<b>Course Content:</b>					
Was the material appropriate?	0	0	3	10	14
Complexity (1=too complex or too simple ← → Perfect=5)	0	2	7	14	4
Was the material clear to you?	0	0	4	13	10
Volume (1=too much or not enough ← → Perfect=5)	0	2	3	13	9
Did the handouts fit with this training - did they help?	0	1	4	5	17
<b>Facilitator Methods</b>					
Did the facilitator allow sufficient discussion?	0	0	2	6	19
Did the facilitator encourage participation?	0	0	1	5	21
Did the facilitator help bring out new group ideas?	0	0	4	9	15
Did the facilitator help close out discussions?	0	0	5	8	14
Would you accept this facilitator again?	0	0	0	5	22

Other Comments/Concern	Remedial Action
<ul style="list-style-type: none"> <li>Overall a great and informative session, but some felt it should be a bit more detailed and would like to see an actual outline of the accreditation process detailing all the necessary steps.</li> </ul>	Will spend less time on the standard and more on the accreditation process.
<ul style="list-style-type: none"> <li>Many wanted the 2 page Traceability of Accredited Labs written by Ned sent to them.</li> </ul>	Document transmitted to all who requested it
<ul style="list-style-type: none"> <li>Tabs in book and a table of contents would be helpful to save time.</li> </ul>	Seminar has grown and new binders will now include tabs
<ul style="list-style-type: none"> <li>Should be tax credits for companies providing assessors. Program should be initiated to encourage business (public and private) to allow support to CAEAL in the form of Auditors.</li> </ul>	Will forward this comment to the Standards Council of Canada
<ul style="list-style-type: none"> <li>PT studies should have a range which matches the range of the testing method. Can a lab report an upper detection limit, ie. UDL if samples are at higher levels</li> </ul>	Will forward this comment to the Proficiency Testing Manager for discussion within

Other Comments/Concern	Remedial Action
than our method limits? Methods that have UDL should fall under the same rules as MDL.	the Program Committee
<ul style="list-style-type: none"> <li>Apparently a common experience with CAEAL is that an "open door, open to discussion, open-minded" attitude is expressed at the courses, but not practised in reality. The general comment was that laboratories need to band together to try to present a stronger voice to CAEAL because little or no effort is made to incorporate the needs of the laboratories. CAEAL tends to rule without consideration of inappropriate practices that they continue.</li> </ul>	<p>This comment indicates serious dissatisfaction of the participant regarding general CAEAL operations – not the training. The participant has been invited to articulate a complaint that can be addressed within the CAEAL QMS.</p>

- It was great having Ralph to share actual accounts & viewpoints of undertaking the CAEAL program.
- Very grateful for the additional APLAC handouts.