

GATHERING TRAINING FEEDBACK

Trainings and workshops exist to serve learners, and gathering feedback at the end of a session is a way to hear back from learners on what worked and what needs work.

Too often trainings are designed to include only what the organization's "decision makers" think is important for learners to know. But, using the perspective of those who participated in past trainings can help inform the design of future workshops.

Feedback can be gathered at the end of a workshop using a short form that captures immediate thoughts on the training. It's best to keep the form simple so that it can be filled out in 5–10 minutes. It's also a solid strategy to blend quantitative questions (based on ratings) with qualitative (open-ended) questions. Quantitative questions help you identify trends in the participants' reactions while qualitative ones let you hear participants' thoughts in their own voices.

Another strategy in gathering feedback is to email participants a day or two after a training ends with a link to a feedback form using an online tool like Survey Monkey or Google forms. Given a chance to reflect, participants often will write long, more thoughtful responses to open-ended questions. The downside is you might get a smaller response rate than when asking participants to fill out a paper form at the end of a training.

Once you have gathered your raw data, put your responses into a spreadsheet and/or text document. Identify trends and key responses to include in a written summary for trainers and other stakeholders involved in past and future trainings.

Step 1.

Adapt the Training/Workshop Feedback Form Template to meet the needs of your volunteer trainings.

Here are some considerations in adapting the form and completing the assignment:

- Ask these questions of yourself and others involved with training: What do we want to get out of our trainings? What areas do we most want to improve?
- Use your responses to the above question to write at least two new quantitative questions to add to your adapted form. For example, "The trainer provided opportunities for small-group collaboration."
- You may have to consult staff from your organization when finalizing your form.
- If your organization already uses a training form, you can refine it.

Training/Workshop Feedback Form Template

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
The subject matter was presented effectively					
The trainer was knowledgeable					
The trainer responded to questions					
There were enough opportunities for discussion					
The written materials were useful					
The session met its stated learning objectives					
As a result of this training I gained new knowledge applicable to my position					
I plan to apply what I learned at this session					

Briefly describe significant knowledge and skills you gained from this session:

How will you use the knowledge and skills acquired?

What would have improved this session?

Thank you for your feedback!