



the Center *for* Professional Development

Webster University – Old Post Office Campus • 815 Olive Street • St. Louis, Missouri 63101 • 800-515-1306

Item B
HLC Criterion 3
Center for Professional Development
Webster University



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Seminar Assessment and Feedback Form

Seminar Title: Attack Defend Retreat

Course Dates: Spring 2006 *Instructor(s):* Instructors A & B

For the past two days you have been learning and practicing new skills intended to help you become more effective in your profession. You have expended a considerable amount of time and energy honing these new skills. You are being asked to assess the content, delivery, and effectiveness of the seminar. Your answers will be critical to analysis and continuous improvement of our programs. Please answer the following questions.

A. Course Planning & Organization (Timing, scheduling (weekdays vs. weekends), duration/length, facility, refreshments, materials)

Scheduling is good – Duration is okay – materials are professionally prepared

Well organized. Nice facility and well run logistics.

Good session for a week day presentation.

Facility – Great

Materials – very good

B. Communication/Interaction

Very Good – Very comfortable and effective

Small group led to great deal of interaction. Simulations drove involvement and interaction.

Very good overall style – informal approach fosters interaction.

Very good –

C. Pre-course Work and Assigned Materials

Pre-course work was great

Having pre-work sped up the learning process in using the simulation

Essential

D. Attack/Defend/Retreat (please circle appropriate answer)

a. Were the presentation materials appropriate and effective?

i. **Yes** **5** **No**

b. Were the instruction sessions of the appropriate length?

i. **Yes** **5** **No**



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Implementation (please circle appropriate answer)

c. *Were the presentation materials appropriate and effective?*

i. **Yes 5 No**

d. *Were the instruction sessions of the appropriate length?*

i. **Yes 5 No**

e. *Did you find significant value in the Implementation portion?*

i. **Yes 5 No**

f. *Please provide additional comments on the Implementation portion of the seminar below*

Understanding the theoretical constructs, working on the simulation, and listening to real-world experience helped me learn a lot about application and implementation of ADR.

E. Instructors (please circle appropriate answer)

a. Instructor A

i. *Was his presentation style appropriate and effective?*

D. **Yes 5 No**

ii. *Did he communicate the material in a clear manner?*

D. **Yes 5 No**

iii. *He was effective, professional, and knowledgeable*

D. **Yes 5 No**

b. *Please provide any additional comments on Instructor A below*

Excellent instructor with great inspiration – very persuasive

Though he has an academic background, he has no difficulty in communicating in practical business terms.

c. Instructor B

i. *Was his presentation style appropriate and effective?*

D. **Yes 5 No**

ii. *Did he communicate the material in a clear manner?*

D. **Yes 5 No**

iii. *He was effective, professional, and knowledgeable*

D. **Yes 5 No**

d. *Please provide any additional comments on Instructor B below*

Very professional, dedicated



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Has a great deal of credibility because he has done it in the real world. His knowledge of my company was very helpful in relating to the application of the concepts to an environment familiar to me.

Liked the practical experience

F. Seminar Results/Outcomes – Please provide comments on your overall satisfaction with the results of the seminar. Let us know what would you like less or more of and what we can do to improve the offering.

Great, Great, Great. Instructors A&B are the perfect combination of theoretical construct building and how to apply theory in real-world business setting.

Very good seminar. I believe the seminar would be useful for managers at all levels. Great venue for the seminar.

I was very satisfied.

Thank you for helping us continually improve our programs.



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Seminar Assessment and Feedback

Seminar Title: LTPS

Course Dates: March 27-29, 2007

Instructor(s): Instructor C

For the last 3 days you have been learning and practicing new skills intended to help you become more effective in your profession. You have expended a considerable amount of time and energy honing these new skills. You are being asked to assess the content, delivery, and effectiveness of the seminar. Your answers will be critical to analysis and continuous improvement of our programs. Please answer the following questions.

A. Course Planning & Organization (Timing, scheduling (weekdays vs. weekends), duration/length, facility, refreshments, materials)

Perfect for me

Three days were sufficient for materials. Facility was in great condition. Food and refreshments were exceptional

The organization and scheduling is appropriate. Three doays should be the maximum.

All were very good and worked well for a person with an aggressive work schedule.

Very good. I upfront wondered what we could do for 3 days but 3 days was appropriate.

Scheduling was sufficient. Facility was excellent – location, food/services.

Planning & organization were will thought through and executed. The timing was adjusted to allow flexibility to meet participant needs.

B. Communication/Interaction

I believe everyone in the session walked away with excellent tools to be a better manager, communicator, etc. They felt more confident & were glad they attended (I asked).

Class was well communicated and great interaction.

I enjoyed the interaction with the team and instructor.

Instructor was great. Interaction with team members was perfect.

Very good. Interaction and communication was okay.

4 person teams were excellent sessions for learning communicating. Role-playing exercises allowed practice of techniques.

Communication took on many forms, handouts, videos. Review work was well coordinated. Interaction between instructor and class was good. The interaction between classmates made the seminar work.



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C. Pre-course Work and Assigned Materials

Material was sufficient & very well laid out in a constructive manner.

I was reluctant at first but it helped me to prepare for the course.

I feel it was necessary to prepare people for the class to get them thinking ahead.

While this made for long days I believe it was necessary.

Applicable and helpful to be prepared.

Late in arriving to me but the material was clear on instruction and easy to complete.

G. Instructor (please circle appropriate answer)

a. Instructor C

- | | | |
|--|--------------|-------------|
| i. Was his presentation style appropriate and effective? | 8 Yes | 0 No |
| ii. Did he communicate the material in a clear manner? | 8 Yes | 0 No |
| iii. He was effective, professional, and knowledgeable | 8 Yes | 0 No |

b. Please provide any additional comments on Instructor C below

It appears instructor C has honed his skills. He handled the lectures presentation, materials, etc. very well. Everything timed very well. He is excellent.

Instructor C is very skilled and well prepared for the course. Gave good examples and always welcomed feedback.

Instructor C was great and is very knowledgeable about real world business scenarios. Brought in a level of comfort that was important to me.

Instructor C led discussions well, kept everyone on track, focused, yet allowed time for input/questions.

May want to vary the vocal presentation.

H. Seminar Results/Outcomes – Please provide comments on your overall satisfaction with the results of the seminar. Let us know what would you like less or more of and what we can do to improve the offering.

I sincerely cannot think of anything to improve upon.

Would definitely recommend to others!

The seminar is very packed with information but is well planned. The role play is an important part of the seminar.

I liked the aggressive schedule and the content. The instructor was very helpful and willing to help all. The facilities were nice as were the accommodations.

Very satisfied. Believe seminar is very effective as is.



Seminar content helpful as a management tool for almost any situation.

I believe the results will and did help me recognize where I need to adapt my thinking and actions to meet my needs. I would have liked to do more practice meetings to help better understand the process and interaction.

Thank you for helping us continually improve our programs.