

## **Appendix 5: Guidelines for Evaluating Continuing Education Programs**

Feedback from participants, peers, reviewers, and instructors is essential to assess the quality and relevance of both individual courses and programs of continuing education courses.

For one and two-day classes, the instructor should distribute evaluation forms in the final 30 minutes. For longer classes, consider handing out the form at the beginning so that participants can add comments as they think of them.

Use the class evaluation forms that follow or construct your own to assist the instructor in refining/tweaking the content and presentation. Lengthy evaluation forms typically defeat the purpose as participants are eager to leave – one sheet of paper with questions on both sides appears to yield the greatest results. Include succinct questions and request answers based on a scale of one to five as well as open ended questions encouraging comprehensive responses. Allowing participants to complete evaluations at home and/or online after the program concludes results in a significant decrease in evaluations submitted.

Ask participants about the complete education experience including:

- Objectives
- Learning outcomes
- Content
- Break-out sessions
- Relevance of training
- Skill of Presenter
- Advertised description
- Handouts and materials
- Pre-reading assignments if appropriate
- What was missing?
- Catering if appropriate
- Information provided about location, transportation, parking,
- Comfort and appropriateness of facility
- Other education needs

Evaluations allow instructors and education providers to pin point areas for improvement in class content, presentation, and materials. Both entities should study the numbers, comments, and suggestions/complaints to resolve issues. Pay particular attention to negative comments-even if there are few. Assess their legitimacy and attempt to address the concerns they raise even while keeping positive comments in mind.

### **Other Aspects**

Instructors/developers should assess how well the individual class or program achieved their objectives and advertised outcomes. Assessment might include:

- Review of registrant response and your own assessment

- Class response to activities
- Did handouts provide what you expected – what needs to be added or changed?
- How was your timing?
- What needs to be shortened, lengthened or eliminated?
- How did content and your delivery work for the registrants?

Periodic evaluation by an outside reviewer/auditor will round out the evaluation process.

Workshop Title: **NAME**  
Date: **DATE** Location: **LOCATION**

**I. Assess the workshop from the standpoint of what you gained from the experience:**

How well did the workshop meet the following stated objectives?

	Not at all			On target	
Understand the basic elements of an electronic records program, including file formats, authenticity, and management strategies;	1	2	3	4	5
Know strategies for working with records creators ranging from university employees to donors of personal papers; and	1	2	3	4	5
Have a basic understanding of the open source tools available for ingest and management of electronic records.	1	2	3	4	5
	Very little			Substantial	
New knowledge/skills acquired	1	2	3	4	5
	Not likely			Very likely	
Likelihood of applying concepts to your work	1	2	3	4	5
	Not at all			On target	
Expectations met per advertising	1	2	3	4	5

**II. Rate the methods and materials relative to their value in accomplishing the workshop:**

	NA	Poor			Outstanding	
Clarity of participant handouts	0	1	2	3	4	5
Content of participant handouts	0	1	2	3	4	5
Pre course readings	0	1	2	3	4	5
Exercises/group discussions	0	1	2	3	4	5
Clarity of audio-visual aids	0	1	2	3	4	5
Content of audio-visual aids	0	1	2	3	4	5

**III. What aspect of the workshop methods/materials was most valuable to you? Why?**

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**IV. What aspect of the workshop methods/materials would you change? Why?**

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*Continued on reverse side*

**V. How would you rate the individual instructor(s)?**

**Instructor: NAME**

	Poor			Outstanding	
Knowledge of topic	1	2	3	4	5
Preparation	1	2	3	4	5
Ability to handle questions	1	2	3	4	5
Presentation skills	1	2	3	4	5

Additional Comments for Tim:

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**Instructor: NAME (if applicable)**

	Poor			Outstanding	
Knowledge of topic	1	2	3	4	5
Preparation	1	2	3	4	5
Ability to handle questions	1	2	3	4	5
Presentation skills	1	2	3	4	5

Additional Comments for Seth:

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**VI. May we use your evaluation and name for testimonials? \_\_\_Yes \_\_\_No**

Name (optional): \_\_\_\_\_

**VII. What other workshop topics do you need for your continuing education and where would you like to see them held?**

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**VIII. How did find out about this workshop?** Please circle all that apply:

Archival Outlook                  In the Loop                  Email Blast                  Listserv Announcement  
Twitter                  Facebook                  SAA Website                  Postcard                  Other (*Please Specify*)\_\_\_\_\_

Thank you in advance for completing this evaluation. The Committee on Education of the Society of American Archivists appreciates your assistance to help it maintain the highest standard of archival continuing education. Please complete this form and return it to the instructor at the conclusion of the course, or return it via mail or fax to:

**Society of American Archivists; 17 North State Street, Suite #1425; Chicago, IL 60602;  
Voice 312/606.0722—Fax 312/606.0728**